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State of Wisconsin
Governor Scott Walker



TO: **W-2 Agencies
Training Staff**

FROM: Margaret McMahon, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO

No: 17-05

DATE: 02/22/2017

W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	RAP	<input type="checkbox"/>	Other EP	<input type="checkbox"/> *

SUBJECT: *Adding Vendor Accounts to CARES Worker Web (CWW) and the
State Transforming Agency Resource (STAR) System*

CROSS REFERENCE: [W-2 Benefit Issuance Guide](#)

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this Operations Memo is to communicate the new procedure for requesting W-2 vendor payment accounts.

BACKGROUND

For more than a decade, the Department of Administration's Specialized Check Writer (SCW) system has operated with CARES to issue checks to vendors. With the implementation of the STAR W-2 Check Writer Project, STAR now supersedes SCW. Effective January 20, 2017, STAR now operates with CARES to issue checks to vendors.

POLICY

There are no W-2 policy changes associated with this memo.

NEW PROCESS

All previous vendor accounts in CWW have been deleted due to being inactive as of December 2016.

When in need of setting up a vendor account in CWW and STAR, agencies must now submit two forms to the DCF W-2 CARES Help Desk: [Request for Taxpayer Identification Number and Certification](#) and [DOA-6457 STAR Vendor Information](#).

The W-2 Help Desk, after completing CARES screen BIVN, will notify the worker to enter the vendor information on the W-2 Vendor Payment screen in CWW.

To ensure that payment goes out to the vendor by the end of the month for ongoing cases, both forms must be submitted to the W-2 Help Desk at least 10 working days prior to the next W-2 pull down date.

For newly opened cases, the participant will receive a W-2 check for the first payment. The vendor payment will be issued starting with the second payment.

AGENCY ACTION

W-2 agencies must familiarize staff with these changes and update any relevant local agency procedures.

ATTACHMENTS

[Request for Taxpayer Identification Number and Certification](#)

[DOA-6457 STAR Vendor Information](#)

[2017 W-2 Participation/Benefit Issuance Schedule](#)

These forms can also be found on the W-2 Help Desk webpage at:
<https://dcf.wisconsin.gov/w2/partners/toolbox/helpdesk>.

CONTACTS

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

DCF/DFES/BWF/DA