

# 2011 Training Workshops

- September 13 – Hendersonville
- September 14 – Hickory
- September 15 – Albemarle
  
- September 20 – Wallace
- September 21 – Washington
- September 22 – Raleigh

# 2011 Training Workshops

- **10:30 – 11:30 a.m.**
  - **Prospective Local Governments not yet participating**
  - **Currently participating but staff never attended or debt setoff is new responsibility**
- **1:00 – 3:00 p.m.**
  - **All local government staff from all departments**
  - **Vendors/third party administrators**

## Update on items from 2010 Workshops

- Obtaining SSNs
- Legislation changes:
  - Federal Tax setoff (no update)
  - Debt setoff of specific corporations against N.C. tax refund (no update)



# Today's Topics for Discussion

- Obtaining SSNs
- Statute of Limitations
- Red Flag Rules
- SSNs in Account Numbers not allowed
- Vendor/third-party letterhead, contact information, phone numbers not allowed on notification letters or IVR



# Recap: Changes for 2011

## • ASCII file submission to Clearinghouse

- Unique Key no longer limited to 8 characters, can now be 20 characters
  - 8 characters (129-136) as always
  - 12 characters at the end of the file (154-165)
- Department /Account Code identifier (optional but preferred)
  - 3 characters (137-139)



## • Excel file submission to Clearinghouse

- Unique Key no longer limited to 8 characters, now 20 characters maximum
  - 20 characters in column N
- Department /Account Code identifier (optional but preferred)
  - 3 characters in column “O”



- No longer provide .xls (2003), only .xlsx (2007 – present)

# Recap: Changes for 2011

- **Interactive Voice Response (IVR)**
  - Allows for unlimited number of different names/contacts, phone numbers, if department/account codes provided in ASCII/Excel files
    - Counties utilizing: 22
    - County agencies utilizing: 1
    - Municipalities utilizing: 3
  - ❖ One county using for 10 different departments/types of debt



# Recap: Changes for 2011

- **Surplus spreadsheet (surplus.xlsx)**
  - Provides information needed to research and possibly initiate refunds. Address is from debtor's tax return

SSN	LAST NAME	FIRST NAME	INIT	SURPLUS AMOUNT	UNIQUE KEY	DEPT OF REVENUE: ADDRESS	CITY	STATE	ZIP
999-00-6518	Dick	Albert	A	54.19	3906711	1323 ESSEX AVE	GASTONIA	NC	28052-1966
999-00-6854	Moen	Sigurd	H	62.75	2423657	6230 OLD COACH RD	CHARLOTTE	NC	28215-1514
999-00-3543	Betros	Tannous		92.94	5011415	301 ZANDER WOODS CT	MOUNT HOLLY	NC	28120-8433
999-00-3914	Panula	Ernesti	A	60.76	4403205	749 SHANNON BRADLEY RD	GASTONIA	NC	28052-1033
999-00-2626	Odriscoll	Bridget		102.00	1301606	4001 WATERSIDE LN UNIT E	CRAMERTON	NC	28032-1472
999-00-2619	Stone	Martha	E	36.00	7724583	1005 ROGOSIN BLVD	LOWELL	NC	28098-1233
999-00-4460	Dean	Elizabeth	G	472.03	4293105	PO BOX 633	KINGS MTN	NC	28086-0633
999-00-9115	Ekstrom	Johan		78.30	4987763	PO BOX 255	CHERRYVILLE	NC	28021-0255
999-00-9017	Sundman	Johan	J	98.58	4749024	PO BOX 525	GASTONIA	NC	28053-0525
999 00 2199	Daly	Eugene	P	160.15	4239211	1516 W MAY AVE	GASTONIA	NC	28052 1410
999-00-1982	Newsom	Helen	M	102.41	4811161	415 BESSTOWN RD	BESSEMER CITY	NC	28016-9507
999-00-1884	Carter	Lilian		150.06	7518923	HIDDEN OAKS DRIVE	BESSEMER CITY	NC	28016-0000
999-00-0211	Petersen	Marius		77.49	7673803	646 MARGRACE RD LOT B	KINGS MTN	NC	28086-3819
999-00-0057	Mallet	Albert		85.55	8131729	151 N MAIN ST APT 1	MOUNT HOLLY	NC	28120-1790
999-00-7323	Stengel	Charles	E	42.72	4673084	1504 OLD SPENCER MOUNTAIN RD	DALLAS	NC	28034-8409
999-00-7183	Vanderplancke	Julius		431.62	4812475	2527 MONTICELLO DR	GASTONIA	NC	28056
999-00-6525	Hakkarainen	Pekka	P	91.52	4817625	103 HAND ST	BELMONT	NC	28012-2897
999-00-6644	Gracie	Archibald		109.53	4995462	111 COLVARD DR	GASTONIA	NC	28056-9366
999-00-6637	Risien	Samuel	B	116.13	5004737	5309 OLD TOWN LN	GASTONIA	NC	28056-8584
999-00-6504	Fillbrook	Joseph	C	103.63	4652975	322 PINHOOK LOOP RD	GASTONIA	NC	28056-8235
999-00-6546	Lemore	Amelia	M	129.98	8944869	1555 ROLLING MEADOW LN	GASTONIA	NC	28054-6325

# Changes for 2012

- **Interactive Voice Response (IVR)**



- Special Number for local governments only to inquire on setoff history (not current debt, only setoffs)
  - Enter SSN for:
    - Debtor First and Last Name
    - Local Government Name
    - All setoff information below provided in descending chronological order back to 2002
      - Date of Setoff
      - Setoff Amount
      - Clearinghouse fee
  - DO NOT share with debtors, only for local governments!

# Changes for 2012

- **Client Software Update/Enhancements**

- To be determined by:
  - reported bugs/errors from Five Star/users
  - internal requests from Five Star
  - external requests/suggestions from users
- Hybrid version not yet available (est. summer 2012)
  - Very few hybrid requests, 175+ full version requests
- Online help/pdf to be updated as versions change
- Current version: 2011.05e (August 26, 2011)
- Estimated Availability Dates – will send email notification/instructions
  - Software version 2011.06 (September 26)
  - Online Help/pdf 2011.06 (October 10)



# New Year Set-up: 2011

- **Clearinghouse – 1<sup>st</sup> week of Jan. 2011**

- removed all \$0.00 debts (571,954)
- removed all expired debts (24,101)
- removed all debts < \$0.10 (541)
- Remove debtors with no debts (425,722)
- AFTER above: # of debtors with debts: 1,222,418



- **Benefits: cleaned IVR – eliminates calls from debtors to local governments for debts 2010 and prior:**

- Paid in full, Setoff in full, Deleted (\$0.00, expired, < \$0.10)

# Year-end Clean-up: 2011

- **Clearinghouse will remind users of new client software to choose options:**
  - **\$0.00 debts:**
    - ✓ ALL
    - ✓ never setoff
  - **< \$50.00 debts:**
    - ✓ ALL
    - ✓ never setoff
  - **Expired debts**
    - ✓ ALL
    - ✓ expired \$0.00
    - ✓ expired < \$50.00



# Year-end Clean-up: 2011

- **Non-client software users (ASCII/Excel) options:**
  - Recommend creation of a new file of only desired debtors/debts
    - Using same unique keys (to retain priority)
    - Don't send debts < \$50.00
  - Request year-end purge/reload



# Year-end Clean-up: 2011

- **Client and non-client software participants of Year-end Clean-up benefits:**
  - Only current debtors/debts with eligible debts
  - IVR does not contain unnecessary debts
    - Reduces your amount of phone calls
- **Note: We retain historical information of debtors/debts removed**
  - Debt history
  - Setoff history

# Preparing for Year-end Clean-up: 2011

- **Clearinghouse can provide an Excel file to local governments of all debtors and debts for review, edit and resubmit**



- Contains all relevant data fields, including Account Number, Compliance & Expiration Dates, Unique Key, Setoff Amount & Setoff Date
- If reformatted, can be used to submit to Clearinghouse or imported into client software
- Email us your request, normally available next day

## Expired Debts Year-end Clean-up: 2011

- Clearinghouse will provide an excel file of all Expired Debts
- We will send an email to those and put in your secure folder
- We will provide instructions on how to correct
- Estimated availability – November 15

## Rejected SSNs Year-end Clean-up: 2011

- Clearinghouse has received rejected SSN/Name reports from Dept of Revenue beginning in May
- We will process and put in your secure folder, an excel file of the SSN, Rejected Name and Name you provided
- We will provide instructions on how to correct
- Estimated availability – November 1

# New Year Set-up: 2012

- Clearinghouse @ January 1, 2012
  - remove all \$0.00 and less than \$1.00 debts
  - remove all expired debts
  - Remove debtors with no debts

Benefit: cleaner IVR – eliminates many unnecessary calls from debtors

- Above debts restored by:
  - client software users not participating in clean-up
  - ASCII/excel files with \$0.00, debts less than \$50.00, expired debts
    - Note: after clean-up check with your creators of data to remove \$0.00 and expired debts from future files

# Website Review


- **2012 Participation Form**
- **Name, Department and Email Address form**
- **Information**
  - News/Forms/Training/Workshops
  - Setoff Calendar
  - Setoff Process Status
- **Statistics**

# Combining Debts

## Memorandum of Understanding

- CLAIMANT AGENCY hereby designates, appoints, and authorizes CLEARINGHOUSE to process delinquent debts to be submitted to Department. For purposes of the Debt Setoff Clearinghouse Program, “DELINQUENT DEBT” is defined to mean:
  - (i) a single account or monetary obligation which is at least \$50 owed by a debtor to a claimant agency; or,
  - (ii) a group of accounts or single monetary obligations, each of which is less than \$50, that have been combined to total at least \$50, owed by the same debtor to a claimant agency; or,
  - (iii) a combination of two or more accounts or monetary obligations, one of which is at least \$50 and the remainder of which when added together equal less than \$50, owed by the same debtor to a claimant agency.

# Reminder: Combining Debts

- **The Clearinghouse does not combine debts!** 
- Each ASCII record, each excel row, each client software debt stands alone!
- Feel free to combine but recommend some type of notation in Account Number (25 characters to use)
  - Taxes 2006-2008
  - V12345/V198765\*\*
  - HD101/90112 COMBINED
- Remind Vendors not to combine debts over \$50, they should stand alone!


# Benefits of a Purge/Reload

- **Allows for the ability to:**
  - delete debts = \$0.00
  - delete debts < \$50.00
  - delete expired debts
  - delete debts with invalid or incorrect SSNs
  - delete debts for businesses
  - delete debts with no last name and/or first name
  - reduce the number of debts to be maintained
- ❖ Only applies to ASCII/Excel – client software user's debts are changed to \$0.00 in our database before file is loaded

# Benefits of a Purge/Reload



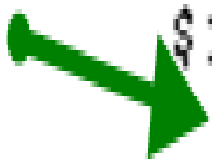
to verify the Purge and Reload was executed, look for a \$0.00 Current Debt Amount in the next Import Status Report

Previous Debt Amount:		\$0.00
Current Debt Amount:		\$2,307,706.27
Net Amount:		\$2,307,706.27

# Benefits of Purge/Reload Setting

- **Allows for the ability to:**
  - Never have to remember to put the request in the Note area of the Upload Wizard
  - See the net difference in debt amount from the file submitted and previous debt amounts\*

Previous Debt Amount:	\$1,491,891.54
Current Debt Amount:	\$1,530,566.64
Net Amount:	\$38,675.10



**\* Totals are calculated then all debts are changed to \$0.00 then the file is processed**

# Currently Set as Auto Purge/Reload

## Counties (18)

Alexander	Beaufort	Clay
Craven	Gaston	Guilford
Johnston	Lincoln	Macon
Martin	Mecklenburg	Northhampton
Orange	Rowan	Stokes
Union	Vance	Yadkin

## County Agencies (2)

Metropolitan Sewerage-Buncombe

Roanoke Rapids Sanitary

# Currently Set as Auto Purge/Reload

## Municipalities (15)

Chapel Hill	Charlotte (Finance and Police Dept)	Clayton
Durham	Emerald Isle	Fuquay-Varina
Kannapolis	Manteo	Marvin
Matthews	Pembroke	Pine Knoll Shores
Stanfield	Wilkesboro	Winterville





# Refunds/Surplus

- **Excel file with ALL setoffs provides:**
  - debt details, including Clearinghouse setoff fee
  - address from the Department of Revenue that the debtor provided on their tax return

SSN	LAST NAME	FIRST NAME	INIT	DEPT OF REVENUE: ADDRESS	CITY	ST	ZIP	DEBT AMOUNT	SETOFF AMOUNT	SETOFF DATE	SETOFF FEE
999-00-5881	JONES	TAMMY	J	109 WHITESELL ST	WILMINGTON	NC	28412	216.69	505.24	06/01/2010	15.00
999-00-6672	DOLLAR	MARCUS	V	6614 LIPSCOMB DR	GRAHAM	NC	27253	3.95	549.05	06/01/2010	15.00
999-00-6658	LEA -COLSO	BRANDI	M	1576 MAJOR HILL RD	ELON COLLEGE	NC	27244	0.00	168.25	06/01/2010	15.00
999-00-4502	TINGEN	WANDA	D	2008 S MEBANE ST APT 733C	LIBERTY	NC	27298	315.56	46.79	06/01/2010	0.00
999-00-4117	WATKINS	GLADYS	F	1720 OLD ST MARKS CH RD APT 8	CEDAR GROVE	NC	27231	36.50	220.50	06/01/2010	15.00
999-00-3921	WHITTED	JEFFREY	J	2156 JAMES BOSWELL RD TRLR 113	SNOW CAMP	NC	27349	0.00	99.38	06/01/2010	15.00
999-00-0015	GRAY	TIFFANY	G	2605 BERMUDA TRL	ELON	NC	27244	0.00	125.00	06/01/2010	15.00
999-00-0015	GRAY	TIFFANY	G	2605 BERMUDA TRL	ELON	NC	27244	0.00	74.00	06/01/2010	0.00
999-00-0017	RODRIGUEZ	JOSE	R	2202 HUNTINGTON RD UNIT F1	MEBANE	NC	27302	248.33	73.17	06/01/2010	15.00



# Refunds/Surplus

- **Excel file with ALL setoffs also provides:**
  - any prior name used with this SSN
  - Setoff Source (Revenue or Lottery)

B	C	M	N	O	P	Q	R	S	T	U
LAST NAME	FIRST NAME	ACCOUNT NUMBER	UNIQUE ID	USER KEY	COMPLIANCE DATE	EXPIRATION DATE	SETOFF SOURCE	PRIOR FILING: LAST NAME	FIRST NAME	INIT
JONES	TAMMY	Tax-1489162	181526	181526	04/09/2010	12/01/2019	Revenue	JACKSON	TAMMY	A
DOLLAR	MARCUS	Tax-241610495	185805	185805	04/09/2010	12/01/2019	Lottery			
LEA -COLSO	BRANDI	Tax-84489998	181838	181838	02/23/2010	12/01/2019	Revenue	LEA	BRANDI	M
TINGEN	WANDA	Tax-241434913	185608	185608	04/09/2010	12/01/2019	Revenue			
WATKINS	GLADYS	EMS 6006626	9609	9609	11/01/2007	10/29/2017	Revenue			
WHITTED	JEFFREY	Tax-237412442	182817	182817	11/19/2009	12/01/2019	Revenue			
GRAY	TIFFANY	HLT 44257	5648	5648	01/01/2007	01/01/2017	Revenue	GRANT	TIFFANY	M
GRAY	TIFFANY	HLT 44257	5647	5647	01/01/2007	01/01/2017	Revenue	GRANT	TIFFANY	M
RODRIGUEZ	JOSE	EMS 328305	8593	8593	04/25/2007	04/22/2017	Revenue			



# Refunds/Surplus

- **Special excel file (surplus.xlsx) provides the best method for researching and processing refunds**



SSN	LAST NAME	FIRST NAME	INIT	SURPLUS		DEPT OF REVENUE: ADDRESS	CITY	STATE	ZIP
				AMOUNT	UNIQUE KEY				
999-00-6518	Dick	Albert	A	54.19	3906711	1323 ESSEX AVE	GASTONIA	NC	28052-1966
999-00-6854	Moen	Sigurd	H	62.75	2423657	6230 OLD COACH RD	CHARLOTTE	NC	28215-1514
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# Refund Request from Dept of Revenue

- **Cindy Honeycutt, NCDOR, Local Government Division**
- **If the Department of Revenue requests a refund:**
  - NOT OPTIONAL or for investigation against other debts
  - Department of Revenue cannot and will not explain due to privacy laws
  - local government receives a copy of the official letter from Department of Revenue along with detailed instructions
  - local government must return the amount the Clearinghouse deposited into the local government account
  - Clearinghouse will return the \$15 fee (if taken)
  - Department of Revenue returns their \$5 fee
  - Outstanding refunds more than 30 days may be subject to interest fee (currently 5%)
- Please expedite this process or you may have to pay interest. Delays over more than 30 days will result in warning emails and/or phone calls. 3<sup>rd</sup> notification will be a date to have all of your debts removed.



# Interest Rate for Refunds

- **Interest Rate on refunds.**

General Statute 105-241.21(a) requires the Secretary of Revenue to establish interest rates to be in effect during a six-month period beginning January and July 1 on overpayments and assessments of tax. G.S. 105-241.21(d) provides that the same interest rate will be applicable to overpayment of taxes. General Statutes 105A-5 and 105A-8 state if a setoff agency must return a portion or the entire refund to the taxpayer, interest must be paid from the agency's funds in accordance with G.S. 105-241.21.

The interest rate for the period **July 1, 2011 through December 31, 2011** is **5% per annum**.

# Refund Request from Dept of Revenue

- If the Department of Revenue requests a refund, they provide a letter to the Clearinghouse
- Clearinghouse gathers information and provides information to NCACC/NCLM to manage

<b>North Carolina Department of Revenue</b>	
Beverly Eaves Perdue Governor	Kenneth R Lay Secretary
July 30, 2010	
NC LOCAL GOVERNMENT Debt Setoff Clearinghouse 6316 St. Andrews Rd Suite C Columbia SC 29212	
Re: Dani SSN: 240	Debtor
Ladies and Gentlemen:	
A refund was included on your June 14 through July 4, 2010 listing for the above referenced taxpayer that was sent to you in error.	
Please return the \$90.00 the net proceeds to us along with the copy of this letter to the address noted below. We apologize for any inconvenience.	
Sincerely,	NO-send to NCACC or NCLM
Cindy Honeycutt Special Programs Unit DPPD (919) 715-8237 kpb	Clearinghouse add details
Mail To: NC Department of Revenue Set Off Unit PO Box 871 Raleigh, NC 27602-0871	City of Winston-Salem Setoff: 07/06/2010 City of Winston-Salem refund: \$ 75.00 Clearinghouse refund: \$ 15.00 Total refund: \$ 90.00

# Refund Request from Dept of Revenue

- The NCACC/NCLM will fax instructions and copy of Department of Revenue refund request letter

Re: Refund Request from the North Carolina Department of Revenue

Name: John Q Debtor SSN: 999-12-3456  
Setoff Period: February 1 through February 14, 2010

Clearinghouse Setoff Date: 02/16/2010  
Local Government receiving funds: Sample Local Government  
Total Refund Amount Due: \$174.00  
Amount Due from Sample County: \$159.00  
Amount Due from Clearinghouse: \$15.00

You do not have to waive the debt, it may be re-sent to the Clearinghouse and we will attempt to setoff again in the future. Due to privacy laws the Department of Revenue cannot disclose the reason for this refund. In accordance with your agreement with the North Carolina Local Government Debt Setoff Clearinghouse, this refund must be processed and received within 30 days at the address noted below in step #3.

Local Government Instructions:

1. Create a check:
  - a. Payable to: **North Carolina Department of Revenue for: \$159.00**
  - b. List the last four digits of the Social Security Number: 3456
  - c. List the Taxpayer Last Name: Debtor
  - d. List the Setoff Period: February 1 through February 14, 2010
  - e. On the check stub write: Debt Setoff Program
2. Enclose a copy of the letter from the Department of Revenue with the check
3. Mail the check and the copy of the letter to:
  - N. C. Association of County Commissioners  
Attn: Scott Kauffman  
215 N. Dawson St  
Raleigh, NC 27603
  - OR N.C. League of Municipalities  
Attn: Wanda Veasey  
P.O. Box 3069  
Raleigh, NC 27602-3069

**DO NOT SEND TO THE DEBTOR OR THE DEPARTMENT OF REVENUE. IF YOU HAVE ALREADY SENT A REFUND DIRECTLY TO THIS DEBTOR CALL THE CLEARINGHOUSE AT (866) 265-1668 OR SEND AN EMAIL TO [ncsetoff@ncsetoff.org](mailto:ncsetoff@ncsetoff.org) AND PROVIDE THE DATE AND CHECK NUMBER.**

## Refund Request from Dept of Revenue

- **Department of Revenue refund requests are minimal**
  - 2012 (65 out of 154,998)
  - 2011 (46 out of 152,049)
  - 2010 (61 out of 137,364)
  - 2009 (91 out of 125,900)
- **Refund requests decreasing while setoffs increasing (3 of last 4 years)**

# Refund Fees Policy

- **If the Department of Revenue processes a setoff for a SSN and the actual person associated with this SSN is not the person's name you submitted**
  - Dept of Revenue will still require the local government to submit a full refund, including fees, to the person setoff in error
  - Clearinghouse does not refund its fee
  - Clearinghouse only refunds fees when we make an error or instructed by the Department of Revenue



If the local government makes a mistake or if an identity theft issue, the local government must refund in full, including all fees.

# Interactive Voice Response (IVR)

- Can be configured to list different contact names per local government based on an identifying three character departmental code (Began in January 2011)
- Departmental information obtained from Participation form or can email request to [ncsetoff@ncsetoff.org](mailto:ncsetoff@ncsetoff.org)

12) Would you like different contacts and phone numbers for different departments/types of debt?

- No - just 1 needed  
 Yes- please contact me to discuss

- ASCII Users:

137 - 139 Account Code 3 (OPTIONAL) for use if submitting various departments, such as: TAX, EMS, HLT, UTL, etc

- Excel Users:

0
Account Code

# Security Reminders

- Do not send data files with real SSNs in an email attachment, test data with no real SSNs is okay
  - Use our secure site: <https://setoff.fivestarcomputing.com>
- Do not send a SSN (even partial) in an email
  - Use secure email or call us
- Change passwords (especially when staff turnover)
  - Contact us to change
  - You can set up your own user passwords in our client software
  - Change Admin password – Five Star has it's own

# Security – Third-party vendors

- We can provide vendors with their own secure folder with separate Username and Password to:
  - upload their files
  - download only their setoffs
- We will create an excel file of only their setoffs (determined by Department and/or Account Number)
- Recommended for local governments with:
  - other department(s) besides the third-party vendor
  - other department is EMS and/or Health
- Not recommended for local governments where all debts are submitted by third-party vendor

# Clearinghouse

## Technical Support

- Live toll-free support: (866) 265-1668
- Free remote support:  
<https://fivestarcomputing.webex.com/sc>
- Monday – Friday: 8 am to 5 pm  
(excluding holidays)

# Client Software Update

- All users of client software 2007 need to convert to version 2011 by fall 2012
- Some workstations using 2007 are not capable of using 2011 due to technical limitations
- Options in unable to upgrade by fall 2012
  - Convert to Excel
  - Convert to hardcopy forms (Clearinghouse data entry)

# Client Software Update


- Clearinghouse will at no cost
  - install software (server and workstations)
    - Work with your Information Technology staff
  - convert your existing data
  - set up departments
  - set up users and rights to functions and departments
  - assist in generating notification letters
  - provide training to all users

# Client Software Update


- Counties
  - Upgraded:
  - Requested:
  - Not Requested:
- County Agencies
  - Upgraded:
  - Requested:
  - Not Requested:
- Municipalities
  - Upgraded:
  - Requested:
  - Not Requested:

# Client Software

North Carolina Debt Setoff Program Login Screen



NORTH CAROLINA LOCAL GOVERNMENT  
**DEBT SETOFF  
CLEARINGHOUSE**










User Name:

Password:

North Carolina Debt Setoff Program

Debtors Reports Import/Export Maintenance Transmit Letters Address Tools Interest Help

# Client Software Update

- Changes in different versions from first release
  - Added Interest Accrual
  - Setoff Report
    - prints in Name order, not SSN
    - shows Source (Revenue/Lottery)
    - subtotals on debtor
  - Add debts in Add Debtor function
  - Labels option in notification letters print

# Client Software Update

- Changes in different versions from first release (continued)
  - Separated Tools functions
    - Administrator
    - User
    - Five Star
  - Fixed Expiration date not saving on ADD DEBTOR

# Client Software Update

- Highlights
  - Imported excel file of 17,000 EMS debts and printed pdf of six debts per page saving thousands in postage over previous years of one letter per debt
  - Import debts from vendor for one department and replace that department's debts while retaining other departments (three counties and two municipalities)
  - Import debts payments (adjustments) from another vendor

# Client Software Update

- Benefits
  - Allows for departments to manage entry and update of debts differently
    - ASCII (must adhere to required layout)
    - Excel (must adhere to required layout)
    - Manual data entry
  - Can mix methods
    - do adds in one method and updates another
  - ❖ Vendor can do just one department, even just a portion of the department

# Client Software Update

- Issues remaining:
  - Intermittent printing Interest Accrual Report
  - Audit Report pulling consolidating by last name
  - PDF creation for Windows 64 bit
- December 2011
  - System Settings by Department
  - Different Attn and Signature name on letters
- Fall 2012
  - Comments/tracking
  - Import all setoff history

# Local Government Input

- Suggestions
- Comments
- Questions