



North Carolina Local Government Debt Setoff Clearinghouse

NC LEAGUE
OF MUNICIPALITIES

Workshop Agenda – September 2011



Five Star Computing, Inc.

New Participants (10:30 – 11:30 a.m.)

1. Information
 - a. Purpose/Legislation/Eligibility
 - b. Application/Participation Requirements/Forms
 - c. Clearinghouse and related parties
 - d. Types of Debts
 - e. Costs
 - f. Due Process
2. Technical
 - a. Debtors and debts:
 - i. Requirements
 - ii. Priority
 - iii. Frequency of submission
 - b. Funds Transfers
 - c. Methods for Submitting Debts
 - i. Excel
 - ii. ASCII
 - iii. Client Software
 - iv. Hardcopy forms via fax
 - d. Submitting debts via Web Transfer
 - e. Options/Information
 - f. Security
 - g. Easiest Way to Submit a File
 - h. Client Software Overview
 - i. Where to Start

ALL (New and Current Participants) (1:00 – 3:00)

1. Recap-Changes for 2011
 - a. ASCII/Excel layout changes
 - i. Unique Keys – not limited to 8 characters, now 20
 - ii. Department/Account Codes – added for IVR, reports, new software
 - iii. No longer provide xls (2003) format, only .xlsx (2007 – present)
 - b. IVR - unlimited number of contacts, names, phone numbers
 - c. Surplus spreadsheet – for over payments, possible refunds
2. Changes for 2012
 - a. IVR has special number for local governments
 - b. Client software updates and enhancements
3. Year-end Clean-ups and New Year Set-up
 - a. New Year Set-up for 2011
 - b. Year-end Clean-up for 2011
 - c. Preparing for Year-end Clean-up 2011
 - i. Expired Debts
 - ii. Rejected SSNs from Department of Revenue
 - d. New Year Set-up for 2012
4. Clearinghouse Website
 - a. 2012 Participation form
 - b. Name, Department and Email Address form
 - c. DOR Calendar, Setoff Status
 - d. Statistics

5. Combining Debts
6. Purge and Reload
 - a. Benefits
 - b. Automatic Purge and Reload Setting
7. Refunds/Surplus Setoffs
 - a. Refund requests from Department of Revenue
 - b. Refund fees policy
8. Interactive Voice Response (IVR)
9. Security Reminders
10. Clearinghouse Technical Support
11. Demonstration of New Client Software