

Wisconsin Work Programs (WWP) will be updated April 23<sup>rd</sup>, 2026. These changes will be available for users at the start of the business day on April 24<sup>th</sup>, 2026. Here is what you need to know.

*Phase Two of W-2 Payment Issuance Modernization*

In May 2025, the W-2 and JAL Payment History pages were implemented in WWP. Workers were able to view W-2 and JAL payment history but still needed to return to CARES mainframe to take certain actions.

After implementation of Phase Two of W-2 Payment Issuance Modernization on April 24, 2026, all worker actions for W-2 Payment Issuance must be taken in WWP. The CARES mainframe screens for W-2 Payment Issuance will immediately become view-only and will be obsoleted in early May 2026.

*How it Works*

Workers will now have edit functionality in WWP for actions including:

- Handling paper checks returned to the agency;
- Managing failed Electronic Funds Transfers (EFT);
- Requesting a stop payment for a lost, stolen, or destroyed check and subsequent workflows;
- Intercepting payments (paper checks) within two days after pulldown; and
- Replacing checks that were previously canceled or returned without replacement.

The access point for starting a Payment Issuance worker action is the W-2/JAL Payment History page. The worker must click on the appropriate W-2, Vendor or JAL payment row. This will take the worker to the W-2/JAL Payment page.

The screenshot shows the 'W-2/JAL Payment History' page. At the top, there is a search bar with '3151470131' and a primary person 'TAMMY TFLOW'. Below this are filters for 'Agency' and 'Region', a 'Sort by' dropdown, and a 'Reset' button. Two buttons, 'View Replacement Requests' and 'View Yearly Summary', are also present. The main part of the page is a table with the following data:

Assistance Group	Issuance #	Payment Period	Payment Type	Agency	Payment Flag	Disposition Date
Sequence	Check #/EFT	Check/EFT Date	Payment Amount	County	Return Indicator	Code
	Repl Check #					Reason
WW C	100100292	03/01/2026	MN - Monthly	ROSS	Participant	03/25/2026
01	J2600236	03/27/2026	\$608.00	MILWAUKEE		IS - Issued

Once on the W-2/JAL Payment page, the worker must click the pencil icon in the upper right corner to begin editing.

W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount
3151470131	WW C	01	100100292	\$0.00
Agency	Region	County	Office #	
ROSS	Milwaukee Northern	MILWAUKEE	1581	

A series of dropdown boxes will be enabled for the worker to take the necessary actions. The dropdowns that display are dependent on the current disposition of the selected payment.

Edit W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount	
3151470131	WW C	01	100100292	\$0.00	
Agency	Region	County	Office #		
ROSS	Milwaukee Northern	MILWAUKEE	1581		
Payee Name	TAMMY TFLOW	Original Check #/EFT	J2600236		
Financial Institution		Original Check/EFT Date	03/27/2026		
Address Indicator	H - Household address	Replacement Check #			
Address	10001 W BLUEMOUND RD MILWAUKEE WI 53226-4346	Replacement Check Date			
		Affidavit Sent Date			
		Affidavit Received Date			
Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
03/01/2026	MN - Monthly		\$608.00	\$0.00	\$0.00

**Disposition History**

Date	Historical Code	Reason	Return Indicator	Worker
03/25/2026	IS - Issued			

Action: ▼

- SP - Stop Payment Requested
- RT - Check Returned

**Impact:**

Effective April 24<sup>th</sup>, 2026, all worker actions for Payment Issuance, including those actions previously taken in CARES Mainframe must be completed in WWP.

As part of this change, the form, *Job Access Loan, W-2 Auxiliary Payment and/or Performance Outcome Payment Claim Approval Designation form (2582)* is obsoleted effective April 24, 2026. Agencies will only use the [WWP User Access Request form \(5212\)](#) to secure authorization for Auxiliary and Replacement Check Approvers

**Training and Demos:**

Payment Issuance Guide

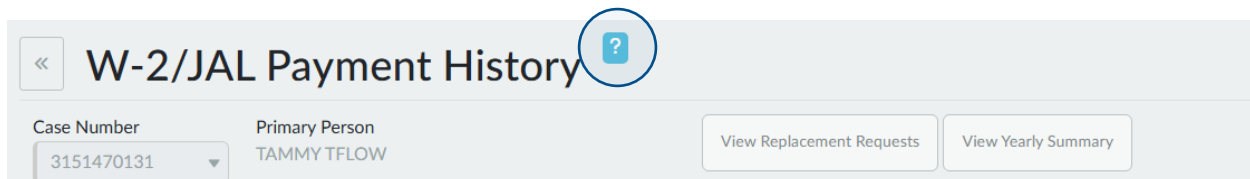
The Payment Issuance Guide previously referred to as the Benefit Issuance Guide is being updated with technical guidance for all W-2 and JAL Payment Issuance functionality in WWP. A

DRAFT version of the new guide is attached to this communication. Once it is finalized the new guide will be published in the Appendix of the [W-2 Manual](#).

### New Help Text Pages

New Help Text has been added to give workers basic information and instructions for each Payment Issuance page.

To access the Help Text, click on the question mark displayed at the top of each page.



### Training Materials

The following new training materials for Phase Two of Payment Issuance Modernization are available at the [PTT Learning Center](#). The new materials include:

- Vendor Payment Desk Aid
- Training on Demand: Failed EFT
- Training on Demand: Returned and Replacement Checks
- Training on Demand: Lost, Stolen or Destroyed Checks

For W-2, CARES, and WWP Functionality Questions: BWF Work Programs Help Desk  
[BFWORKPROGRAMSHD@wisconsin.gov](mailto:BFWORKPROGRAMSHD@wisconsin.gov)