

 **N. C. Local Government Debt Setoff Clearinghouse**

- **Addendum**
 - Important information but not enough time to cover in workshop
 - Please review, share with others, such as co-workers and I.T


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 **File Access/Sharing**


- **Client Software Users:**
 - Operates on either a single workstation or an unlimited number of simultaneous users (if on a network)
 - If networked, there must be ONE shared database, file server recommended

 If installed on separate computers with their own database, transmitting from one computer will change ALL debts to \$0.00 for your entire local government, then it will process the transmitted database!

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 **File Access/Sharing**

- For the highest level of control, all local governments must combine all departments debtors/debts into a single file in order to transmit to the Clearinghouse
- If different departments have different file type combinations: ASCII, Excel, Client – contact us)
- Allowable to send separate files for different transactions (adds, updates)
- New client software imports ASCII and Excel files

 Sending separate files from different departments, if already have an existing SSN and same Unique Key, could update the existing debt amount with the new debt. So could change existing debts, even to \$0.00

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File Access/Sharing


- Allowable to send multiple files for different transaction types (adds, updates)
- Clearinghouse will transmit only ONE file of setoffs to the local government, regardless of the number of departments
- To reconcile deposits for multiple departments:
 - Use Excel file to sort by Account Number
 - Create Account Code (Dept) in new client software

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File Uploads

- **Recommend sending each Friday**
 - if changes (payments or new debts)
 - after receiving and processing a setoff file
 - look for confirmation upload email within minutes
 - Import Status email following Monday
 - Contact us if you do not receive the following within one business day (should be within minutes)




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File Uploads

- **ASCII/Excel – secure website upload wizard**
- **2005 / 2007 software**
- **2011 software**




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 **Notifications/ Confirmations**


- **Emails:**
 - Upload confirmation of successful transmit of file of debtors sent to the Clearinghouse *
 - Import Status Report with totals *
 - Report of any errors/rejections from file of debtors and debts, available only on secure site
 - Setoffs at the Dept of Revenue and a file and report ready for download into Client software or external system *
- Maximum 10 email addresses (from Name, Department and Email Address form)

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 **Notifications/ Confirmations**



- **Emails:**
 - Be sure emails do not appear in your spam folder
 - Contact your I.T. staff if do not receive emails
 - within one business day after uploading file(s)
 - Monday afternoon after an upload the prior week
 - Friday afternoon after a setoff file processed and files in your secure folder
 - Many spam filters treat emails from ncsetoff@ncsetoff.org as spam or show as blacklisted or greylisted due to so many email addresses we send to within short period of time

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 **Tips to Avoid Disaster, Delays Client software users**

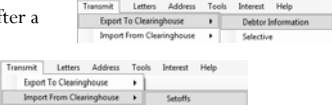
- Check the Import Status Report and Error Report
- Never install our software from a CD (version 2003/2004/2005)
- Have your I.T. contact us before adding a new workstation, additional user(s) or moving to a file server
 - Cannot copy software, must be installed! Some functions may work
- Older software users: Upload your database to your secure folder before allowing installing I.T. to take your old workstation, unless operating on a file server



- Always after a   to send us the updated debt balances

NC LEAGUE OF MUNICIPALITIES **Tips to Avoid Disaster, Delays**
Client software users

- New client software users
 - if database is on your workstation, NOT a server, contact the Clearinghouse to ensure the database has been backed up before allowing installing I.T. to take your old workstation
 - Our software has methods for backing up the database but must be configured and tested, contact us if not sure if your I.T. is doing regular scheduled backups
- Always after a




after a

NC LEAGUE OF MUNICIPALITIES **Tips to Avoid Disaster, Delays**
ASCII/Excel Users

- Submit only files with debts over \$50 and request to be configured for a permanent Purge/Replace.
 - If your I.T. staff, vendor or data coordinator can create a new file each week (preferred) or at least after a setoff file
- Be sure to include a First and Last Name
 - no business names
 - Do not combine name into one field with Last Name, First Name
- Be sure to include Expiration Dates (can't be indefinite)
- Be sure to include Unique Key and use exact same if submitted debt previously
 - 0000001 (six zeroes) is different than 0000001 (seven zeroes)
- Check the Import Status Report and Error Report and contact us immediately, we may have time to correct before sending next file to Department of Revenue and Education Lottery
- Convert ASCII files to excel as easier to format SSN and dates (we can help)
- Check the Import Status Report and Error Report

NC LEAGUE OF MUNICIPALITIES **Tips to Avoid Disaster, Delays**
ASCII/Excel Users

- Excel
 - Use mm/dd/yyyy format for Compliance And Expiration Dates
 - SSNs can have hyphens
 - Be sure SSNs are nine digits, ensure leading zeroes, use this special format cells option



- Do not combine name into one field with Last Name, First Name – use Data-Text to Columns



Client Software

Feature	Current Software	New Software
Remove debtors	NO	YES
View all Debtors	NO	YES
View /Print /Apply address changes	NO	YES
Reports to screen	NO	YES
Generate PDFs	NO	YES
Print Letters	NO (merge file only)	YES
Clean-up Options	No	YES
Security – User rights	No	YES

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Client Software

Feature	Current Software	New Software
Show Source: Tax refund setoff or Lottery	NO	YES
Report of Dept of Revenue Address Changes	NO	YES
DEPARTMENTAL CONTROLS:	NO	YES
•View/update debts	NO	YES
• Reports	NO	YES
• Letters	NO	YES
Hybrid Version	NO	YES

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