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Text or Excel

The reports distributed through *My Tax Account* – TRIP application are currently configured as Text files. Users have requested a simpler format. Based on this feedback:

- Reports distributed through *My Tax Account* – TRIP default to a Comma-Separated Values (CSV) format which will allow users to open in Excel or any other database program. We will send out an email when the new format is deployed.
- Agencies that prefer a Text file format should contact DOR using TRIP Inquiry to request a profile change.
- The Agency Summary report, which is available on demand, will include a download option. Agencies will be prompted to select their preferred file type as XML, Text or CSV.

NOTE: Agencies using the Secure File Transfer (SFTP), CCAP, or State Mainframe are not impacted by this change.

Debt Conversion II

Agencies have reported issues with debts that did not convert. A second review of the data in the legacy TRIP system resulted in DOR identifying an additional 9,500 debts to convert. These debts have been uploaded to the new TRIP system.

Agencies are encouraged to run a new Agency Summary report. In addition, a report of all debts that did not convert will be issued to agencies before January 7, 2011.

You may resubmit any valid debts that did not convert. If you submit as a new debt, the new system will determine if the debt should be certified or rejected.

Recommendations for Using *My Tax Account* - TRIP

Portal Users

- If you are not entering debts daily, we recommend that you check the portal at least once a week. Place a weekly reminder in your calendar to logon each Wednesday to review posting notifications and any other notices DOR may have sent.

CCAP Users

- Place a weekly reminder in your calendar to pull your CCAP financial report every Wednesday to see if you have received any setoff proceeds.

All Users

- Use *My Tax Account* – TRIP Debt Summary with customer service. DOR processes refunds to debts daily. By reviewing the Debt Summary, you can verify for a debtor that a payment was processed.
- Use TRIP Inquiry – Send a question or debt mismatch information to agency setoff staff.
- Request an Agency Summary Report – Request the report of active debtors and balances on a monthly or quarterly basis for reporting statistics.

User Self Help – Answers to most of your questions can be found on the TRIP webpage.

- **New TRIP User Registration:** www.revenue.wi.gov/ise/trip/register.html . Click on the Registration User Guide to download step-by-step registration instructions, including screen prints to assist users through the registration process.
- **Convert TRIP Access:** www.revenue.wi.gov/ise/trip/index.html . Click on the Registration User Guide – Convert User Access to download step-by-step registration instructions if you used the legacy TRIP application in the past. If you do not see the Convert Access link in *My Tax Account*, follow the instructions above for New TRIP User Registration.
- **My Tax Account – TRIP User Guide:** www.revenue.wi.gov/ise/trip/training/trip2010.pdf . From the TRIP Operation Manuals and Policy Guides page, open the Fall Training 2010 PDF file. Use the table of contents links to jump to any subject of interest. Processes in the new system are illustrated with screen shots.
- **File Layouts:** http://www.revenue.wi.gov/ise/trip/manual_FullAccess.pdf . Use TRIP file layouts to delineate field lengths when converting a Text file to Excel. Open the TRIP External (Full Access) User Manual. Use the bookmarks to locate the Appendix and find the file you are converting.
- **Legislation:** www.revenue.wi.gov/ise/trip/legal.html . Use the link to open the Wisconsin Statutes & Annotations webpage to search the Wisconsin statutes.
- **Policy & Procedures:** www.revenue.wi.gov/ise/trip/register.html . Under the New Customers page, open Publication 218 (counties, municipalities, and tribal governments) or Publication 238 (state agencies) for TRIP information.

Report Distribution and Timing

Report Distribution

How you are going to receive a report is based on how you send DOR your file maintenance files.

- **TRIP Portal** – If you key your debts using Add Debt or upload a debt file using the *My Tax Account* – TRIP portal, click on the Notices link to view your reports. Reports are posted as an attachment in a Notice.
- **Secure File Transfer (SFTP)** – If you upload a debt file using the SFTP web portal, you will find a file posted in your SFTP pickup folder.
- **CCAP** – If you use CCAP to send debts, query CCAP for your reports.
- **Mainframe** – State agencies using the mainframe will receive and process reports on the mainframe.

All reports DOR generates for agencies are distributed in the manner described above with the exception of the Agency Summary. The Agency Summary report is provided to agencies on demand. Click on the Notices link and open the attached document to view your report.

Report Timing

Posting Notification: Weekly on Wednesday. Each week, DOR will run a report to identify debtors whose refunds were intercepted. If a debtor referred by your agency has received an intercept, a Posting Notification report is generated with the payment details. The report is delivered according to your agency distribution method described above. If there are no intercepts, there is no report.

Proceeds Distribution: WISMART Account Transfer by Friday; ACH Bank Transfer by Monday. Proceeds are transferred based on your funds transfer profile. State agencies that use WISMART (state agency accounting system) see a transfer of funds by Friday in their WISMART account. Other agencies should receive their funds by direct deposit to their bank account by Monday.

File Maintenance Response: Business day after File Maintenance transaction file upload. When a File Maintenance transaction file is received by the department, a response file is generated. The response file indicates if a debt was accepted or rejected. If a debt is rejected, DOR provides a reason code. The report is delivered according to your agency distribution method described above. If you enter debts using the Add Debt link on *My Tax Account*, you will not receive a response file; the response is immediate. An error message is displayed if your debt is not accepted.

Close Debt File: First Tuesday of the month. The Close Debt File lists debts closed for intercept. Debts are closed for intercept when the balance is less than \$20.00, or when DOR determines an SSN entered does not match DOR's records after accepting the original transaction. The report is delivered according to your agency distribution method described above.

Agency Summary Report: On demand. The Agency Summary Report is a comprehensive listing of all active debtors for an agency. Open the Agency Summary link and select a report for one agency or, if you represent multiple agencies, all your TRIP agencies. Select how you would like to receive the report. Options include XML, Text, and soon CSV formats. The report request is generated on demand. Click on the Notices link and open the attached document to view your report.

Frequently Asked Questions

■ How do I update my profile information?

You may update your name, email address, telephone number and password from the *My Tax Account* logon page. Click on the link in the lower right corner of the screen labeled Change User Info. This will take you to the WAMS Profile Management screen. Enter the updated information and click the Submit button at the bottom of the page. The next time you log in to *My Tax Account*, your contact information will be updated.

■ How do I remove access for a former employee?

Removal of a user is controlled by your agency's Account Master. The Account Master may logon to *My Tax Account* and click on the My Profile link. Click on the Manage Logons button and select the employee that you would like to modify. Select the Edit link and change the Allow Access from Yes to No. Only users with Account Master access will see the Manage Logons button.

■ How do I create a bookmark for My Tax Account?

Click on the link titled "Click here to bookmark this page" located on the *My Tax Account* logon page.

■ How do I resolve a debt mismatch issue?

First review the information you entered for the debtor. The most common error is a transposed Social Security Number (SSN). Remember that even if you entered it correctly from your system information, your system may have the wrong number. The second most common error is that the Last Name and First Name are entered in the wrong fields.

If you are unable to resolve the issue, use the TRIP Inquiry link to communicate with the Setoff Coordinator in a safe and secure manner. Like email, you enter a subject line, attach documents, enter comments in a text box, and submit. If you have questions related to a specific debtor, you may include debtor details such as complete SSN and name in your inquiry. The Setoff Coordinator will respond

after researching your question. A history of communications is stored in *My Tax Account* for future reference.

Note: DOR cannot disclose the correct SSN. We can only tell you that you entered an incorrect SSN.

■ **I entered my debts using the portal. How do I get debt numbers?**

In the past a debt number was required to update a debt. This is no longer a requirement if you use *My Tax Account* –TRIP to update your debt. The new TRIP requires that you enter the Debtor ID (as originally submitted SSN, FEIN, or DLN). All debts submitted by your agency for that Debtor ID will display. Select the debt you wish to update.

If you find that you need the Debt ID, request an Agency Summary report. The report displays all active debts by Debt ID.

■ **I submitted a TRAN TYPE 3 to update the debtor AIN and the record rejected. Why?**

DOR no longer supports TRAN TYPE 3 file maintenance transactions. To update the Agency Identification Number (AIN), submit the transaction as a TRAN TYPE 2 (debt update). Enter the new AIN and the current account balance.

■ **I have referred debts previously. Why does My Tax Account show my account balance as \$0.00?**

Ignore the Balance and Filing Frequency fields. *My Tax Account* was originally designed for business tax return processing. The TRIP program is using *My Tax Account* functionality to manage debt referral and reporting processes.

Vendor Setoff Update

Debts submitted under sec. 71.93 and 71.935 Wis. Stats., are also submitted to DOA for interception of state vendor payments. Previously when DOR received a vendor distribution, the setoff coordinator would contact the agency to verify the debt balance. DOR will no longer call or send an email to verify debt balances when a vendor check is intercepted for a TRIP debt. Agencies are required to keep balances up-to-date for this purpose.

Plan for Future TRIP Rollout

Please contact the Setoff Coordinator at (608) 266-8517 for TRIP XML file specifications. All agencies using file upload, file transfer, CCAP or state mainframe methods will be required to convert to DOR's XML specifications for *My Tax Account* - TRIP by October 7, 2011.

Contact Information

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

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