WISCONSIN DEPARTMENT OF REVENUE

TRIP News

Tax Refund Interception Program

Maximize your collection efforts through TRIP

www.revenue.wi.gov Jan 2013

Inside this Edition:

Reminders

- **Text format** for reports has been discontinued as of **9/30/2012**. Agencies previously set to receive reports in Text format will receive reports in Excel format. Debt files sent to DOR are required to be in XML format.

- **Update agency contact information** – Remember to update your agency contact information with DOR when your agency changes personnel. Please complete and submit this form.

Handling Debtor Inquiries

DOR processes refunds daily and sends the debtor a notice with the amount of refund setoff to agency debts. This notice provides the agency phone number and contact name. Debtors may know about the setoff before you have been sent your posting notice. Here are some tips for handling these customer inquiries:

- Verify that the proceeds have been intercepted by checking *My Tax Account* – Debt Summary. DOR updates the Debt Summary daily with the amounts setoff.
- Once verified, explain that it can take up to three weeks for DOR to transfer the money to apply to the debt.

Common Questions

Can DOR provide the Social Security Number for a debtor?
No. 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 under state and federal confidentiality laws.

Collection agencies or credit reporting bureaus may provide a social security number for a fee.

WAMS ID – My account is locked out, what do I need to do?
For Secure File Transfer Protocol (SFTP) users, the WAMS ID and password combination is your statewide key to access many different systems. The ID is maintained by the **Department of**

Administration, Division of Enterprise Technology. The WAMS Profile Management webpage allows you to register if you are a new user and manage your profile. If you forget your password or your account is locked, you can go to the Profile Management page to reset: https://on.wisconsin.gov/WAMS/home.

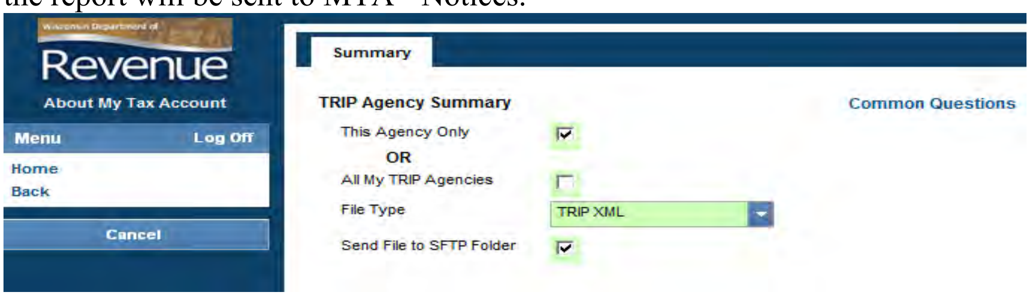
When should I receive my reports?

- ***Posting Notification*: Weekly on Wednesday.** This report tells you the debtor, debt number, and amount applied. The report is available for agencies that have had intercepts during the week.
- ***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) receive funds by Friday in their WISMART account. Other agencies receive funds by direct deposit to their bank account by Monday. There are exceptions for holidays.
- ***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 and available the next business day.
- ***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.
- ***Agency Summary Report*: On demand.** This is a list of all active debtors for an agency and is available upon request. The report is requested through My Tax Account.

My Tax Account Tips

***My Tax Account* Help** – Please do not send TRIP related questions to dormytaxaccounthelp@revenue.wi.gov. Send TRIP questions to the TRIP coordinator: trip@revenue.wi.gov or call 608-266-8517. If you need assistance with MTA registration or resetting your logon and/or password, please contact the TRIP coordinator. If we cannot help you, we will direct you to the proper person/unit to assist you.

***My Tax Account* - Agency Summary** – Changes have been made to the selection menu, select file type (XML or Excel format). For agencies using both MTA and Secure File Transfer Protocol (SFTP), please select *send file to SFTP folder* if you want your report sent to your SFTP folder. If no selection is made, the report will be sent to MTA - Notices.

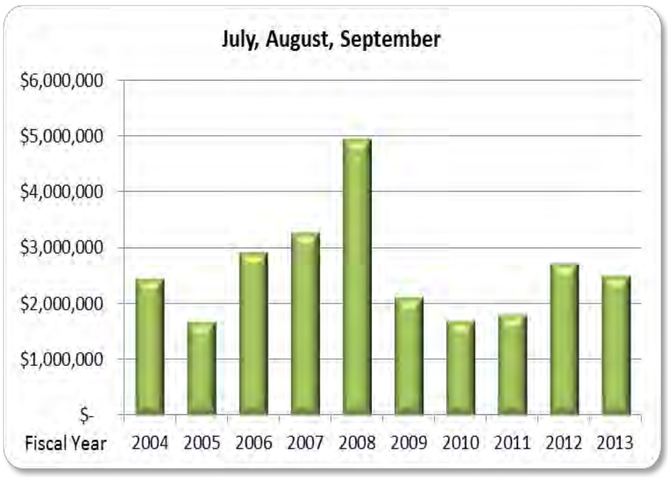


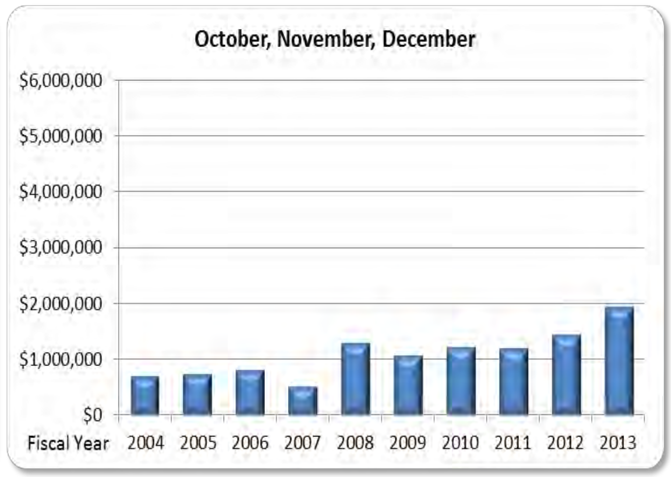
Settlement Report FY 2012

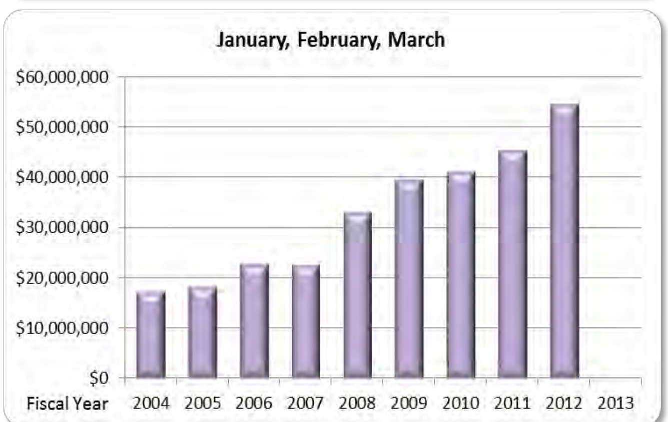
The collections report per agency for FY 2012 and FY 2013 (partial through December 2012) is now published on the DOR TRIP webpage, under Quarterly Settlement Reports. You must have your agency ID number (6-digit ID) to find your statistics.

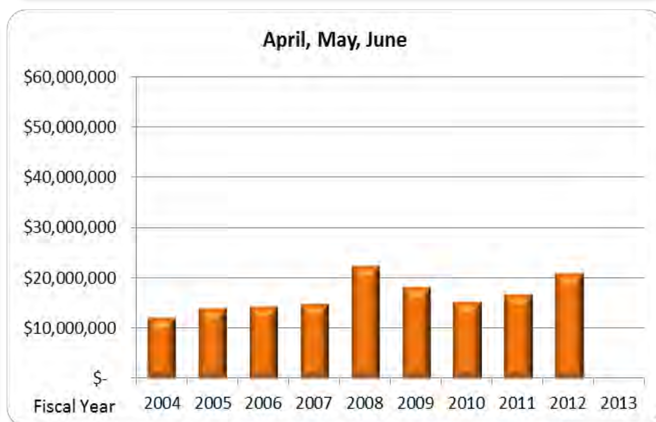
Historical Agency Collections By Quarter

The department operates on a fiscal year basis starting July 1st.









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