

## Table of Contents

Updates/Forms.....	1
Change to Refund Offset Hierarchy.....	1
Technology Enhancements.....	2
Security – My Tax Account.....	2
State Debt Collection (SDC) – Debtor Payments Received by Agency.....	2
Agency Collection Reminders.....	3
Common Questions - Debtor Identification and Debt Mismatches.....	3
Historic Agency Collections.....	5
Contact Information.....	5

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

## Updates/Forms

Agency contact information: Have you had any changes in personnel lately? Please update your TRIP Contact and TRIP Recall information with us. Complete and submit your information by clicking [here](#).

Change of banking information: Transmit the account change forms to Department of Revenue (DOR) for processing. We will update our systems, keep a copy, and send to Department of Administration (DOA) to update in the PeopleSoft system. If there are any questions, DOA will contact us first. Use [STAR Authorization for Electronic Deposit form \(DOA-6456\)](#) to update your information.

## Change to Refund Offset Hierarchy

Section 71.93, Wis. Stats., was amended by 2015 Wisconsin Act 355 to place restitution debt ahead of most other agency debts for refund offsets. Refunds will now be setoff in the following order:

1. Wisconsin DOR administered debts
2. Child support debts referred by Department of Children and Families
3. Restitution debts, SDC debts followed by TRIP debts
4. SDC debts, State Agencies followed by local governments
5. TRIP debts, State Agencies followed by local governments
6. Federal government debts
7. TRIP debts referred by Tribal governments
8. Other states' debts

## Technology Enhancements

**Federal Student Loans:** DOR may now receive federal student loan (Perkins) debts from University of Wisconsin campuses.

**Restitution:** Our next technology project is to set up agency accounts related to victim restitution. Effective July 2, 2016, 2015 Wisconsin Act 355 allows the Department of Corrections or County Clerks of Court to certify debts related to victim restitution and places restitution debts higher in the setoff priority. We anticipate an August 2016 implementation date for SDC and a December 2016 implementation date for TRIP.

## Security – My Tax Account

**Two Step Authentication:** DOR continues its efforts to enhance security by further protecting taxpayer data. We have added another security level within My Tax Account. Beginning July 8th, the first time you log into My Tax Account, a department-issued security code must be entered. You will be prompted to select your preferred method to receive the code: email or text. DOR will send the security code immediately to authenticate your access to My Tax Account. If you select “Remember my computer”, you will not have to authenticate each time you login with certain exceptions.

If you experience any technical issues logging in, please contact the My Tax Account help line at 608-261-5338 for assistance.

**My Tax Account Logins:** Each user must have their own, unique login. If you are sharing a user name and password with others, you must work with them to establish separate logins. More information is available in the [MTA Registration User Guide](#).

## Payments Received by Agency for SDC debt

**Partial payments:** If you collect a payment, send the amount received to DOR. We will apply the payment, adjust the balance due and send a balance statement to the debtor. You will receive your portion of the proceeds in the monthly remittance.

IMPORTANT:

- Do not use the recall transaction. If the debtor paid your agency, we will apply the payment and continue to collect the balance. Recall should only be used if you sent the debt to DOR in error.
- Do not use the debt update transaction to change the amount of the debt. This will cause an adjustment to the collection fee and any interest calculated to date. Use the debt update transaction only if you send DOR the wrong amount and need to amend the debt.

## Payments Received by Agency for SDC debt (cont.)

**Payment in full:** If you collect the total amount due including the DOR collection fee, you may:

- Notify DOR of the payment using transaction type 4 (for agencies using file transfer) or Report Payment link (for agencies using My Tax Account). Note: Reporting a payment is for informational purposes only. The information will be used to stop collection activities while waiting for payment to be sent to DOR.
- Send the amount due for the collection fee. DOR will adjust the remaining balance.

Send a check for partial payments and collection fees to:

WI DEPARTMENT OF REVENUE  
MS 4-206  
PO BOX 8901  
MADISON WI 53708-8901

## Agency Collection Reminders

**TRIP 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.

**Payment File and ACH Deposit:** It is important to note that for some agencies, the person who receives the payment file (posting notification for TRIP or transaction file for SDC) may not have access to the agency's bank account. Please work together to reconcile the agency's deposits.

## Common Questions - Debtor Identification and Debt Mismatches

**How can I obtain the social security number for the debtor?**

To submit a debt to DOR (TRIP or SDC), you need one of the following types of identification for the debtor:

- Social security number (SSN)
- Driver's license number (DLN)
- Federal employer identification number (FEIN)

Here are two options to obtain a debtor's information:

- Work with other units/departments within your organization that may have access to the identification information, such as your local law enforcement. They may be able to provide the identification depending on your agency confidentiality policy or protocol.

## Common Questions - Debtor Identification and Debt Mismatches (cont.)

- Work with **Professional Placement Services** (PPS). PPS was awarded a state contract to provide our agencies with debtor identification and location information such as a SSN, FEIN, or a current address. For more information on how to obtain debtor identification information, please contact PPS directly.

### **PPS Contact Information:**

Karri Thiesenhusen

Tel: 877-220-4106

Email: skip@paypps.com

### **Why did you wait to reject the debts until now?**

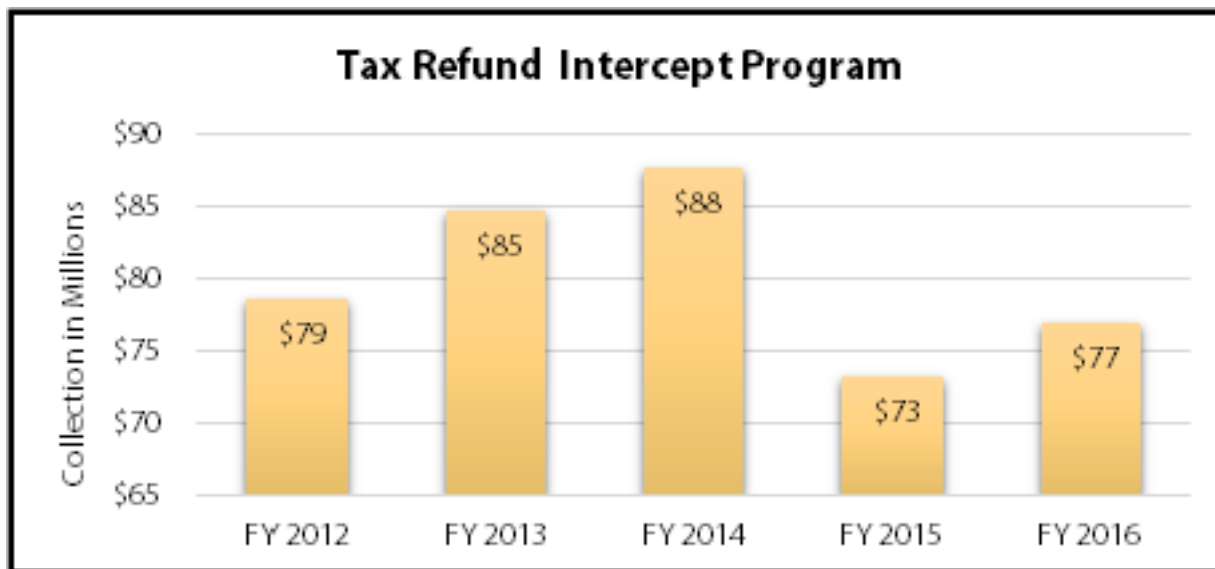
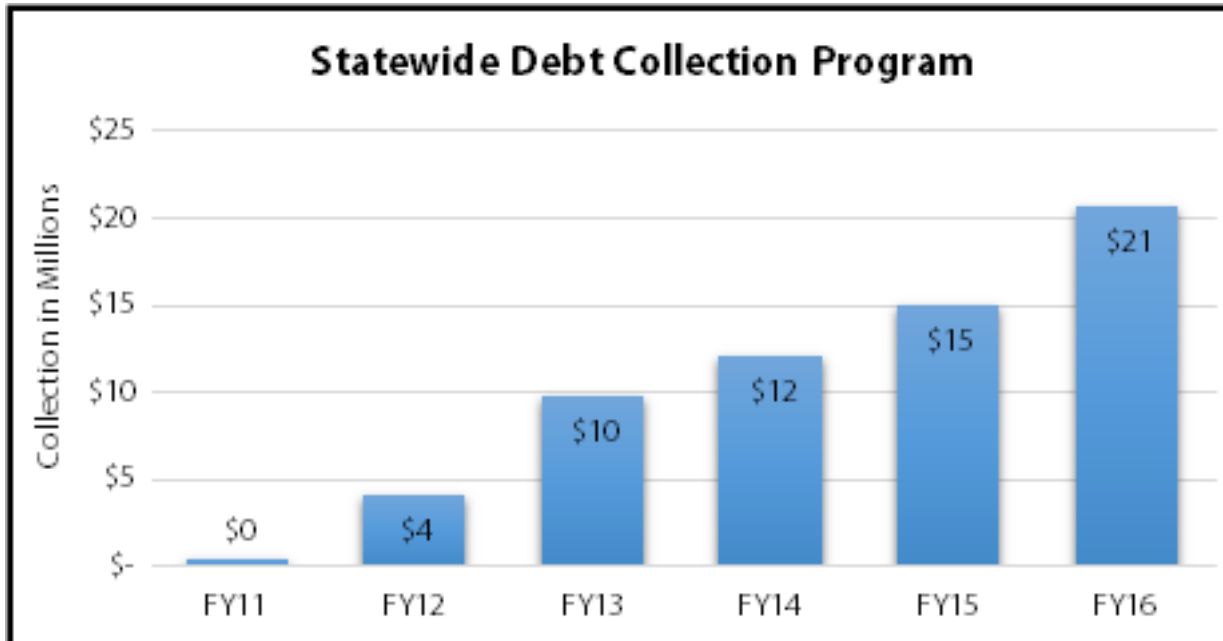
- A debt is accepted - with an identifier (SSN, FEIN, or DLN) and the debtor's name. If the identifier and name match an individual in our tax processing system or there is no history of the identifier and name the debt will be accepted.
- A debt is rejected - when the identifier and the name do not match an individual in our tax processing system. Verification will occur with submission of the debt, tax return filing, or account review by an agent.
  - o When DOR has record of the SSN, instant rejection occurs while entering the debt through My Tax Account (MTA) or through file transfer.
  - o When there is no record of the SSN in DOR's system, the debt is accepted. ID matching will occur when tax return is filed (with a refund). Debts with ID mismatch will be returned to the agency on a monthly return file (TRIP file). For debts in collection (SDC), agents review accounts periodically and may find debts with name/ID mismatch. DOR notifies agencies via email with a request to review their records, recall the debt and resubmit it with the correct identification

### **How do I resolve a debt mismatch issue?**

- Review the information you entered for the debtor. The most common error is a transposed SSN.
- Review the SSN from the original source. The number may have been incorrectly keyed into your system.
- Make sure the Last and First Names are entered in the correct fields.
- If you are unable to resolve the issue, please send a TRIP Inquiry including the debtor's SSN and name. We will review and respond after researching DOR records. Note: We cannot disclose the correct SSN. We can only tell you that you entered an incorrect SSN.

## Historical Agency Collections

Collection numbers are based on a fiscal year (FY) July 1st to June 30th.



## Contact Information

Beginning in August 2016 the Department of Revenue will join other Wisconsin state agencies in simplifying email addresses to the updated domain @wisconsin.gov. Agency Collections has a shared email and phone number to ensure prompt assistance to agencies. Please use the below contact information to reach us.

Joseph Mugenga and Roxy Walker  
Email: [DORAgencyCollections@wisconsin.gov](mailto:DORAgencyCollections@wisconsin.gov)  
Phone: (608) 264-0344  
Fax: (608) 261-6226

SDC Debtor Contact:  
Phone: 608-264-0345

TRIP Debtor Contact:  
Phone: 608-266-7879