



CLIENT SOFTWARE TRAINING WORKSHOP




Announcements/Reminders from Training Workshops

- Five Star transition to NC Local Govt. Debt Setoff Clearinghouse
 - Emails will be changing from @fivestarc computing.com to @ncsetoff.org (December/January)
 - Website: transition from <https://setoff.fivestarc computing.com> to possibly <https://nc.setoff.org> (sometime in 2025)

Today's Workshop – Target Audience

- New Users
- Non-client software participants considering converting to the software
- Existing Users (Novice and experienced)
 - Planning additional debt account types/departments
 - Converting to different software vendors
 - Considering doing own file imports
 - Ready for year-end processes
 - Preparing for upcoming tax year

Today's Agenda – Client Software

- Benefits
- Security
- Most recent changes in the client software
- Closing out current year (year-end processes)
- Preparing for upcoming tax year
- Details of all software options and reports (in PowerPoint in order to meet time constraints)

Client Software - Benefits

- More secure than transmitting ONLY ASCII/Excel files
- SSN/ITINs are encrypted and view/print controlled
- Userids, passwords and Clearinghouse url (<https://setoff.fivestarcomputing.com>) encrypted
- Allows for departments to manage entry and update of debts differently (manual entry, import ASCII or Excel)
- Vendor/third-parties can also provide debts for one or more departments

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Client Software - Benefits

- Audit trails
 - Dates debtors/debts added/updated/letters printed
- Due process letters generation – be sure to save/backup pdfs
 - Import logos for letterhead
 - Separate information for each department/account code
- Automatically transmits XMIT (balance file after a setoff import)
- Automatically transmits totals from an import

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Client Software – Encryption Sample

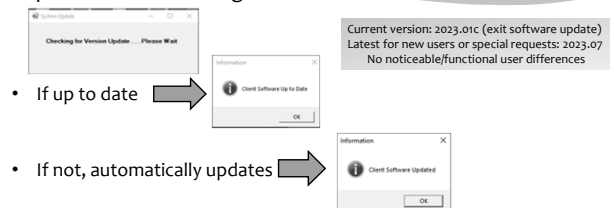
ssn	lastname	firstname
0x00DB4C20AE2A228CDA065C3C65540EED0100000081820CC...		
0x00DB4C20AE2A228CDA065C3C65540EED0100000041576AE...		
0x00DB4C20AE2A228CDA065C3C65540EED01000000636C081...		
0x00DB4C20AE2A228CDA065C3C65540EED01000000BCBF6A0...		
0x00DB4C20AE2A228CDA065C3C65540EED010000002D37CA0...		
0x00DB4C20AE2A228CDA065C3C65540EED0100000019D75B8...		
0x00DB4C20AE2A228CDA065C3C65540EED0100000083F7FD...		
0x00DB4C20AE2A228CDA065C3C65540EED01000000A81ABA7...		
0x00DB4C20AE2A228CDA065C3C65540EED01000000AE1B8D...		
0x00DB4C20AE2A228CDA065C3C65540EED01000000C6192A8...	Aks	Frank
0x00DB4C20AE2A228CDA065C3C65540EED01000000E30F866...	Aks	Leah
0x00DB4C20AE2A228CDA065C3C65540EED01000000D8BC049...	Albimona	Nassef
0x00DB4C20AE2A228CDA065C3C65540EED01000000BEE5EE6...	Aldworth	Charles
0x00DB4C20AE2A228CDA065C3C65540EED01000000E2C30C3...	Alexan...	William



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Client Software – Most Recent Features

- Updates – when exiting – checks for a newer version





- If up to date

- If not, automatically updates

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Client Software – Most Recent Features

- 2023.07  differences from 2023.01 
 - Updated dynamic link libraries (dll)
 - No functional changes
 - When export settings
 - Displays version in file name

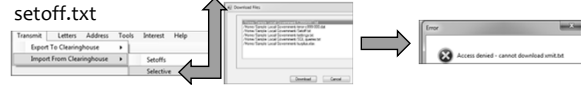


C999_settings_2307.txt

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Client Software – Most Recent Features

- Security - restrict access to files with full SSNs
 - Can not import using SELECTIVE for C/N--XMIT.TXT FILE nor setoff.txt

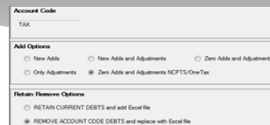


XMIT.TXT file has all debtors and debts (with SSN) for the local government and serves no purpose for the local government to download. Clearinghouse downloads soon after 5 p.m. each Friday and deletes.

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Client Software – Most Recent Features Configure Imports

- Based on debt account code:
 - TAX, UTL, EMS, HLT, etc.
- configure the options so can't choose incorrect options thus deleting or duplicating debts – user just chooses the source file to import (usually same file name)



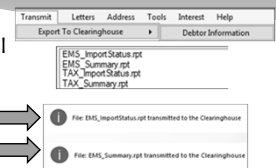
Clearinghouse can assist in configuring so local government can import alone with confidence of correct options being configured. Afterwards, contact us if a special process is needed or there is a change in third-party vendor.

Plans for 2025 are for more local governments to do their own imports (documentation and training will be provided). Several NCPTS and OneTax users doing themselves.
First required vendor was EMS MC weekly adjustments.
Clearinghouse receives status and results and records and checks against prior imports.

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Client Software – Most Recent Features

- Automatically exports to the Clearinghouse after a successful ASCII or Excel import:



- Import Status report sent to the Clearinghouse
- Summary report sent to the Clearinghouse
- Export of all debt balances for the local government sent to the Clearinghouse



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Client Software – New Version Coming in 2025

- Migrate from Five Star to NC Debt Setoff Clearinghouse
- Cosmetic Updates (minor)
- Enhancements and corrections (mainly to Clearinghouse options)
- Installation/update changes
- Security/efficiency
 - Required user passwords to be changed

Date is to be determined but emails will be provided with details and instructions.

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Client Software – Reminder

- Be sure your I.T. is doing regular backups:
 - NCDebtsetoff.mdf (main database file)
 - NCDebtsetoff.ldf (log file of all transactions and changes)
- Otherwise lose lots of important information that cannot be recovered – Debtors and Debt balances can be restored, but nothing else!

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Client Software – Sign-on

TIP Press <ENTER> twice instead of clicking Login

- **User Name:**
 - admin or assigned (admin needed to reset TRANSMIT password)
- **Password:**
 - admin or assigned
 - currently doesn't expire (will in 2025) but can be changed by NC Debt Setoff or admin

After 3 invalid sign-on attempts – must exit and open again – User Name is not locked out and does not need Clearinghouse or admin intervention.

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Client Software – Menu Options

- Use mouse to highlight menu option
- Use mouse to click icon

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Client Software – Tools Administrator – Account Information

- Maintains local government parameters and connection credentials to secure folder at Clearinghouse
 - Smart Password (changes every 90 days)
 - All others - do not change – unless changed by the admin user

Only Admin can update the TRANSMIT password after email notice received. Must be done within 7 days or is locked. And then must be re-activated by NC Debt Setoff.

Password was successfully changed

Client Software – Tools Administrator – Account Code

- Add, edit, delete a three character code and description
- Change – moves debts from one account code to another (EMS => OES) or (TAX => OTX)
- Configure – set information for due process notification letters, years before expires (when debts entered manually) and Interest Accrual (TAX)

Each account code can have its own configured settings for letters, logos, expiration date years and interest accrual

Client Software – Tools Administrator – Account Code

- Contact information to be used in the required notification letter
 - Signature (optional)
- Expiration Date Years (if manually entered)
- Interest Accrual – Yes or No
- Description – appears in notification letter

- Set margins and logo parameters
- Utilize Logo – accesses logo picture from stored location
- Use Import – configure import options

Clearinghouse will assist in initial set-up and changes. Will also implement logo, if provided.

Client Software – Tools Administrator – Change Account Code

- Used to convert debts that begin with a certain character string that are in the incorrect Account Code or have no Account Code
 - Enter beginning characters of account numbers and a resulting Account Code

Contact Clearinghouse to assist in order to make sure works properly.

Client Software – Tools Administrator - User Setup

Tools	Interest	Help
Administrator	Account Information	
Users	Account Code	
FileStar	Change Account Codes	
	User Setup	

- Set customized functions
- Protect SSN view for online and print page(s)
- Set access or restrict by account code

Last Name	First Name	Login Name
Administrator	Admin	Admin
Tester	Sam	Tester
User	Johnny	User
Webb	Bill	Webb

Debtors	Reports	Imports	Maintenance	Transmit	Letter
<input checked="" type="radio"/> Update	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> View	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

Address	Tools	Interest	Setoff	Report	Online
<input type="radio"/> Yes	<input type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Full SSN	<input type="radio"/> Full SSN
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> Partial SSN	<input checked="" type="radio"/> No SSN

Account Code	Account Description	Access
HLT	HEALTH	RESTRICTED
REA	REAL ESTATE	ACCESS
TAXI	TAXES	ACCESS
UTL	UTILITIES	RESTRICTED

Client Software – Tools Administrator - Year-end Cleanup

Tools	Interest	Help
Administrator	Account Information	
Users	Account Code	
FileStar	Change Account Codes	
	User Setup	

Delete \$0.00 Debts	All \$0.00
Delete + \$50.00	\$0.00 not Setoff
Delete Expired Debts	
Delete + \$50.00	All + \$50.00
	< \$50.00 not Setoff

Delete Expired Debts	All Expired Debts
	\$0.00 Expired Debts
	< \$50.00 Expired Debts

Import/Export	Transmit
ASCII File Import	
Excel File Import	
ASCII File Export	
Excel File Export	

Select by account code/dept

Minimum

Best option

If don't extend

For highest level of security – delete debts less than \$50 and expired debts. Suggest first creating an Excel file export and save to retain ACQUIRED SSNs.

- Suggest ONLY doing November – early January) possibly after last setoff file of the year has been processed
- Contact NC Debt Setoff for assistance

Client Software – Tools User – Change SSN

- ONLY method for changing an existing SSN to a non-existing SSN
- If New SSN does not yet exist, all debt(s) from Old SSN are moved to New SSN
- If New SSN exists, debts must be added manually (or delete debtor with NEW SSN first, then do Change SSN)

Tools	Interest	Help
Administrator	Account Information	
Users	Account Code	
	Change SSN	

Old SSN	
New SSN	
Change	Cancel

Cannot change in Debtor screens – option is ONLY in the Tools-User menu

Tip: Can change to an ITIN that was rejected in Debtor Add screen, ex.: 999-**-****

Client Software – Tools User – Change Expiration Date

- If email received recently:

URGENT: YOUR LOCAL GOVERNMENT EXPIRED DEBT(S) FOR ONE OR MORE DEPARTMENTS
PLEASE DOWNLOAD AND REVIEW ASAP AND CONTACT US AS TO WHAT YOU PREFER TO DO.

INFORMATION:
This is official notice that your local government has expired debt(s) with the N.C. Local Government Debt Setoff Clearinghouse that have expired or will expire by December 31, 2024.
a) either EXTEND or DELETE. Do not leave Expired Debts that cannot be collected in your debt setoff system.
b) We will delete ALL expired debts here at the Debt Setoff Clearinghouse around January 3, 2025, so doing nothing will still lose their priority, even if extended later.
c) In order to retain priority these debts must be modified by 5:00 p.m. Friday, December 27 at 5:00 p.m.
d) We are providing an Excel file for your review. For those local governments that have multiple departments please note there is only one Excel file.
e) We have sorted it in department and then name order. Download, SAVE and review as soon as possible.
f) WE HAVE MASKED THE SOCIAL SECURITY NUMBER SHOWING ONLY LAST FOUR. HOPEFULLY WITH THE NAME, ACCOUNT NUMBER AND DEPARTMENT CODE YOU CAN DETERMINE THE DEBTOR.

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Client Software – Tools User – Change Expiration Date

- Powerful option to globally Update ALL; one date; or a range of dates

- Can do ALL Account Codes (that credentials allow) or just ONE

Statute of Limitations applies to the age of the debt or established activity (invoice/bill or payment) NOT the amount of time attempting to collect. Ten years for taxes, 3 years for all others but discuss with your attorney. For example: For example, delinquent 2008 tax bill that notices were sent to last known address through 2014 could be submitted to debt setoff (10 years within last activity). Other non-Tax delinquent, ex. 2016 debt with no invoices/bills or payments since 2021, cannot be submitted (no activity in 3 years).

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Client Software – Tools User – Change Compliance Date

- Powerful option to globally Update ALL; one date; or a range of dates

- Can do ALL Account Codes (that access rights allow) or just ONE

Example: a pdf of TAX due process notification letters were generated on 10/11/2024 but something occurred and the letters were not mailed until 11/11/2024. The Compliance Date would need to be updated so the debts would not be available for the Dept. of Revenue until at least 11/15/2024. In this example debts would be available on Tuesday 11/19/2024.

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Client Software – Tools User – Change City

- Powerful option to fix any city/town name that has been abbreviated or truncated. Probably the result of a Clearinghouse database creation from debts submitted by ASCII files (layout for city is 10 characters)
- Will do for ALL account codes

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Client Software – Tools User – Printer Selection

- Select a different printer for various reasons.
- Be sure to select **Apply**
- If still doesn't print, may have to select **Set as Default Printer**
- Then change back to normal default printer

Client Software – Tools User – System Settings

- ALL Users
 - Check for System Updates (new version)
 - If not checked, will not look for newer versions
 - certain remote connectivity does not allow for automatic updates
 - Debt Controls – cannot enter or edit a debt amount above this maximum amount



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Client Software – Debtors Debtor Information - Search

- Enter choice and click
- For Last Name, First Name or Account can enter a partial and will return ALL matching

Last Name: Anders

SSN	Last Name	First Name	Address	City	State
999-00-0000	Andersen	Albert	201 Douglas Swamp Rd	SELMA	NC
999-00-0178	Anderson-Jarvis	Carla	888 Laramie Road	CHARLOTTE	NC
999-00-0195	Anderson	Henry	3641 Goldstone Road	SILER-CITY	NC
999-00-0344	Anderson	Ida	104 S Florence St	WHITEVILLE	NC
999-00-7081	Anderson	Anders	537 I-2 North-Ham Rd	ADAMSVILLE	NC

Double-click the desired person

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Client Software – Debtors Debtor Information - Search

SSN: 999-00-6455

First Name: Phloida Middle Initial: M Last Name: Abbott

Address 1: 40 Heritage Lane

Address 2:

City: Indian Trail State: NC Zip Code: 28129

Added: 12/03/2021 Updated: Letter Printed:

Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrued	Base Amt	Base Interest	Total Interest	Import Key
235.00	0.00	200.00	04/15/2023	EMS	E18-1262323	12/31/2033	12/01/2021	N	0.00	0.00	0.00	E18-1262
75.00	75.00	0.00		UTL	U-109813-23	11/12/2074	11/12/2024	N	0.00	0.00	0.00	
1218.50	1218.50	0.00		TAX	2022-81117	11/12/2034	11/12/2024	Y	1100.00	118.50	0.00	

Debtor Demographics and debts appear (if credentials) with the following options:

Search Add Debtor Edit Debtor Delete Debtor Add Debt Edit Debt Delete Debt

Sum Debts Setoff History General History Debt History Exit

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Client Software – Debtors Debtor Information – Search Quick View

- Search Quick View
 - Displays ALL debtors based on user access rights
 - SSN appears if have online view full SSN rights

Search Quick View Quick View - Abbrev

Unencrypting - may take several minutes ...

May take too long for large databases

SSN	Last Name	First Name	Address	Account Number	Debt Amt	Setoff Amt	Setoff Date	Setoff Code	Compliance Date	Expiration Date
999-00-0000	Andersen	Albert	201 Douglas Swamp Rd	888223	0.00	0.00	04/15/2023	18-T	06/15/2021	06/15/2031
999-01-0007	Allen	Shadeth	3402 Kip Street	2021-4831741	0.00	15176.20	11/01/2023	TAX	03/15/2022	12/31/2022
999-01-1471	Allen	Johanna	1185 Large Lane	620-01917	0.00	640.00	06/15/2023	EMS	02/15/2021	12/31/2023
999-00-6455	Abbott	Phloida	40 Heritage Lane	E18-1262323	0.00	200.00	04/15/2023	EMS	12/01/2021	12/31/2033
999-01-4033	Kayser	Karen	2380 Riverway Rd	2017-6232364	100.00	0.00		TAX	01/02/2018	12/31/2028
999-01-4887	Reidson	Samuel	2478 East Street	2017-9568308	0.00	0.00		TAX	01/02/2018	12/31/2028
999-01-4887	Reidson	Samuel	2478 East Street	2017-7964893	0.00	0.00		TAX	01/02/2018	12/31/2028
999-01-4887	Reidson	Samuel	2478 East Street	2017-7962864	0.00	0.00		TAX	01/02/2018	12/31/2028
999-01-4887	Reidson	Samuel	2478 East Street	2017-9568988	0.00	0.00		TAX	01/02/2018	12/31/2028
999-01-4887	Reidson	Samuel	2478 East Street	2016-7384436	0.00	0.00		TAX	01/02/2018	12/31/2028

Online

Full SSN

Partial SSN

No SSN

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Client Software – Debtors Debtor Information – Comments

Add Comment

10/1/2019 called and said she was in bankruptcy when debt was previously setoff. Will bring documents in before we generate a refund.

SSN: 991-00-6435

First Name: Rhonda Middle Initial: J

Address 1: 40 Heritage Loop

Address 2:

City: Central State: NC

Added: 10/1/2019

Updated:

Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date
235.00	235.00	0.00		UTL	2017-U-1234	12/31/2029

If a Comment is entered it is identified here until deleted

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**Client Software – Debtors Debtor Information – Edit Debt vs. Delete Debtor

- Debtor comes in and/or calls:
 - demands to be removed
 - pays debt in full
 - wrong person (Jr./Sr.)
- Debtor probably already filed taxes and/or claimed lottery
 - Unique ID/debt will be rejected and needs to be added back for balancing

Debt Amount: 0.00 ✓

Delete Debt

Delete Debtor

Suggest wait at least one month before deleting, best to delete after last setoff of year

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Client Software – Debtors Debtor Information – Sum Debts

- Click **Sum Debts** for a total of all debts

Sum Debts

Debt Amount	Setoff Amt	Setoff Date	Code	Account Number
434.00	0.00		TAX	T2014-19964
785.25	0.00		TAX	T2008-U1912



Total Debt Amount: \$1,219.25

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Client Software – Debtors Debtor Information – Setoff History

Setoff History

Setoff Date	Debtor Name	Original Amt	Setoff Amt	Fee Amt	Balance	Account Number
2023-04-18	Abbott, Rhoda ...	235.00	200.00	15.00	35.00	E18-1262323
2024-10-22	ABBOTT, RHODA ...	75.00	75.00	15.00	0.00	U-109813-23
2024-11-05	ABBOTT, RHODA ...	1218.50	1000.00	15.00	218.50	2022-81117

Only shows setoffs since using the client software. If Clearinghouse had to rebuild database, then begins at that time.

Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual	Base Amt	Base Interest	Total Interest	Import Key	Unique ID
235.00	0.00	200.00	04/18/2023	EMS	E18-1262323	12/31/2023	12/31/2021	N	0.00	0.00	0.00	E18-1262	138
75.00	0.00	75.00	10/22/2024	UTL	U-109813-23	11/12/2024	11/12/2024	N	0.00	0.00	0.00		1381
1218.50	218.50	1000.00	11/05/2024	TAX	2022-81117	11/12/2024	11/12/2024	Y	1100.00	118.50	0.00		1382

After the Setoffs

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Client Software – Debtors Debtor Information – General History

General History

Date	Operator	Action	Description
2021-12-03	bwalsh...	EXCEL ADD ...	Debtor added from EXCEL ADD
2021-12-03	bwalsh...	EXCEL ADD ...	Debt of 235 with Account Number: E18-1262323 added from EXCE...
2021-12-03	bwalsh...	EXCEL Import ...	Debtor added from EXCEL File
2023-01-03	FiveStar...	Debt Added ...	Debt Amount: 000100.01 Type: HLT Account Number: H123 Expr...
2023-01-03	FiveStar...	Debt Updated ...	Debt Amount from: 100.01 to: 0.00
2023-02-15	FiveStar...	Letters ...	Notification Letter Printed: 02/15/2023
Date	Operator	Action	Description
2023-11-16	FiveStar...	Setoff: 00200.00 ...	Setoff
2023-11-29	FiveStar...	Debt Updated ...	Debt Amount from: 35.00 to: 0.00
2024-11-12	FiveStar...	Debt Added ...	Debt Amount: 000075.00 Type: UTL Account Number: U-109813-2
2024-11-13	FiveStar...	Debt Added ...	Debt Amount: 001218.50 Type: TAX Account Number: 2022-81117
2024-11-13	FiveStar...	Setoff: 00075.00 ...	Setoff
2024-11-13	FiveStar...	Setoff: 01000.00 ...	Setoff

Information on ALL debts since began using the software. If Clearinghouse had to rebuild database, then begins at that time.
Great audit log information.

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Client Software – Debtors Debtor Information – Debt History

Debt History

Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date
100.00	0.00	0.00		UTL	U-1234	12/31/2026	08/01/2016

Date	Operator	Action	Description	Account Number
2016-09-08	FiveStar...	EXCEL ADD ...	Debt of 100 with Account Number: U-1234 added from EXCEL ADD	U-1234
2016-09-08	FiveStar...	Debt Update...	Debt Amount from: 100.00 to: 0.00	U-1234

Shows only for one particular highlighted (if multiple) debt. Also, only since began using client software. If Clearinghouse had to rebuild database, then begins at that time.

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Client Software – Debtors Debtor Information – Debts less than \$50

- Only debts over \$50 are submitted to the Dept. of Revenue and Lottery

Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual	Base Amt	Base Interest	Total Interest
43.00	43.00	0.00		UTL	2015-12003	09/24/2020	09/24/2017	N	0.00	0.00	0.00
47.50	47.50	0.00		UTL	2016-06123	09/24/2020	09/24/2017	N	0.00	0.00	0.00

The above debts WILL NOT be submitted – Debt Amount is less than \$50

Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual	Base Amt	Base Interest	Total Interest
47.50	90.50	0.00		UTL	2015-12003/2016-06	09/24/2020	09/24/2017	N	0.00	0.00	0.00

The above COMBINED debts WILL BE submitted – Debt Amount is \$50+

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Client Software – Debtors Debtor Information – Joint Debts

- Two owners: delinquent debt of \$400
 - Enter each responsible debtor (name and SSN) with \$400 each and send notification letters to both
 - Split the debt at \$200 each and send notification letters to both
 - Enter one debtor for the entire \$400, if know one debtor is more likely to have a tax refund

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Client Software Reports

- [illegible]

[illegible]

Client Software Reports

3) Audit

☒ Include all Debtors

Account Codes: HLT Health

Creating an Export Excel file provides same data but more manageable, can be sorted, etc.

[illegible]

SE

Client Software Reports

4) Compliance

Alphabetical by last name list of debtors/debts for a Compliance date range and either a selected or ALL account codes. Displays SSN, Name, Current Debt Amount, Account Code, Account Number and Compliance Date. Includes a Debt amount total.

- Reports
 - Adjustments
 - Aged Debt Report
 - Audit Report
 - Compliance Report

		Compliance Report			
		Date 11/27/2023			
		Date Range: 11/27/2023 Thu 12/31/2024			
SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	COMPLIANCE DATE
989-012843	Allison Helen L	169.08	UTL	U5307720	01/02/2024
989-011394	Andersson Alfrida K	324.85	UTL	U8411553	01/02/2024
989-014131	Baumann John D	174.89	UTL	U7932685	01/02/2024
989-014287	Catic Peter	150.75	UTL	U8967544	01/02/2024
Total Debt		\$821.57			

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Client Software Reports

5) Composite

Alphabetical by last name list of debtors/debts for a selected (All debts, only \$0.00 debts or Not \$0.00 debts) for selected or ALL account codes. Displays SSN, Name, Address, Current Debt Amount. Includes a Debt amount total.

Reports Import/Export

Adjustments

Aged Debt Report

Audit Report

Compliance Report

Composite Report

Account Codes: EMS EMS

☐ Include all Debtors

☒ Only Non Zero Debt Amounts

☐ Only Zero Debt Amounts

SON	MAJOR	STREET	CITY	ST	ZIP	DEPT
19-00-0451	Robert Weiss M	461 Heritage Lane	Indian Trail	NC	28129	35.00
19-00-0452	John Anthony P	10000 Highway 101	San Diego	CA	92126	35.00
19-00-0456	Alvin Joseph R	3671 County Road	Monroe	NC	27103	35.00
19-00-0457	James W. Smith	10000 Highway 101	San Diego	CA	92126	35.00
19-00-0458	Andersson John C	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0459	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0460	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0461	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0462	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0463	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0464	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0465	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0466	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0467	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0468	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0469	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0470	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0471	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0472	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0473	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0474	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0475	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0476	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0477	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0478	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0479	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0480	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0481	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0482	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0483	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0484	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0485	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0486	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0487	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0488	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0489	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0490	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0491	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0492	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0493	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0494	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0495	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0496	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0497	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0498	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0499	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00
19-00-0500	James W. Smith	10000 Highway 101	Kanawha	NC	27104	35.00

6

6) Expiration

List of debtors/debts for an Expiration date range and either a selected or ALL account codes. Displays SSN, Name, Current Debt Amount, Account Code, Account Number and Expiration Date. Includes a Debt amount total.

Reports Import/Export Transm

Adjustments

Aged Debt Report

Audit Report

Compliance Report

Composite Report

Expiration Report

Date Range: 12/01/2000 thru 12/31/2003						
SON	NAME	DOB	AGE	LAST NAME	EXP/PROB	EXP/PROB
2500-000	Robert O. Veldhouse Jr.	04/10	61	682973	10/19/03	
2500-001	James E. Veldhouse	04/10	61	682973	10/19/03	
2500-013	Patricia Edith Allen	02/28	74	741409	10/19/03	
2500-016	Robert Edward Allen	07/02	71	710201	10/19/03	
2500-024	Regina John Allen	06/01	68	682973	10/19/03	
2500-025	Robert Allen	04/08	66	660408	10/19/03	
2500-026	Robert Allen	04/08	66	660408	10/19/03	
2500-028	James Keith Allen	03/18	67	670318	10/19/03	
2500-034	James Alfred Galt	03/18	67	710244	10/19/03	
2500-119	James Allen	04/08	66	660408	10/19/03	
2500-124	Stacy Ann Allen	06/15	63	780229	10/19/03	
2500-136	James Allen	04/08	66	660408	10/19/03	
2500-240	Samuel George E. Allen	06/14	61	679953	10/19/03	
2500-242	Shirley Ann Allen	04/17	63	680417	10/19/03	
2500-243	James Allen	04/08	66	660408	10/19/03	
2500-252	Stacy Allen	06/15	63	780211	10/19/03	
2500-253	James Allen	04/08	66	660408	10/19/03	
2500-128	Thermoncy Benjamin Allen	08/16	68	681017	10/19/03	
2500-428	James Allen	08/04	69	690804	10/19/03	
2500-443	Tarun Oommen	00/01	00	476262	10/19/03	
2500-781	Vanessa Oommen	00/01	00	476262	10/19/03	
2500-782	Vanessa Oommen	00/01	00	476262	10/19/03	
2500-783	Vanessa Oommen	00/01	00	476985	10/19/03	
2500-784	Vanessa Oommen	00/01	00	682446	10/19/03	
2500-785	Vanessa Oommen	00/01	00	476985	10/19/03	
2500-786	Vanessa Oommen	00/01	00	682446	10/19/03	
2500-787	Vanessa Oommen	00/01	00	408310	10/19/03	
2500-788	Vanessa Oommen	00/01	00	411717	10/19/03	
7 of 27 2/1						

Client Software Reports

7) Import Status Error

List of debtors/debts of rejected identified on the Import Status report email. Identifies the Account Code and the error(s): invalid SSN(s), expired debt(s), name error(s), debt amount error(s). **Identifies any future Compliance Date (not an error – unless well into the future).** Displays SSN, Name, Current Debt Amount and Account Number.

Reports Import/Export Transmi
Import Status Error Report

SSN	Dept	ERROR
000-000-0111	ENO	ATTENTION: debt rejected: Invalid SSN, begins with 0000 : JESSICA Act #: ALA-5217691:
000-000-0111	ENO	ATTENTION: debt rejected: Invalid SSN, begins with 0000 : JUSTIN Act #: ALA-5217741:
000-000-0155	ENO	ATTENTION: debt rejected: Invalid SSN, begins with 0000 : ANITE Act #: ALA-1621672:
238-575-2384	TAX	Debt rejected: Expired: 1/1/2023 Debt Amount: 348.57 Debt #: 18GK4K2C
238-57-4668	TAX	Debt rejected: Expired: 1/1/2023 Debt Amount: 4.30 Act #: 80MP5R3E
SSN	Dept	ERROR
246-89-3747	HLT	Debt Imported with future Compliance date: 2/17/2024 Debt Amount: \$5,60 Act #: 105781255
385-25-0076	HLT	Debt Imported with future Compliance date: 2/17/2024 Debt Amount: \$9.48 Act #: 105784656

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8) Setoff

Alphabetical by last name list of any debtors/debts setoff for a date range and either a selected or ALL account codes. Always a Tuesday if selecting ONE setoff date. Displays SSN, Name, Account Code, Account Number, Source (REV or LOT), Setoff Date, Setoff Amount, Setoff Fee and Current Debt Amount (after setoff). Includes Setoff Amount, Setoff fees and Current Debt amount totals.

Reports Import/Export Trans
Setoff Report

Setoff Start Date: 04/18/2023
Setoff End Date: 04/18/2023
Account Codes: ALL - Include all Debt Types

Setoff Report Date 11/27/2023 Date Range: 04/18/2023 Thru 04/18/2023								
SSN	NAME	CODE	ACCOUNT NUMBER	SRC	SETOFF	AMOUNT	FEE	BALANCE
999-00-6455	Abbott, Rhonda	EMS	019-102323	REV	04/18/2023	200.00	15.00	39.00
999-01-2780	ABBOTT ROSSAARE TAX		019-8411073	REV	04/18/2023	1,754.53	15.00	0.00
999-01-2780	ABBOTT, ROSSAARE TAX		0209-8411073	REV	04/18/2023	100.00	15.00	1,863.50
				Total:		1,854.53		
999-01-0261	Abelshaus, Claus	TAX	0201-841080	REV	04/18/2023	224.14	0.00	0.00
Total:						\$2,278.67	\$30.00	\$1,863.50

Must be a valid setoff date (Tuesday) or a range of dates. Also great for calendar year or fiscal year.

Client Software Reports

9) Selective

Alphabetical by last name list of debtors/debts by current debt amount range or by date added date range. Displays SSN, Name, Account Number, Date Added and Current Debt Amount, Account Code, and Expiration Date. Includes a Debt amount total.

Reports Import/Export Trans
Selective Report

Beginning Debt Amount:
 Ending Debt Amount:
 Start Date: 11/27/2023
 End Date: 11/27/2023
 Use Debt Amount Range ☐
 Use Date Range ☐
 Preparing Report:
 Preparing PDF File:
 Account Codes: ALL - Include all Debt Types

Great for determining debts \$0.00 or debts less than \$50

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Client Software Reports

9) Selective

Alphabetical by last name list of debtors/debts by current debt amount range or by date added date range. Displays SSN, Name, Account Number, Date Added and Current Debt Amount, Account Code, and Expiration Date. Includes a Debt amount total.

Beginning Debt Amount: 0.00
 Ending Debt Amount: 0.00
 Use Debt Amount Range ☒
 Use Date Range ☐
 Preparing Report:
 Preparing PDF File:
 Account Codes: TAX Taxes

SELECTIVE REPORT
 BEGINNING DEBT AMOUNT 0.00 THROUGH DEBT AMOUNT 0.00
 BEGINNING DATE ADDED 11/27/2023 THROUGH DATE ADDED 11/27/2023
 Account Codes Included: TAX

SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	DATE ADDED	CURRENT DEBT
989-01-2780	Abbott	Rossmore	2019-8411073	11/29/2022	0.00
989-01-0291	Abelseth	Olaus	2021-8411080	11/29/2022	0.00
989-01-1471	Ahlin	Johanna	2020-8874801	11/29/2022	0.00
989-01-4295	Allen	William	2021-1020600	11/29/2022	0.00
989-01-7246	Cho	Chang	2014-8121839	11/29/2022	0.00
989-01-0176	Moubarek	Genos	2021-7849677	11/29/2022	0.00
Total:					\$0.00

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Client Software Reports

9) Selective

Alphabetical by last name list of debtors/debts by current debt amount range or by date added date range. Displays SSN, Name, Account Number, Date Added and Current Debt Amount, Account Code, and Expiration Date. Includes a Debt amount total.

Beginning Debt Amount: 0.01
 Ending Debt Amount: 49.99
 Use Debt Amount Range ☒
 Use Date Range ☐
 Preparing Report:
 Preparing PDF File:
 Account Codes: ALL - Include all Debt Types

SELECTIVE REPORT
 BEGINNING DEBT AMOUNT 0.01 THROUGH DEBT AMOUNT 49.99
 BEGINNING DATE ADDED 11/27/2023 THROUGH DATE ADDED 11/27/2023
 Account Codes Included: ALL

SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	DATE ADDED	CURRENT DEBT
999-00-6455	Abbott	Rhonda	E19-1262323	12/03/2021	35.00
989-01-1471	Ahlin	Johanna	E20-09187	11/16/2023	25.00
256-00-7603	Andreasson	Sigrid	5201905	11/16/2023	49.00
256-00-7603	Andreasson	Sigrid	5201905	11/16/2023	49.00
256-00-1919	Angheloff	Frank	4998653	11/16/2023	49.50
Total:					\$207.50

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Client Software Reports

9) Selective

Alphabetical by last name list of debtors/debts by current debt amount range or by date added date range. Displays SSN, Name, Account Number, Date Added and Current Debt Amount, Account Code, and Expiration Date. Includes a Debt amount total.

Start Date: 01/27/2019
 End Date: 11/27/2022
 Use Debt Amount Range ☐
 Use Date Range ☒
 Account Codes: EMS EMS

SELECTIVE REPORT
 BEGINNING DEBT AMOUNT 0.00 THROUGH DEBT AMOUNT 0.00
 BEGINNING DATE ADDED 01/27/2019 THROUGH DATE ADDED 11/27/2022
 Account Codes Included: ALL

SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	DATE ADDED	CURRENT DEBT
999-00-7303	Stangel	Charles	E17-1105916	12/03/2021	175.60
999-00-2619	Stone	Martha	E18-1736732	12/03/2021	183.18
999-00-5615	Staus	Rosalie	E19-58932	12/03/2021	252.39
999-00-8098	Strom	Elna	E18-373571	12/03/2021	275.00
999-00-2629	Wick	George	E18-598955	12/03/2021	176.13
999-00-4387	Wilderer	Harry	E18-962761	12/03/2021	277.37
999-00-8072	Wiklund	Jakob	E18-1503426	12/03/2021	235.00
999-00-4838	Wilkinson	Elizabeth	E17-855705	12/03/2021	235.15
999-00-3074	Zimmermann	Leo	E19-33572	12/03/2021	171.77
Total:					\$337.322

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Client Software Reports

10) Summary

One page for either a selected or ALL account codes: the number of debtors and debts, original debt amount (for these debtors/debts), current debt amount (for these debtors/debts).
And since implementing the client software, the number of debts setoff, amount setoff, percentage of debtors setoff and percentage of debts setoff.

Reports Import/Export Totals

Summary Report

Date: 11/27/2023

Account Codes Included: ALL

Account Codes	ALL - Include all Debt Types	Debtors	Debts	Original Amount	Current Amount	Debtors Setoff	Setoff Amount	%Debtors	%Debts
EMO EMS previous vendor		1,296	1,308	1,920,363.54	1,910,900.84	4	2,878.67	0.31	0.38
EMO EMS									
HLT Health									
TAX Taxes									
HTL Utilities									
ALL - Include all Debt Types									

Current Amount should match the amount in the Import Status email (unless recent adds/edits)

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Client Software Reports

11) Totals

Alphabetical by last name list of either a selected or ALL account codes. Displays SSN, Name, Address, Original Debt Amount, Adjusted Debt Amount, Setoff Amount and Current Debt Amount. Includes totals.

Reports Import/Export Totals

Totals Report

Date: 11/27/2023

Account Codes Included: ALL

DEBTOR INFORMATION	ORIGINAL DEBT	ADJUSTED AMOUNT	SETOFF AMOUNT	DEBT AMOUNT
999-03-6403 Abbot Mandi M 48 Heritage Lane Indian Trail, NC 28039	235.00	200.00	200.00	35.00
999-01-2780 Abbot Rosemarie E 1020 Norwood Road Monroe NC 27020	3,698.53	1,854.53	1,854.53	1,803.50
999-01-4884 CDO Test EMO EMS previous vendor Abbot Mandi M 2300 Fawcett Rd Asheville NC 27524	929.27	0.00	0.00	929.27
999-01-0281 Abbot Chas J 1037 Stone Street Concord NC 27023	204.14	204.14	224.14	0.00
ALL - Include all Debt Types				

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Client Software Reports

12) User/Debtor Activity

Generates an Excel file of audit log information. Two options: 1) debtor(s) for a specific date range; 2) ONE specific SSN. Can choose all user/operators and one specific user/operator. Displays Operator/User, Date of Action, Action, Description and Debtor Name.

Reports Import/Export User/Debtor Activity

Start Date: 11/27/2023 End Date: 11/27/2023 Use Date Range

SSN: [] Select Single SSN Number

Deb Users: 38 Users

Operator	Date Of Action	Action	Description	Debtor Name
FiveStar	11/16/2023	EXCEL ADD	Debt of 93.38 with Account Number: 7569238 added from EXCEL ADD	Hays Mandi
FiveStar	11/16/2023	EXCEL Import	Debtor added from EXCEL File	Hays Mandi
FiveStar	11/16/2023	EXCEL ADD	Debtor added from EXCEL ADD	Stocovski Mary
FiveStar	11/16/2023	EXCEL ADD	Debt of 84.39 with Account Number: 6829333 added from EXCEL ADD	Stocovski Mary
FiveStar	11/16/2023	EXCEL Import	Debtor added from EXCEL File	Stocovski Mary

Determines what user/operator has been making any of specific functions, such as debt amount changes.

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Client Software Reports

13) Setoff Status

Generates a list of the setoffs that have been processed for a selected range of dates. Should match the Deposits Detail by Date on the webpage Statistics page.

Reports Import/Export Setoff Status

Setoff Start Date: 01/01/2023

Setoff End Date: 11/27/2023

Assists with verifying all yearly setoffs were downloaded and processed.

Setoff Date	Setoffs	Setoff Amount
3/7/2023	4	\$2,754.26
3/21/2023	231	\$44,375.36
4/4/2023	146	\$27,664.70
4/18/2023	95	\$9,569.90
5/5/2023	76	\$13,603.14
5/16/2023	31	\$7,238.73
6/6/2023	33	\$5,740.85
6/20/2023	9	\$3,172.05
7/11/2023	5	\$524.26
7/25/2023	4	\$1,269.16
8/22/2023	4	\$714.02
9/12/2023	6	\$901.45
9/26/2023	2	\$695.80
10/10/2023	5	\$1,456.63
10/24/2023	8	\$1,792.33
11/7/2023	4	\$1,340.63
	637	\$123,491.86

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Client Software – Generating Letters

Choose Recipients: ☒ All Debtors ☐ New or Updated ☐ Only New ☐ Select Individual SSN: _____ ☒ Sum Debts ☐ Single Debt


☒ Name Order ☐ SSN Order ☐ Zip Order ☐ Account Number Order

PDF File Name: _____

Account Codes:

ACC ANIMAL CONTROL
AMB AMBULANCE SERVICES
CTY PARKING TICKETS
OSO Debt Setoff
EMS EMS
ENV ENVIRONMENTAL
HLT HEALTH

Must do ONE account code at a time. May have different contact information, margins and/or logos.

 RUTHERFORD COUNTY
Intelligence. Service. Solutions.

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- Many choices:
 - ALL, New or Updated, New, One SSN
- Create a pdf file for saving/proof if necessary
- Logos for Letterheads

Client Software – Generating Letters

Choose Recipients: ☐ All Debtors ☒ New or Updated ☒ Name Order ☐ Sum Debts

PDF File Name: LTRS HLT 2016-0907 Account Codes: HLT HEALTH

SSN	First Name	Last Name	Middle	Self Amount	Current Amount	Account Number	Type
999-00-7021	Anders	Anderson	J	0.00	80.37	H-5535466	HLT
999-00-6288	Helle	Becker	E	0.00	90.00	H-8412490	HLT
999-00-2136	Karl	Behr	H	0.00	50.00	H-6966503	HLT
999-00-8576	Nouman	Boulos		0.00	90.00	H-7504185	HLT
999-00-3200	Wale	Canon	E	0.00	50.00	H-4877895	HLT
999-00-9545	Laurence	Gandy		0.00	75.00	H-6777393	HLT
999-00-3564	Becar	Giraldi		0.00	100.00	H-4783119	HLT

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- Displays a scrollable list in chosen order (Name) of those to be printed and/or a pdf generated
- Pdf suggested with account code and date

Client Software – Generating Letters

→

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- First select LOAD LETTERS to produce the letters and display the recipients
 - PDF ONLY creates the pdf file in the REPORT subfolder
 - TEST PRINT displays a print preview of one letter – can be sent to printer
 - PRINT will send directly to default printer – all letters
 - PRINT LABELS – prints Avery 3 up labels

Client Software – Generating Letters Demographics and Debt Detail

Date: 11/27/2023

Helen L Allison
820 Pondersa Lane
Fayetteville, NC 27569

RE: Notice of Debt to: Utilities Department
Intent to setoff debt against N.C. STATE TAX REFUND for: Helen L Allison
Our records indicate that you owe the following past due amount of \$169.08 to Utilities Department for:

UTL-delinquent utility debt U:5307720 \$169.08

From Account Code configuration

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Client Software – Generating Letters Approved Standard Legal Content

As authorized by North Carolina General Statutes, Chapter 105A, The Setoff Debt Collection Act, Sample County Health Department intends to submit the above debt(s) to the North Carolina Department of Revenue for collection by applying the debt(s) against any income tax refund in excess of \$50.00 that you may be entitled to receive. Additionally, as authorized by North Carolina General Statute 18C-134, if applicable, the local agency intends to submit the above debt(s) against certain lottery prizes to which you may become entitled.

Additionally, you are further advised that in accordance with this Act, a local collection assistance fee of \$15.00 per debt will be added to the obligation or account(s) described above if submitted for setoff.

You have the right to contest this action by filing a written request for a hearing with Sample County Health Department. Your request must be filed at the following address no later than 30 days from the postmarked date of this letter. Your request for a hearing may be filed within the specified time by delivering it to the Sample County Health Department or by delivering it for mailing with postage prepaid and properly addressed to the following address:

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Client Software – Generating Letters Contact Information and Closing

Sample County Health Department
ATTN: Jane Smith
1300 West Main St
Central, NC 29123

Failure to request a hearing within the 30 day time limit will result in the setoff of the above debt(s), and the addition of the applicable local collection assistance fee. This is a very serious matter, should you have any questions please contact Jane Smith at (991) 555-1212.

Sincerely,

Lynn Z. Williams
Director

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Client Software – Mark Letters as printed

- Remember to do this option once letters have been printed and have been approved to send
- Keeps from sending repeat letters to debtor already sent a letter
- Contact Five Star if you did not Mark prior letters and need assistance

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Client Software – Import Files

- Import Documentation:
 - List of Instructions for ALL ASCII/Excel imports
 - Print screen of Import Options and details

Date	Person/Debtors	Amount	Person
11/13/24	Jane Smith	\$15.00	Jane Smith
11/13/24	Jane Smith	\$15.00	Jane Smith
11/13/24	Jane Smith	\$15.00	Jane Smith

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Client Software – Imports

The screenshot displays the 'Bank Input' window in Sage 50 Accounting. The window is split into two panes. The left pane, titled 'Bank Input', contains the following fields and options:

- Bank Name:** Bank of America
- Account Codes:** CheckDisbursements
- Input Type:** Cash Payments
- Update Status:**
 - ☐ No Update
 - ☐ Reconcile
 - ☐ Reconcile and Update
- Address Update:**
 - ☐ Update current address and add address
 - ☐ Update current address and add address

The right pane, also titled 'Bank Input', contains the following fields and options:

- Bank Name:** Bank of America
- Account Codes:** 17-Other
- Input Type:** New Assets and Liabilities
- Bank Input:** A button to initiate the bank input process.

Optional but allows local govt. flexibility of not having to contact and possibly wait on Clearinghouse to import

- Local governments who would like to do their own imports but worry about taking the wrong options now can be configured
- Select the drop down Account Code and it auto selects all options – just choose the file
- Being used now as often as weekly (new debts and adjustments)

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Client Software – Imports

Excel File Import

If Rows in Excel Import File: 30

Import Type: New Add

Account Codes: HLT HEALTH

Update Option:

- ☐ RETAIN CURRENT DEBITS AND Add Excel file
- ☒ REMOVE ACCOUNT CODE DEBITS and replace with Excel file

Address Option:

- ☐ Retain existing names and addresses
- ☒ Replace current names and addresses with import file

Select Excel File: Z:\C:\Installations\Therapic Import\Therapic HLT.xlsx

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	First	Mid	Last	Street			Zip	Debt	Agency	Debt	Debt	Debt	Debt			Base
	SSN	Name	Initial	Name	Address	City	State	Code	Amount	Code	Date	Compliance	Account	Unique	Account	Base Debt
												Date	Number	Key	Code	Amount Interest

Client Software – Imports

Excel File Import Cancel OK

of Rows in Excel import file: 103

Import Type: **New Add**

Account Codes: **UTIL/UTILITIES**

Update Options:

- ☒ RETAIN CURRENT DEBITS AND add Excel file
- ☐ REMOVE ACCOUNT CODE DEBITS and replace with Expenses

Address Options:

- ☒ Retain existing names and addresses
- ☐ Replace current names and addresses with import file

Select Excel File: Z:\NC\Installations\Tlanc\Import\Tlanc\Util.xls

- Adding additional Utility debts
- If debtors exist, Excel file will NOT overwrite names and addresses

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	First	Mid	Last	Street			Zip	Debt	Agency	Debt	Debt	Debt	Debt			Base
SSN	Name	Initial	Name	Address	City	State	Code	Amount	Code	Expiration	Compliance	Account	Unique	Account	Base Debt	Debt
										Date	Date	Number	Key	Code	Amount	Interest

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Client Software – Imports

North Carolina Debt Setoff Program
C216: Sample Local Government
Excel File Input Status Report
Date: 06/30/2016

DEBTORS ADDED DEBITS ADDED 37 DEBIT AMOUNT ADDED 3,292.35 ERRORS DEBTORS ERRORS DEBITS

North Carolina Debt Setoff Program
C216: Sample Local Government
Excel File Input Status Report
Date: 06/30/2016

ISSN	NAME	ERROR	ACCOUNT NUMBER	DEBIT AMOUNT
------	------	-------	----------------	--------------

Debt Amount added to the

- Import Status Report and Error Report provided
- SSN not nine digits
- Invalid data
 - Agency code
 - Restricted account code
- Invalid compliance and/or expiration dates – use reasonable Expiration Date (maximum year 2099)

Client Software – Imports

- Other Import Options:
 - Only Adjustments
 - If finds SSN and Unique ID – updates balance
 - New Adds and Adjustments
 - If finds SSN and Unique ID – updates balance
 - If does not find BOTH SSN and Unique ID – adds debt (and debtor if necessary)
 - Zero Adds and Adjustments
 - First, changes all debts to \$0.00 for this account code (TAX, UTL, EMS, etc.)
 - Next step:
 - If finds SSN and Unique ID – updates balance
 - If does not find BOTH SSN and Unique ID – adds debt (and debtor if necessary)

Import Type:	New Adds
	New Adds
	Only Adjustments
Account Codes:	New Adds and Adjustments
	Zero Adds and Adjustments

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Client Software – Import ASCII

- Similar options to Excel
- One additional option for NCPTS/OneTax which not only updates balances, updates the account number
- Must import each account code separately**
- Use must have Access rights to this account code

Import Type:	New Adds
	New Adds
	Only Adjustments
	Only Adjustments
	Zero Adds and Adjustments
	Zero Adds and Adjustments - NCPTS/OneTax

Import ANY combination: new debts, payments or both. Can even change debts to \$0.00 that aren't in the Import file.

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Client Software – Imports

- Can have unlimited number of debts and types
- Must import each account code separately
- Do not import non-SSNs/ITINS
- There is a letter template for debtors without SSNs/ITINS

Account Codes:
ACC ANIMAL CONTROL
AMB AMBULANCE SERVICES
CITY PARKING TICKETS
DDO Debt Setoff
EMS EMS
ENV ENVIRONMENTAL
HLT HEALTH
REA REAL ESTATE
REPAIRS
UTL UTILITIES

Invalid SSN ranges:
000-, 666-, 900-,
-00-, -0000

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Client Software – Export Excel

- Create spreadsheet of ALL account codes or one selected
- If have full SSN access rights, can select Unmask SSN

Excel File Export

Account Codes: ☐ Unmask SSN

Status:

Can find duplicates – simple Excel function will highlight selected item(s)

Much more information provided, including transaction dates

SSN	Last Name	First Name	Mt Street Address	City	State	Zip Code	Debt Amount	Original Debt Amount	Compliance Date	Expiration Date	Debt Account Number	Code	Amount	Debit Date	History	Unique Key
999-00-2780	ABBOTT	ROSSAMORE	E 5012 BELFORD CT	CHARLOTTE	NC	28226-7801	1854.53	1754.53	03/13/2010	12/31/2025	T2016-10773	TAX	02/03/2013	100.00	99938221	
999-00-1096	ABBOTT	JOVENA	M 101 S PETERBURC/CORNELIUS	NC		28054	104.00	0.00	01/27/2013	12/31/2013	U-02032	UTL	0.00	99938428		
999-00-4887	Abelison	Samuel	2478 East Street	CHARLOTTE	NC	28206	1245.00	1200.00	09/09/2014	12/31/2025	T2016-13-99432	TAX	06/04/2014	66.39	99938478	
999-00-4887	Abelison	Samuel	2478 East Street	CHARLOTTE	NC	28206	1037.50	1000.39	11/19/2009	12/31/2025	T2016-10-75648	TAX	08/04/2014	66.39	99938134	
999-76-7905	ABERNIE	JACOB	L 3903 CLEVELAND	CHARLOTTE	NC	28212	100.00	0.00	01/29/2011	12/31/2013	U-00789	UTL	09/11/2014	200.00	99938451	

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Client Software Transmit – Export (Send to Clearinghouse)

- **Debtor Information**
securely sends all debtors and debts to Clearinghouse for processing over the weekend. Overwrites at Clearinghouse if already been sent. **Recommend weekly (Friday p.m.)**
- **Selective**
allows for a specific file to be sent to the Clearinghouse. For example, a file from a vendor/third party that needs reviewing or research done before importing into software. **Secure method – do not send via unsecured email!**
- **Export Settings**
provides details to the Clearinghouse for installation and connectivity to local server/database. **Automatically sent when TRANSMIT password changed.**
- **User Information**
provides details to the Clearinghouse of users and their email addresses along with desired email notifications



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Client Software Transmit – Import (Receive from Clearinghouse)

- **Setoffs**
imports and processes the setoff.txt file generated after a setoff from Dept. or Revenue and Education Lottery.
- **Selective**
allows for a specific file to be securely transmitted and downloaded from the Clearinghouse. This is normally for the surplus and setoff spreadsheet files. Can also be used for the Expired Debts spreadsheet.
- **Import Settings**
only if requested by the Clearinghouse



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Client Software Transmit – Import (Receive from Clearinghouse)

- **Setoffs**
 1. If TRANSMIT password from Tools-Administrator-Account Info. has not expired the list of available files appears
 2. Highlight setoff.txt and click **Receive Data**
 3. If already downloaded a warning message appears: only needs to be done once unless instructed to do more than once per Clearinghouse
 4. When downloaded a message appears

C999_settings_2307.txt
C999-20241022.dat
C999-20241022.pdf
C999-20241022.xlsx
C999-Surplus-20241022.pdf
C999-Surplus-20241022.xlsx
C999-AMT.txt
Setoff.txt

Be sure to download surplus files and review

WARNING: This Setoff file has already been imported. Are you sure you want to overwrite?

FILE /Home/Sample Local Government/Setoff.txt downloaded to C:\NC\Debtsetoff\Setoff.txt

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Client Software Transmit – Import (Receive from Clearinghouse)

- **Setoffs**
 5. Click **Run Setoff**
 6. Once downloaded this appears **Import of Setoff Complete**
 7. Click **OK** for the Error Report

Possible Setoff Errors:

- If a debt was deleted that has been setoff – “contact Clearinghouse”
- If a partial refund taken and the balance is HIGHER than the database debt balance, it will not overwrite and raise the database balance

North Carolina Debt Setoff Program			
C999 NCDebtsetoff Program			
Setoff Error Report for 8/15/2024			
Data: 8/15/2024			
SSN	UNIQUE NUMBER	SETOFF AMOUNT	ERROR
862	23 18	97 18	Call Clearinghouse at 866-265-1668
1158	97 18	Call Clearinghouse at 866-265-1668	
Total Setoff		130.77	
SSN	UNIQUE NUMBER	SETOFF AMOUNT	ERROR
1004-64455	1102	200.00	Current Debt not replaced by Import Setoff! 18.50
Total Setoff		200.00	

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Client Software Transmit – Import (Receive from Clearinghouse)

- Setoffs
- 8. Click **Close** to advance to the Setoff Report

SSN print can be controlled by User Setup

Total Setoff equals Capital (Mgt. deposit.) Unless debt not found and appears on error report.

SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	SETOFF AMOUNT
999-00-0001	Adams	Robert	72114-0101	1,000.00
999-00-0002	Adams	Robert	72114-0102	1,000.00
999-00-0003	Adams	Robert	72114-0103	1,000.00
999-00-0004	Adams	Robert	72114-0104	1,000.00
999-00-0005	Adams	Robert	72114-0105	1,000.00
999-00-0006	Adams	Robert	72114-0106	1,000.00
999-00-0007	Adams	Robert	72114-0107	1,000.00
999-00-0008	Adams	Robert	72114-0108	1,000.00
999-00-0009	Adams	Robert	72114-0109	1,000.00
999-00-0010	Adams	Robert	72114-0110	1,000.00
999-00-0011	Adams	Robert	72114-0111	1,000.00
999-00-0012	Adams	Robert	72114-0112	1,000.00
999-00-0013	Adams	Robert	72114-0113	1,000.00
999-00-0014	Adams	Robert	72114-0114	1,000.00
999-00-0015	Adams	Robert	72114-0115	1,000.00
999-00-0016	Adams	Robert	72114-0116	1,000.00
999-00-0017	Adams	Robert	72114-0117	1,000.00
999-00-0018	Adams	Robert	72114-0118	1,000.00
999-00-0019	Adams	Robert	72114-0119	1,000.00
999-00-0020	Adams	Robert	72114-0120	1,000.00
999-00-0021	Adams	Robert	72114-0121	1,000.00
999-00-0022	Adams	Robert	72114-0122	1,000.00
999-00-0023	Adams	Robert	72114-0123	1,000.00
999-00-0024	Adams	Robert	72114-0124	1,000.00
999-00-0025	Adams	Robert	72114-0125	1,000.00
999-00-0026	Adams	Robert	72114-0126	1,000.00
999-00-0027	Adams	Robert	72114-0127	1,000.00
999-00-0028	Adams	Robert	72114-0128	1,000.00
999-00-0029	Adams	Robert	72114-0129	1,000.00
999-00-0030	Adams	Robert	72114-0130	1,000.00
999-00-0031	Adams	Robert	72114-0131	1,000.00
999-00-0032	Adams	Robert	72114-0132	1,000.00
999-00-0033	Adams	Robert	72114-0133	1,000.00
999-00-0034	Adams	Robert	72114-0134	1,000.00
999-00-0035	Adams	Robert	72114-0135	1,000.00
999-00-0036	Adams	Robert	72114-0136	1,000.00
999-00-0037	Adams	Robert	72114-0137	1,000.00
999-00-0038	Adams	Robert	72114-0138	1,000.00
999-00-0039	Adams	Robert	72114-0139	1,000.00
999-00-0040	Adams	Robert	72114-0140	1,000.00
999-00-0041	Adams	Robert	72114-0141	1,000.00
999-00-0042	Adams	Robert	72114-0142	1,000.00
999-00-0043	Adams	Robert	72114-0143	1,000.00
999-00-0044	Adams	Robert	72114-0144	1,000.00
999-00-0045	Adams	Robert	72114-0145	1,000.00
999-00-0046	Adams	Robert	72114-0146	1,000.00
999-00-0047	Adams	Robert	72114-0147	1,000.00
999-00-0048	Adams	Robert	72114-0148	1,000.00
999-00-0049	Adams	Robert	72114-0149	1,000.00
999-00-0050	Adams	Robert	72114-0150	1,000.00
999-00-0051	Adams	Robert	72114-0151	1,000.00
999-00-0052	Adams	Robert	72114-0152	1,000.00
999-00-0053	Adams	Robert	72114-0153	1,000.00
999-00-0054	Adams	Robert	72114-0154	1,000.00
999-00-0055	Adams	Robert	72114-0155	1,000.00
999-00-0056	Adams	Robert	72114-0156	1,000.00
999-00-0057	Adams	Robert	72114-0157	1,000.00
999-00-0058	Adams	Robert	72114-0158	1,000.00
999-00-0059	Adams	Robert	72114-0159	1,000.00
999-00-0060	Adams	Robert	72114-0160	1,000.00
999-00-0061	Adams	Robert	72114-0161	1,000.00
999-00-0062	Adams	Robert	72114-0162	1,000.00
999-00-0063	Adams	Robert	72114-0163	1,000.00
999-00-0064	Adams	Robert	72114-0164	1,000.00
999-00-0065	Adams	Robert	72114-0165	1,000.00
999-00-0066	Adams	Robert	72114-0166	1,000.00
999-00-0067	Adams	Robert	72114-0167	1,000.00
999-00-0068	Adams	Robert	72114-0168	1,000.00
999-00-0069	Adams	Robert	72114-0169	1,000.00
999-00-0070	Adams	Robert	72114-0170	1,000.00
999-00-0071	Adams	Robert	72114-0171	1,000.00
999-00-0072	Adams	Robert	72114-0172	1,000.00
999-00-0073	Adams	Robert	72114-0173	1,000.00
999-00-0074	Adams	Robert	72114-0174	1,000.00
999-00-0075	Adams	Robert	72114-0175	1,000.00
999-00-0076	Adams	Robert	72114-0176	1,000.00
999-00-0077	Adams	Robert	72114-0177	1,000.00
999-00-0078	Adams	Robert	72114-0178	1,000.00
999-00-0079	Adams	Robert	72114-0179	1,000.00
999-00-0080	Adams	Robert	72114-0180	1,000.00
999-00-0081	Adams	Robert	72114-0181	1,000.00
999-00-0082	Adams	Robert	72114-0182	1,000.00
999-00-0083	Adams	Robert	72114-0183	1,000.00
999-00-0084	Adams	Robert	72114-0184	1,000.00
999-00-0085	Adams	Robert	72114-0185	1,000.00
999-00-0086	Adams	Robert	72114-0186	1,000.00
999-00-0087	Adams	Robert	72114-0187	1,000.00
999-00-0088	Adams	Robert	72114-0188	1,000.00
999-00-0089	Adams	Robert	72114-0189	1,000.00
999-00-0090	Adams	Robert	72114-0190	1,000.00
999-00-0091	Adams	Robert	72114-0191	1,000.00
999-00-0092	Adams	Robert	72114-0192	1,000.00
999-00-0093	Adams	Robert	72114-0193	1,000.00
999-00-0094	Adams	Robert	72114-0194	1,000.00
999-00-0095	Adams	Robert	72114-0195	1,000.00
999-00-0096	Adams	Robert	72114-0196	1,000.00
999-00-0097	Adams	Robert	72114-0197	1,000.00
999-00-0098	Adams	Robert	72114-0198	1,000.00
999-00-0099	Adams	Robert	72114-0199	1,000.00
999-00-0100	Adams	Robert	72114-0200	1,000.00

Client Software Setoff Report – ALL and for Each Department

- Setoff Report
- Allows for selection by Date Range or by Account Code
- Run after each setoff import
- Contact departments when available

Great for fiscal year reports

Free \$15 or \$50

SSN	NAME	CODE	ACCOUNT NUMBER	SEC	SETOFF	AMOUNT	REV	BALANCE
999-00-0001	Adams, Robert	UPL	72114-0101	REV	10/22/2024	75.00	15.00	0.00
999-00-0002	Adams, Robert	TAX	72114-0102	REV	11/01/2024	1,000.00	15.00	210.50
999-01-0201	Abel, Robert	TAX	2021-81117	REV	04/18/2023	200.00	15.00	35.00
999-01-0202	Abel, Robert	TAX	2021-81118	REV	04/18/2023	224.14	0.00	0.00
999-01-0203	Abel, Robert	TAX	2021-81119	REV	04/18/2023	224.14	0.00	0.00
999-01-0204	Abel, Robert	TAX	2021-81120	REV	04/18/2023	224.14	0.00	0.00
999-01-0205	Abel, Robert	TAX	2021-81121	REV	04/18/2023	224.14	0.00	0.00
999-01-0206	Abel, Robert	TAX	2021-81122	REV	04/18/2023	224.14	0.00	0.00
999-01-0207	Abel, Robert	TAX	2021-81123	REV	04/18/2023	224.14	0.00	0.00
999-01-0208	Abel, Robert	TAX	2021-81124	REV	04/18/2023	224.14	0.00	0.00
999-01-0209	Abel, Robert	TAX	2021-81125	REV	04/18/2023	224.14	0.00	0.00
999-01-0210	Abel, Robert	TAX	2021-81126	REV	04/18/2023	224.14	0.00	0.00
999-01-0211	Abel, Robert	TAX	2021-81127	REV	04/18/2023	224.14	0.00	0.00
999-01-0212	Abel, Robert	TAX	2021-81128	REV	04/18/2023	224.14	0.00	0.00
999-01-0213	Abel, Robert	TAX	2021-81129	REV	04/18/2023	224.14	0.00	0.00
999-01-0214	Abel, Robert	TAX	2021-81130	REV	04/18/2023	224.14	0.00	0.00
999-01-0215	Abel, Robert	TAX	2021-81131	REV	04/18/2023	224.14	0.00	0.00
999-01-0216	Abel, Robert	TAX	2021-81132	REV	04/18/2023	224.14	0.00	0.00
999-01-0217	Abel, Robert	TAX	2021-81133	REV	04/18/2023	224.14	0.00	0.00
999-01-0218	Abel, Robert	TAX	2021-81134	REV	04/18/2023	224.14	0.00	0.00
999-01-0219	Abel, Robert	TAX	2021-81135	REV	04/18/2023	224.14	0.00	0.00
999-01-0220	Abel, Robert	TAX	2021-81136	REV	04/18/2023	224.14	0.00	0.00
999-01-0221	Abel, Robert	TAX	2021-81137	REV	04/18/2023	224.14	0.00	0.00
999-01-0222	Abel, Robert	TAX	2021-81138	REV	04/18/2023	224.14	0.00	0.00
999-01-0223	Abel, Robert	TAX	2021-81139	REV	04/18/2023	224.14	0.00	0.00
999-01-0224	Abel, Robert	TAX	2021-81140	REV	04/18/2023	224.14	0.00	0.00
999-01-0225	Abel, Robert	TAX	2021-81141	REV	04/18/2023	224.14	0.00	0.00
999-01-0226	Abel, Robert	TAX	2021-81142	REV	04/18/2023	224.14	0.00	0.00
999-01-0227	Abel, Robert	TAX	2021-81143	REV	04/18/2023	224.14	0.00	0.00
999-01-0228	Abel, Robert	TAX	2021-81144	REV	04/18/2023	224.14	0.00	0.00
999-01-0229	Abel, Robert	TAX	2021-81145	REV	04/18/2023	224.14	0.00	0.00
999-01-0230	Abel, Robert	TAX	2021-81146	REV	04/18/2023	224.14	0.00	0.00
999-01-0231	Abel, Robert	TAX	2021-81147	REV	04/18/2023	224.14	0.00	0.00
999-01-0232	Abel, Robert	TAX	2021-81148	REV	04/18/2023	224.14	0.00	0.00
999-01-0233	Abel, Robert	TAX	2021-81149	REV	04/18/2023	224.14	0.00	0.00
999-01-0234	Abel, Robert	TAX	2021-81150	REV	04/18/2023	224.14	0.00	0.00
999-01-0235	Abel, Robert	TAX	2021-81151	REV	04/18/2023	224.14	0.00	0.00
999-01-0236	Abel, Robert	TAX	2021-81152	REV	04/18/2023	224.14	0.00	0.00
999-01-0237	Abel, Robert	TAX	2021-81153	REV	04/18/2023	224.14	0.00	0.00
999-01-0238	Abel, Robert	TAX	2021-81154	REV	04/18/2023	224.14	0.00	0.00
999-01-0239	Abel, Robert	TAX	2021-81155	REV	04/18/2023	224.14	0.00	0.00
999-01-0240	Abel, Robert	TAX	2021-81156	REV	04/18/2023	224.14	0.00	0.00
999-01-0241	Abel, Robert	TAX	2021-81157	REV	04/18/2023	224.14	0.00	0.00
999-01-0242	Abel, Robert	TAX	2021-81158	REV	04/18/2023	224.14	0.00	0.00
999-01-0243	Abel, Robert	TAX	2021-81159	REV	04/18/2023	224.14</		

Client Software - Implementation

- **Clearinghouse will:**
 - Install software (server and workstations)
 - Work with your Information Technology staff/vendors
 - Set up departments
 - Set up users and rights to functions and departments
 - Assist in generating notification letters and pdfs., including letterhead logos
 - Provide training all users via telephone and remote software
 - Convert from Data Entry – import existing data

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Client Software – Plans for 2025

- **Software Upgrade/Enhancements**
- **Website Revision**
- **Audio training – by Topics**
 1. Upgrade/enhancement release notes
 2. Setoff Process
 3. Debtors/Debts entry
 4. Weekly Adjustments
 5. File Imports and Exports
 6. Year-end Cleanup

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NC Debt Setoff Clearinghouse

Name/Duties	Contact Info – All phones (866) 265-1668
Bill Walsh Operations Manager Generate weekly submission file for NC Dept. of Revenue, Setoffs from Dept. of Rev & Lottery, weekend adjustments, website, newsletters, documentation, vendor liaison, IVR, mass emails	billwalsh@fivestarccomputing.com ncsetoff@ncsetoff.org
Fran McClary, Grace Olkowski and Hannah Bryant Installations/upgrades, software training, debtor inquiries, file imports/due process letters, vendor imports, passwords, restore setoffs, add/edit email addresses	franmcclary@fivestarccomputing.com grace@fivestarccomputing.com and customerservice@ncsetoff.org Hannah@fivestarccomputing.com
Billie Mills New participants installation, server database transfers, workstation installations/upgrades, passwords	billiemills@fivestarccomputing.com Monday, Tuesday, Wednesday