WISCONSIN DEPARTMENT OF REVENUE

TRIP News

Tax Refund Interception Program

Maximize your collection efforts through TRIP

www.revenue.wi.gov October 2009

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Introducing Live Chat with the Setoff Team

Agency partners have requested more communication to cover issues and ask questions in a more global format. In order to provide an opportunity to ask questions, provide feedback, and support each other, the department is implementing it's first in a series of chat sessions using **GoTo**Webinar®.

Chat was chosen over a conference call for several reasons. Chat will allow users to participate while attending to other tasks, and unlike a conference call, can present the information in a more orderly manner. Another advantage is that if you are unable to attend the live session, a transcript can be made available for future reference.

This will be a pivotal year for agency setoff. The year will begin discussions on business requirements necessary for the transition from the current setoff system to the Wisconsin Income Processing and Audit System (WINPAS) that houses our integrated tax and refund processing jobs. This merger will move the agency setoff system to a more modern platform and result in more streamlined and efficient refund setoff processing. Frequent Chat sessions will help us transition from the old to the new system by allowing us to outline the progress and respond more quickly to concerns.

Date for Live Chat: Thursday, December 3rd from 9:00am to 10:00am.

Conference Call Option

If you are unable to attend the Live Chat session or chatting is not your favorite media, a conference call is scheduled on Friday, December 4th from 9:00am to 10:00am.

Registration Information: To register for either the LIVE CHAT session or the Conference Call Option, send an email to trip@revenue.wi.gov by Tuesday, November 24th. Specify the date and the session. An email with information on how to link to the conference will be sent.

Your agency must be enrolled in the refund interception program in order to participate in either session.

Invalid SSN/Name Issues

A debt can be submitted and accepted by the department and later determined to be invalid. This happens when a debt is submitted before a tax filing history is established for that SSN. The department discovers the mismatch when a refund is initiated. The name and SSN on the refund is run through a match to ensure the credit belongs to the debtor. Any mismatches are sent to a work list. Sometimes the mismatch is due to a name change and the refund credit is accepted and applied to the debt. Other times the mismatch identifies an error in the original debt submission and the refund credit is rejected.

When the refund is rejected, the debt will be set to zero. Any future attempts to resubmit the debt will reject with a reason of invalid SSN/Name match.

How to Submit Debt Request Inquiries

The department has been advising our partners that e-mail is not secure and it is relatively easy to have a breach of confidentiality when using e-mail. However, we have found that it is very difficult to determine the reason for the mismatch without detailed debtor information. To assist in gathering all the details, we have developed a method for our partners to submit debtor mismatch questions in a secure manner by using the TRIP application.

When using the TRIP application, submit the request by filling out the Debt Request Inquiry form found in the TRIP Full Access User portal. You must be a full access user to submit a request.

> **NOTE:** If your agency submits debts through the State Agency Mainframe or CCAP, you can also request full access to the TRIP application in order to take advantage of this new functionality.

Keep Balances Up-to-Date

As of October 5th, 2009 the Department of Revenue is no longer submitting requests to agencies for balance verification. A change to sec. 71.93, Wis. Stats., removed the balance verification requirement. Agencies will need to keep a debtor's balance current in the system to avoid an overpayment. In the event of an overpayment, the agency is responsible for any refunds that need to be issued to the debtor. If the debtor has paid in full the balance due to the agency, and the agency did not update the debt in the system, the agency will also be responsible for refunding the fee to the debtor.

DOR Furlough Plan to Close Offices

State employees are required to take 8 furlough days per year for the next two years to address state budget issues. The furloughs will be implemented through DOR by setting four days each year where all the department offices will be closed. The dates DOR 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 each year will be taken by each DOR employee as flexible days off.

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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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