

Agency Collection News

December 2016

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Year End Reminder

For TRIP Agencies – Due to the end of year holidays, there is a schedule change for TRIP weekly posting notifications and electronic deposits.

- 12/13/2016 – Last postings for calendar year 2016. Electronic deposits will process Monday, December 19, 2016.
- 12/20/2016 and 12/27/2016 – No postings.
- 1/3/2017 – Weekly postings schedule will resume.

Restitution Debts

Effective July 2, 2016, Wisconsin Act 355 allows the Wisconsin Department of Corrections or County Clerks of Court to certify debts related to victim restitution, and places restitution debts higher in the setoff priority.

Victim restitution specifically refers to restitution ordered paid to a victim in a criminal case to be collected by the County Clerk of Courts on behalf of the victim and then distributed to the victim before other fines/fees/forfeitures are paid. Other types of restitution such as property damage, loss, thefts, etc., qualify for submission to SDC or TRIP, and are treated the same as any other debts for your agency.

Wisconsin Department of Revenue (DOR) can now receive victim restitution debts from County Clerks of Court for SDC. **Please contact us with any questions or to set up a new SDC Restitution account.**



Refund Offset Hierarchy - Refunds are now setoff in the following order:

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

Offset Season Coming Soon - Reminders

Refund filing season begins soon which means increased offset activity. The following reminders will help you handle the increased activity and have a successful offset season.

Agency Contact Information: Have you had any changes in personnel lately? DOR provides debtors with agency contact information on notices related to agency collections and offsets. Please update your TRIP Contact and TRIP Recall information with us. [Use this form](#) to complete and submit your information.

We are reviewing accounts that have not provided recent updates. You may receive an email to confirm the TRIP contact information on file with DOR. If you need to provide updates to SDC, please contact us by phone or email.

Change of Banking Information: Has your agency changed financial institutions? Many Wisconsin banks have recently changed ownership or routing information.

To prevent delays of TRIP or SDC deposits to your agency bank account, please verify DOR has current banking information on file for your SDC and TRIP accounts. Transmit the account change forms to DOR for processing. We will update our systems and keep a copy, then send it to the Department of Administration (DOA) to update in the PeopleSoft system. If there are any questions, DOA will contact us first. Use the [STAR Authorization for Electronic Deposit form \(DOA-6456\)](#) form to update bank account information.

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.**

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.



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.

State Debt Collection (SDC) - Reconciling Reports

Transaction File – list of payments/credits. The report tells you the debtor, debt number, and payment amount. The report is available the 2nd business day of the month. The electronic transfer (ACH) payment is available three business days after you receive the report. Use this report to credit the debtor for payments made. Do not use the Transaction File to reconcile account balances as the balance may not be accurate on this report. For account balance, please use the **Agency Summary**.

Agency Summary – list of all active debts at DOR. The report provides the status of collection, current balance, and bankruptcy information if a bankruptcy case exists. The report is available on the 1st business day of the month. Use this report to reconcile debts balance.

Return File – list of closed debts. It provides accounts closed for various reasons: satisfied, uncollectible, minimum balance, recall, deceased, bankrupt, mismatch id, and business closed. The report is available the 1st business day of the month. Use this report to record debts that are no longer at DOR for collection.

Presentation Requests

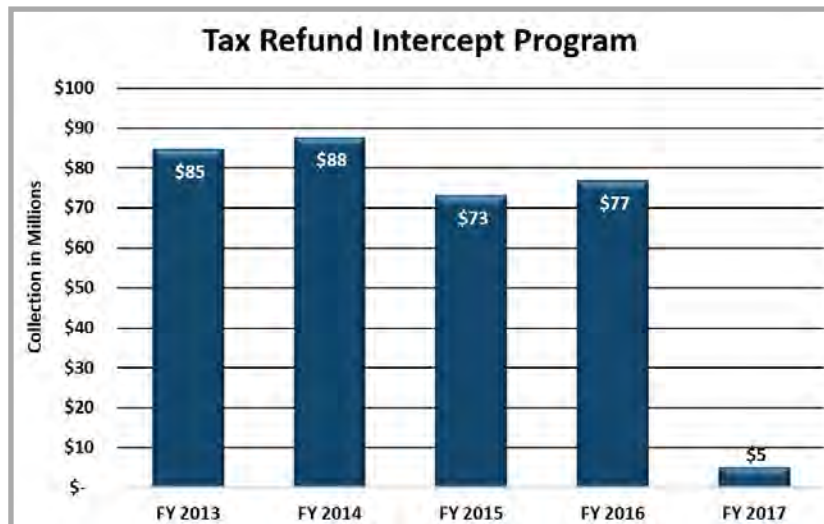
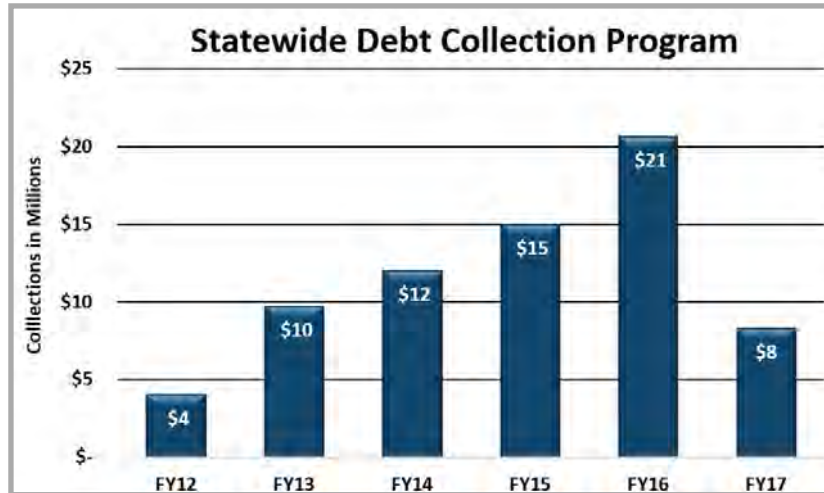
If you would like to have the Wisconsin Department of Revenue present on SDC and TRIP at your meeting or organization function, email your request to DORAgencyCollections@wisconsin.gov. Please include the following information in the request:

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



Historical Agency Collections

Collection numbers are based on a fiscal year (FY) July 1st to June 30th. For FY 2017, numbers are through November 30, 2016.



Contact Information

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

Phone: (608) 264-0344

Fax: (608) 261-6226

SDC Debtor Contact:

Phone: (608) 264-0345

TRIP Debtor Contact:

Phone: (608) 266-7879

