Debt Recovery Service

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Participant Training Manual for Process Servers

This Participant Training Manual is designed to serve as a desktop tool for your agency to refer to during the Department of Revenue's designated training call with your agency and to refer back to for a refresher as needed after the initial presentation. Please feel free to call the Other Agency Debt Unit for any questions you may have regarding this manual or any information not covered in this manual.

How do I enter my writs into the Department of Revenue portal for collection services?
Writs can be transferred into the portal through an electronic file upload process or they can be manually entered into the portal.

How do I determine if my writs should be electronically uploaded or manually entered?
The electronic file upload process requires a little more work up front to get your writ data organized but is extremely efficient if you anticipate serving 100 or more writs a year on the Department of Revenue. This is an important topic to discuss with the Other Agency Debt Unit.

How do I transfer my writs electronically?
The first step in the electronic file upload process is to organize the data you will be uploading in the following specific file format:

File Layout:

Field Name	Description
Debt Code	The state-issued code to which this debt will be uploaded.
Account	A unique account number used by the Debt Owner to identify the debt.
Account Sequence	A unique account sequence used to identify different debts within the same account number. This field is not required.
Ending Date	The date on which the debt will expire or no longer be valid. This field is required.
Amount	The amount of the debt owed.
Cause Number	An identifier that authorizes collection of this debt. This field is required for process servers.
TIN	The Tax Identification Number of the debtor.
TIN Type	Identifies the type of Taxpayer Identification Number. Valid values are "S" for Social Security Number and "F" for Federal Employer Identification Number.
First Name	The first name of the debtor.
Last Name	The last name of the debtor.

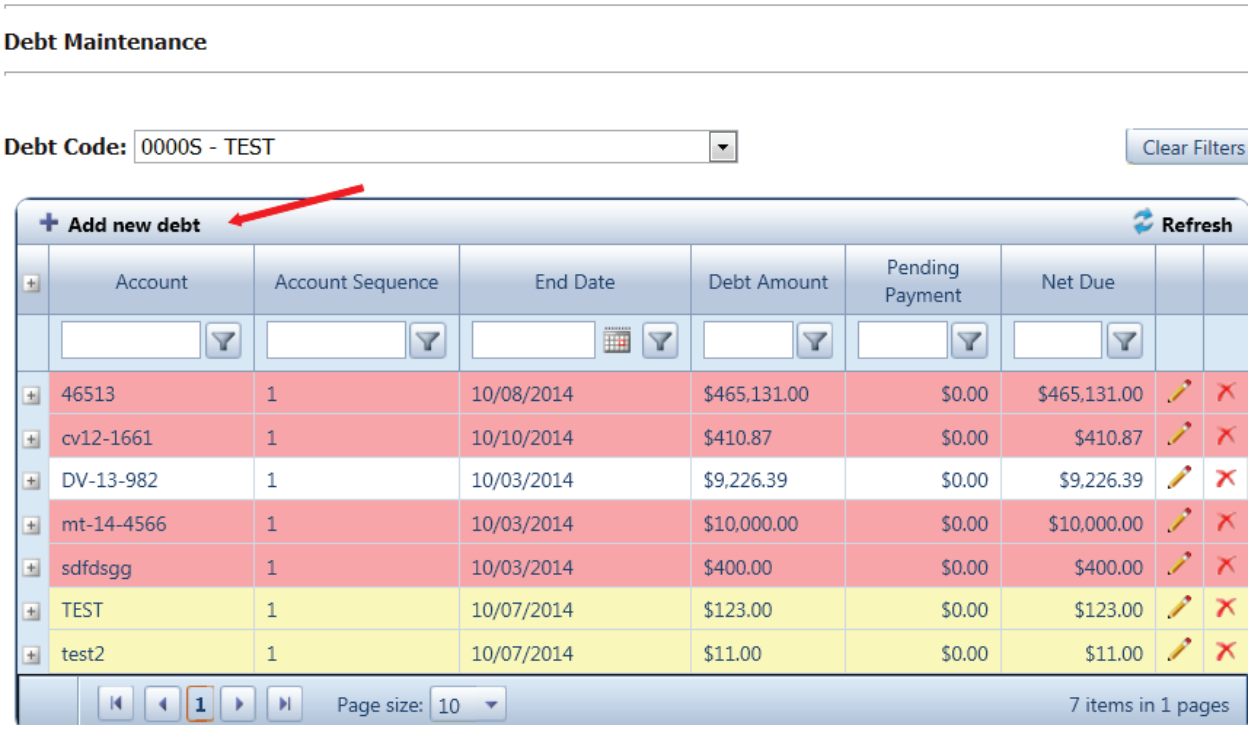
Some agencies utilize a computer programmer to organize data from their computers into a CSV file that can be easily transferred to the Portal. Other agencies are able to pull Excel reports from their computer systems that can be easily converted to a CSV file. Please contact the Other Agency Debt Unit to obtain more detailed information on this process.

What is the process to manually add debts (writs) to the portal.

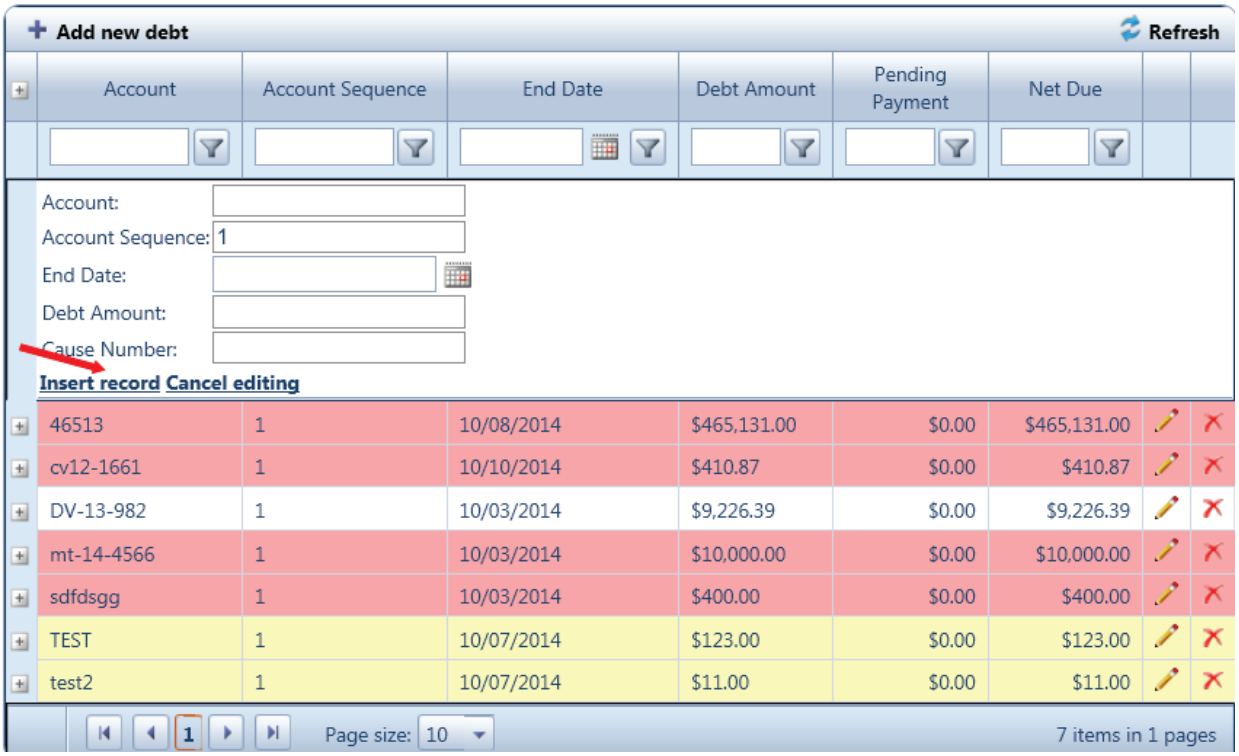
First, you must add the debt.

How do I add a debt?

1. Click “Add new debt”.



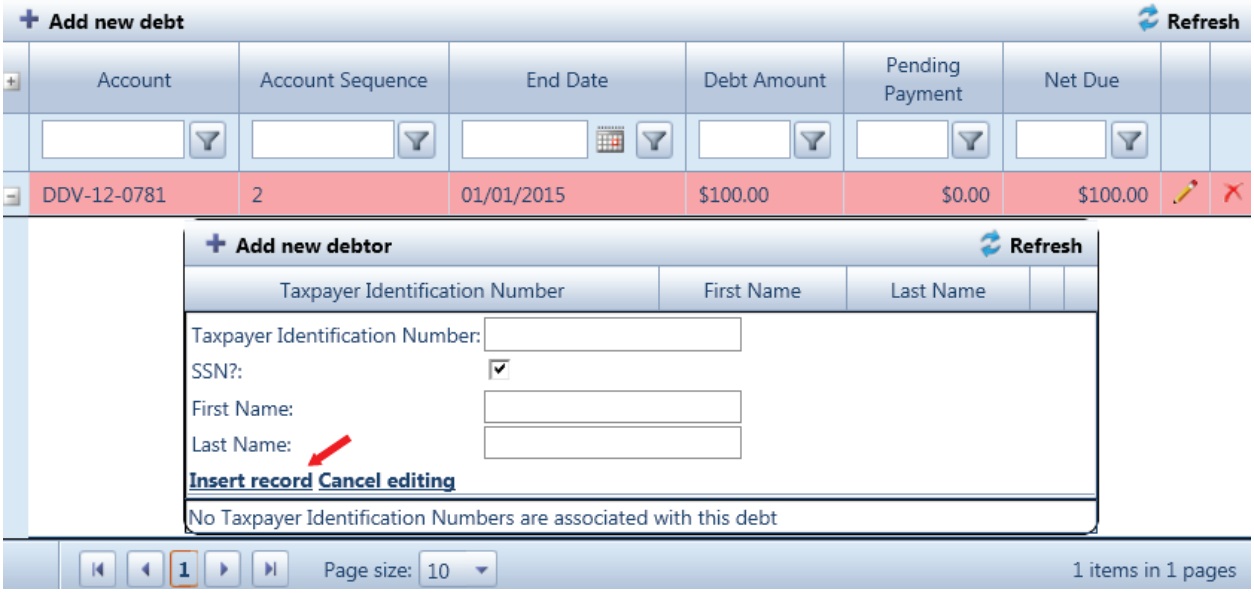
2. Enter the following information (You must populate an end date).



a. **Account**- A unique account number used by the Debt Owner to identify the debt. (If your account number is also your Cause Number, contact Other Agency Debts to discuss how to address duplicate Cause Numbers.)
b. **Account Sequence** – Automatically defaults to 1. This is not a required field, but may be useful if your agency does not assign a unique account number to identify the debt.
c. **End Date** – Expiration date of the writ. This field is required.
d. **Debt Amount**- The amount of the debt owed.
e. **Cause Number**- An identifier that authorizes collection of this debt. This field is required for process servers.

3. Click "Insert Record" to save your information.

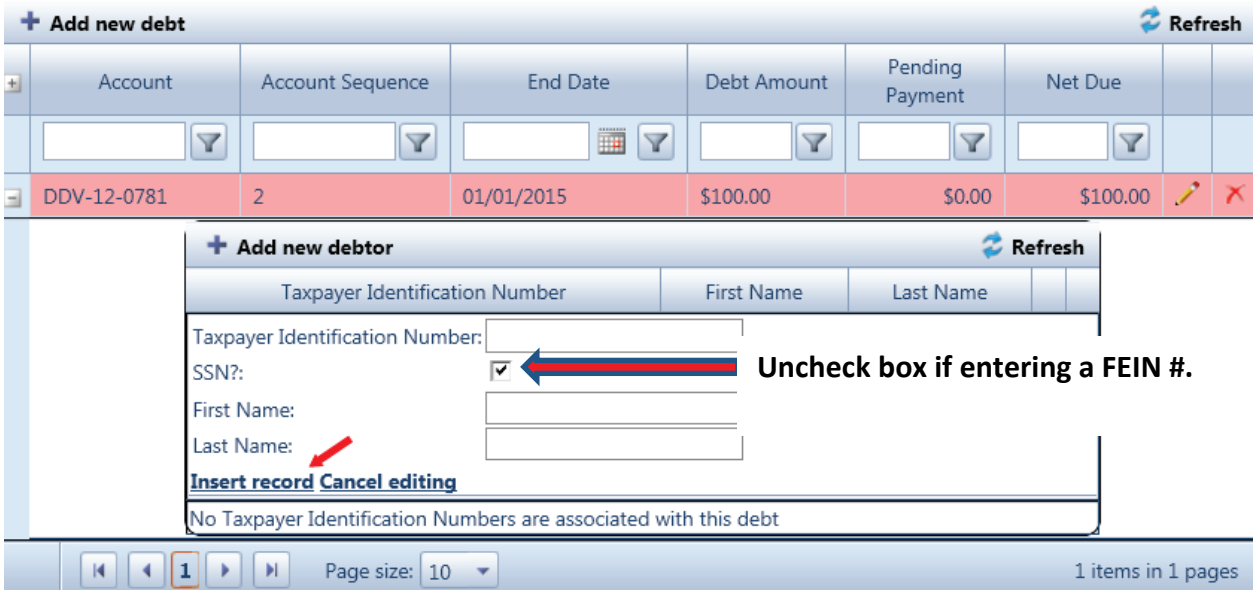
4. The record will be red and will have the Add New Debtor screen expanded below:



Secondly, you must add the debtor.

How do I add a debtor?

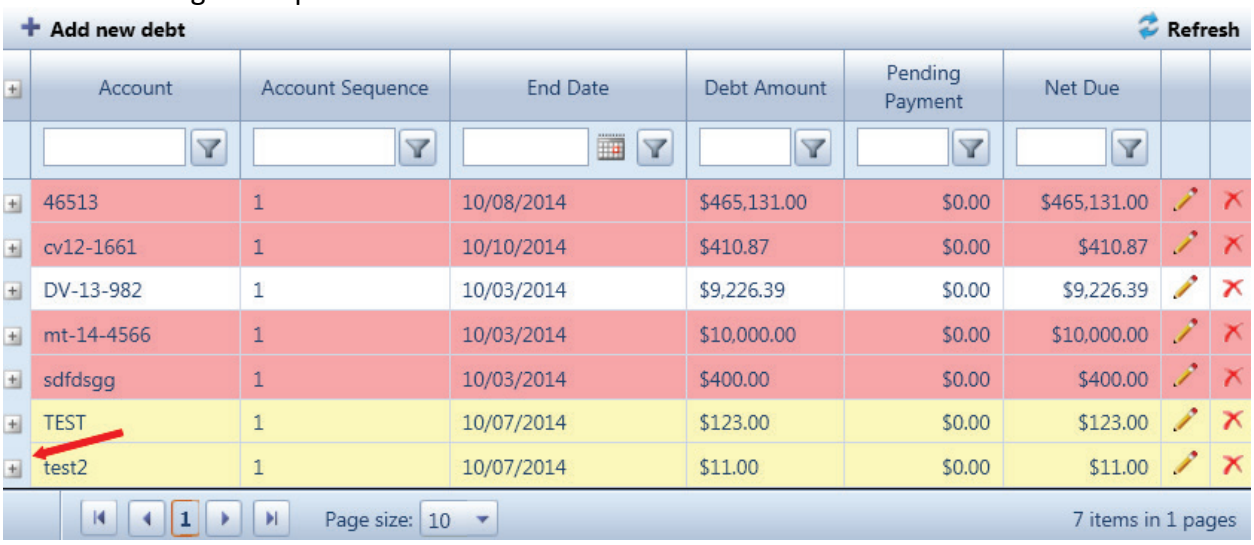
1. Click “Add new debtor”.



2. Enter the following information:
   a. **Taxpayer Identification Number** - The Tax Identification Number of the debtor.
   b. **First Name** - The first name of the debtor.
   c. **Last Name**- The last name of the debtor.
3. Click “Insert Record” to save your information.
4. Click “Refresh” in the upper right corner of the screen and the record should change from red to grey until the validation process is completed during our nightly processing.

➢ How do I add a debtor to an existing debt?

1. Find the debt that you want to update.
2. Click the "+" sign to expand to the debtor information.

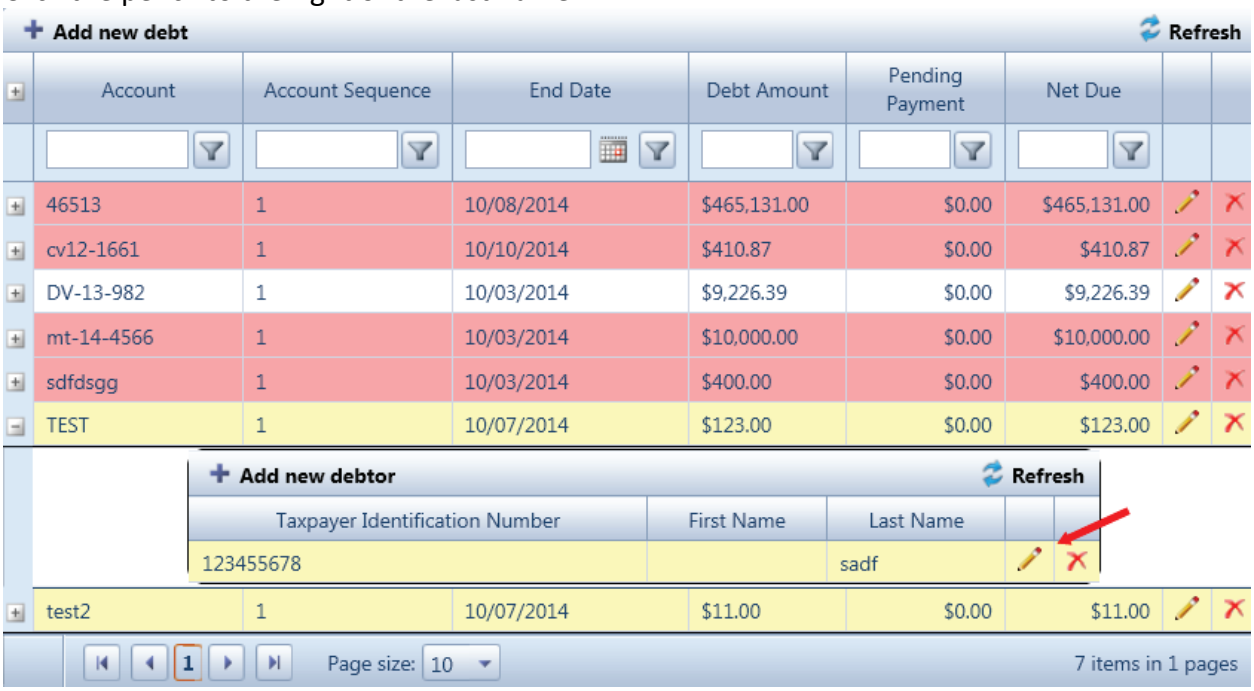


Add new debt | Refresh

Account	Account Sequence	End Date	Debt Amount	Pending Payment	Net Due
46513	1	10/08/2014	$465,131.00	$0.00	$465,131.00
cv12-1661	1	10/10/2014	$410.87	$0.00	$410.87
DV-13-982	1	10/03/2014	$9,226.39	$0.00	$9,226.39
mt-14-4566	1	10/03/2014	$10,000.00	$0.00	$10,000.00
sdfdsgg	1	10/03/2014	$400.00	$0.00	$400.00
TEST	1	10/07/2014	$123.00	$0.00	$123.00
test2	1	10/07/2014	$11.00	$0.00	$11.00

1 Page size: 10 7 items in 1 pages

3. Click the pencil to the right of the last name.



Add new debt | Refresh

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sdfdsgg	1	10/03/2014	$400.00	$0.00	$400.00
TEST	1	10/07/2014	$123.00	$0.00	$123.00

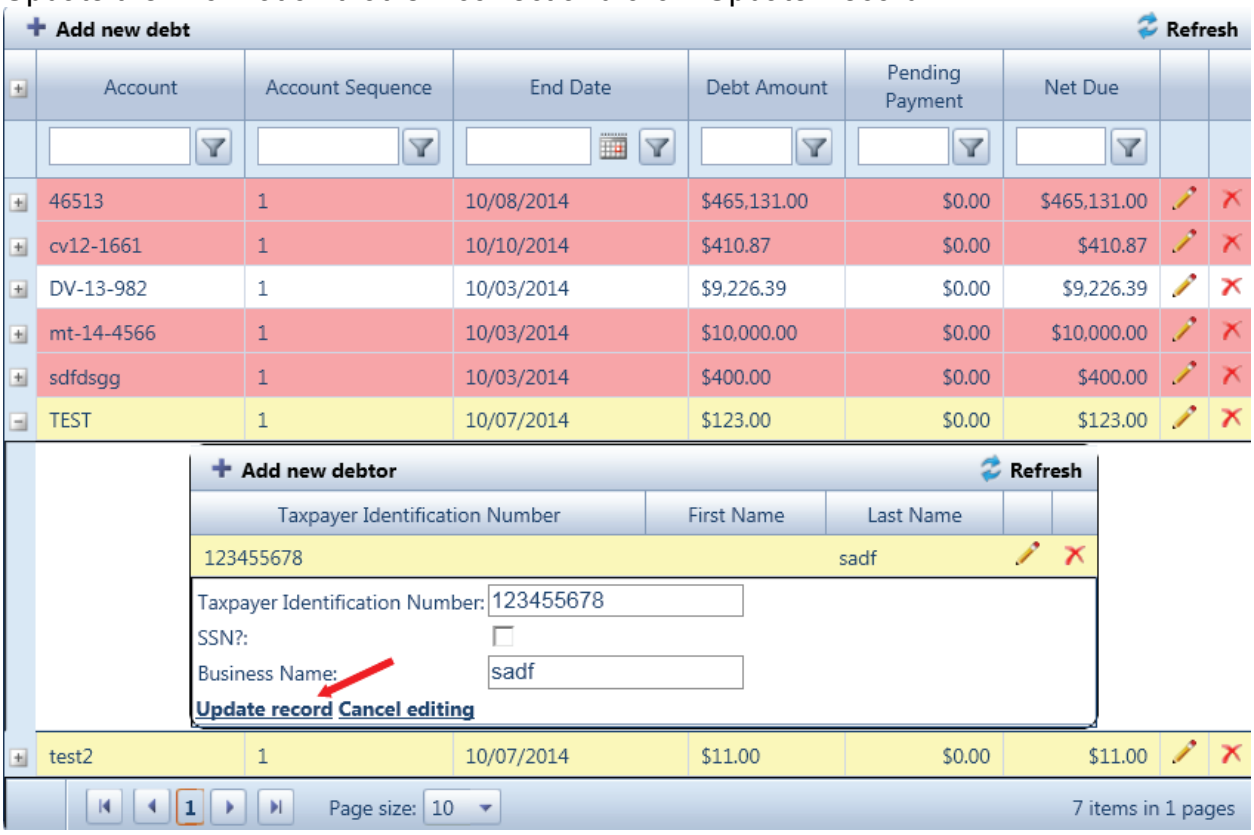
Add new debtor | Refresh

Taxpayer Identification Number	First Name	Last Name
123455678		sadf

test2	1	10/07/2014	$11.00	$0.00	$11.00

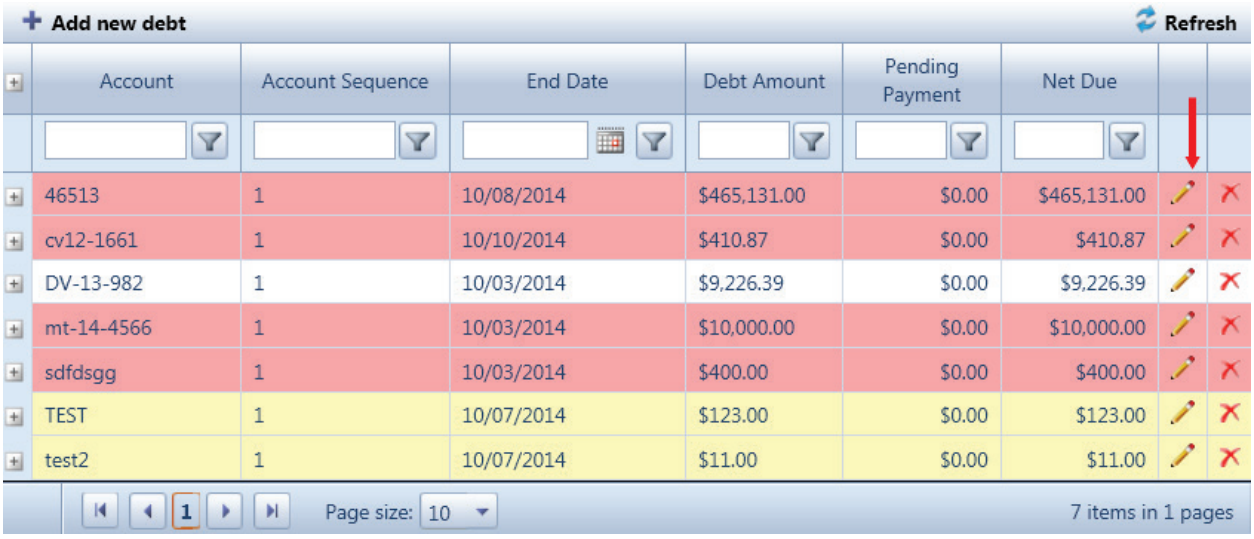
1 Page size: 10 7 items in 1 pages

4. Update the information that is incorrect and click “Update Record”.



How do I update a debt?

1. Find the debt that you want to update.
2. Click the pencil to the right of the debt amount.



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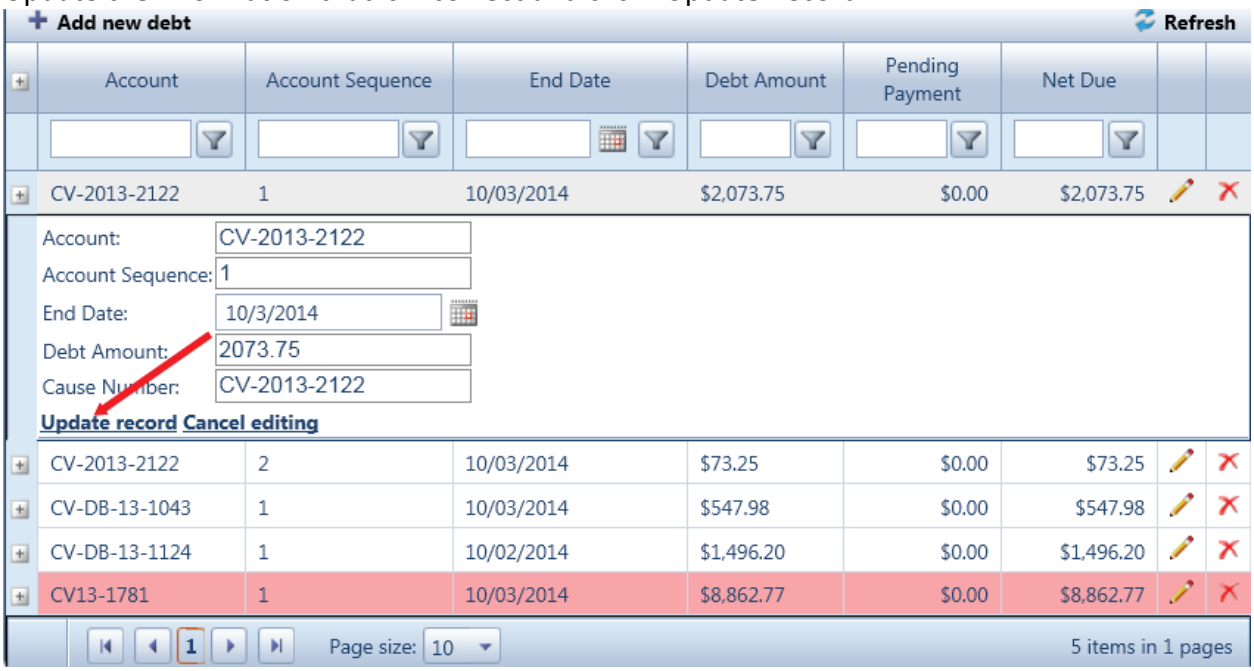
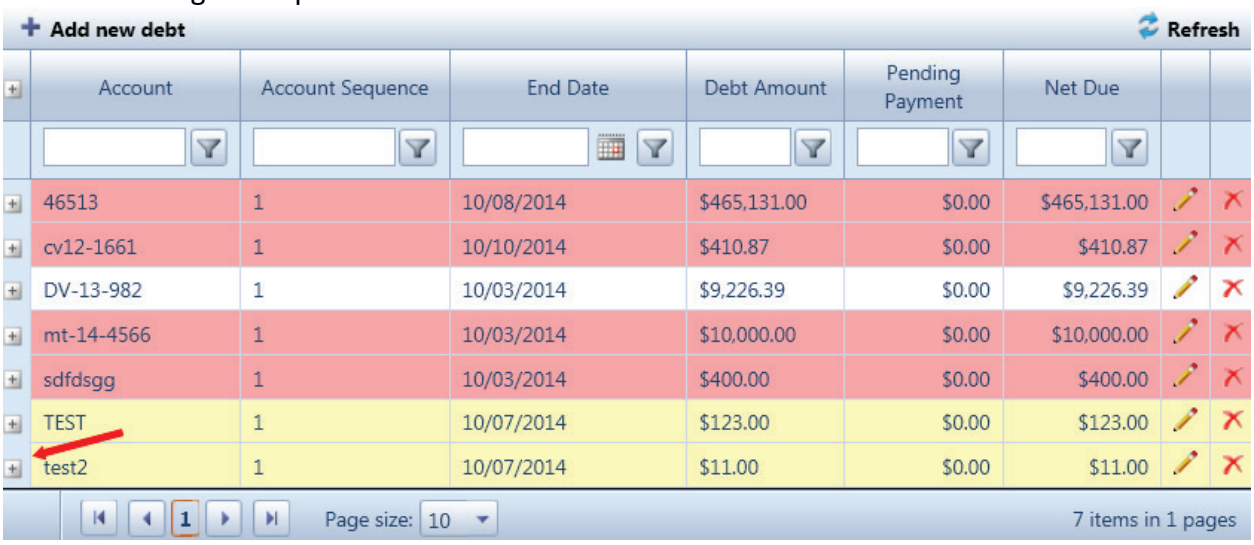
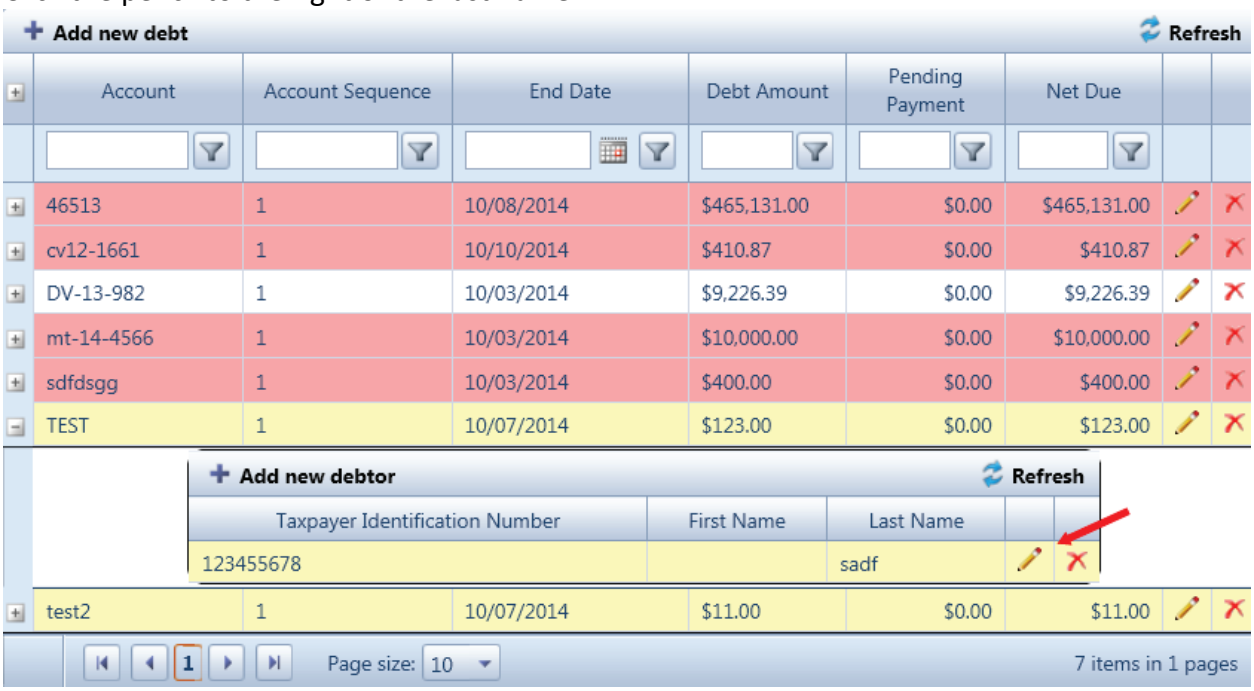


How do I update a debtor?

1. Find the debt that you want to update.
2. Click the “+” sign to expand to the debtor information.



3. Click the pencil to the right of the last name.



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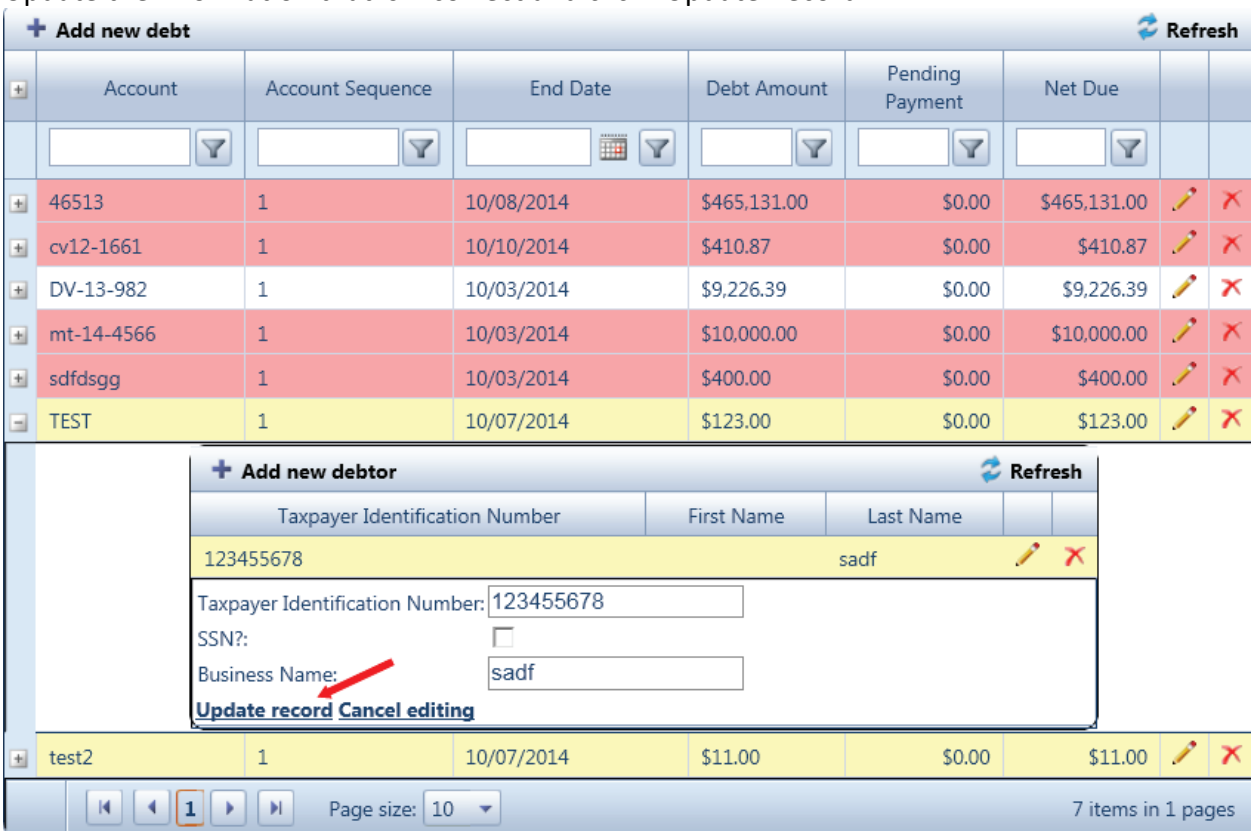


What do the colors on my debt maintenance screen mean?

Each color on the debt maintenance screen tells you whether or not a taxpayer identification number has been validated.

White – TIN is Valid: This means that the TIN that you entered has gone through our verification process and has been confirmed to match the name also entered for this debt.

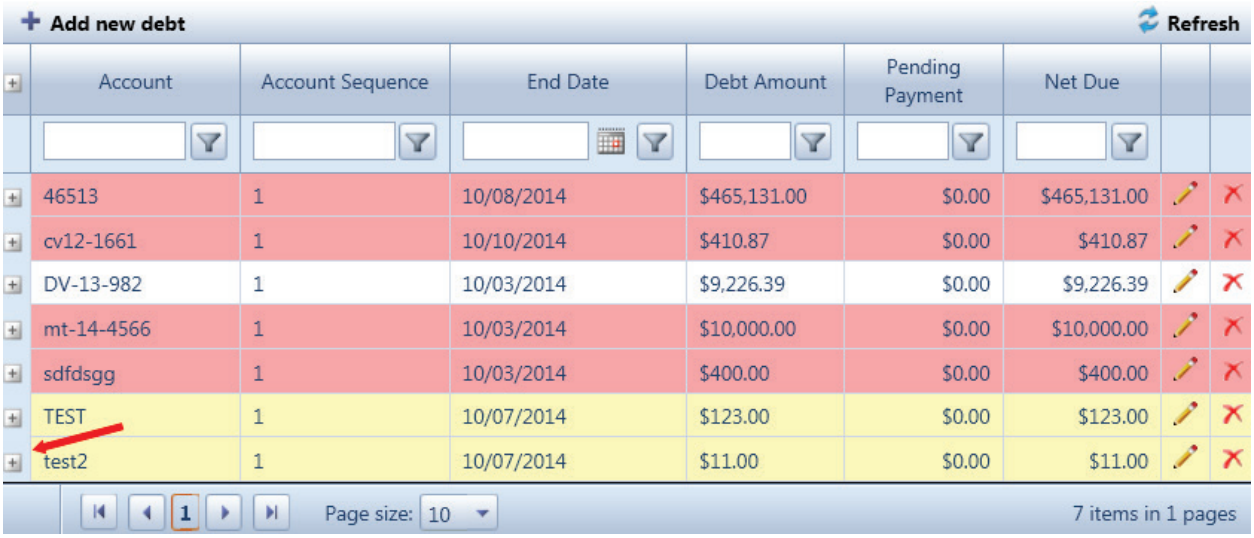
Grey – TIN Not Verified: This means that the TIN has not yet gone through our verification process. This process occurs nightly.

Yellow – TIN Under Review: This means that the TIN has gone through our verification process and is being manual reviewed by staff.

Red – Debt Invalid: This means that something in your debt is incorrect. This will occur when the "End Date" of the debt is past and/or the TIN verification process comes back with an invalid TIN. (You will receive email notification of invalid TIN number.)

How do I update an incorrect Taxpayer Identification Number?

1. Find the debt that you want to update.
2. Click the "+" sign to expand to the debtor information.



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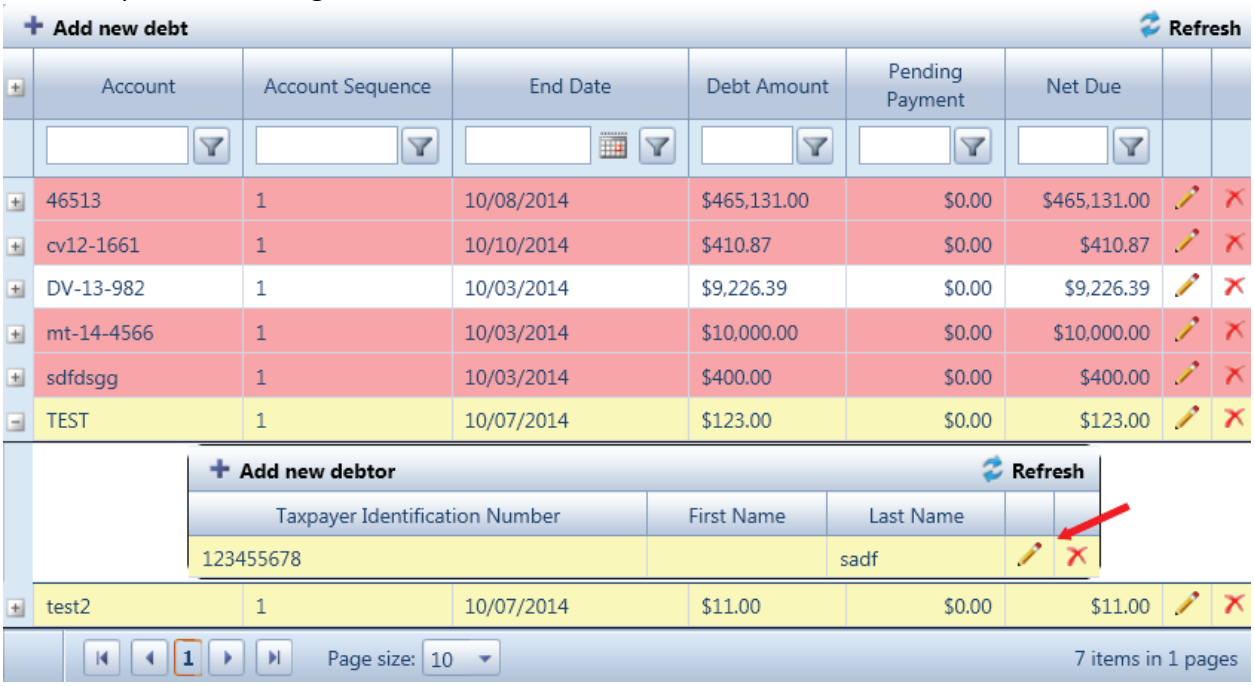

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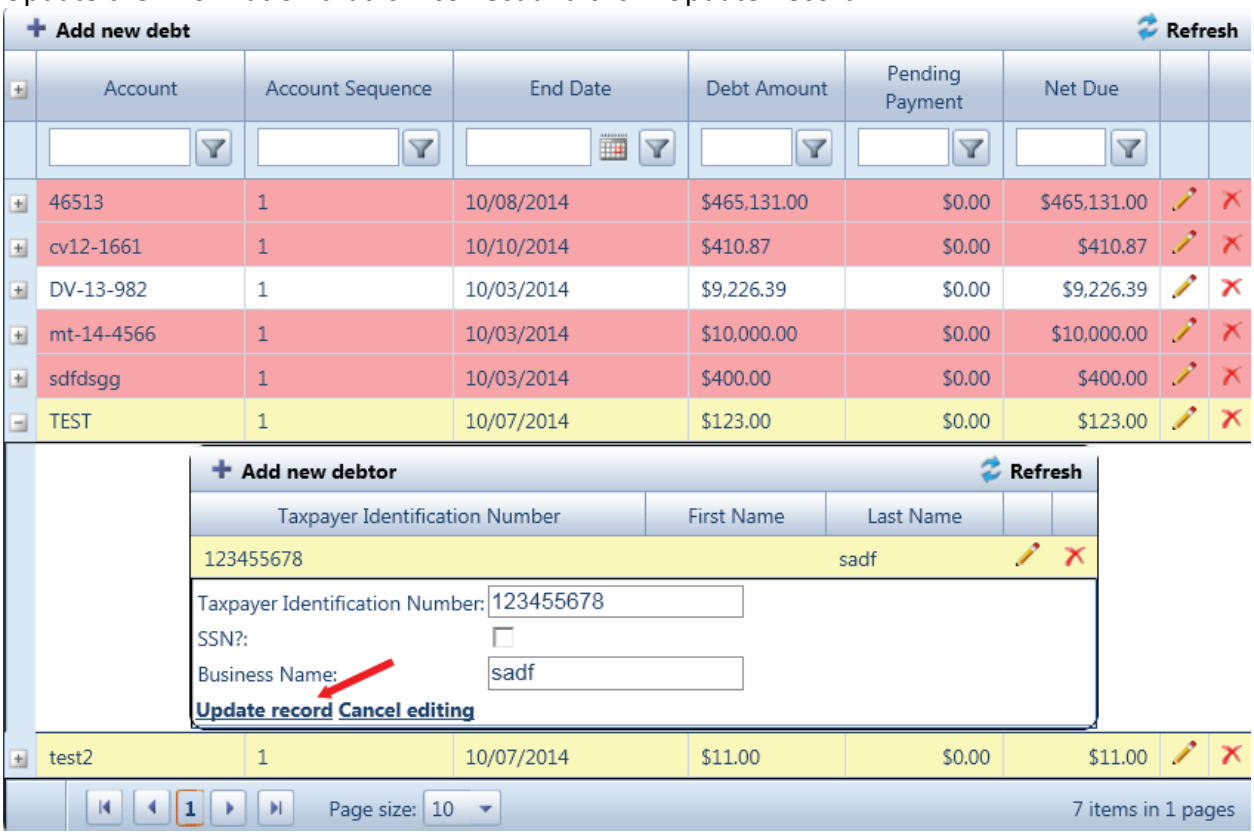

FAQ's

LOGINS AND PASSWORDS

I forgot my e-Pass password. How do I access my account?
If you have forgotten your password, please use the Forgot My Password feature on the e-Pass page. The button is located in the top right hand corner of the login screen. You will need your username and answer to your secret question. A new authorization code will be emailed to you to use at login.

What information do I need to login to the Debt Recovery Service?
In order to login to the Debt Recovery Service you will need the email used to request access along with the passcode provided to you in the invitation email received at that email address.

Do I need to enter my e-mail and online passcode each time I log in to the Debt Recovery Service?
No, you only need to enter the e-mail and online passcode on your initial login. This will connect your account to your ePass account.

Can our business have multi-users access one Debt Code?
Yes, each individual with an ePass account will also need a login based on the email address.

I'm worried that my account has been compromised. What should I do?
Contact the Other Agency Debt Unit to have a new passcode requested.

I have multiple debt codes. Can I access all of them in the Debt Recovery Service?
Yes, as long as you are an authorized user for your debt codes you will be able to access all of them with the same login.

I no longer want to access my accounts in the Debt Recovery Service. How do I cancel my access?
Contact the Other Agency Debit Unit in order to have your access discontinued.

A previously authorized employee no longer works for me, can I have their access removed?
Yes, Contact the Other Agency Debit Unit to process any access changes.

SUBMITTING AND VIEWING DEBTS

How do I add a new debt code to an existing account?
Contact the Other Agency Debt Unit to set up a new debt code.

Why aren't all of my debt codes showing in my drop down?
Contact the Other Agency Debt Unit for assistance.

How do I cancel a debt code?
Contact the Other Agency Debt Unit to cancel a debt code.
What if all of my debts aren't showing?
All updates to the Debt Recovery Service are saved as you enter them or reflect the last file loaded. I you continue to notice discrepancies, please contact the Other Agency Debt Unit .

Can I save my changes and finish later?
There is no need to "save" because all debt information is saved as it is entered. These debts will be loaded to our system and verified nightly.

PAYMENTS

How do I receive my payments if I process my Writs of Execution through the Debt Recovery Service?
Payments will be received in the same manner in which you are currently receiving them.

How long will it take for me to receive payment?
Payment will occur 8-14 days once an offset has occurred.

SYSTEM REQUIREMENTS/TROUBLESHOOTING

What are the operating systems and browser requirements for using the Debt Recovery Service?
There are no requirements regarding operating systems. All systems should work as long as they can run a browser. The following browsers are supported:

- IE7+
- Firefox 3+
- Chrome

NOTE: Other browsers may work but are not supported by the Department of Revenue.

CONTACT THE DEPARTMENT OF REVENUE FOR ASSISTANCE

Call our Other Agency Debt Unit for assistance with your debt recovery questions.

By Phone: **406-444-4736**

After hours/weekends: **DORotheragencydebts@mt.gov**

Participant Training Manual
for Internal & External State Agencies

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Ending Date	The date on which the debt will expire or no longer be valid. This field is not required.
Amount	The amount of the debt owed.
Cause Number	An identifier that authorizes collection of this debt. This field is required for process servers.
TIN	The Tax Identification Number of the debtor.
TIN Type	Identifies the type of Taxpayer Identification Number. Valid values are "S" for Social Security Number and "F" for Federal Employer Identification Number.
First Name	The first name of the debtor.
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Some agencies utilize a computer programmer to organize data from their computers into a CSV file that can be easily transferred to the Portal. Other agencies are able to pull Excel reports from their computer systems that can be easily converted to a CSV file. Please contact the Other Agency Debt Unit to obtain more detailed information on this process.

What is the process to manually add debts to the portal.

First, you must add the debt.

How do I add a debt?

1. Click “Add new debt”

Debt Maintenance

Debt Code: 0000S - TEST Clear Filters

Add new debt **Refresh**

Account	Account Sequence	End Date	Debt Amount	Pending Payment	Net Due
46513	1	10/08/2014	$465,131.00	$0.00	$465,131.00
cv12-1661	1	10/10/2014	$410.87	$0.00	$410.87
DV-13-982	1	10/03/2014	$9,226.39	$0.00	$9,226.39
mt-14-4566	1	10/03/2014	$10,000.00	$0.00	$10,000.00
sdfdsgg	1	10/03/2014	$400.00	$0.00	$400.00
TEST	1	10/07/2014	$123.00	$0.00	$123.00
test2	1	10/07/2014	$11.00	$0.00	$11.00

1 Page size: 10 7 items in 1 pages

2. Enter the following information (Account Sequence, End Date and Cause Number not required).

Add new debt **Refresh**

Account:
Account Sequence: 1
End Date:
Debt Amount:
Cause Number:

Insert record **Cancel editing**

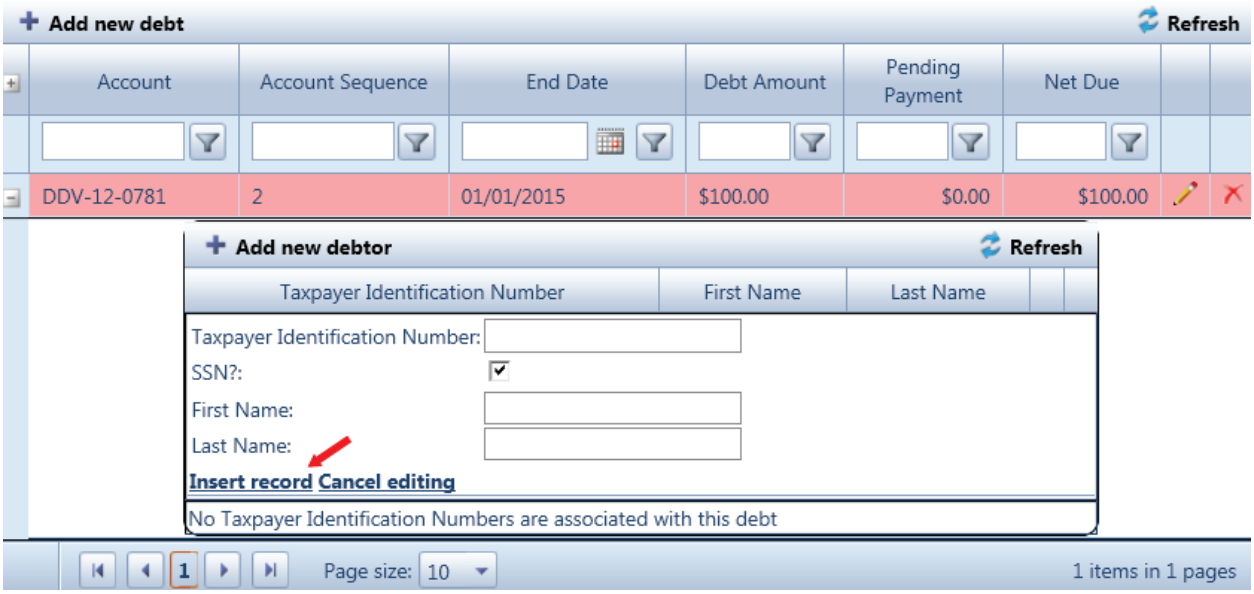
Account	Account Sequence	End Date	Debt Amount	Pending Payment	Net Due
46513	1	10/08/2014	$465,131.00	$0.00	$465,131.00
cv12-1661	1	10/10/2014	$410.87	$0.00	$410.87
DV-13-982	1	10/03/2014	$9,226.39	$0.00	$9,226.39
mt-14-4566	1	10/03/2014	$10,000.00	$0.00	$10,000.00
sdfdsgg	1	10/03/2014	$400.00	$0.00	$400.00
TEST	1	10/07/2014	$123.00	$0.00	$123.00
test2	1	10/07/2014	$11.00	$0.00	$11.00

1 Page size: 10 7 items in 1 pages

a. **Account**- A unique account number used by the Debt Owner to identify the debt. (If your account number is also your Cause Number, contact Other Agency Debts to discuss how to address duplicate Cause Numbers.)
b. **Account Sequence** – Automatically defaults to 1. (This is not a required field.)
c. **End Date** – (This is not a required field.)
d. **Debt Amount**- The amount of the debt owed.
e. **Cause Number**- (This is not a required field.)

3. Click "Insert Record" to save your information.

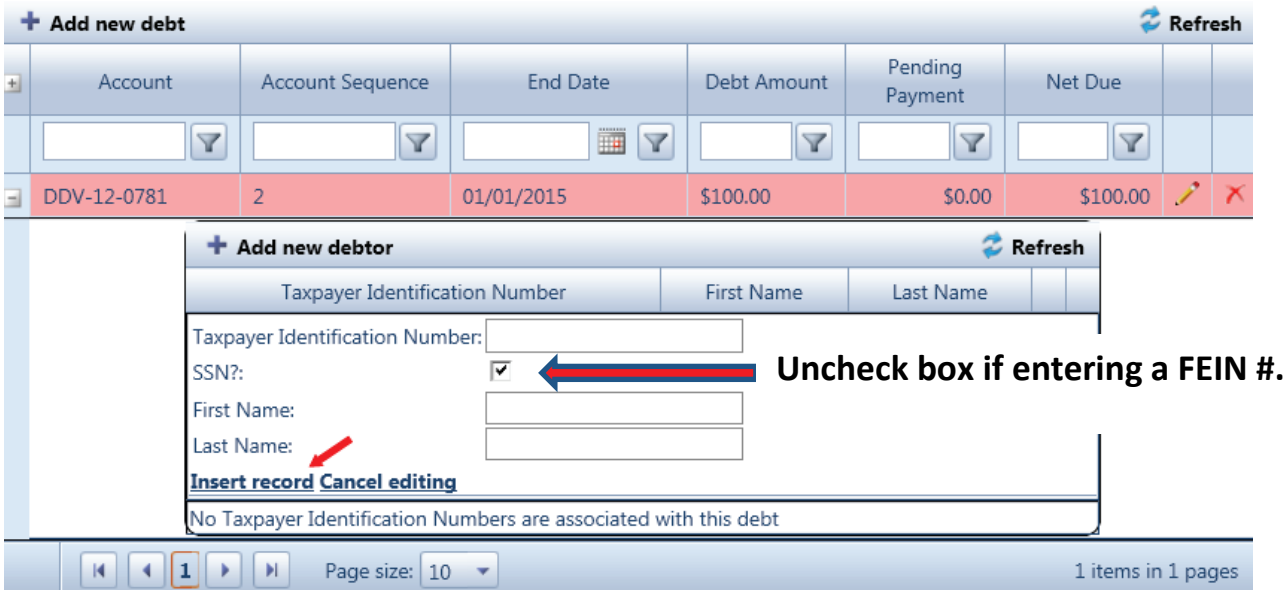
4. The record will be red and will have the Add New Debtor screen expanded below:



Secondly, you must add the debtor.

How do I add a debtor?

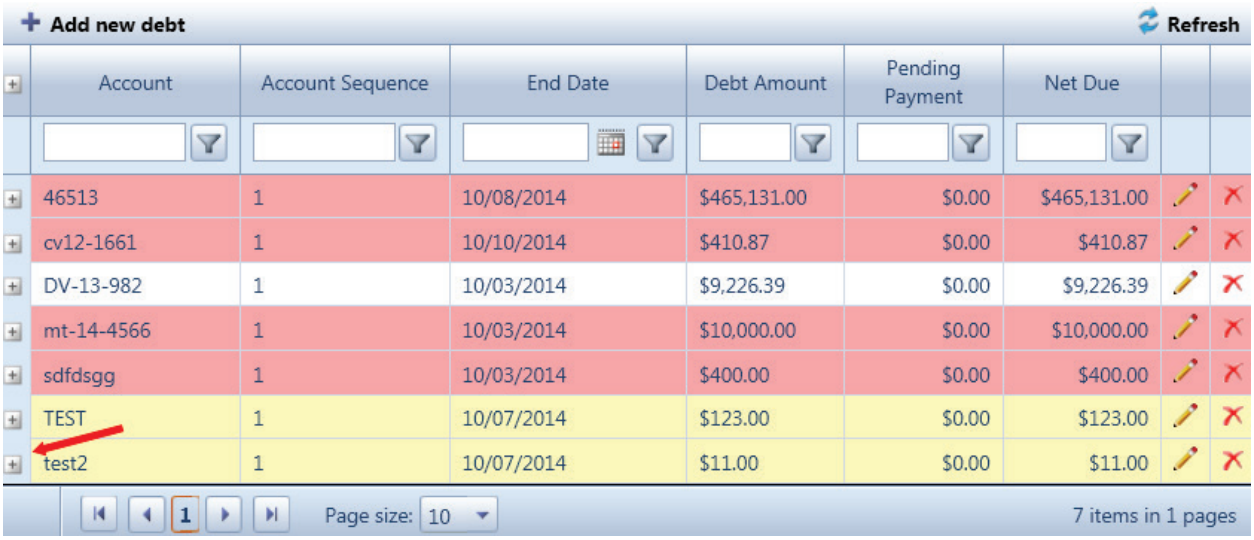
1. Click “Add new debtor”



2. Enter the following information:
   a. **Taxpayer Identification Number** - The Tax Identification Number of the debtor.
   b. **First Name** - The first name of the debtor.
   c. **Last Name**- The last name of the debtor.
3. Click “Insert Record” to save your information.
4. Click “Refresh” in the upper right corner of the screen and the record should change from red to grey until the validation process is completed during our nightly processing.

How do I add a debtor to an existing debt?

1. Find the debt that you want to update.
2. Click the "+" sign to expand to the debtor information.



Add new debt | Refresh

Account	Account Sequence	End Date	Debt Amount	Pending Payment	Net Due
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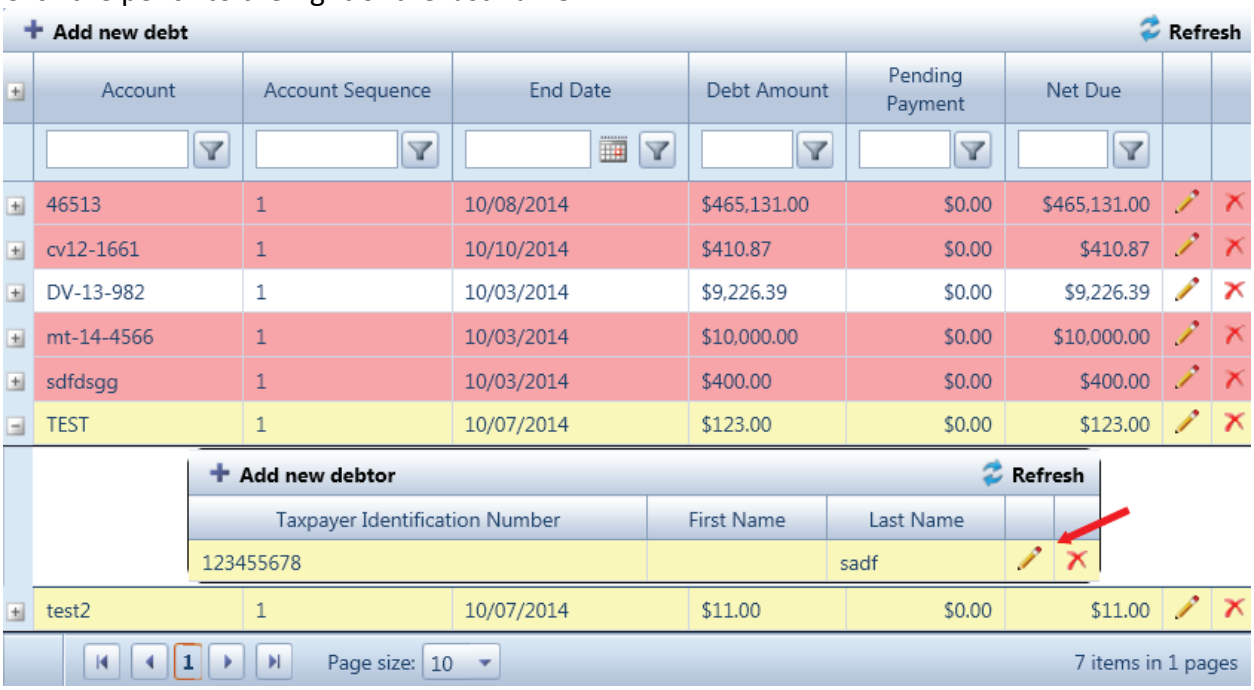
DV-13-982	1	10/03/2014	$9,226.39	$0.00	$9,226.39
mt-14-4566	1	10/03/2014	$10,000.00	$0.00	$10,000.00
sdfdsgg	1	10/03/2014	$400.00	$0.00	$400.00
TEST	1	10/07/2014	$123.00	$0.00	$123.00
test2	1	10/07/2014	$11.00	$0.00	$11.00

1 Page size: 10 7 items in 1 pages

3. Click the pencil to the right of the last name.



Add new debt | Refresh

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DV-13-982	1	10/03/2014	$9,226.39	$0.00	$9,226.39
mt-14-4566	1	10/03/2014	$10,000.00	$0.00	$10,000.00
sdfdsgg	1	10/03/2014	$400.00	$0.00	$400.00
TEST	1	10/07/2014	$123.00	$0.00	$123.00

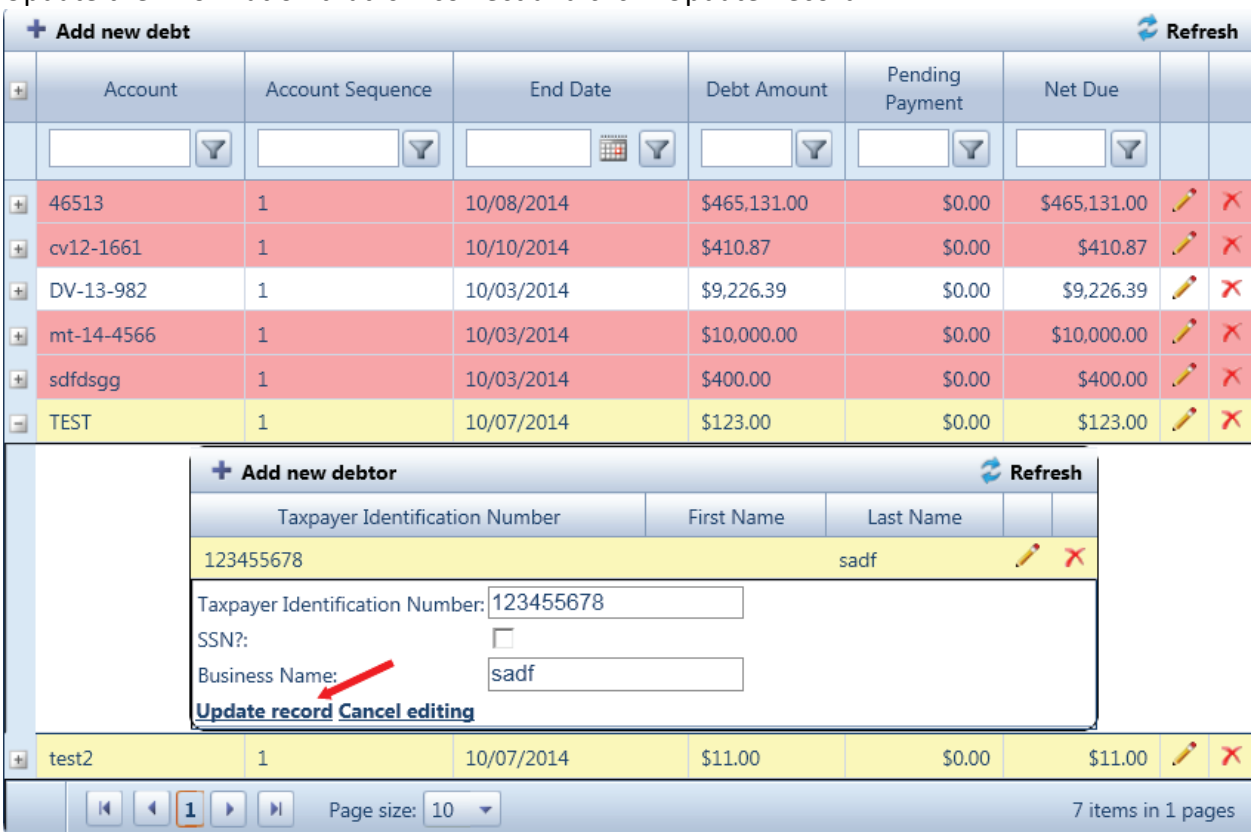
Add new debtor | Refresh

Taxpayer Identification Number	First Name	Last Name
123455678		sadf

test2	1	10/07/2014	$11.00	$0.00	$11.00

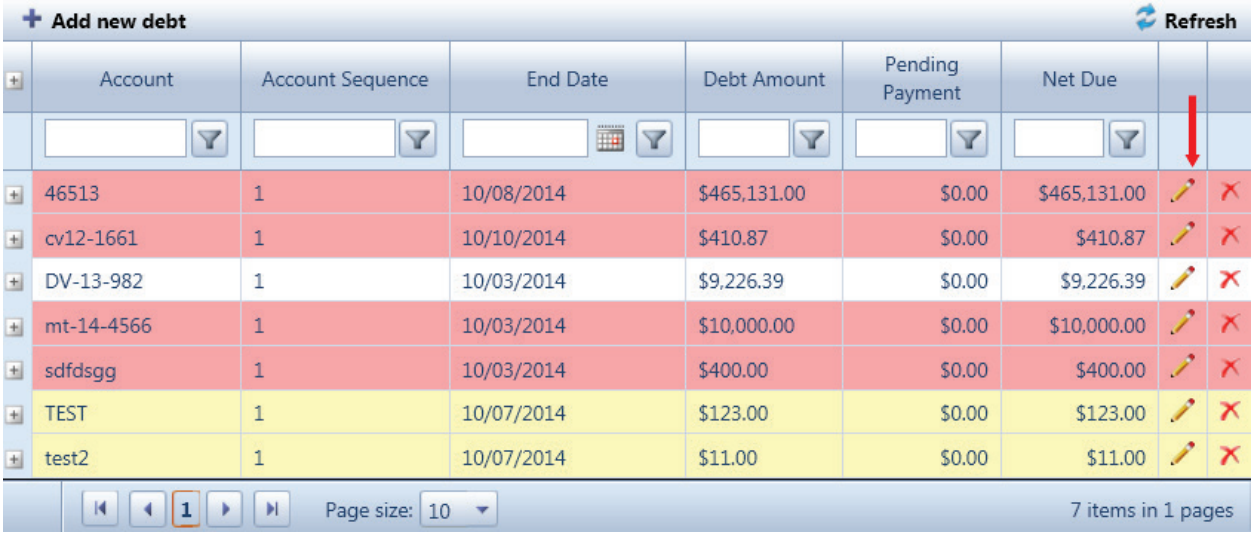
1 Page size: 10 7 items in 1 pages

4. Update the information that is incorrect and click “Update Record”.

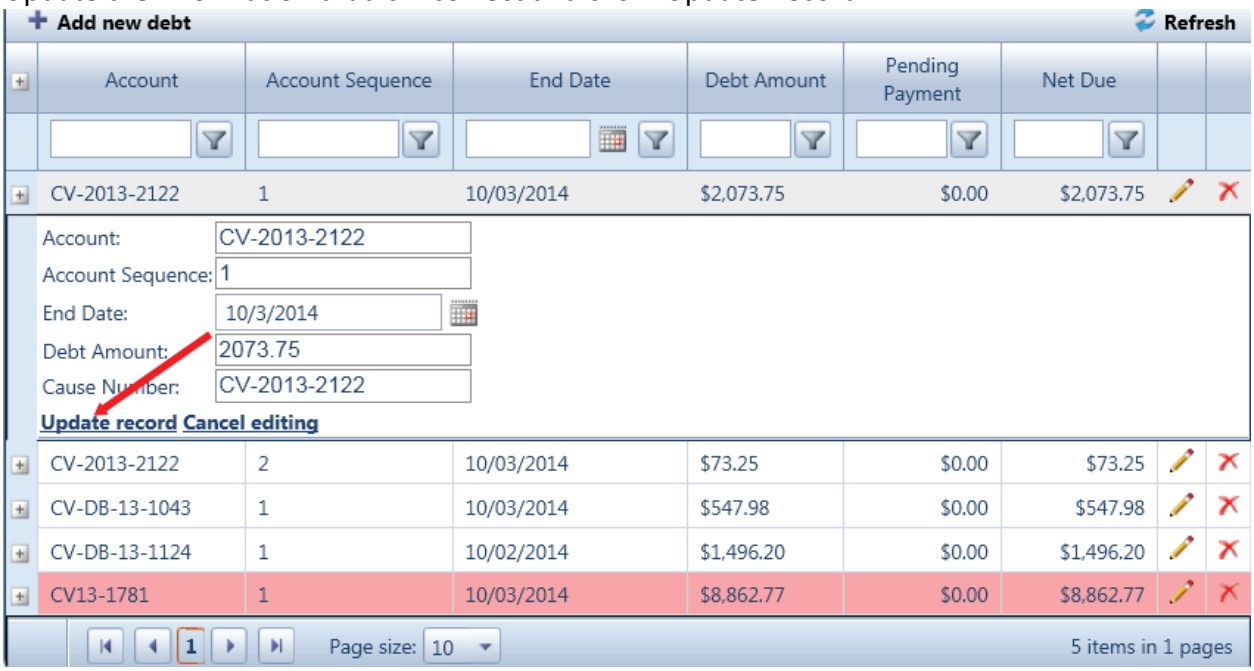


How do I update a debt?

1. Find the debt that you want to update.
2. Click the pencil to the right of the debt amount.

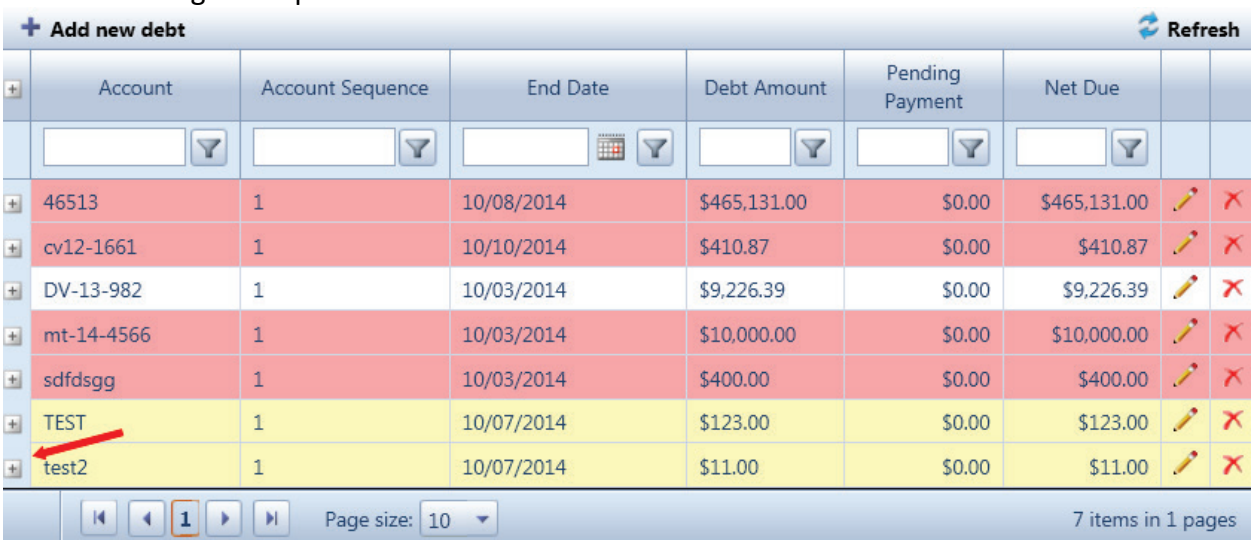


3. Update the information that is incorrect and click “Update Record”.

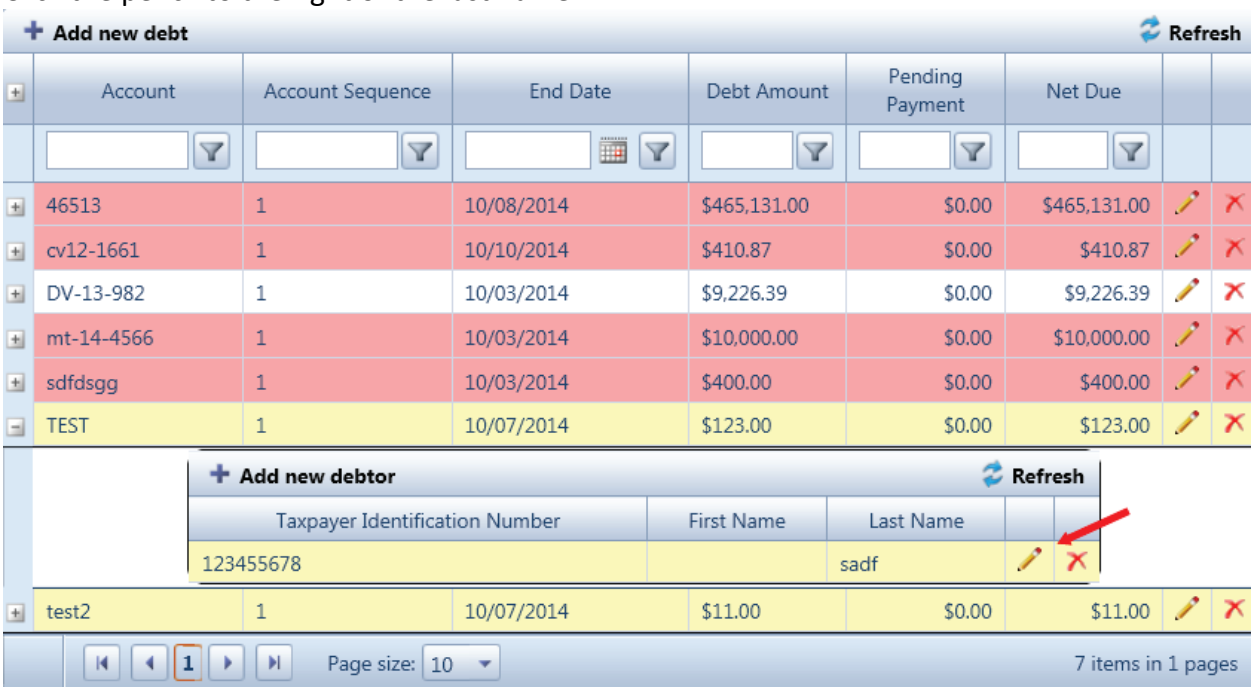


How do I update a debtor?

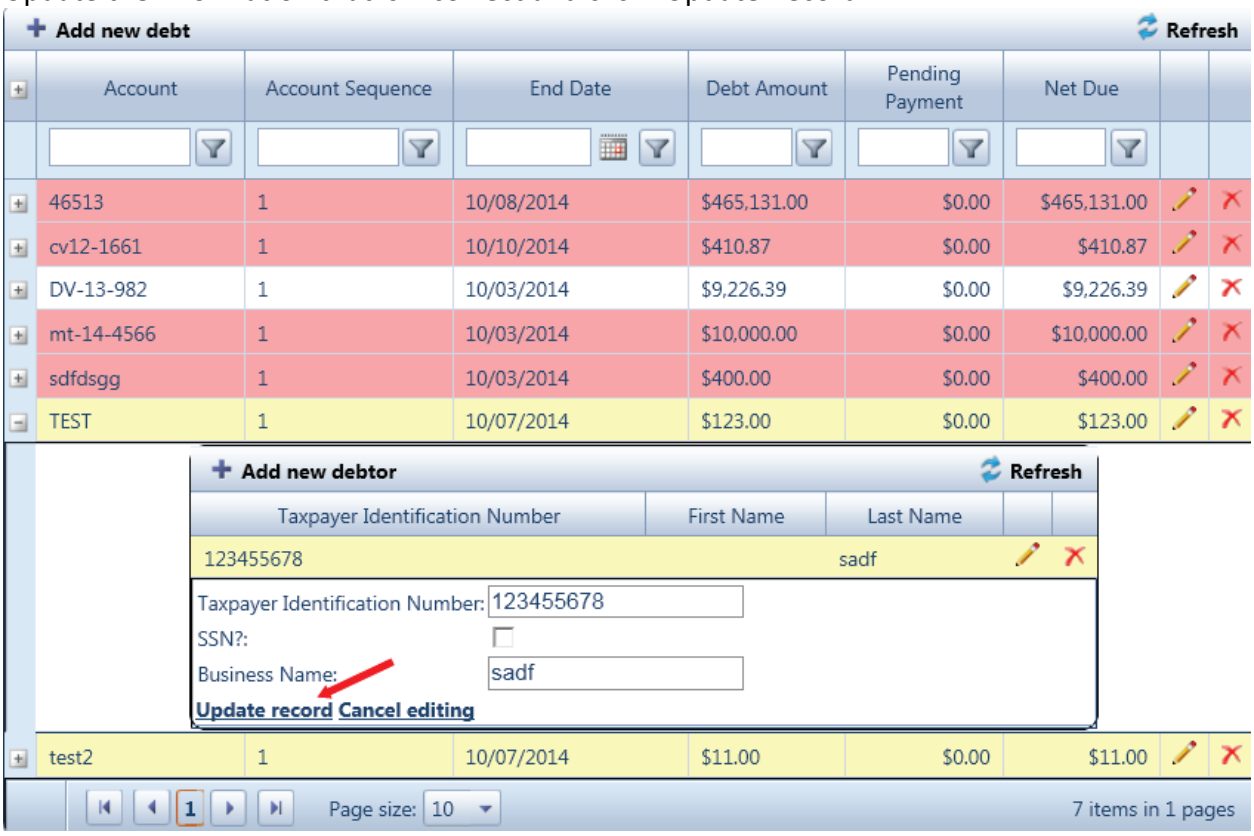
1. Find the debt that you want to update.
2. Click the “+” sign to expand to the debtor information.



3. Click the pencil to the right of the last name.



4. Update the information that is incorrect and click “Update Record”.



What do the colors on my debt maintenance screen mean?

Each color on the debt maintenance screen tells you whether or not a taxpayer identification number has been validated.

White – TIN is Valid: This means that the TIN that you entered has gone through our verification process and has been confirmed to match the name also entered for this debt.

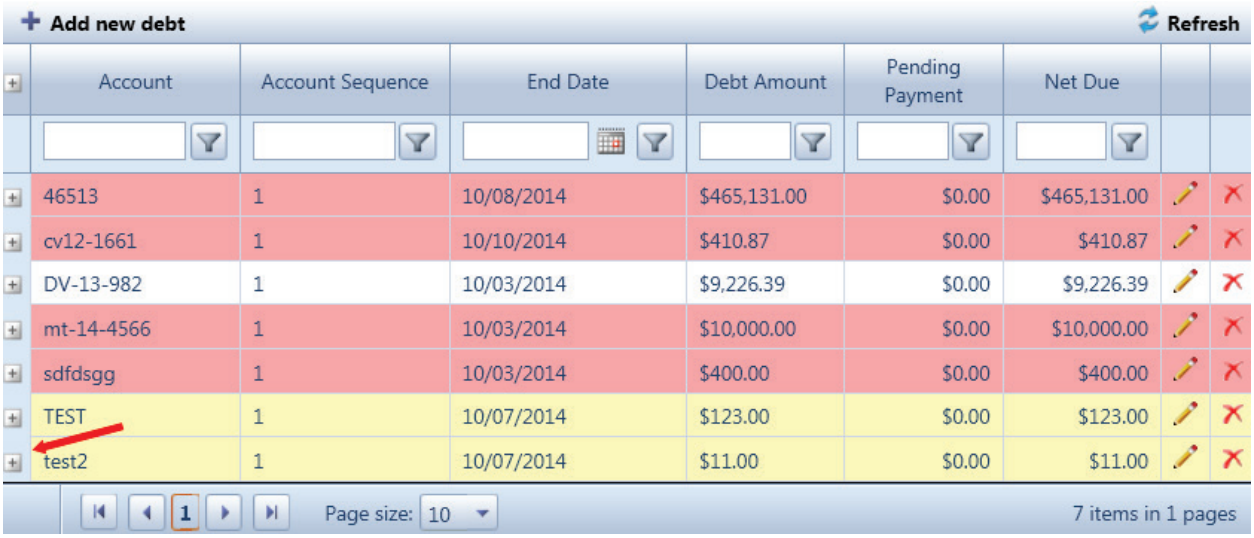
Grey – TIN Not Verified: This means that the TIN has not yet gone through our verification process. This process occurs nightly.

Yellow – TIN Under Review: This means that the TIN has gone through our verification process and is being manual reviewed by staff.

Red – Debt Invalid: This means that something in your debt is incorrect. This will occur when the "End Date" of the debt is past and/or the TIN verification process comes back with an invalid TIN. (You will receive email notification of invalid TIN number.)

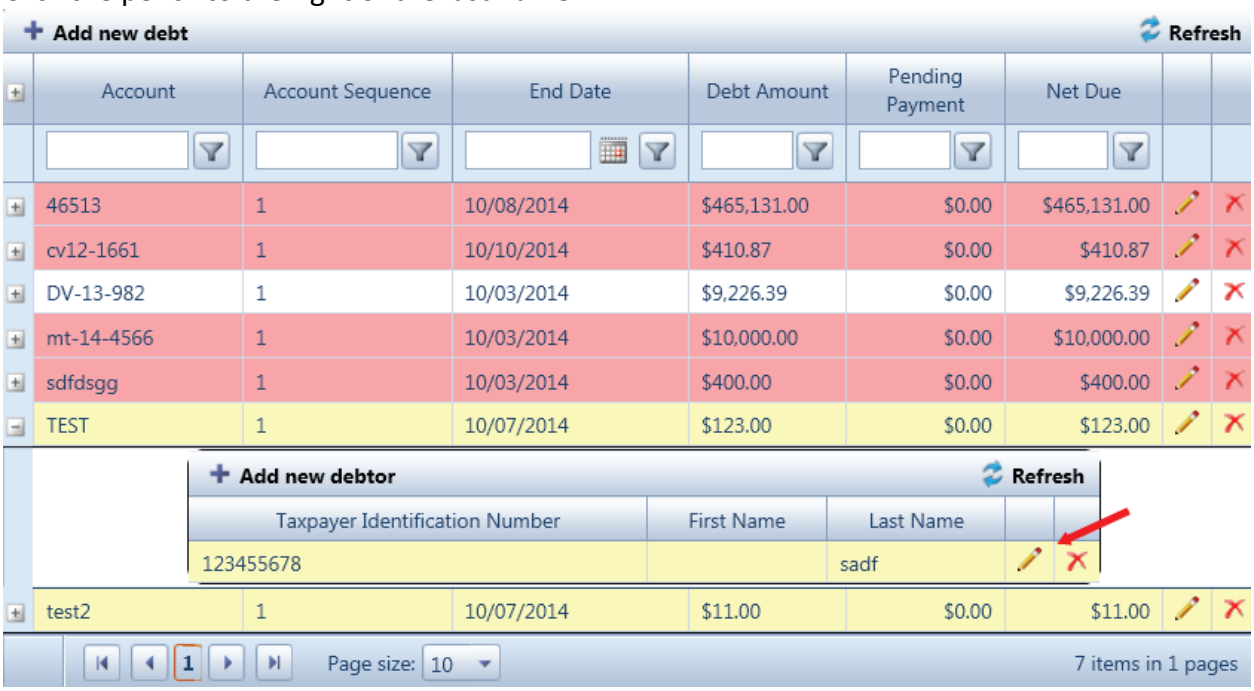
How do I update an incorrect Taxpayer Identification Number?

1. Find the debt that you want to update.
2. Click the "+" sign to expand to the debtor information.

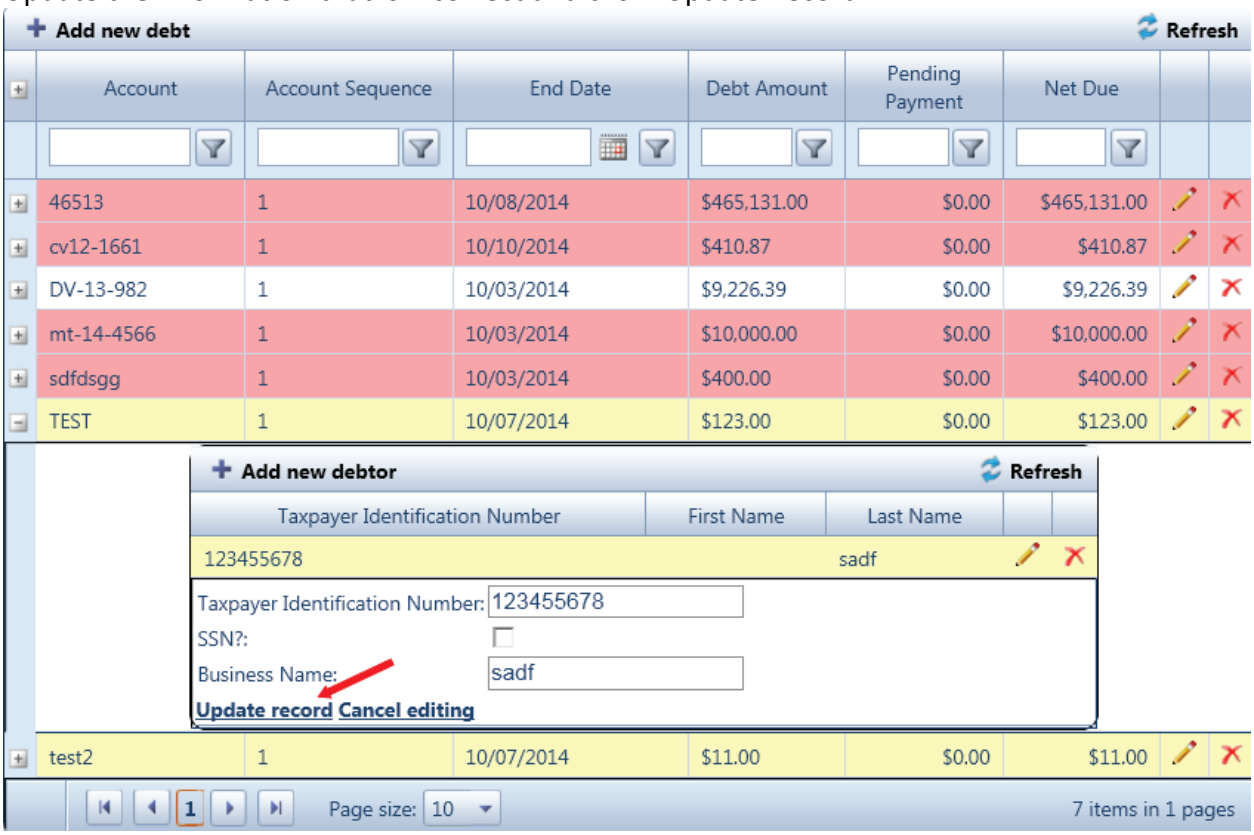


Account	Account Sequence	End Date	Debt Amount	Pending Payment	Net Due
46513	1	10/08/2014	$465,131.00	$0.00	$465,131.00
cv12-1661	1	10/10/2014	$410.87	$0.00	$410.87
DV-13-982	1	10/03/2014	$9,226.39	$0.00	$9,226.39
mt-14-4566	1	10/03/2014	$10,000.00	$0.00	$10,000.00
sdfdsgg	1	10/03/2014	$400.00	$0.00	$400.00
TEST	1	10/07/2014	$123.00	$0.00	$123.00
test2	1	10/07/2014	$11.00	$0.00	$11.00

3. Click the pencil to the right of the last name.



4. Update the information that is incorrect and click “Update Record”.



BAD DEBT TRANSFERS

How do I transfer a bad debt to the Department of Revenue for collection services?

Your agency's bad debt(s) can be directly entered manually into the portal. This ensures that your agency will then not need to fill out the paper form of the Bad Debt Transfer & Certification Form.

New Debt Transfer Entry

Account Number:

TIN:

☑ SSN?

First Name:

Middle Initial:

Last Name:

Street Address:

City:

State: Montana

Zip Code:

Phone Number:

Last Activity Date:

Principal Amount:

Penalty/Cost:

Interest:

Last Statement:

Specific Debt Details:

I hereby certify this to be a valid debt of the State of Montana and that every means of collection of the Account Receivable identified herein has been utilized according to agency criteria for uncollectibility. This notice will serve as evidence of our intent to write off and transfer this debt to the Department of Revenue, Collections Bureau.

Name:

Title:

Phone Number:

Transfer

Recent Debt Transfers

Date Completed	Account Number	Taxpayer Identification Number	First Name	Last Name	Amount	

What is the Account Number?
This is a required field. The account number is specific to your agency's account number for this debt.

How do I enter a business name and FEIN?
You will need to click on the box next to SSN (uncheck) to provide you with the correct fields pertaining to the business you want to enter.

What does the last activity date mean?
This is the date of when your agency last took action on the bad debt.

What if there isn't Penalty/Cost and/or Interest associated with the bad debt?
This is a required field. However, if there are no other fees associated with the bad debt then you will need to enter 0.00 in the field.

Where do I find recently submitted bad debts in the portal?
This is shown on the very bottom of the Debt Transfer page as Recent Debt Transfers. This information is available for 30 days for each debt entered.

How do I amend a previously transferred bad debt after submission?
Contact the Other Agency Debt Unit to update any information once it has been submitted.

What type of confirmation will I get after submitting the bad debt?
You will receive either a Notice of Acceptance letter notifying your agency we have accepted your bad debt or Notice of Denial letter notifying your agency we have denied your debt based upon established Department of Revenue criteria.

FAQ's

LOGINS AND PASSWORDS

I forgot my e-Pass password. How do I access my account?
If you have forgotten your password, please use the Forgot My Password feature on the e-Pass page. The button is located in the top right hand corner of the login screen. You will need your username and answer to your secret question. A new authorization code will be emailed to you to use at login.

What information do I need to login to the Debt Recovery Service?
In order to login to the Debt Recovery Service you will need the email used to request access along with the passcode provided to you in the invitation email received at that email address.

Do I need to enter my e-mail and online passcode each time I log in to the Debt Recovery Service?
No, you only need to enter the e-mail and online passcode on your initial login. This will connect your account to your ePass account.

Can our business have multi-users access one Debt Code?
Yes, each individual with an ePass account will also need a login based on the email address.

I'm worried that my account has been compromised. What should I do?
Contact the Other Agency Debt Unit to have a new passcode requested.

I have multiple debt codes. Can I access all of them in the Debt Recovery Service?
Yes, as long as you are an authorized user for your debt codes you will be able to access all of them with the same login.

I no longer want to access my accounts in the Debt Recovery Service. How do I cancel my access?
Contact the Other Agency Debit Unit in order to have your access discontinued.

A previously authorized employee no longer works for me, can I have their access removed?
Yes, Contact the Other Agency Debit Unit to process any access changes.

SUBMITTING AND VIEWING DEBTS

How do I add a new debt code to an existing account?
Contact the Other Agency Debt Unit to set up a new debt code.

Why aren't all of my debt codes showing in my drop down?
Contact the Other Agency Debt Unit for assistance.

How do I cancel a debt code?
Contact the Other Agency Debt Unit to cancel a debt code.

What if all of my debts aren't showing?
All updates to the Debt Recovery Service are saved as you enter them or reflect the last file loaded. I you continue to notice discrepancies, please contact the Other Agency Debt Unit .

Can I save my changes and finish later?
There is no need to "save" because all debt information is saved as it is entered. These debts will be loaded to our system and verified nightly.

Where do I find recently submitted Bad Debt Transfer forms?
Recently submitted bad debt transfers show at the bottom of the screen for 30 days.

PAYMENTS

How do I receive my payments if I process my Writs of Execution through the Debt Recovery Service?
Payments will be received in the same manner in which you are currently receiving them.

How long will it take for me to receive payment?
Payment will occur 30 - 40 days once an offset has occurred.

What type of confirmation will I get after submitting the Bad Debt Transfer Form?
You will receive either a Notice of Acceptance letter notifying your agency we have accepted your bad debt or Notice of Denial letter notifying your agency we have denied your debt based upon established Department of Revenue criteria.

SYSTEM REQUIREMENTS/TROUBLESHOOTING

What are the operating systems and browser requirements for using the Debt Recovery Service?
There are no requirements regarding operating systems. All systems should work as long as they can run a browser. The following browsers are supported:

- IE7+
- Firefox 3+
- Chrome

NOTE: Other browsers may work but are not supported by the Department of Revenue.

CONTACT THE DEPARTMENT OF REVENUE FOR ASSISTANCE

Call our Other Agency Debt Unit for assistance with your debt recovery questions.

By Phone: **406-444-4736**

After hours/weekends: **DORotheragencydebts@mt.gov**