

Table of Contents

Updates	1
Collection Sources - Unclaimed Property and Minnesota Refunds	1
Statewide Debt Collection (SDC) - Joint Debt and New File Format	2
Understanding Reports - Return File (SDC).....	2
Missing Payments - Tax Refund Interception Program (TRIP)	2
Historic Agency Collections	3
Contact Information.....	4

Subscribe to our newsletter – [subscribe](#) to receive the latest Agency Collection News.

Updates

The State of Wisconsin is transitioning to PeopleSoft to manage financial transactions. One of the most noticeable changes is new forms. From now on please use the forms below.

[STAR Vendor Information form \(DOA-6457\)](#) - use this form to update address or contact information.

[STAR Authorization for Electronic Deposit form \(DOA-6456\)](#) - use this form to update bank account information.

[Agency Collections Setoff- Accounting Transfer form \(P-171\)](#) – use this form to update your accounting information for PeopleSoft accounting transfers (State Agencies only).

Collection Sources - Unclaimed Property and Minnesota Refunds

Law changes effective July 1st allow the Wisconsin Department of Revenue (DOR) to intercept unclaimed property to setoff both SDC and TRIP debts. Previously, unclaimed property was only available through levy action for SDC debts. If a debt is paid from the proceeds of unclaimed property, we send the customer a refund notice with the amount, type of debt, and the contact information for the referring agency.

Debts that are not automatically matched need to have a claim filed. A claimant does not have to be the owner of the property. A claimant may be an heir, a creditor having a court order or judgement, or a government agency. The [Unclaimed Property](#) tab on our [website](#) has more information. Government agencies who are creditors may search the database and submit a claim for unclaimed property to pay agency debt. Once a claim is submitted, research is done to ensure the information matches. Once the owner is verified, the property is moved to a refund stage and is available to set off debts certified to DOR for collection according to the intercept hierarchy.

In addition to unclaimed property, the State of Wisconsin and the State of Minnesota have signed an agreement that authorizes the setoff of Minnesota refunds to individual SDC debts. At this time, Minnesota cannot accept business SDC debts. We anticipate this project to be fully implemented in September 2015.

SDC Joint Debt and New File Format

DOR is upgrading our system to accept joint debts from agency partners. Currently, agencies with joint debts are able to certify only one debtor. Being able to certify joint debtors will help maximize collections for our agency partners. We expect to implement this change by October 30, 2015. *My Tax Account* users will see additional input fields for the joint debtor.

Agencies using file transfer will need to program a new file layout. We are converting from a flat file layout to XML format. XML format is easy to read, understand and process. Our tentative implementation date for accepting XML files is October 30, 2015. DOR will continue to support the current file layout until **January 2018** to provide enough time for our partners to transition to the XML format.

Understanding SDC Reports - Return File

Return File is a monthly report that lists debts DOR is returning to the agency for various reasons.

Return reasons may include:

- Uncollectible: DOR is unable to collect the debt (i.e. no available assets). Unlike TRIP where the department keeps the debt for an indefinite time, uncollectible SDC debt is returned to the agency. The agency may refer the debt to a private collection agency for second placement. Uncollectible debt may not be referred back to the SDC program for collection.
- Satisfied: the debt is paid in full at DOR.
- Minimum balance: the debt balance is below the minimum collection threshold of \$20.00.
- Deceased: the debtor is deceased. DOR uses a vital records match with the Department of Health Services to determine when a debtor is deceased.
- Mismatch identification: New DOR filing history causes a name mismatch for the agency debt record.
- Business closed: DOR determined the certified entity (business) is no longer in business. DOR does not collect SDC debts from a closed business.
- Recall: DOR returns the debt when it is recalled by the agency

Missing Payments - TRIP

DOR receives many calls from individuals claiming that the agency never received the funds from an intercept and thus the delinquent account was never credited. Many times these missing payments have not yet been posted to your receivable system. Use the following guidelines when working with customers:

Ask when the offset happened.

If the offset was within the last two weeks, we may have intercepted the funds, but they may not have posted. Check *My Tax Account*, Debt Summary to see if DOR recently intercepted funds.

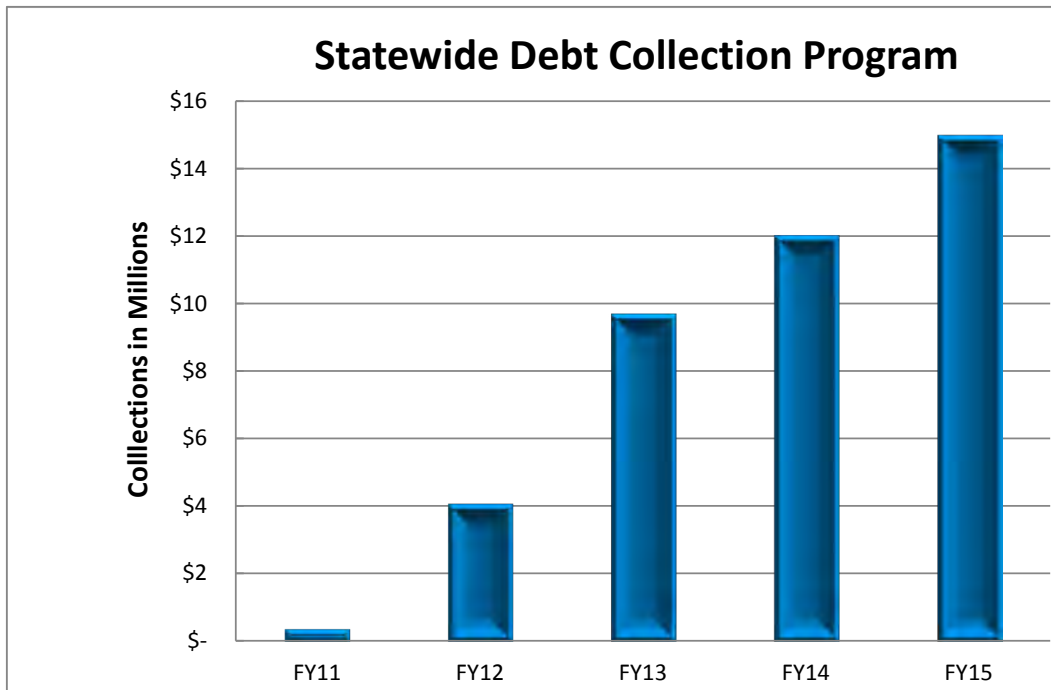
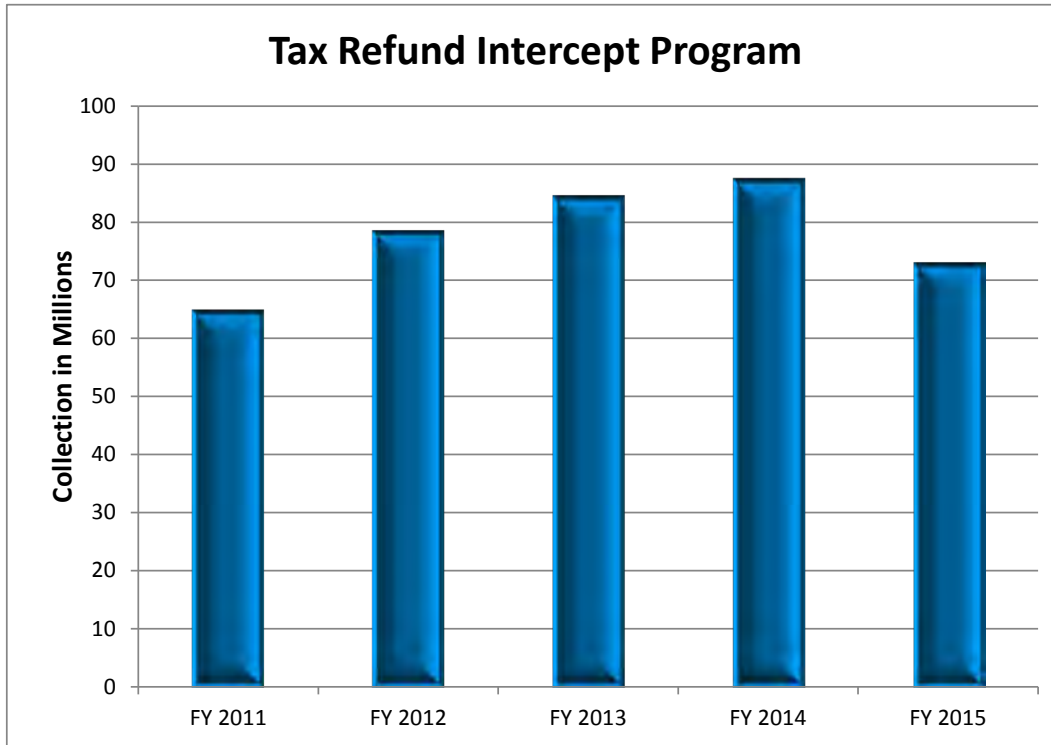
- If yes, advise the customer that you will post the payment soon.
- If no, ask the customer for a copy of their refund notice for details.

Your staff may want to ensure that an investigation is done internally to find the missing payment. If your staff is not able to resolve it internally, use TRIP Inquiry, call us at 608-264-0344 or email us at trip@revenue.wi.gov.

Historic Agency Collections

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

TRIP experienced a decline in the number and amount of intercepts in FY 2015. Withholding tables were changed in 2014 due to a reduction in individual income tax rates. A reduction in taxes withheld from wages means smaller income tax refunds available for setoff.



Contact Information

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SDC Debtor Contact

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