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Reminders

Now that the setoff season is upon us, here are some tips to make communication more effective:

- ✓ **Debts submitted to TRIP must be directly owed to the agency, with the exception of child support or spousal support obligations.** Government agencies should not accept debt for referral from a private business. Section 71.93 (1) and 71.935 (1) can provide further guidance in determining the type of debt that may be referred.
- ✓ Keep balances up to date. There is no process to verify the balance prior to intercepting a refund.
- ✓ Include your six digit agency ID and agency name in your emails.
- ✓ For the quickest response to inquiries, use the trip@revenue.wi.gov email address.
- ✓ Never send a debtor's SSN in an email. If an issue regarding a debtor needs to be resolved, use the Debt Request Inquiry form located in the TRIP full access user portal.
- ✓ DOR staff can only assist with refund questions. Agencies using the setoff system are responsible for answering debtor questions related to the debt.

Live Chat with the Setoff Team

The first chat session using GoToWebinar® was very well received. Approximately 20 system users logged on to participate. All felt that there was a good exchange of information and several good questions prompted an excellent dialog.

We have scheduled another session for those who were unable to attend the first session.

Date for Live Chat: Wednesday, March 10th from 9:00am to 10:00am.

Registration Information: To register for the LIVE CHAT session, send an email to trip@revenue.wi.gov by Thursday, March 4th. An email with information on how to link to the session will be sent.

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

Safeguarding Social Security Numbers

E-mail is not secure and it is relatively easy to have a breach of confidentiality when using e-mail. In order to gather all the details when resolving debtor issues, 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.

Agency Setoff System Changes

Requirements meetings are starting soon to pull together the business requirements for the new Agency Setoff System. We will be moving the functionality from the current platform into the departments integrated tax system - Wisconsin Income Processing and Audit System or WINPAS. All agencies will experience changes as we make this move, but we are confident the long-term benefits will outweigh the development and implementation effort. Target implementation date is October 4th, 2010.

Benefits:

- ✓ Because the setoff system and the refund system will be integrated, we will be able to more efficiently process intercepts. Refunds post nightly as credits are identified.
- ✓ WINPAS is more robust than the current setoff system. There will be no limitations on the number of debts referred or the number of transactions submitted.
- ✓ WINPAS has sophisticated reporting tools to assist in producing better system analysis.
- ✓ Although there will be minor changes to the file layout, agencies will be able to submit files using the mainframe (state agencies), a secure web portal, or direct interface.

WAMS Procedures - Updates and Account Recovery

The DOR uses the enterprise Wisconsin Access Management System more commonly known as WAMS to allow access to the TRIP application. The WAMS system manages access to many different state internet applications. The system is operated by the Department of Administration.

- ✓ **New users** – If your agency would like to register a new user, the user should first go through the WAMS Self-Registration process to obtain a user ID and password. Once this process is completed, the agency administrator will follow the steps to Request Authorization from the TRIP full access user portal.
- ✓ **Change Password** – Use Profile Management to update information such as updating a password or changing an email address in the WAMS system.
- ✓ **Account Recovery** – Forgot your User ID or password? Follow the Account Recovery process. You will be asked your secret question. Then WAMS sends an email with a link to complete your recovery request.

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.

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

www.revenue.wi.gov/ise/trip/index.html

Contact Information

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

Program Contact:

Matthew Yeakey
Wisconsin Department of Revenue
Setoff Coordinator
(608)-266-8517
Fax: (608)-261-6226
trip@revenue.wi.gov

Newsletter Contact:

Susan Dukes
Wisconsin Department of Revenue
Program & Planning Analyst
(608)-266-9397
susan.dukes@revenue.wi.gov

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