

The Benefit Recovery Investigation Tracking System (BRITS) was updated on October 15, 2025. These changes will be available for users on October 16, 2025. Additionally changes to CWW notices will be in production on October 18, 2025. Here is what you need to know.

BRITS and CWW System Updates

BRITS Enhancements

JAL

- When a worker processes a claim and has a referral type as "Agency Error Claim", a worker will now be able to select no claim is needed so that they can close the referral without needing to take action that inaccurately reflects the outcome of the referral (i.e. void it or create a 'fake' claim).

The screenshot displays the BRITS system interface for processing a claim. The 'Investigation Reasons' section is set to 'Agency Error'. The 'External Programs' section is empty. The 'Program Area' is set to 'W-2'. The 'Claims Specialist' is 'MaiYeeXiong TEST-WWINTINV'. The 'Claim Created' checkbox is unchecked, and the 'No Claim Needed' checkbox is checked, highlighted with a red box. The 'Void' checkbox is unchecked. The 'Create Claim' button is visible. Below the form, the 'Dual State(s) Information' section is visible.

- On the Home Page Recent Activity grid, liable person(s) has been added the column labeled, Primary. It will now read as "Primary/Liable Person(s)", to provide an accurate view of all participants who is liable for the claim, not just the primary person on the case.

Recent Activity				
Referral Number	Case Number	PIN	Claim Number	Primary/Liable Person(s)
		0586551590		PINK FLOWER
			1100009961	
	3118953039		7900384367	LYNN-MSK J ANDERSON-MSK
2300001272	7151411375		9100009869	HAILEY HILLSTEAD
	0151627606			PINK FLOWER
			1100009961	
	7151411375			HAILEY HILLSTEAD
		7586090149		HAILEY HILLSTEAD

3. When a JAL is renegotiated, but there is no renegotiated document added, the JAL will discard the renegotiation and revert to the original terms. There will now be an error message that will display to the worker, "JAL renegotiation terms have been captured but renegotiation is incomplete. A signed JAL Renegotiation Document must be uploaded today and saved to complete the renegotiation or loan terms will be reverted to the previous agreement."

Benefit Recovery Investigation Tracking System (BRITS)
Release Version: R2.25.09.04 - Environment: System Test
Version: 2.4.0.0

Web Reports & User Guide | CCOR | BRITS User Manual | Logout

Logged in as: SultanaAmin TEST-JALA
Logged in on 09/09/2025 at 04:11 pm

Home | Advanced Search | Workload

Referral - Search

Claim Modification(s) were successfully saved.

JAL renegotiation terms have been captured but renegotiation is incomplete. A signed JAL Renegotiation Document must be uploaded today and saved to complete the renegotiation or loan terms will be reverted to the previous agreement.

JAL Claim Detail #9080002889

JAL Information

Claim Number	9080002889
Program/SubProgram	WW C - W-2 FOR OLDEST MINOR CHILD V
JAL Status	Open - Check Issued
Creation Date	4/4/2025
Check Pickup Date	4/17/2025
Repayment Period	05/25/2025 - 06/25/2026
Approval Office	5611 - ROSS IES W-2 PROGRAM
Case Number	0003153908
County Of Issuance	40 - MILWAUKEE COUNTY
JAL Reason(s)	Job Expense - Work clothing, boots, etc

Loan Amount	\$50.00
Cash Repay	\$50.00
In-Kind Repay	\$0.00
Total Cash Payments	\$0.00
Outstanding Cash Balance	\$50.00
Total Verified Hours	0
Total In-Kind Collected	\$0.00
Outstanding In-Kind Hours	0
Outstanding In-Kind Balance	\$0.00
Total Collected	\$0.00

4. Currently on a JAL detail claims page, after a claim has been approved, the approval date appears as the check pickup date and the JAL decision section disappears. With the enhancement, workers will now see the approved date as the date the claim was approved in the JAL decision section and the JAL decision section will remain on the page.

JAL Claim Detail #2100009312

JAL Information

Claim Number	2100009312
Program/SubProgram	WW C - W-2 FOR OLDEST MINOR CHILD V
JAL Status	Open - Check Issued
Creation Date	9/3/2024
Check Pickup Date	9/5/2024
Repayment Period	10/25/2024 - 09/25/2025
Approval Office	5611 - ROSS IES W-2 PROGRAM
Case Number	4150962545
County Of Issuance	40 - MILWAUKEE COUNTY
JAL Reason(s)	Housing - Rent, Job Expense - Work clothing
Vendor	

Loan Amount	\$850.00
Cash Repay	\$676.00
In-Kind Repay	\$174.00
Total Cash Payments	\$0.00
Outstanding Cash Balance	\$850.00
Total Verified Hours	0
Total In-Kind Collected	\$0.00
Outstanding In-Kind Hours	0
Outstanding In-Kind Balance	\$0.00
Total Collected	\$0.00
Write-Off Amount	\$0.00
Refunded Amount	\$0.00

JAL Decision

JAL Final Decision	Approved	9/3/2024-RobertSchampers TEST-JALA5611	Extend JAL Determination	<input type="checkbox"/>
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W-2

W-2 Overpayments

When a worker processes a W-2 overpayment claim, there will now be a new option to select for overpayment reason for “Missed Hours Not Deducted”. The new reason code has also been added to the notices that is generated to the participant in English, Spanish and Hmong.

Claim Number	2100009982
Program/SubProgram	W-2 C - W-2 FOR OLDEST MINOR CHILD WITH C...
Error Type	CLIENT ERROR
Claim Source	Bankruptcy Filing
Overpayment Reason(s)	MND - Missed Hours Not Deducted
Date of Discovery	N/A
Creation Date	10/8/2025

W-2 Claim 2100009982					
Case Number	Claim Number	Overpayment Begin Date	Overpayment End Date	Overpayment Amount	Error Type
2120061738	2100000082	08/01/2010	08/10/2010	\$250.00	Client Error
Reason(s) for Overpayment: Missed Hours Not Deducted					
Other Liable Individual(s): GARY GREY, VICHH CHENG					

The total amount you must repay is \$250.00. This amount will be added to any other W-2

PDF Tool Validation (New information added on 10/23/25)

To successfully generate and print overpayment notices through BRITS, the formatting of the overpayment worksheet must meet specific criteria, including (but not limited to):

- Left and right-side margin sizing (Left:0.8", Right: 0.38")
- Page size (8.5" x 11")
- Orientation (Portrait)

What's Changing?

Effective **10/24/2025** when a worksheet is uploaded BRITS will check for appropriate margin and page sizing. A success or failure message will display in the Add Worksheet Popup box.

- *If **accepted**, you will see the Files(s) uploaded successfully message.*

The screenshot shows the 'Add Worksheet' dialog box. It has a 'Worksheet' section with a 'Select files...' button and a 'Done' button with a green checkmark. Below this, a file named '4661-7256184972.pdf' is listed with the status 'File(s) uploaded successfully.' and a close button (X). At the bottom right, there are two buttons: 'Attach Worksheet' (checked) and 'Cancel'.

- If **rejected**, BRITS will display the File(s) failed to upload messaging with the reason why it failed.

The screenshot shows the 'Add Worksheet' dialog box. It has a 'Worksheet' section with a 'Select files...' button and a 'Done' button with a green exclamation mark. Below this, a file named '2570-6123024361 FS.pdf' is listed with the status 'Worksheet page margin is out of accepted range. File(s) failed to upload.' and buttons for refresh and close (X). At the bottom right, there are two buttons: 'Attach Worksheet' (checked) and 'Cancel'.

The screenshot shows the 'Add Worksheet' dialog box. It has a 'Worksheet' section with a 'Select files...' button and a 'Done' button with a green exclamation mark. Below this, a file named '2854-5134377359 FS.pdf' is listed with the status 'Worksheet page size is out of accepted range. File(s) failed to upload.' and buttons for refresh and close (X). At the bottom right, there are two buttons: 'Attach Worksheet' (checked) and 'Cancel'.

Users must continue to utilize the program area approved worksheet; this change will simply notify you if it doesn't meet these criteria.

CWW Enhancement

W-2 Notices

As part of the ACCESS Modernization Project, W-2 has added language to some notices to reflect the following changes:

1. Being able to initiate a renewal online

Doc Code	Description
BIL1	Information About Your Wisconsin Works (W-2) Payment
CMRV	Eligibility Review Letter

2. Being able to report changes online

Doc Code	Description
ELIG	Eligibility Notice

Some W-2 notices also have a new section labeled “Resource and Contact Information”, that provides participants resources they can navigate to, to help manage their benefit (ACCESS and MyACCESS) and how they can view their notices online.

The following letters have the new Resource and Contact Information page:

Doc Code	Description
IPVI	Intentional Program Violation - Initial
CMRV	Eligibility Review Letter
ELIG	Eligibility Notice
AEL4	W-2 EFT Ends
AELH	W-2 Vendor Payment Ending
AELI	W-2 Protective Payee End
AELR	W-2 Placement Notice
AE02	W-2 Protective Payee Begin
AE03	W-2 Vendor Payment Begins
AE04	W-2 EFT Begins
APLF	Learnfare Case Management Assignment
APLG	Learnfare Penalty Notice
APLW	W-2 Drug Felon Sanction Letter
BIL1	W-2 Payment Statement
CSW1	W-2 Resource Specialist Appointment
CSW2	W-2 Application Appointment
CSW3	W-2 Review Home Appointment
CSW4	W-2 Review Office Appointment
CSW5	W-2 Phone Review Appointment
CSW6	W-2 Applicant Phone Appointment
CSW7	W-2 Employability Plan Review Appointment
CSW8	W-2 Participation Appointment
FFAW	Fact Finding Appointment (W-2)
FFDW	Fact Finding Denial (W-2)
FFWP	W-2 Free Format Letter
FFWW	W-2 Free Format Letter
NGCW	W-2 Good Cause Claim
NGNW	W-2 Good Cause Notice
NNAW	W2- Notice of Assignment
NWNC	W-2 Noncooperation Letter
NWSN	W-2 Payment Reduction Letter
W2FE	W-2 Worker Change Letter
W2NS	W-2 Application Denied
W2RP	W-2 Refusal to Participate

W2SU	Supplemental W-2 Payment
Doc Code	Description
WCL1	W-2 Time Limits: Reached 18 of 24 Months
WCL2	W-2 Time Limits: Reached 23 of 24 Months
WCL3	W-2 Time Limits: Reached 54 of 60 Months
WCL4	W-2 Time Limits: Reached 59 of 60 Months
WEPE	W-2 Placement End Notice
WHBB	W-2 Check Pickup Begins
WHBE	W-2 Check Pickup Ends
WXT1	W-2 Time Limits: 24-Month Extension Denial
WXT2	W-2 Time Limits: 24-Month Extension Approval
WXT3	W-2 Time Limits: 60-Month Extension Denial
WXT4	W-2 Time Limits: 60-Month Extension Approval

For W-2, CARES, and WWP Functionality Questions: BWF Work Programs Help Desk
BWFWORKPROGRAMSHD@wisconsin.gov