

Agency Collection News

December 2022

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State Debt Collection (SDC) – Reconciling Reports

Transaction File

Provides a list of payments/credits and reversals. The report displays the debtor, debt number, and payment/reversal amount. The report is available the second 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 or adjust balances for reversals. Do not use the Transaction File to reconcile account balances as the balance may not be accurate on this report. For account balance, use the **Agency Summary**.

Agency Summary

Provides a list of all active debts at the Wisconsin Department of Revenue (DOR). The report provides the status of collection, current balance, and bankruptcy information if a bankruptcy case exists. The report is available on the first business day of the month. Use this report to reconcile debt balances.

You can request an updated report in My Tax Account using Request Agency Summary on the State Debt Collection (SDC) Agency tile. This will provide current information and balances on demand during the month and is delivered to your My Tax Account Alert Center shortly after your request. Information for this report is updated daily and can be used to check current balances at DOR in order to release holds.

Return File

Provides a list of debts closed for various reasons: satisfied, uncollectible, minimum balance, recall, deceased, bankrupt, mismatch id, and business closed. The report is available the first business day of the month. Use this report to record debts DOR no longer collects.

SDC – Checking Current Balances in My Tax Account

Many agencies use suspensions or holds on debtor accounts as part of the collection process. We provide payment information and collection status on monthly SDC reports.

To determine the current balance during the month, request an updated Agency Summary or use My Tax Account to check the status of a payment or to release a hold.

Payments, such as direct debit, credit card, or check, take two to five business days to post to the debtor's account and are viewable in My Tax Account or via the [Debt Balance Lookup](#) on our website.

To confirm the current balance in My Tax Account:

- Select "Manage SDC Debts" then "Change Debt"
- Enter the debtor ID (SSN/DLN) to display a list of debts submitted
- The "DOR Amount" column will show \$0 if the debt is paid in full

Instructions for viewing current debt balance are available in the My Tax Account [SDC User Guide](#). If you need assistance or have questions related to debtor holds or balances, contact us via email or phone.

Refund Offset Season – Reminders

Tax refund season begins soon which means increased Tax Refund Intercept Program (TRIP) activity. The following reminders will help you handle the increased activity and enjoy a successful offset season:

Agency contact information

Have you had any changes in personnel lately? We provide debtors with agency contact information on agency collections and offset notices. Forms can be accessed by clicking [here](#) to update your TRIP Contact and TRIP Recall information or [here](#) to update your SDC Contact information. Submit the completed form(s) to us via email or fax.

Tax Refund Intercept Program debtor inquiries

We process refunds daily and send the debtor a notice with the amount of their refund interception. This notice provides the agency phone number and contact name. Debtors may know about the offset before you receive your posting notice. We forward all inquiries about the debt and refund intercepts to you.

Here are tips for handling these customer inquiries:

- Verify we intercepted the proceeds by checking My Tax Account – Debt Summary which is updated daily
- Once verified, explain that it can take up to three weeks for us to transfer the refund to your agency

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

Payment Files

For some agencies, the person who receives the payment file (posting notification or transaction file) may not have access to the agency's financial institution account, or vice versa. Please work together to reconcile the agency's deposits.

Maintain accurate balances and records

We require you to update your TRIP balances immediately after processing a payment or adjusting a debt. If you did not adjust a debt on time and we initiate an intercept against that unadjusted debt, you must refund the debtor the intercepted amount. If the entire balance should have been adjusted to zero before the intercept, you are also responsible for refunding the \$5 per-debt intercept fee.

TRIP reversals/recalls

We may email your agency's contact person with a reversal request to recall offset proceeds due to fraud, scanning errors or taxpayer return errors. When you receive a reversal request, send a copy of the request with the proceeds to us within 30 days. We will adjust the debt amount to maintain your debt priority.

Agency Collections – Important Program Reminders**Communicating with us**

When you send us inquiries about specific debtors, please include:

- Six-digit agency ID
- Debtor name
- Agency identification number (AIN)

This information allows us to access the debtor's account. The AIN is the unique debtor ID you assign when submitting the debt to SDC and you can find it listed on the Agency Summary report or through My Tax Account.

Note: If a debt submission was rejected, we cannot use the AIN and Debt ID to look up a debt/debtor as that debt will not be in our system. For us to review a rejection please provide the file name and date of submission. You may use TRIP Inquiry in My Tax Account to send us the full Social Security number or driver license number. You may also call us to discuss the rejected debt/debtor.

Do not send personally identifiable information (PII) by email as it could be used to uniquely identify, contact or locate a person. Examples of PII:

- Social Security number
- Driver license number
- Financial account numbers

Mailing address

Our address for payments, agreements, and correspondence:

Wisconsin Department of Revenue
Compliance Bureau
PO Box 8910
Madison, WI 53708-8910

When sending payments to us, include:

- Six-digit agency ID
- Debtor name
- AIN
- Debt ID, so payments apply correctly

Emails to DOR

Start a new email conversation when contacting us about a debtor and include the debtor's last name in the subject line. Include your name, agency, and six-digit agency ID. This improves workflow and makes it easier to respond to your request. Send all emails to our shared email DORAgencyCollections@wisconsin.gov and not to individual staff members. This allows us to provide prompt responses.

Uncollectible debts

Debts that have been certified to DOR SDC are regularly reviewed for collectability. Reasons a debt may be returned as uncollectible can include:

- No financial assets or wages available
- No recent credits or payments, active payment plans, or active involuntary collections
- Debtor may be indigent or in care and/or disabled with no possibility of future employment
- Debtor may be incarcerated for an extended amount of time
- DOR has previous, unsuccessful collections experience with the debtor

You can submit these debts to DOR through TRIP, if applicable, to take advantage of any future refunds. These debts may not be referred back to DOR for collection via SDC.

Discharged bankruptcy cases

The Department of Revenue (DOR) recently changed the bankruptcy process for State Debt Collection (SDC) debts. We suspend all collection activities while a bankruptcy is active in the court and include the bankruptcy case number on your Agency Summary. Once the court discharges the bankruptcy, we will follow-up by email to all agencies with debts submitted to our SDC program.

You must review the bankruptcy case

- If any part of your agency's debt was discharged, update the debt balance or recall the debt
- If the debt was not discharged, please respond to our email with the following:
 - The citation to the bankruptcy section supporting your position along with all relevant facts as to why the debt is not discharged in bankruptcy.
 - Contact information for someone with knowledge of the debt, in the event we have questions.

We will close the debt and send it back to your agency if we don't receive the requested information, or if there is no recall or adjustment made by the date indicated in the email. Any debtor questions or concerns regarding the status of your debt will be directed to your agency.

Voluntary payment plans

We provide a collection status for debts on the monthly Summary File. *Voluntary payment plan* status means the debtor has set up a payment plan that includes their debt owed to you. We cannot disclose details of other debts in these payment plans, including tax debt or debts from other agencies. If you see this status and are not receiving payments, there are other debts likely taking priority. We apply payments using a hierarchy established by law.

Contact Agency Collections staff with specific debt questions.

Third-Party sFTP software

Contact us to set up and test third party software used to transfer files through sFTP. We require agencies to test an XML file before going to production. Please contact us to test your file when your agency is ready to submit XML files.

Schema details and sample files can be found our website

- [SDC XML File Specifications](#)
- [TRIP XML File Specifications](#)

If you do not regularly use your WAMS ID to transmit files, we recommend you log in once every six months to keep your profile and security permissions active.

My Tax Account – Reminders

My Tax Account logins

Each user must have their own username and password in My Tax Account. Do not set up an *office profile* with a shared username and password or share your login with other staff members. More information is available in the [My Tax Account User Guide](#).

If you do not regularly use My Tax Account to manage your debts, we still recommend you log in to your profile once every six months to keep your profile active, verify contact information and update your password.

Report Payment/Change Debt

Using the Report Payment function to advise us of a payment received by your agency does not automatically adjust the balance due. We will continue to collect on the balance in our system until we receive payment from you or from the debtor.

After submitting a Change Debt or Report Payment request, we may need to review the account to complete the request. If a Report Payment or Change Debt request flags for our review, you will be unable to access the debt in My Tax Account until our review is complete. If you need assistance with a debt suspended for review, contact Agency Collections staff.

AIN and debt ID

The AIN is a unique identification number for the debtor that replaces the SSN. The Debt ID identifies the debt you are referring. Use the same AIN for each debt you enter for one debtor and a different Debt ID for each debt.

- Do not use your six-digit Agency ID in this field
- Do not enter PII (e.g., social security number) in this field

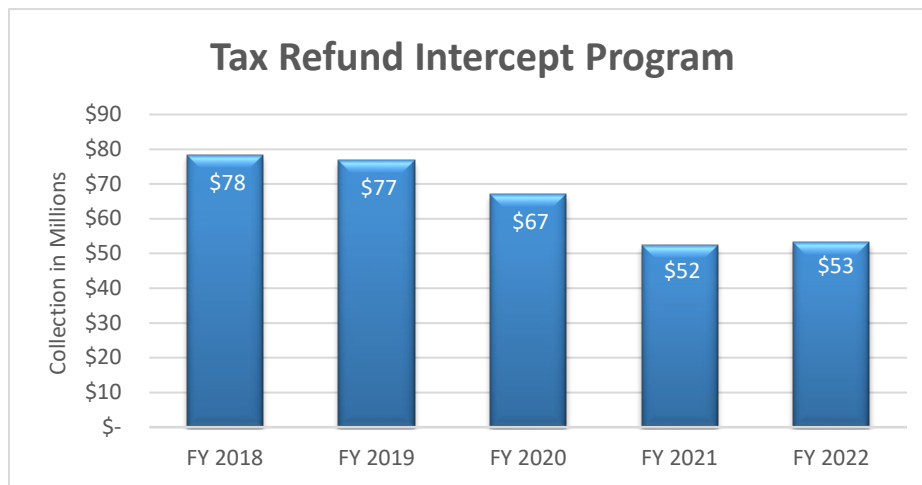
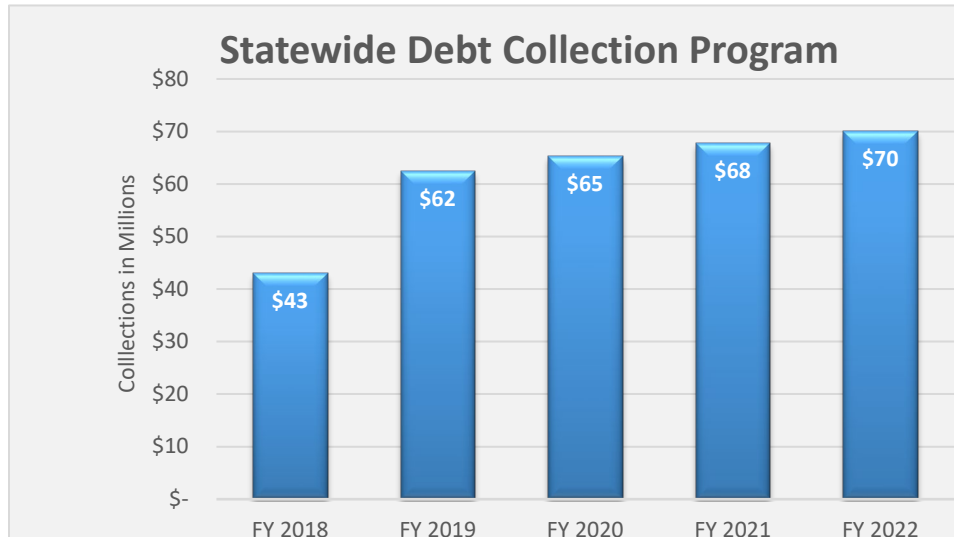
Best practices for assigning an AIN and Debt ID include:

- Using the existing account number from your billing system
- Creating a unique ID using a combination of the name and date of birth or the last four digits of the ID
- Using your system's receivable or invoice number for the Debt ID

You will receive an error message if you submit a duplicate Debt Id for a debtor.

Historical Agency Collections

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



*TRIP Collections for FY2020 and FY2021 reflect a pause in offsets to federal programs due to the Covid-19 pandemic, and a decrease in the amount of debt from partner agencies submitted to the TRIP program.

Contact Information

Agency Collections has a shared email and phone number to ensure prompt assistance to agencies. Please use the contact information below to reach us.

Roxy Walker & Dana Webber
 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

