# Agency Collection News

*"Maximize your collection efforts"* *February 2015*

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## Updates

We updated three of the most common forms used for the Tax Refund Intercept Program (TRIP). The forms are fillable PDF documents. Please use these updated forms to change agency contact information or make financial institution changes:

- Agency Information Update
- Agency Setoff Financial Institution - Non-State Agencies
- Agency Setoff Financial Institution – State Agencies

## Guidance on Certifying Restitution Debt

After receiving information from the courts, we re-evaluated our policy regarding submitting restitution debt through either TRIP or Statewide Debt Collection (SDC) programs.

If a court order or statute mandates and requires that the restitution be paid to the Clerk of Court, the debt may be certified to the Department of Revenue for collection.

## Offset Season Reminders

Filing season has begun, which means increased offset activity. The following reminders are provided to help you handle the increased activity:

## Offset Season Reminders (cont'd)

**Handling Debtor Inquiries**

TRIP Debtor Inquiries: DOR processes refunds daily and sends the debtor a notice with the amount of their refund intercepted for agency debts. This notice provides the agency phone number and contact name. Debtors may know about the setoff before you receive your posting notice. DOR forwards all inquiries about the debt and refund setoff or intercept to the agency. 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 intercepted.
- Once verified, explain that it can take up to three weeks for DOR to transfer the money.

Contact us if you reviewed the Debt Summary and your records and you still have questions.

SDC Debtor Inquiries: We handle inquiries about debts referred through the SDC program and set up payment arrangements. There may be instances when we refer the debtor back to the agency, for example, to request a copy of the original bill. In these instances, we allow the debtor 30 days to contact us again to make payment arrangements. If the debtor does not contact us within that time frame, we resume collection actions.

Contact us if you have any questions about an inquiry from a debtor regarding an SDC debt.

**Payment Files**

It is important to note that for some agencies, the person who receives the payment file (posting notification or transaction file) may not have access to the agency's bank account, or vice versa. Please work together to reconcile the agency's deposits.

**Maintain Accurate Balances and Records**

Agencies are required to update the TRIP balances as soon as possible after processing a payment or adjusting a debt. In the event that an intercept is processed against a debt that was not adjusted timely, the agency is required to refund the intercepted amount to the debtor. If the entire balance should have been adjusted to zero before the intercept, the agency is also responsible for refunding the DOR fee. The fee is $5.00 per intercept, per debt.

**Reversals/Recalls**

Occasionally, DOR may contact you to return setoff proceeds. Recalls are emailed to the agency contact we have on file. Reasons for recall include fraud, scanning error, or taxpayer return error. DOR will adjust the debt amount to maintain your debt priority. When you receive a reversal request, please send a copy of the request along with the proceeds to DOR within 30 days.

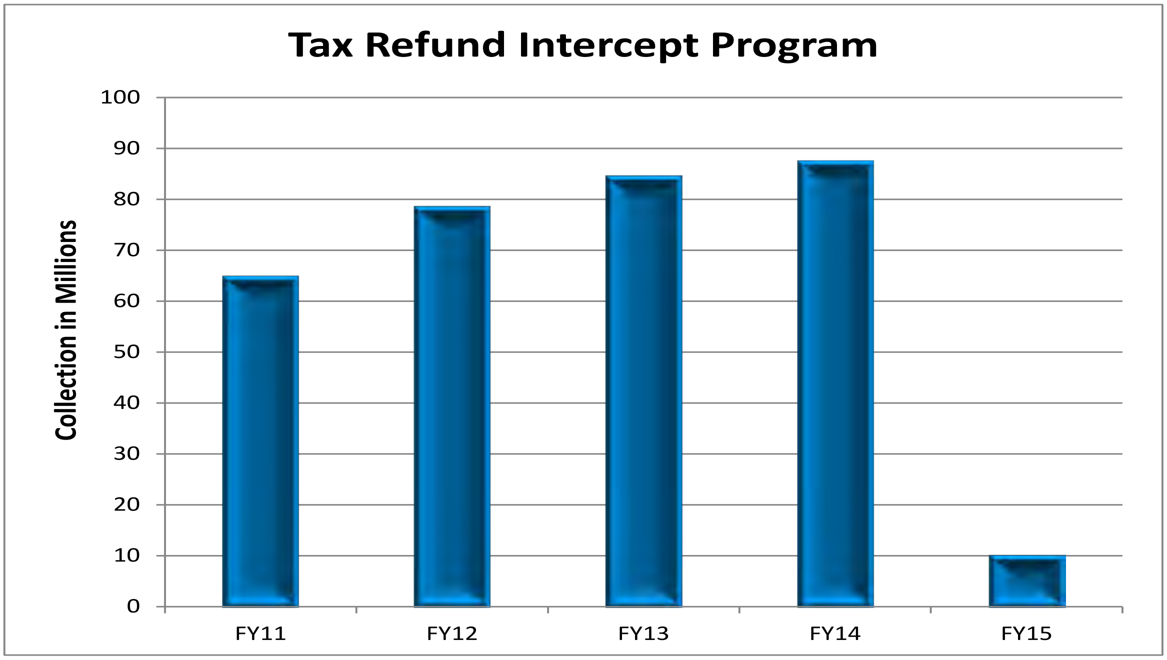
## Presentation Requests

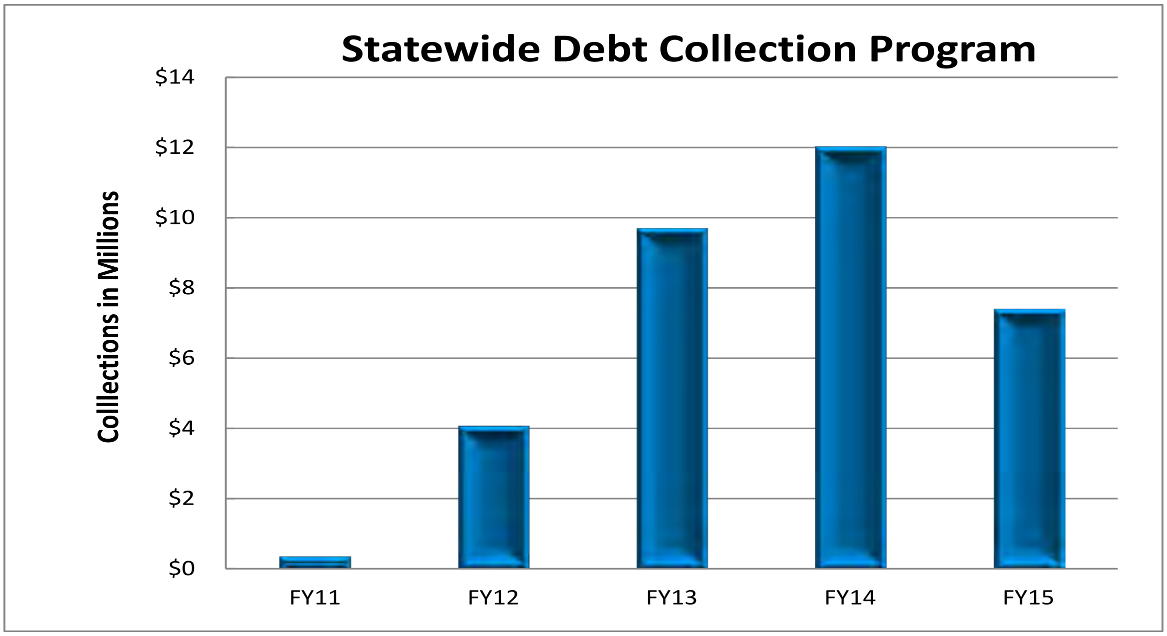
If you would like to have the Wisconsin Department of Revenue present on SDC and TRIP at your meeting or organization function, email your request to trip@revenue.wi.gov. Please include the following information in the request:

- Name of organization
- Location of event or meeting
- Date(s) of event
- Number of individuals attending
- Time allotted for the presentation

## Historical Agency Collections

Numbers are based on a fiscal year (FY) - July 1 to June 30. For FY 2015, numbers are through January 30, 2015.

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