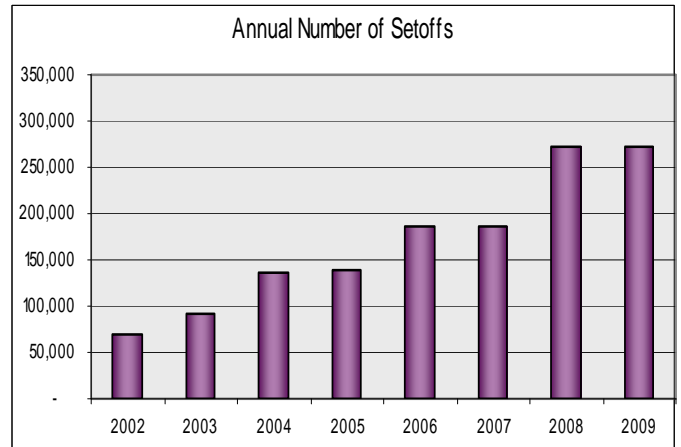
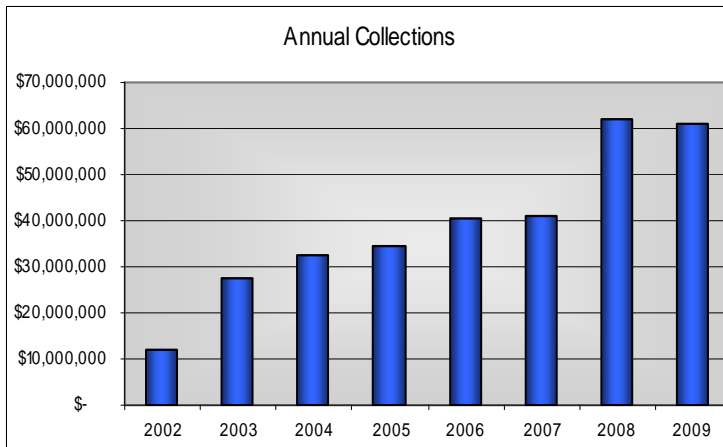


**Inside this Edition:**

- [Annual Collections](#)
- [DOR Furlough Plan to Close Offices](#)
- [Agency Setoff Conversion to WINPAS](#)
- [Agency Survey Results](#)
- [Business Process Change](#)
- [Contact Information](#)

**Annual Collections for TRIP Program**

The charts below represent the total collections and number of debts setoff by refunds from July 1, 2008 to June 30, 2009. The collection total for FY2009 is \$60,794,827



**DOR Furlough Plan to Close Offices**

In order to address serious budget issues, Governor Doyle has mandated that state employees take 8 furlough days per year for the next two years. The furloughs will be implemented by setting four days each year where all non-essential state operations will be closed. The dates the Department of Revenue will be closed are::

**Fiscal Year 2010**

- October 12, 2009
- November 27, 2009
- February 15, 2010
- May 28, 2010

**Fiscal Year 2011**

- October 11, 2010
- November 26, 2010
- February 21, 2011
- May 27, 2011

The remaining 4 days will be taken by each DOR employee as flexible days off.

**Agency Setoff Conversion to WINPAS**

The Agency Setoff team will begin working with developers for conversion of the current Agency Setoff system to the integrated Wisconsin Income, Processing, and Audit System (WINPAS) beginning January 2010. The project is slated for completion by November 2010. Input and suggestions from the setoff survey will be taken into consideration when developing system requirements. Thanks to all who participated.

## Setoff Survey Results

### 1. How long have you used the Agency Setoff Program?

- 39% of our users have been with the program for more than 3 years, 27% have just signed on in the last year.

### 2. How often do you use the Agency Setoff Program?

- 57% of our users are entering debts and reviewing once a week or more.

### 3. Will you use the Agency Setoff Program for next tax season?

- 93% said ABSOLUTELY!

### 4. Would you recommend the Agency Setoff Program to others?

- 82% said absolutely.

### 5. Level of satisfaction:

- 96% of our users rated the overall satisfaction as either Satisfied or Extremely Satisfied.

Addressing general comments:

- **Ability to gather social security numbers or answer detailed questions about taxpayers:** This is rather a common request among our agency partners; however DOR is bound by confidentiality statutes. Both a taxpayer's social security number and any tax return information, including how often a taxpayer files, and the amount of the refund are strictly confidential and bound not only by state law but also by federal confidentiality laws. Even within DOR, we are moving away from using SSN as a primary ID for taxpayers in the interest of protecting our population from identity theft.

What we can share is how much was offset to your debt, and when that offset occurred.

- **Education classes held in a more central location within the State to facilitate the more northern communities:** Providing an annual training is very important. We learn about our users and certainly our users learn from the content and dialog of the sessions. The reality is that we are all in a budget crunch and travel has been limited on both state and local levels. We are exploring an idea passed on by one of our agency partners to host regular conference calls to talk about issues and share information. Another idea is to host web chats. More information will be provided in the next newsletter regarding using these media for training and networking opportunities.
- **Need to get a better link between Driver's License Numbers and Social Security Numbers:** We are really dependent on the information supplied by the DOT in this process. While it is not perfect, it is the best solution at the present time. The improvements implemented last year in how we match have greatly increased the number of accepted debts.
- **Need the ability to update Debt1 when there is a Debt2 on the account:** The main reason for restricting any updates to Debt1 if there is a second debt in the system is to preserve your interest in the setoff priority. If we allow updates, there is no way for us to determine if the update is interest or if it is an agency updating to increase the balance for new debt. This goes back to problems experienced in the beginning of the program when we did not restrict updates. As we move to WINPAS as the new agency processor, we will re-consider the ability for interest updates to debts.
- **Arrange for mutual agreements to submit WI debts to MN (and other states) for refund setoff:** Recently WI and MN have entered into an agreement to submit tax debts for refund setoff. Wisconsin statutes only allows for a reciprocal agreement for the offsetting of tax debts. The DOR is recommending a change to state law to allow the setoff of other debts as well. Any recommendation for law change needs support and you can assist by contact your legislators or associations to lobby for your support of this law change. We will keep you updated on any progress as we proceed.
- **Error messages should be clear:** Many our users sent comments on this subject. Currently we are in a holding pattern with any functionality changes to the current agency system since the contract for the new system is in play. In developing business requirements for the new system, we will take care to establish a system to better explain the reason for a rejected debt.

## **Business Process Change - Reminder**

**October 1, 2009: Balance verification files will no longer be sent. It is essential that all state agencies, counties and municipal partners keep debt balances current.**

### **To Do List:**

- Mark your calendars for the date that the change will be implemented: October 1<sup>st</sup>, 2009.
- Review your summary files to make sure that all balances are current.
- Implement measures to ensure balances are updated as payments or adjustments occur. Interest updates may be made to a debt on a monthly or quarterly basis only.

Starting October, balance verification files will no longer be sent. In the event that a debt balance is not accurate, the agency will be responsible for refunds of overpayments to the taxpayer, including setoff fees, if appropriate.

**The TRIP Web-page** ★ **Past issues of TRIP News** ★ **Resources** ★ **Training Manuals**

[www.revenue.wi.gov/ise/trip/index.html](http://www.revenue.wi.gov/ise/trip/index.html)

### **Contact Information**

Please feel free to contact us with any questions or concerns.

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