WISCONSIN DEPARTMENT OF REVENUE

TRIP News

Tax Refund Interception Program

Maximize your collection efforts through TRIP

www.revenue.wi.gov Sept 2012

Inside this Edition:

Updates

- **Text format** will be discontinued as of **9/30/2012**. TRIP accounts with a profile set up with Text format will automatically be changed to Excel format. Agencies sending debts by file upload are required to send files in XML format.
- **Update agency contact information** – We are in the process of updating agency contact information. If you have not updated your agency contact information with DOR, please complete and return this form.

Frequently Asked Questions

How do I change our agency's banking information?
If you change your bank, please complete and return an updated Financial Institution Form.

What is the debt hierarchy?
Refunds are setoff against debts owed in the following order:

1. DOR
2. State agencies, **including child support debts**
3. Counties or municipalities
4. Federal government
5. Tribal governments
6. Other states

Debts are setoff in the order they are received. For example, if a debtor owes two different municipalities for parking tickets, the debt with the oldest received date will be setoff first.

Why did you wait to reject the debts until now?
DOR rejects a debt when the identifier and the name do not match an individual in our tax processing system. Rejected debts are reported once each month on the closed debt file.

A debt is accepted - with an identifier (SSN, FEIN, or DLN) and the debtor's name - if the identifier and name match an individual in our tax processing system or there is no history of the identifier and name.

We received TRIP money; whose debt is this for?

- DOR sets off refunds against certified debts daily. We send you a posting notification report each week. This report tells you the debtor, the debt number, and amount applied.
- The proceeds are sent weekly by Electronic Funds Transfer (EFT). The funds are available in an agency's bank account by the following Monday (timing may change due to holidays).
- For some agencies, the person who receives the posting notice does not have access to the agency's bank account or vice versa. Please work together to reconcile the agency's posting notice with the deposits. Agencies are allowed to have multiple TRIP users if needed. If your agency changes personnel and no one has access to your TRIP account, please call 608-266-8517 or email trip@revenue.wi.gov.

My Tax Account TIPS

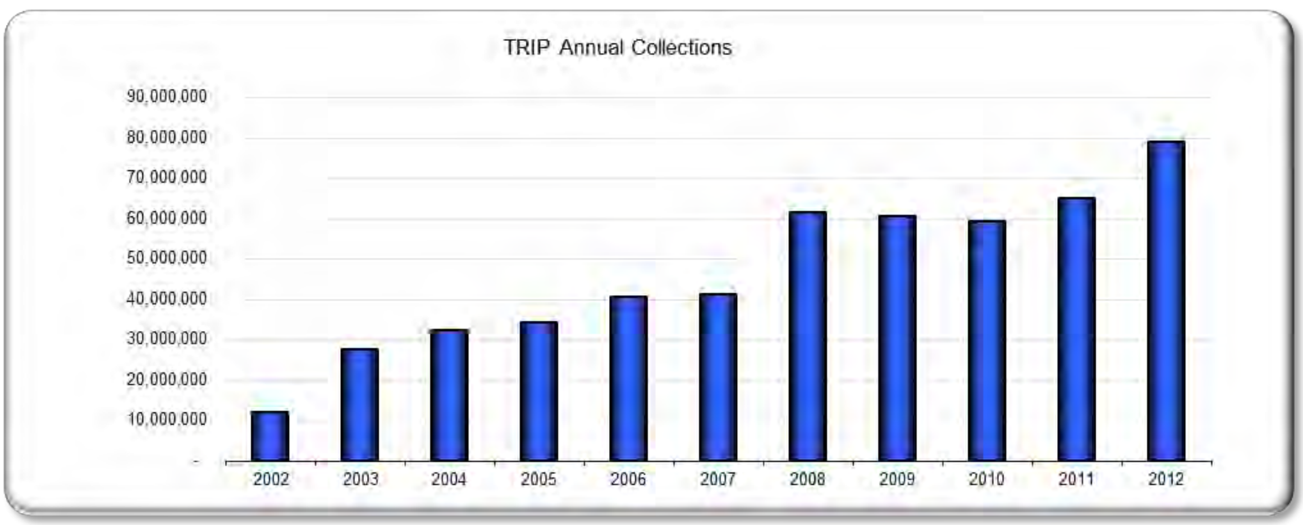
***My Tax Account* – Adding New User** – Use the *My Tax Account User Guide* instructions to register for *My Tax Account*. Once registered, send an email to trip@revenue.wi.us requesting to add TRIP account to your profile. Please include your name and logon name in your email.

***My Tax Account* – Debt Summary** –Use this feature to review transactions and updates posted to a debt. Debt Summary can be used if you are inquiring about an intercept that you cannot find, either because it was not recorded in your records or the funds for that intercept have not yet been received from DOR. Please refer to *My Tax Account User Guide* for sources and interpretations of the transactions.

***My Tax Account* - Agency Summary** - There have been recent changes to the selection menu when requesting Agency Summary report. Agencies may request this report in XML and Excel formats. Text format is no longer available. Agencies using Secure File Transfer Protocol (SFTP) may also request the report to be placed in the SFTP pickup folder.

***My Tax Account* – TRIP Inquiry** – Use the TRIP Inquiry feature to send your questions to DOR in a secure manner. You may include Social Security Number (SSN), Driver's License Number (DLN) or Federal Employer Identification Number (FEIN) in this secure communication to help us look up the debt. If you are sending a regular email to trip@revenue.wi.gov, do not include debtor's identification information.

Historical Agency Collections



Contact Information

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

Program Contact:

Joseph Mugenga
Wisconsin Department of Revenue
Agency Collection Programs
Phone: 608-266-8517 Fax: 608-261-6226
trip@revenue.wi.gov

Newsletter Contact:

Susan Dukes
Wisconsin Department of Revenue
Revenue Program Supervisor
Phone: 608-266-9397
susan.dukes@revenue.wi.gov