Wage Attachment User Guide for Employers

R. 04-22

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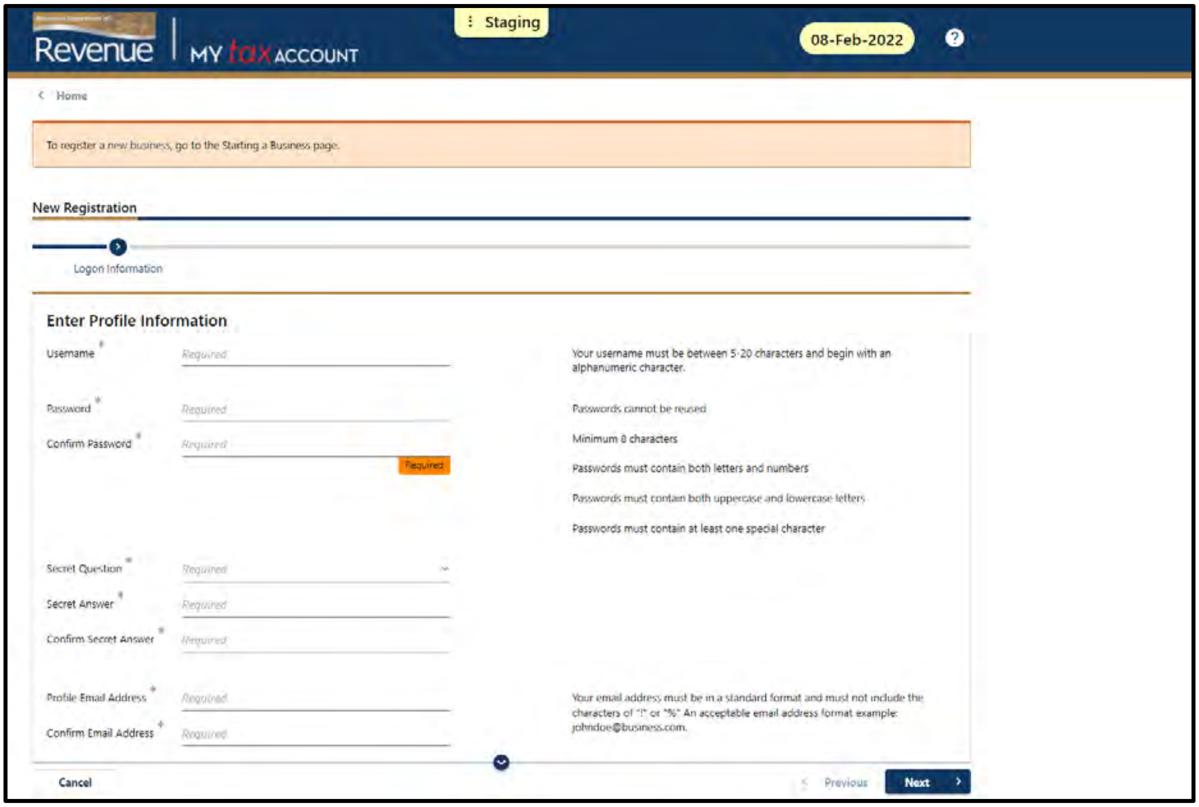
New User Registration Process (Business owner, employee user)

- **Note:** The following instructions are for **new** employer users.
  - If you already have a My Tax Account profile, go to the Add Wage Attachment Account section beginning on page 8
  - If you are a third party preparer, go to the Third Party Preparer section beginning on page 12

- From the department's home page (revenue.wi.gov) click the My Tax Account button, or go directly to https://tap.revenue.wi.gov

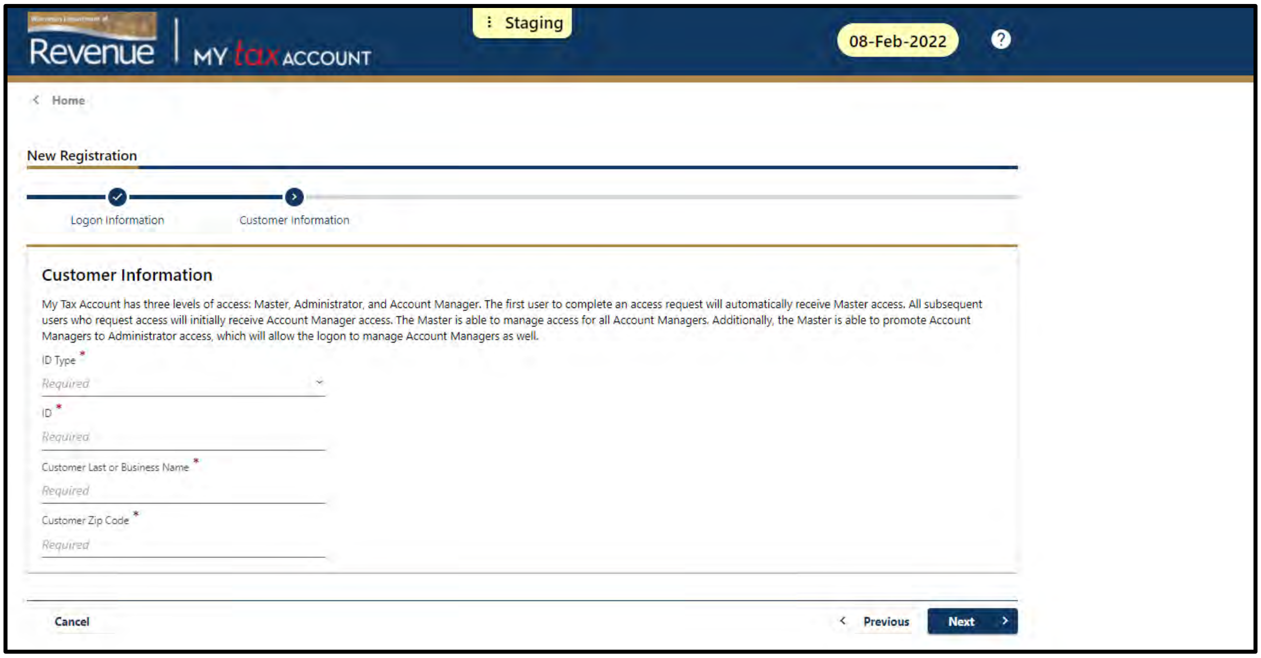
- Click 'New? Create new username'

- Enter your Logon Information. Every My Tax Account user needs their own username. Enter a unique username, password and profile email address. Do not share this information with anyone else.
- Click 'Next'

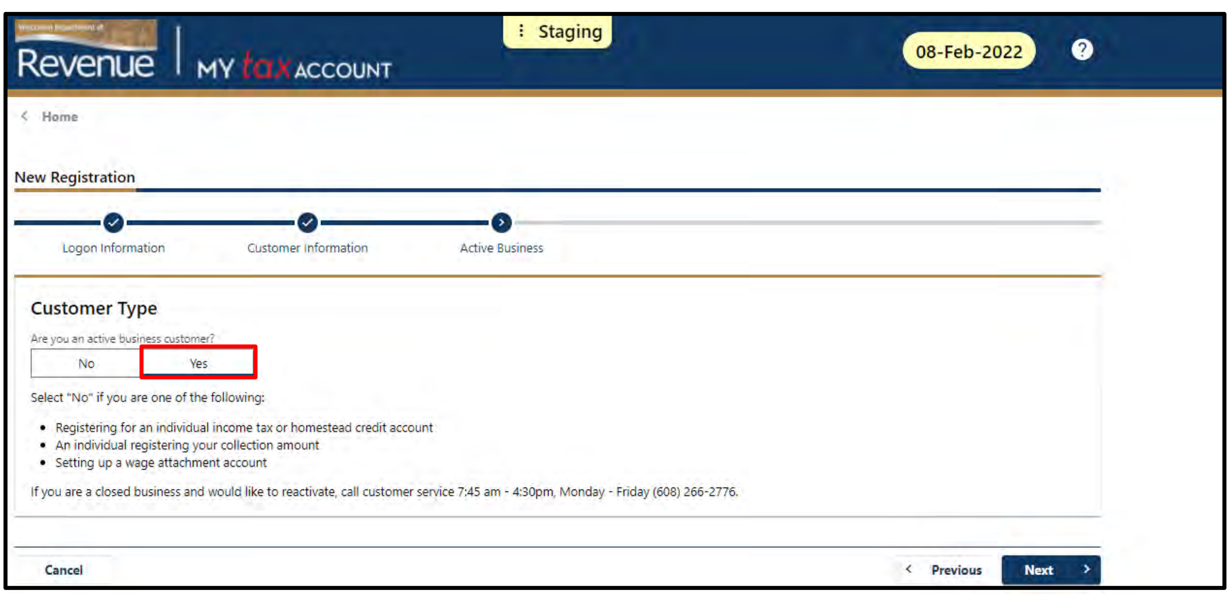


- **Note to businesses with subsidiaries:** If you are an employee of a business that has subsidiaries, register under the parent company first. Later in the process you will be able to add access to the other subsidiaries using the 'Add Third Party Account Access'.

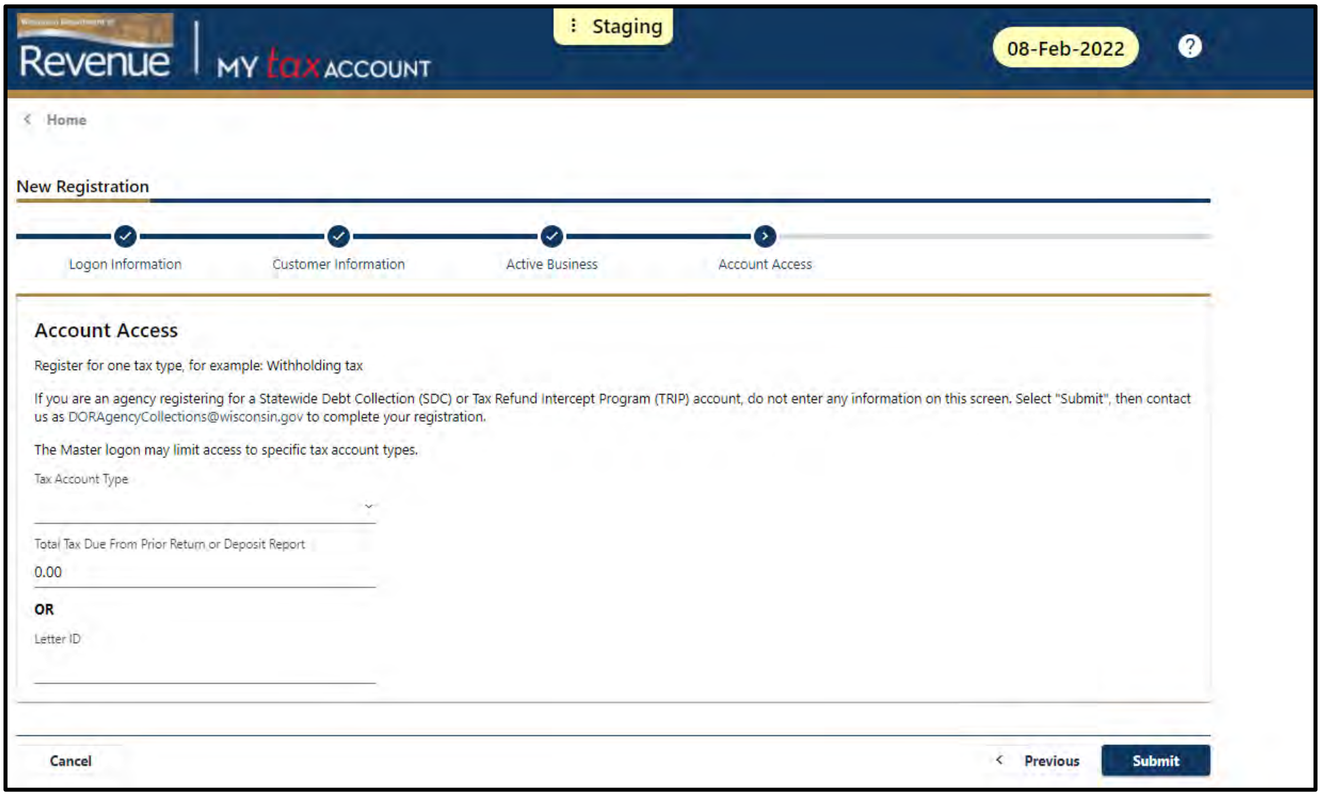
- Enter your Customer Information
- The first user to request access for a business automatically receives Master level access. All other users will receive Account Manager access.
- The user with Master access will manage the access of all Account Manager users and third party preparers. We strongly encourage business owners to have Master level access.
- Sole proprietors may use their personal information
- Click 'Next'



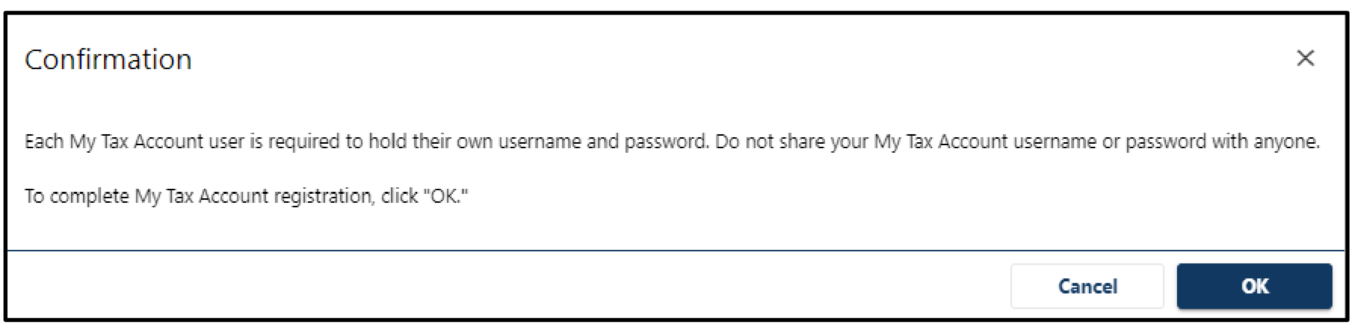
- Answer 'Yes' to the 'Are you an active business customer?' question
- Click 'Next'



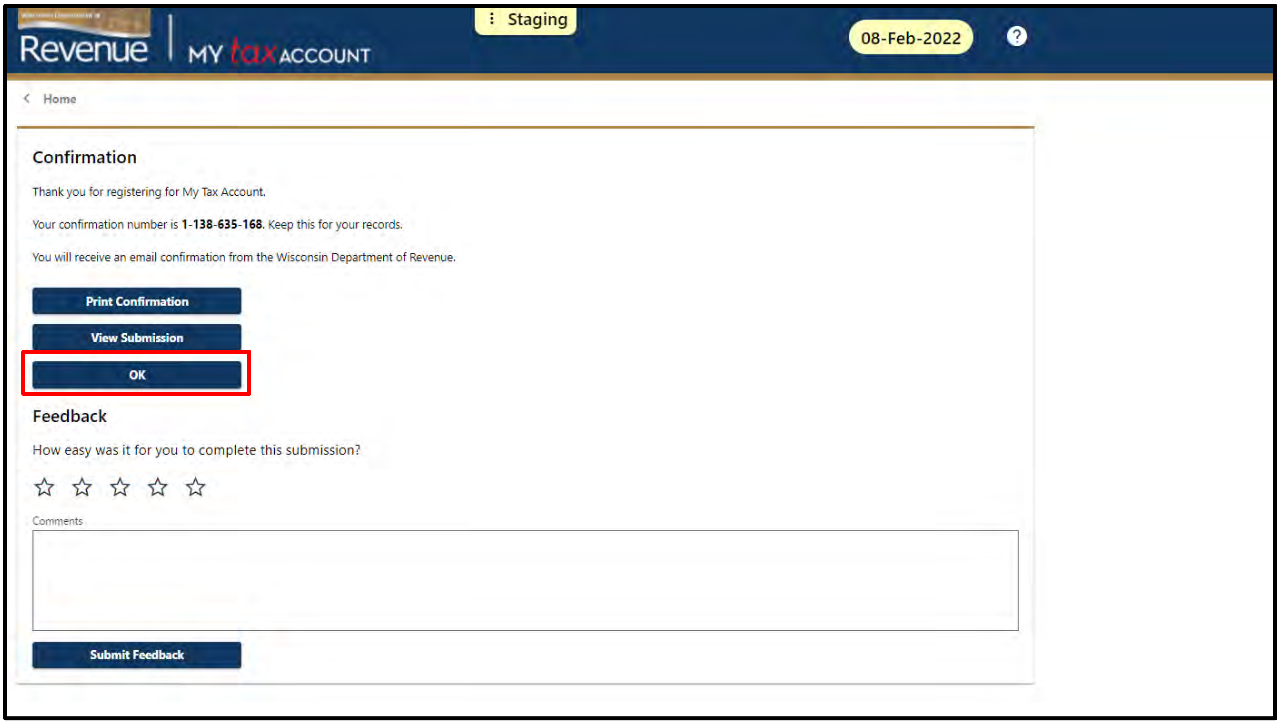
- Register for one tax type by selecting a tax account type and the total tax due from a prior return or deposit report. You could also enter the letter ID from the wage attachment order of one of your employees.
- Click 'Submit'



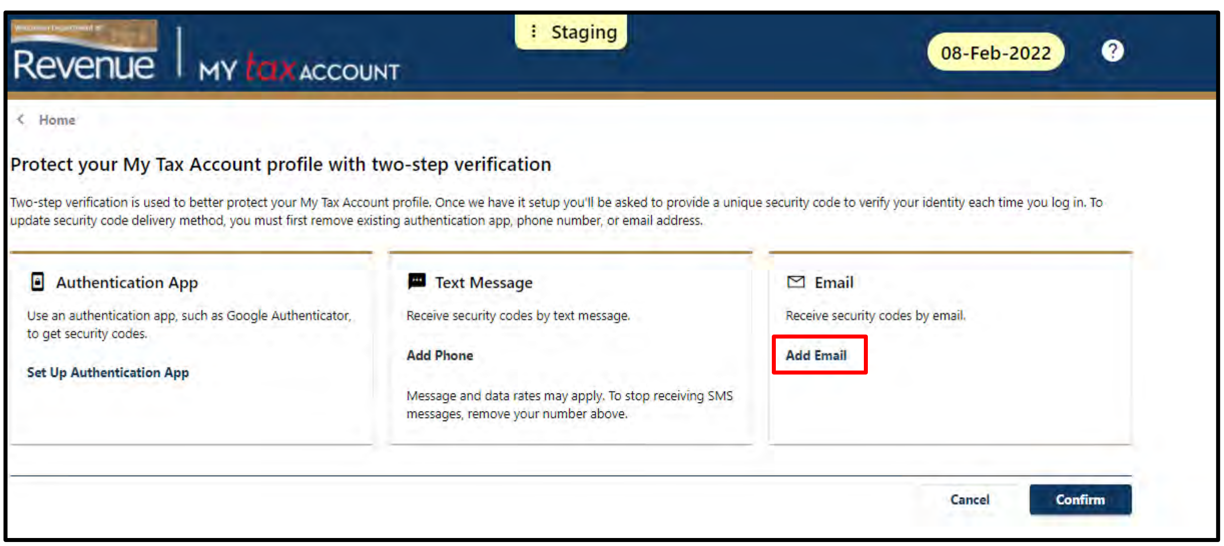
- A confirmation page appears recommending that you do not share your username or password
- Click 'OK'



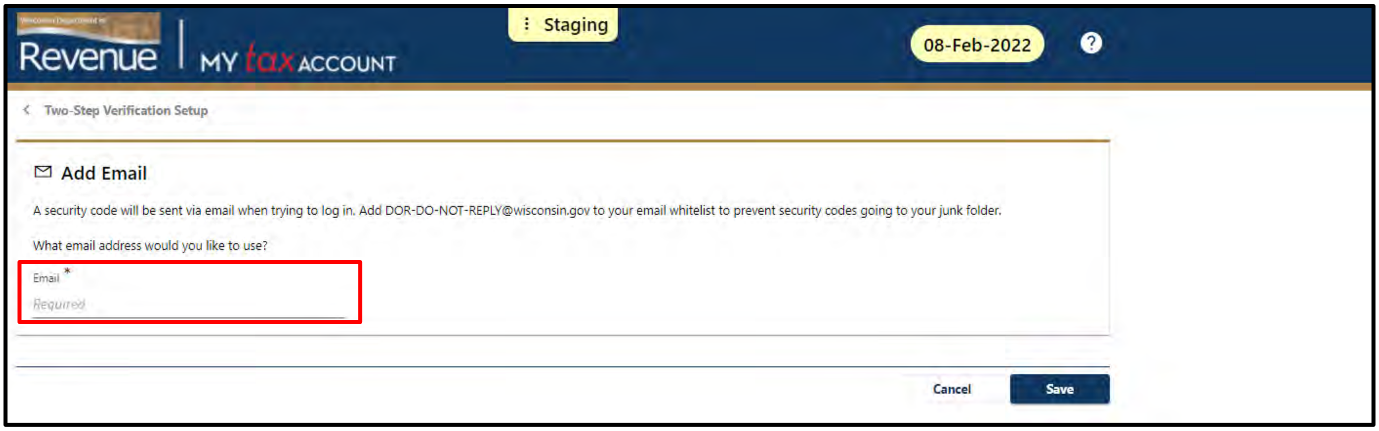
- Another confirmation screen appears with your confirmation number and states that you will receive email confirmation
- Click 'OK' to return to the My Tax Account landing page



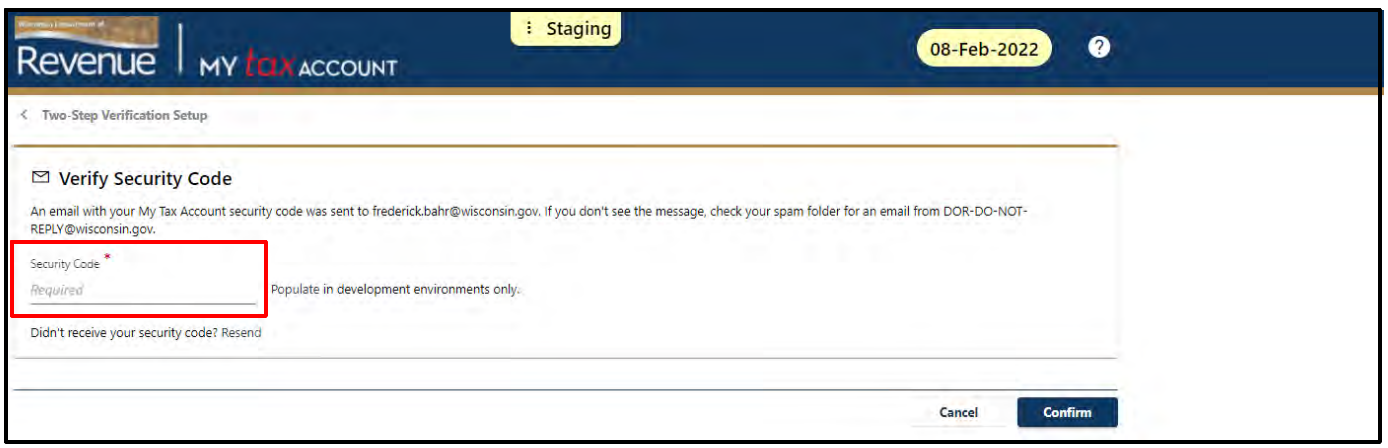
- Log back into My Tax Account by entering your username and password. This brings up the two-step verification page where you will choose a method to receive security codes that you will use to verify your identity each time you log in.
- For this example we'll choose to receive security codes by email by selecting the 'Add Email' hyperlink and then 'Confirm'



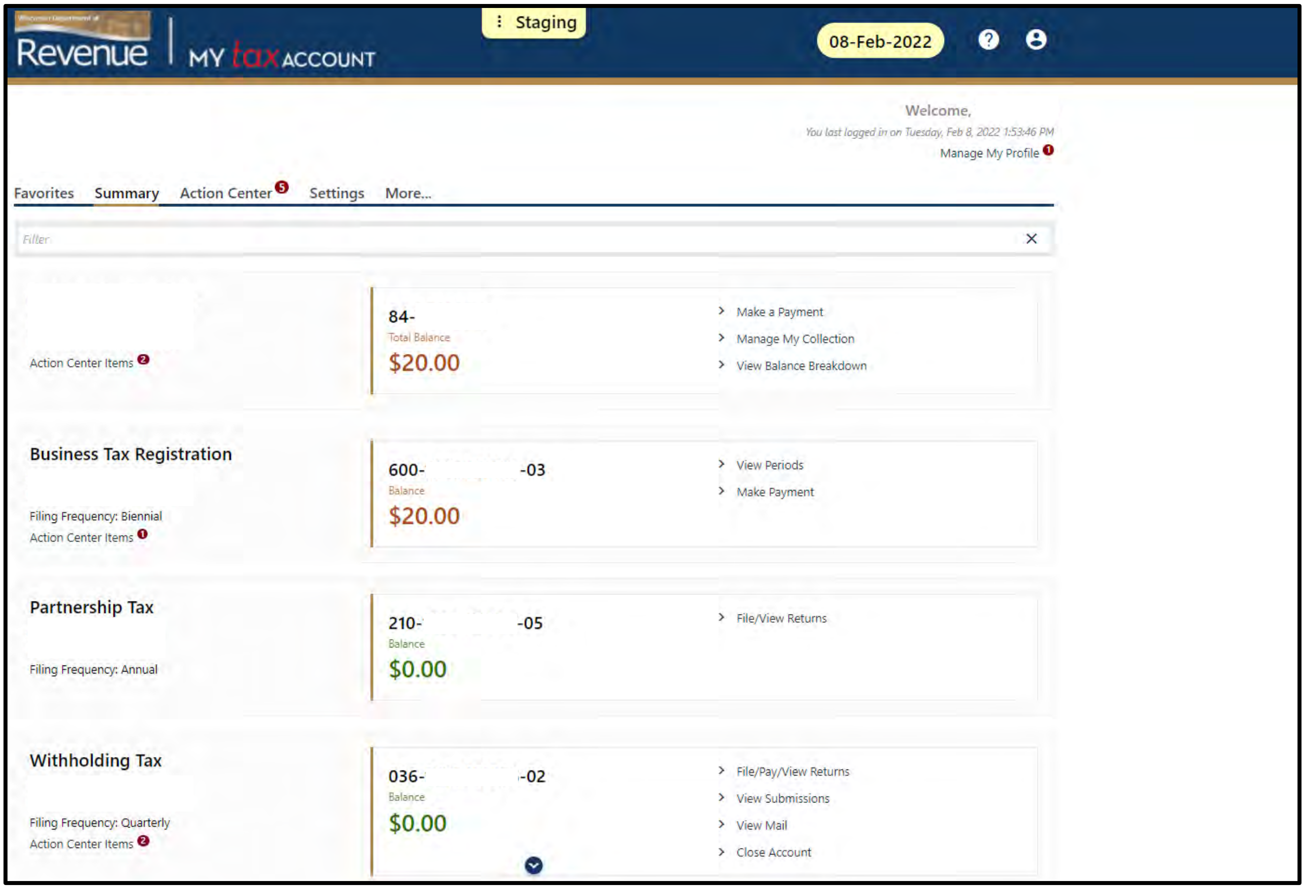
- Enter your email address
- Click 'Save' to continue and you will receive an email with a security code



- Enter the security code from the email and click 'Confirm'

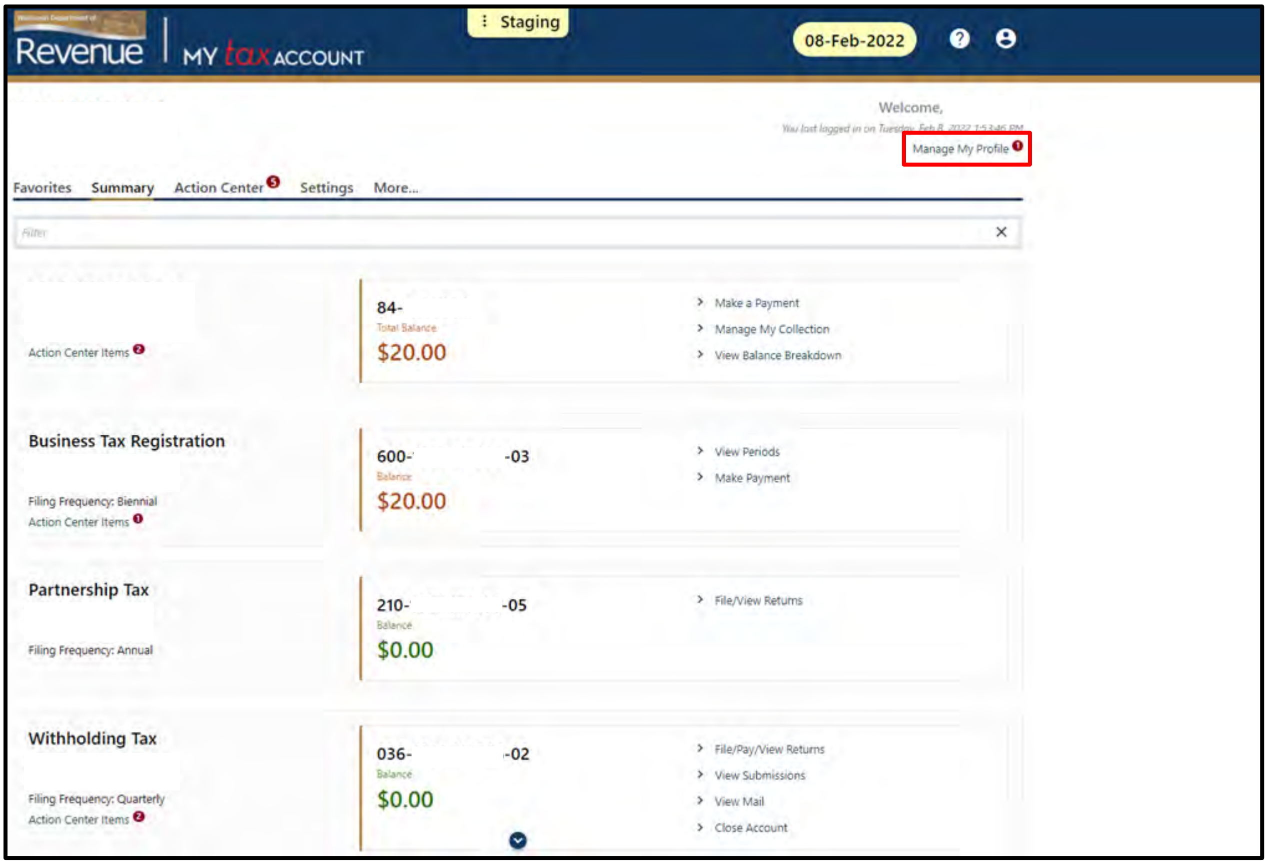


- Your My Tax Account summary page is displayed with a list of your existing business tax accounts

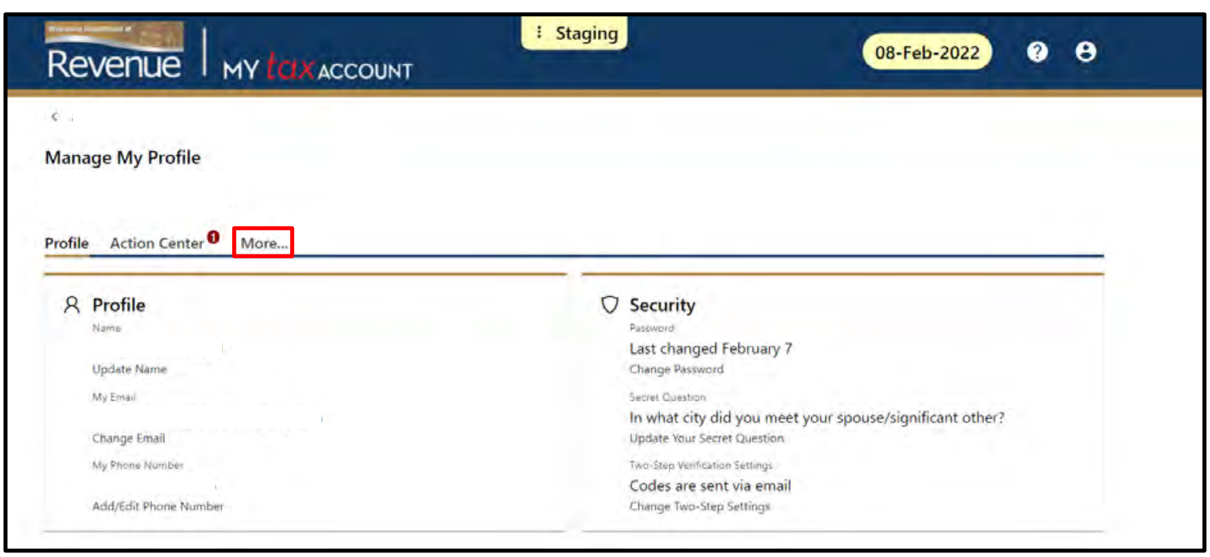


Add Wage Attachment Account

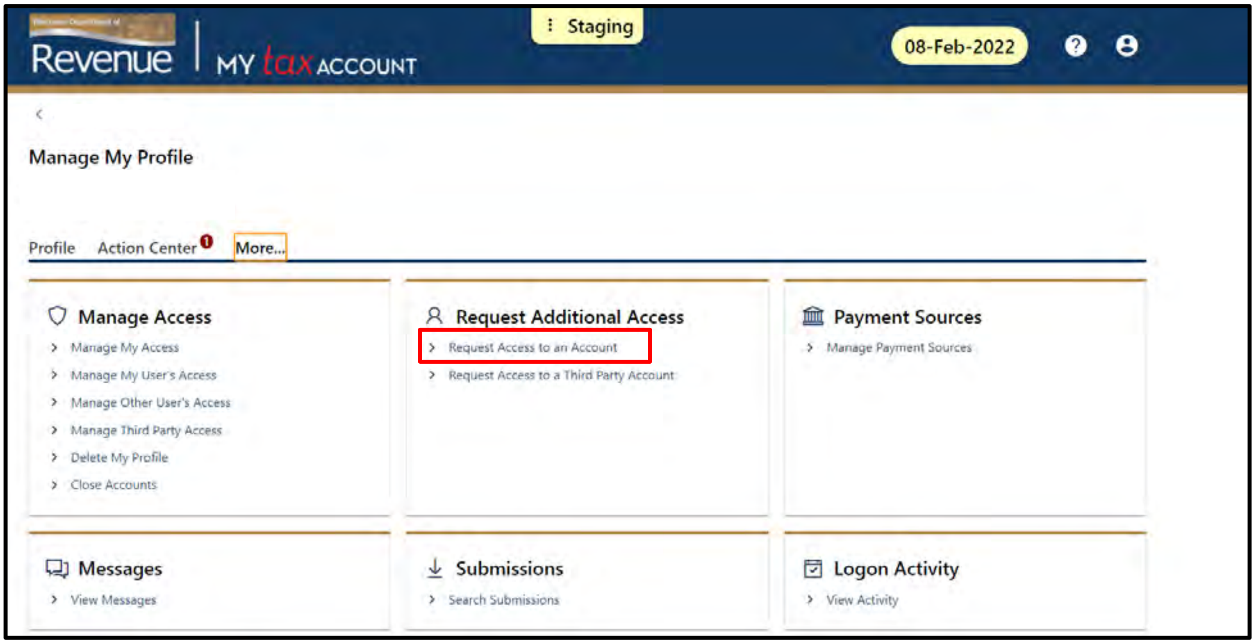
- From your My Tax Account summary page, select 'Manage My Profile'



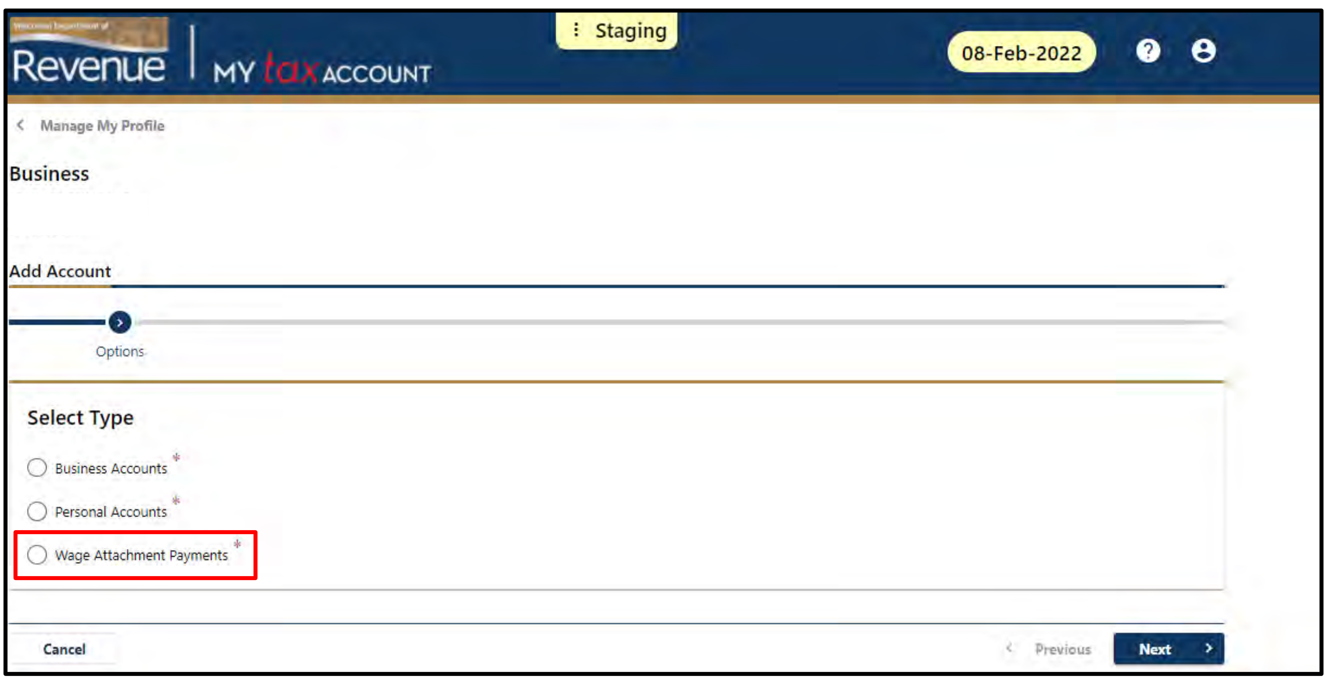
- Select 'More...'



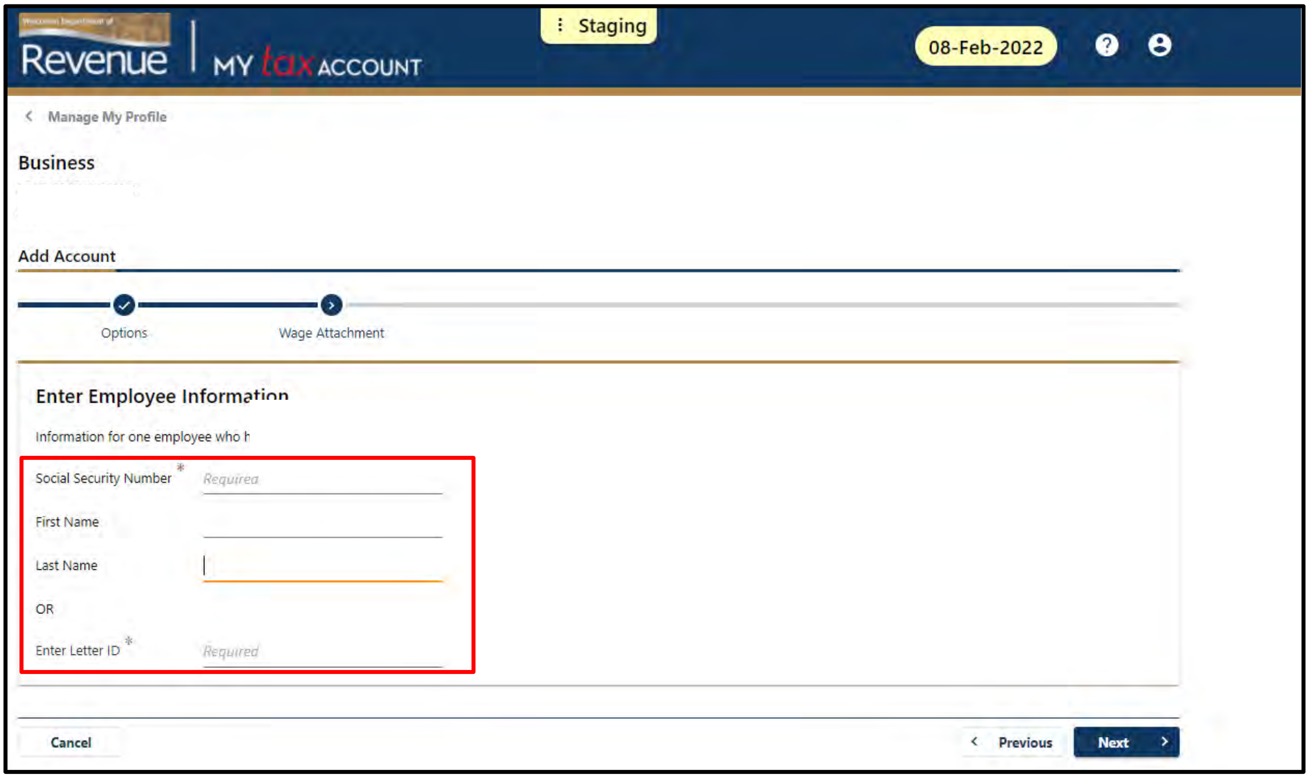
- Select 'Request Access to an Account'



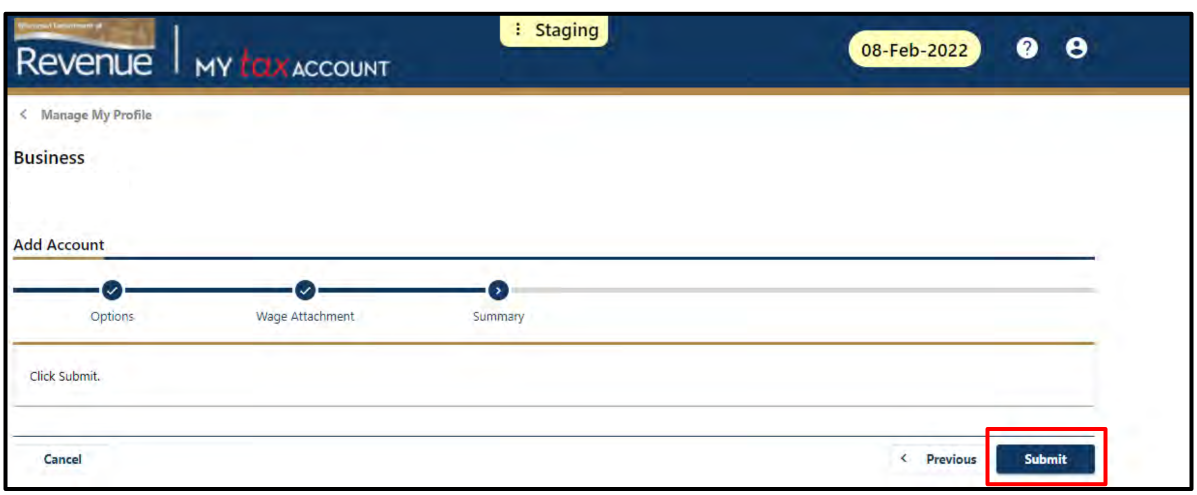
- Select the radio button for 'Wage Attachment Payments' and click 'Next'



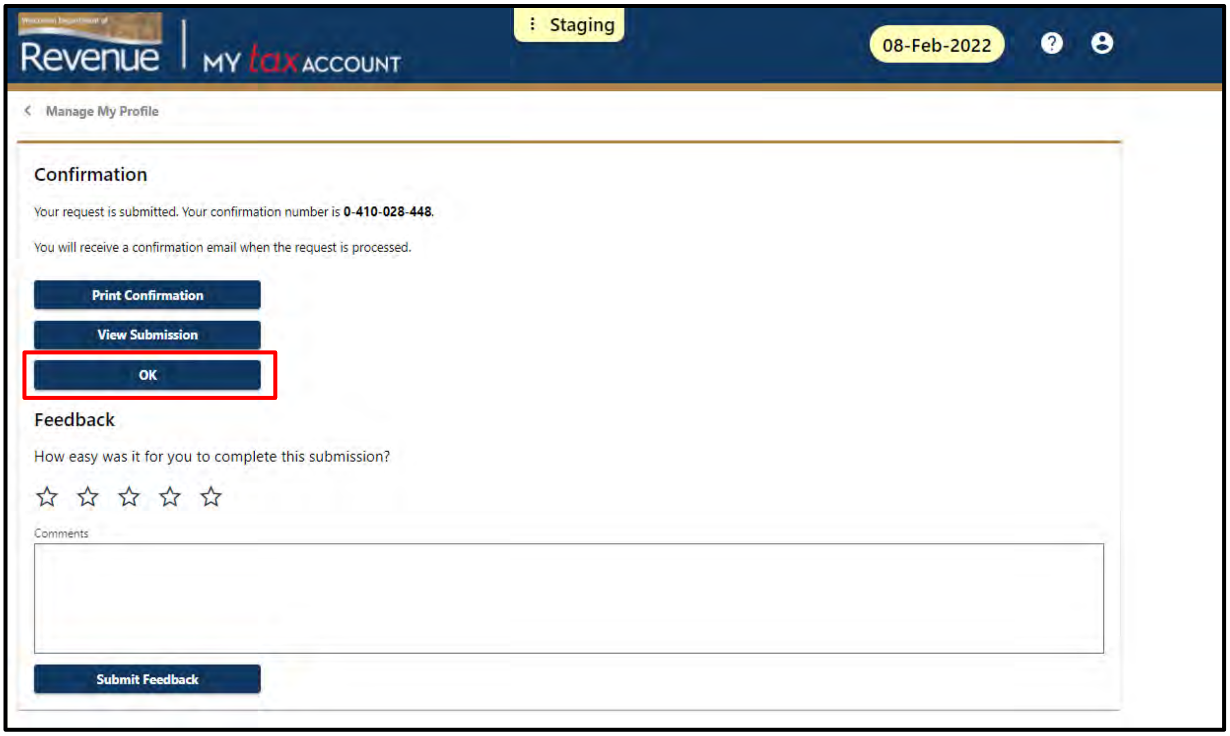
- Enter the Social Security Number and the first and last name of one of your employees with a wage attachment order, or enter the letter ID of their wage attachment order
- Click 'Next'



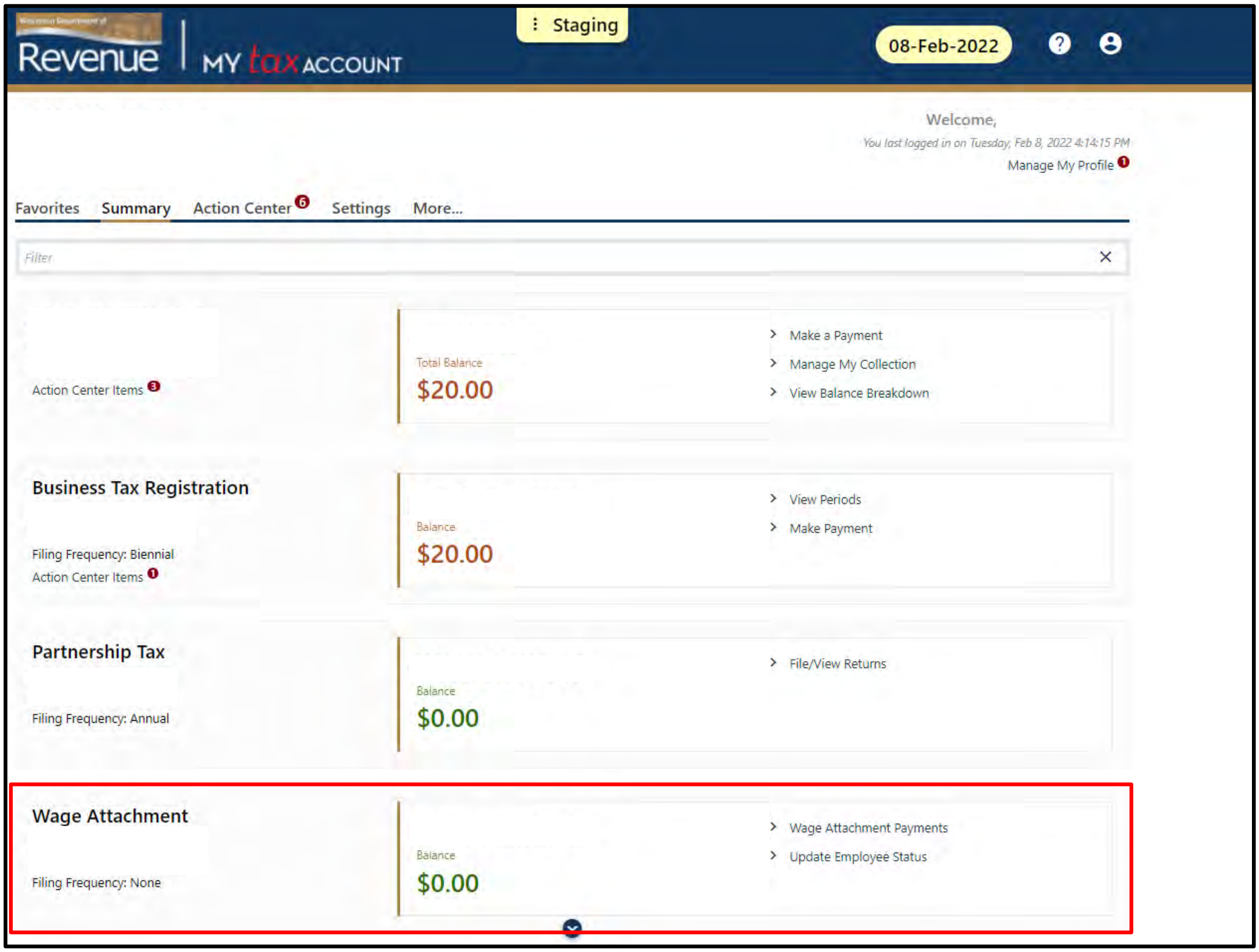
- Click 'Submit'



- Click 'OK' and then navigate back to your Summary page

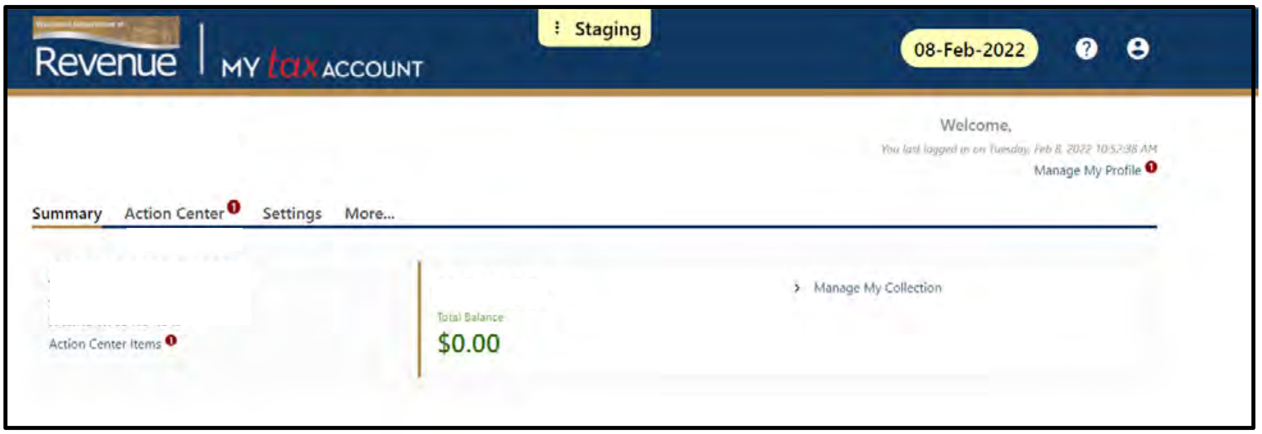


- Your Wage Attachment account is added to your profile

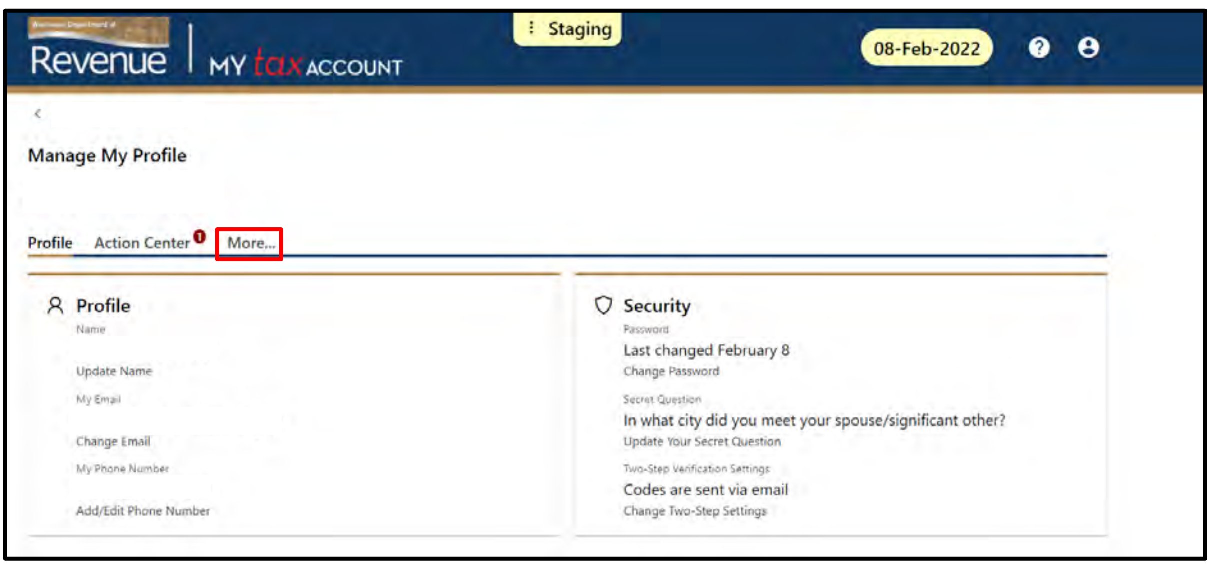


Third Party Preparers

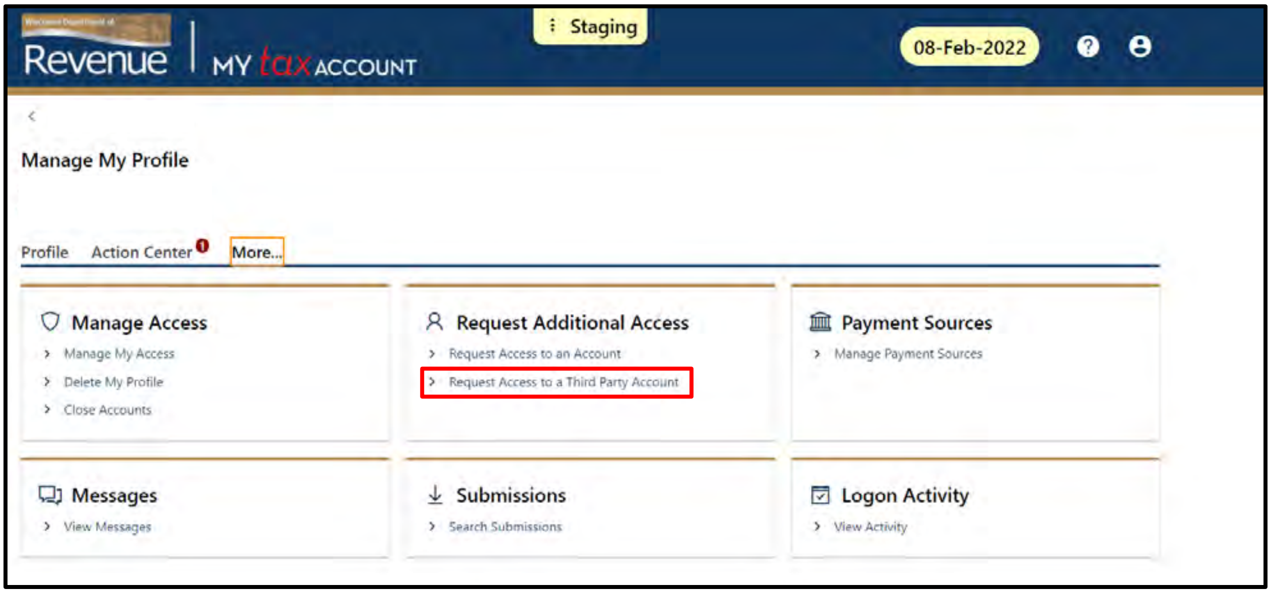
- Once you've established a My Tax Account username and password, you may access your client's wage attachment account
- Select 'Manage My Profile' from your My Tax Account home page



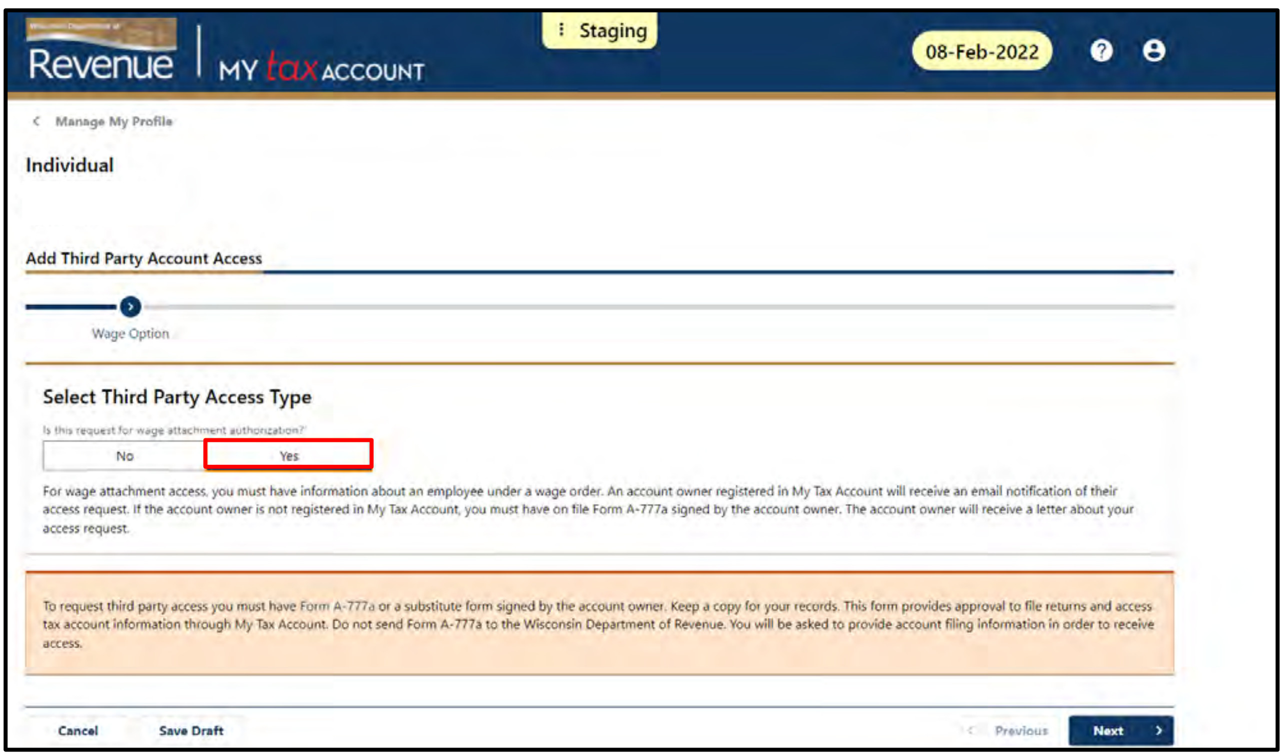
- Select 'More...'



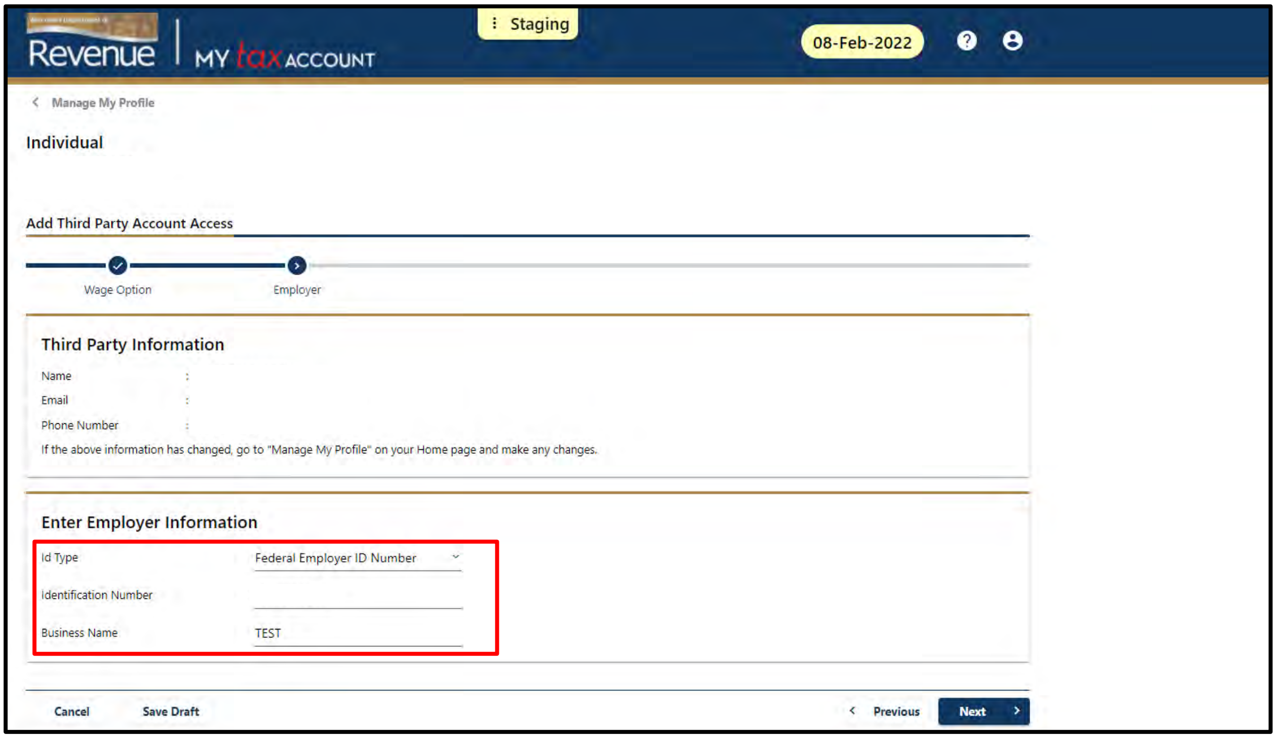
- Under 'Request Additional Access', select 'Request Access to a Third Party Account'



- In response to the question, 'Is this request for wage attachment authorization?', select 'Yes'
- Click 'Next'



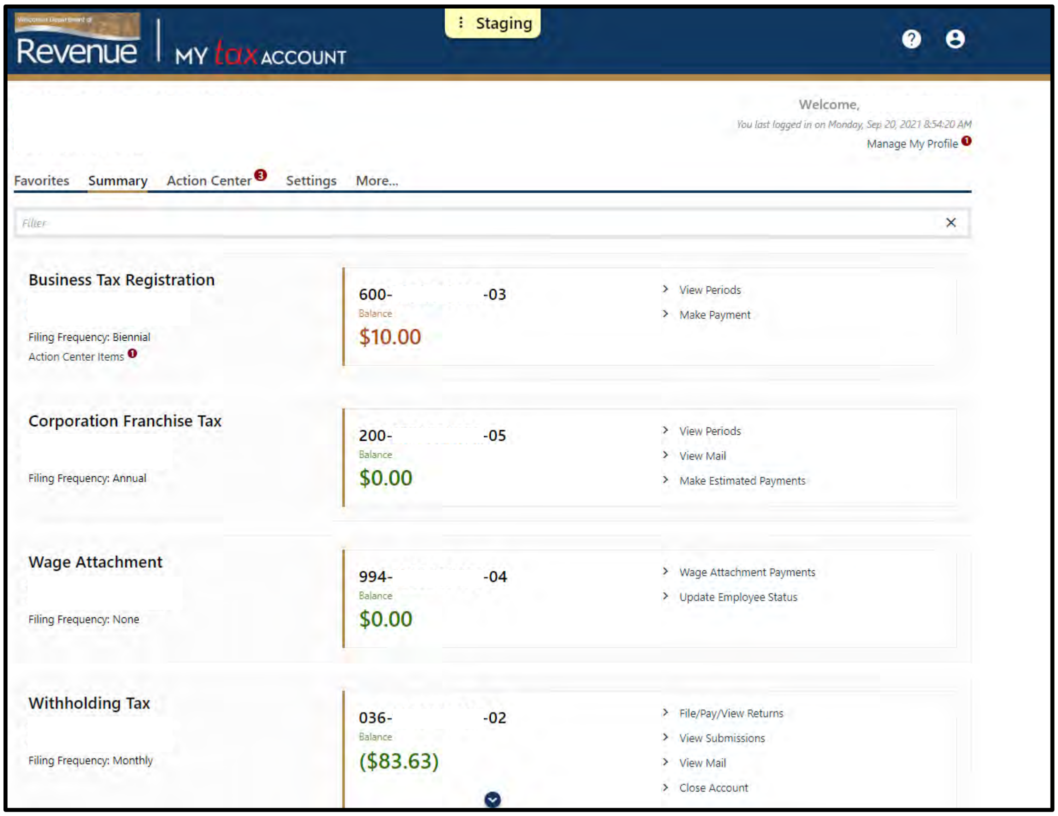
- Choose an 'Id Type' and enter your employer's 'Identification Number' and 'Business Name'
- Click 'Next'



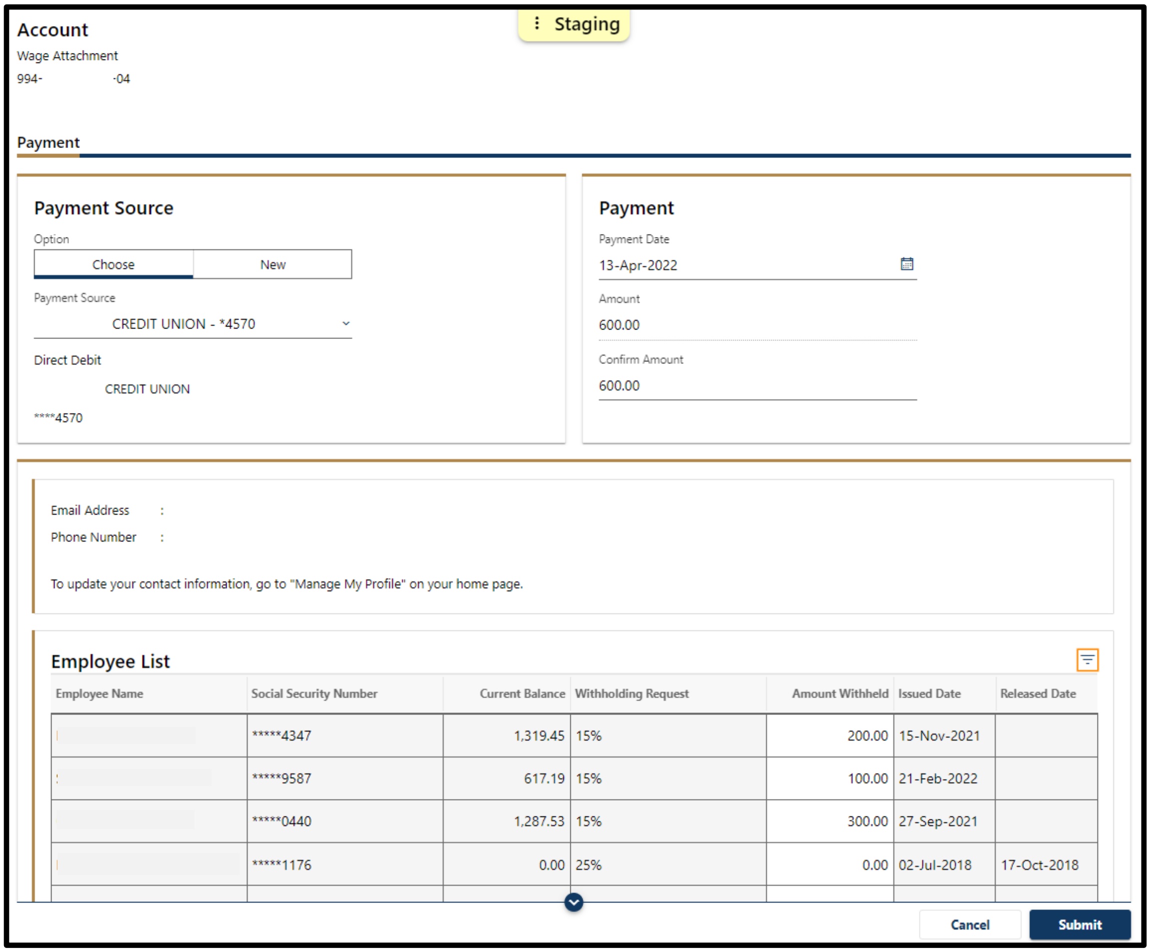
Wage Attachment Payments

Making an Online Wage Attachment Payment

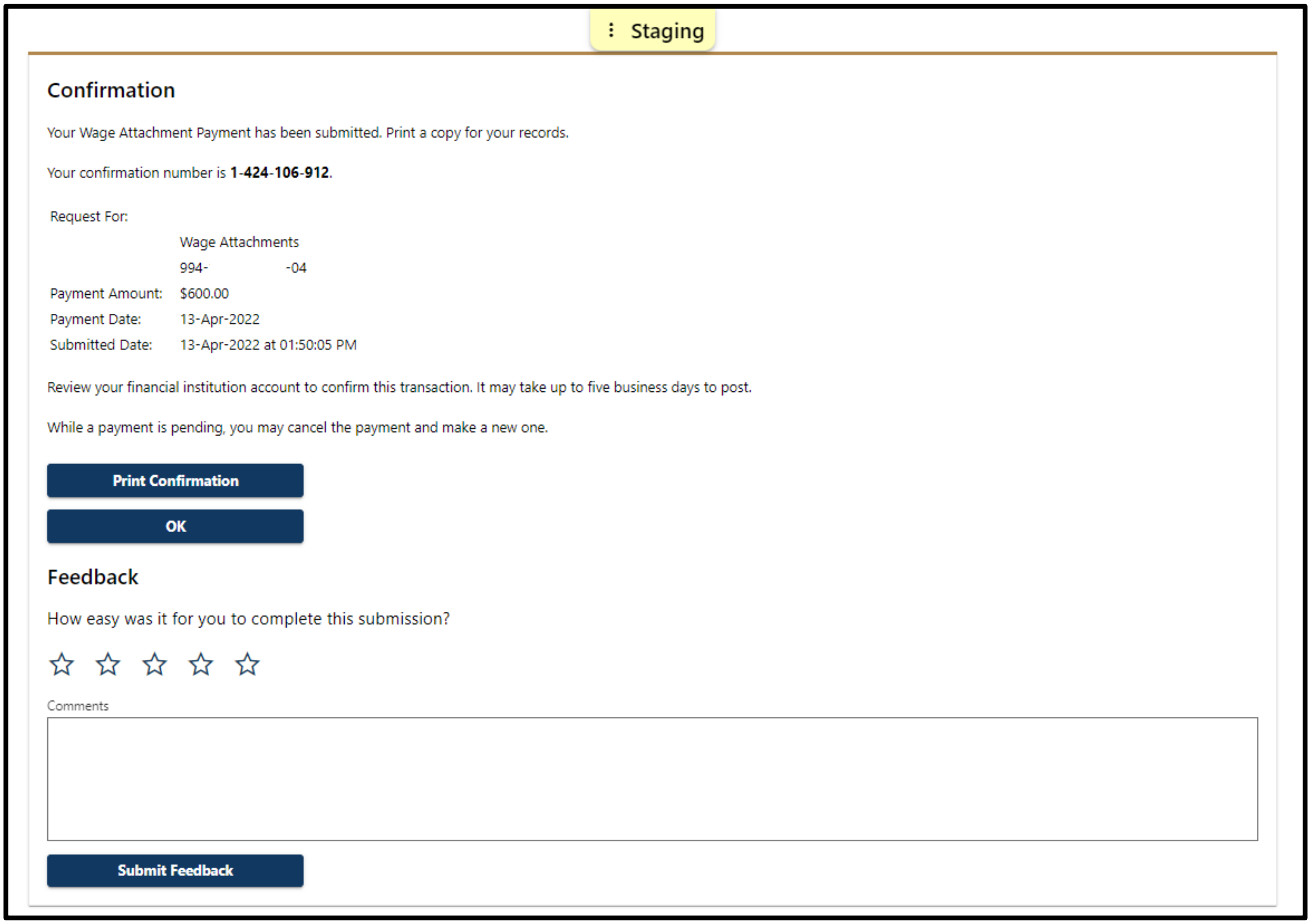
- From your My Tax Account home page and your Wage Attachment account, select 'Wage Attachment Payments'



- Select an existing payment source or create a new one.
- Enter the amount withheld for each employee on the 'Employee List'
- In the 'Confirm Amount' field, enter the total amount to be submitted, which should match the Amount field above
- Click 'Submit' and then 'OK'



- You will receive a confirmation message that includes a confirmation number and a summary of your request.
- Click 'OK' to return to your My Tax Account summary page.



⋮ Staging

Confirmation

Your Wage Attachment Payment has been submitted. Print a copy for your records.

Your confirmation number is **1-424-106-912**.

Request For:

	Wage Attachments
	994- -04
Payment Amount:	$600.00
Payment Date:	13-Apr-2022
Submitted Date:	13-Apr-2022 at 01:50:05 PM

Review your financial institution account to confirm this transaction. It may take up to five business days to post.

While a payment is pending, you may cancel the payment and make a new one.

Print Confirmation

OK

Feedback

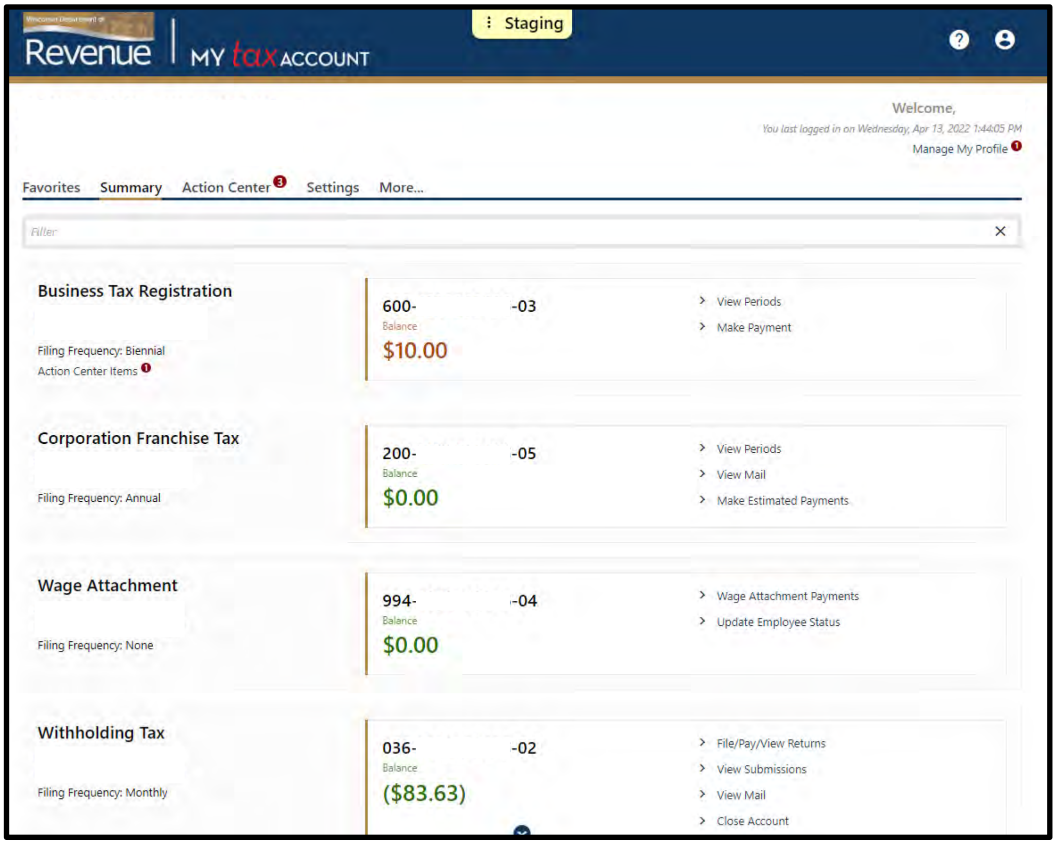
How easy was it for you to complete this submission?

Comments

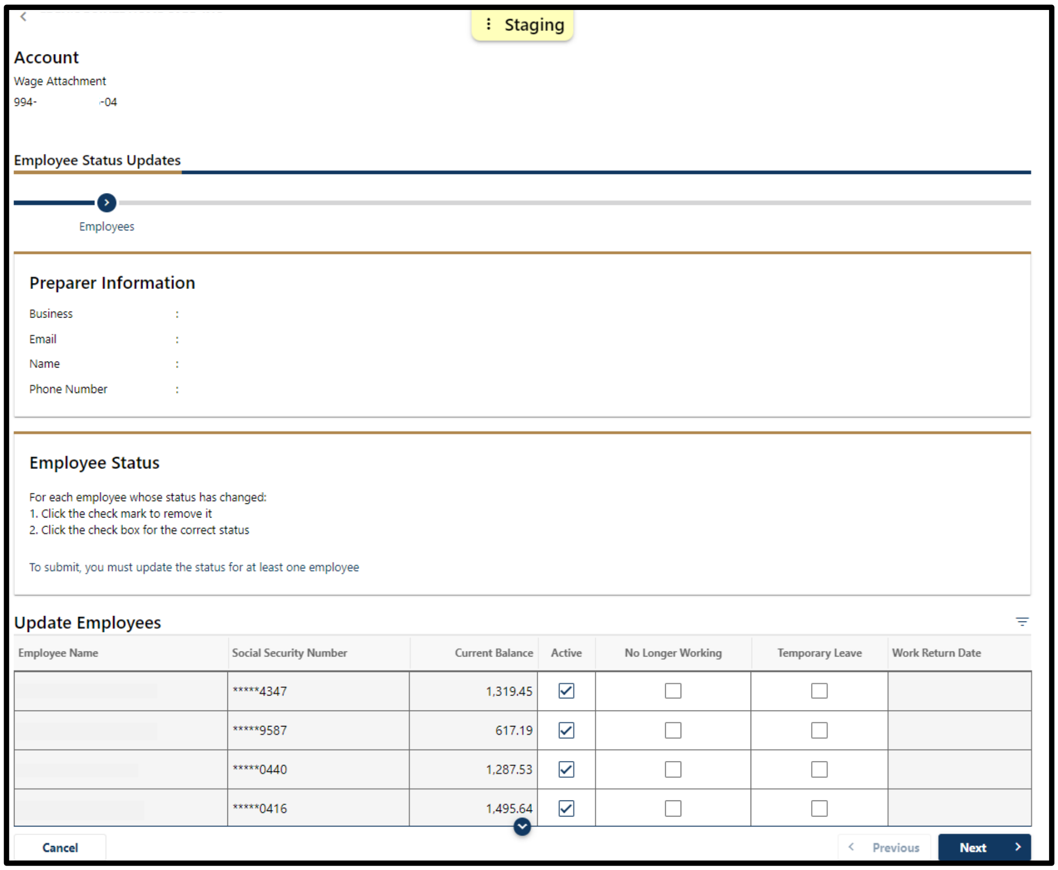
Submit Feedback

Update Employee Status

- From your My Tax Account home page and your Wage Attachment account, select 'Update Employee Status'



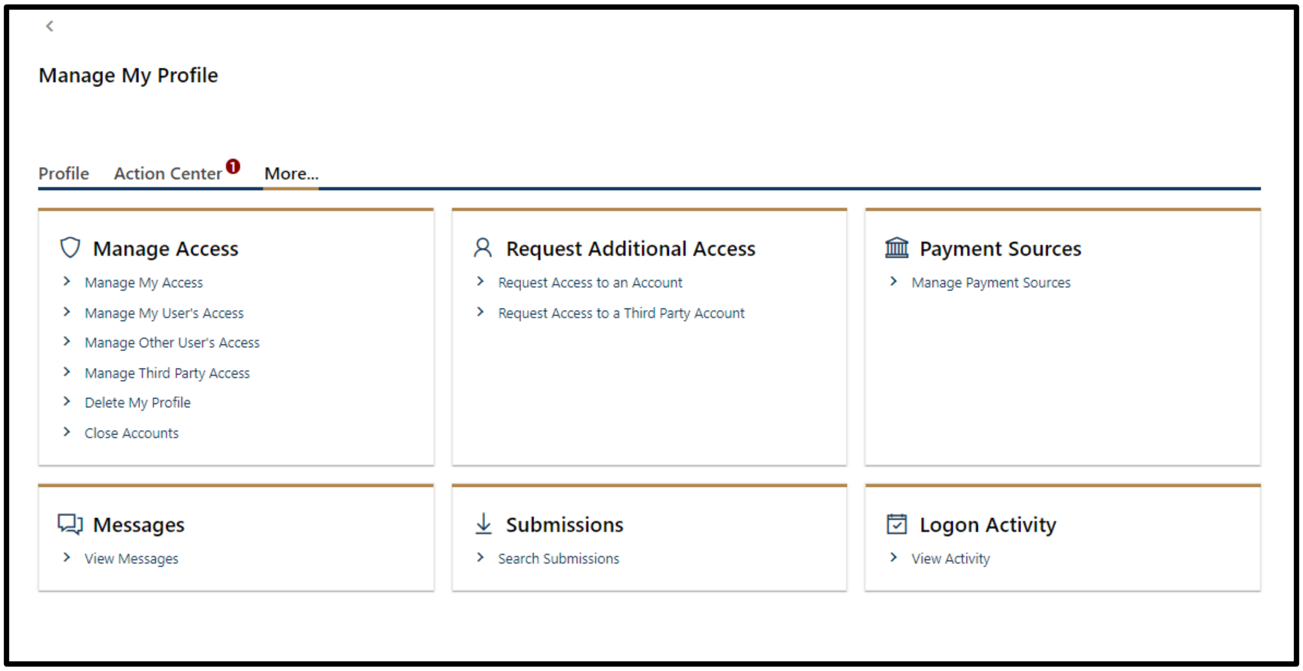
- The following employee status options are available:
  - Active: Employee is in active pay status and receiving payments
  - No Longer Working: Employee has terminated employment and has received all compensation due
  - Temporary Leave: Employee is currently not receiving compensation due to a leave of absence, medical leave, or temporary layoff. Selecting this status requires that a Work Return Date be entered.
    - Work Return Date: Current expected return date from temporary leave. If the current displayed date is to be extended, you will need to first activate the employee by selecting 'Active'.



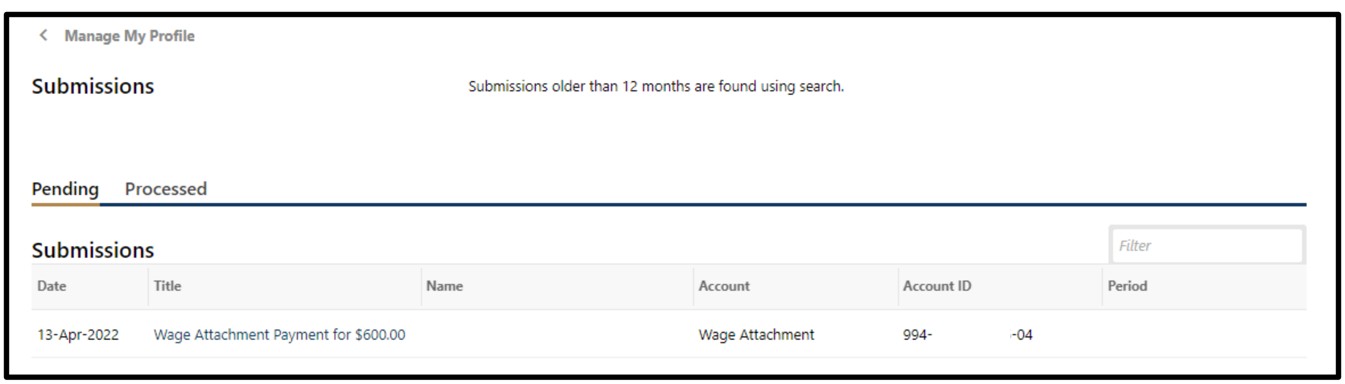
- Select the current check mark for a specific employee to remove it and select the correct checkbox for their current status
- If you select 'Temporary Leave' enter the 'Work Return Date'
- If the information is complete, select 'Next' and then 'Submit'

View Submissions

- Every action in My Tax Account is viewed as a submission
  - Submissions are listed as submitted immediately after you successfully file them
  - Submissions are processed at 4 PM CST each business day and can be changed or withdrawn while still in submitted status
  - Submissions may be cancelled by selecting the specific submission and then clicking the 'Withdraw' button
  - If your submission is in the 'Processed' column it can no longer be withdrawn or changed
- To view your submission filing history, select 'Manage My Profile' and then 'More...'
- From the 'Submissions' box, select 'Search Submissions'

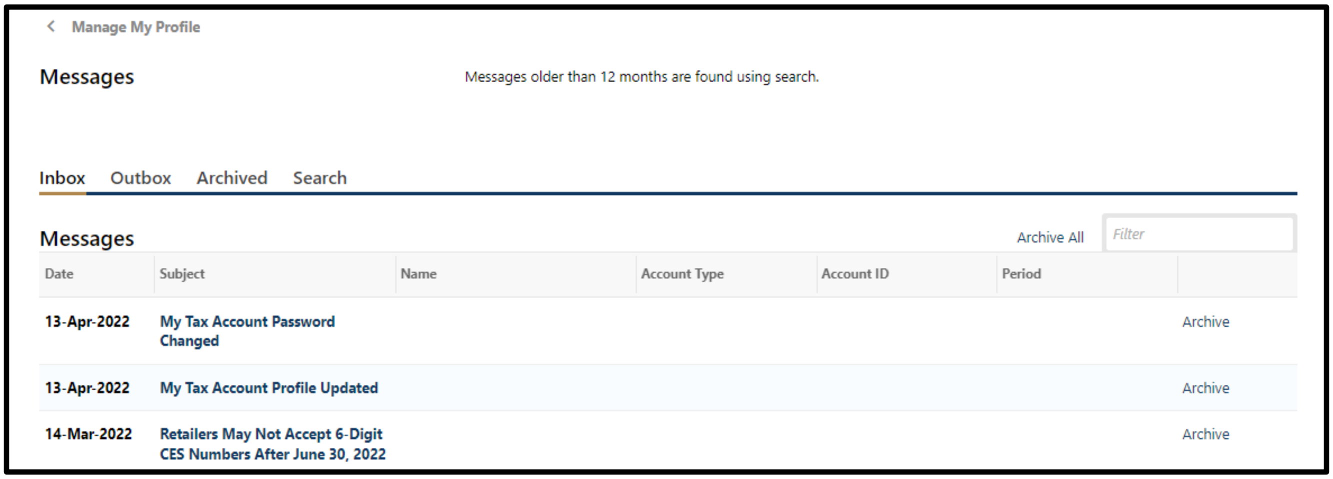


- A list of your processed submissions will display. To view your Pending submissions, select 'Pending' to view your unprocessed submissions.



Messages

- From your My Tax Account summary page, click 'Manage My Profile' then 'More…'.
- Select 'View Messages' from the 'Messages' box
- This will bring up a list of messages up to 12 months old. Messages older than 12 months are found using 'Search'



Troubleshooting Wage Attachments

Employee Status Errors

Employee Not Listed?

- If the employee is not listed, the department does not have an active wage attachment for that individual. If you believe that this information is incorrect and need to update the employee's status, contact a Central Certification Specialist at ccerts@wisconsin.gov or (608) 264-9956.

Employee Listed with No Wage Attachment Order?

- If you have not received a wage order for an employee that is listed, email ccerts@wisconsin.gov with the employee's name, the last four digits of the employee's social security number, and your fax number or mailing address. We will research and provide you with a copy of the original wage attachment order.

Employee Listed with a Different Status?

- An individual employee may have a wage attachment order with more than one employer
  - If on leave from another employer, the employee status will indicate 'Temporary Leave'. This is an indicator to the department that payments may be less than expected. It does not release you from your withholding order. If the employee is working and receiving wages, continue to withhold wages according to your wage order.
- If an employee has a status listed that you believe is incorrect, update the employee's status or contact a Central Certification Specialist at ccerts@wisconsin.gov or (608) 264-9956

Release Date Issues

- Use the current date to update the employee's status and release the wage attachment order
  - If an employee has left your employment on a different date, by entering today's date, you are indicating to release the wage order effective today. Once released, the department will no longer expect wage attachment payments.
  - If an employee's status is entered as 'Temporary Leave', there will be no release date. Enter a 'Work Return Date'; the date that the employee is expected to return to work.