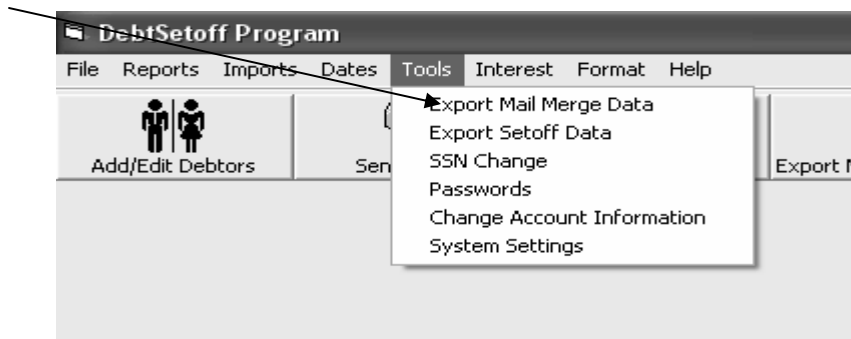


North Carolina Local Government Debt Setoff Clearinghouse
Instructions for a Mail Merge Using Microsoft Word 2003 and
DebtSetoff version 2005.02 or later

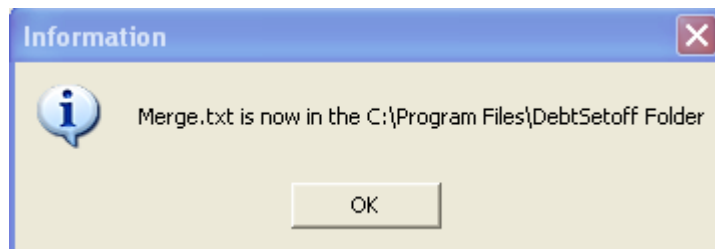
DebtSetoff System

1. Select the **Tools** Menu



2. Select the option **Export Mail Merge Data**
3. Select one of the **Order of Records**
4. Select one of the **Include Records**
 - a. **Only Non Zero Balances** (recommended)
 - b. **All Debts** (even \$0.00 debts will generate a letter)
5. Select one of the **Selection Options**
 - a. **Include All Debtors** (may contain debtors previously notified)
 - b. **Debtors who have not received notification** (selects those that haven't been in a previous mail merge selection, recommended when want to enter some debts, send letters to these debtors, enter more debts, send letters to these debtors, and so on...)
 - c. **Debtors Added between these Dates** (selective debtors in date range which could include debtors already in a previous mail merge file)
 - d. **Debtors Merged between these Dates** (selective debtors in date range that have already in a previous mail merge file – possibly had an error in the letter, the data, etc)
6. Select one of the **Record Options**
 - a. **One Record Per Debt** (recommended - creates a separate letter per debt)
 - b. **Sum the Records** (creates only one letter per debtor, Note: if have Account Numbers for all or multiple debts only the first one will appear)
7. Select the **Word Processing Options**
 - a. **Delimiters** (characters used to separate each field of data)
 - i. **Comma** (recommended)

- ii. **Quotes** (recommended)
 - b. **Show Heading** (recommended - will transfer the field names with the data in order to assist with merge codes
 - c. **Remove Special Characters** (recommended – removes commas and quotes that are in the data fields that are also delimiters which can cause problems)
- 8. Select the desired **Fields**
 - a. Check all desired data fields desired to appear in the merge file (does not cause problems if you do not use all data fields)
- 9. Choose **Create**
 - a. Make note of the **Folder** name (this is needed in Microsoft Word, the default name is C:\Program Files\DebtSetoff as seen below)



- 10. Click **OK**
- 11. Click **Exit** to terminate the DebtSetoff software

Note: if you do not exit the DebtSetoff system you may receive an error in MS Word or it may possibly use the most previous Merge.txt file that was created

Microsoft Word

1. Create your merge letter
 - a. Go to the website: <http://www.ncsetoff.org>
 - i. Select the **Information** page
 - ii. Select the **Forms** page from the Additional Information page on the far right (or go directly to <http://www.ncsetoff.org/forms.htm>)
 - iii. See the **Sample Forms** section: Summary of Notification & Appeals Process with **Sample Notification Letter** and Tracking Forms (or go directly to http://www.ncsetoff.org/Notification_Appeals.pdf)
 - iv. The Sample Notification Letter is on page 3
 1. Use this text or create your own version
 2. Consult with your attorney regarding this version or any modifications in multiple debts or combining those less than \$50
 3. Note: the Clearinghouse software does not have all data items used in the sample letter (such as Explanation of Debt)
 4. You can merge the data from our software into your letters and then manually edit to handle any explanations, multiple debts or combination of debts explanations
2. The merge letter should be Open (a sample below)

August 30, 2005

RE: Notice of Debt Owed to the Town/City/County/Water & Sewer Authority/Joint Regional Agency
Intention to setoff debt

Dear

Our records indicate that you owe the following past due amount to the Town/City/County/Water & Sewer Authority of *(your Local Government name)*

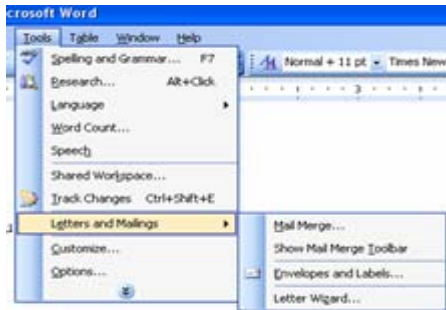
Social Security Number:
Debt Amount:
Total Interest:
Account Number:
Date Compliant for Setoff Debt:

As authorized by North Carolina General Statutes, Chapter 105A, The Setoff Debt Collection Act (the "Act"), the Town/City/County/Water & Sewer Authority/Joint Regional Agency of *(your Local Government name)* intends to submit the above *(debt/debts)* to the North Carolina Department of Revenue for collection by applying the *(debt/debts)* against any income tax refund in excess of \$50 that you may be entitled to receive.

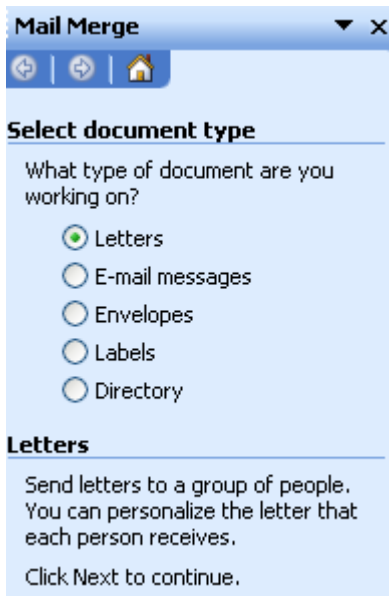
Additionally, you are further advised that in accordance with the Act, a local collection assistance fee of \$15 will be added to each obligation or account described above if it is submitted for set off.

You have the right to contest this action by filing a written request for a hearing with the Town/City/County/Water & Sewer Authority/Joint Regional Agency of *(your Local Government name)*. Your request must be filed at the following address no later than 30 days from the postmarked date of this

3. Select **T**ools
4. Select **L**etters and Mailings
5. Select **M**ail Merge

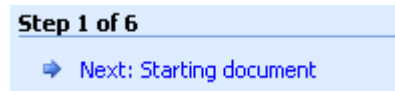


6. Choose **L**etters for Document Type

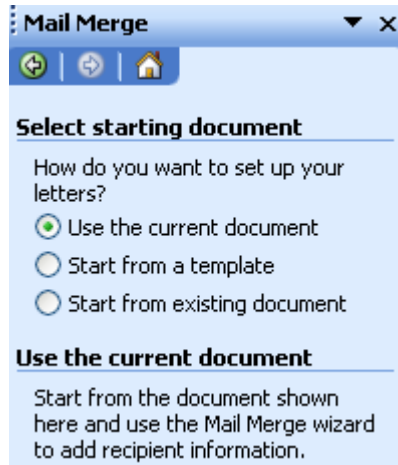


7. **Step 1 of 6** – Click [Next: Starting document](#)

a.

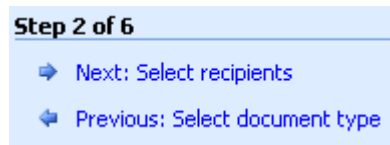


b. Choose **Use the current document** for Select starting document

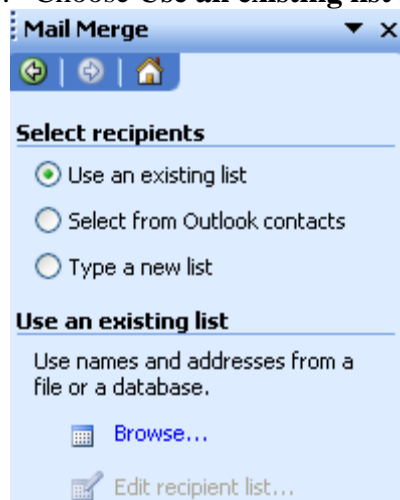


8. **Step 2 of 6** – Click [Next: Select recipients](#)

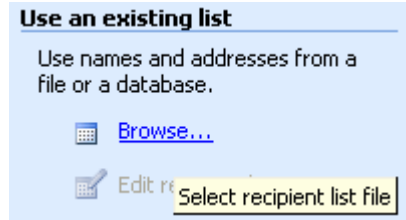
a.



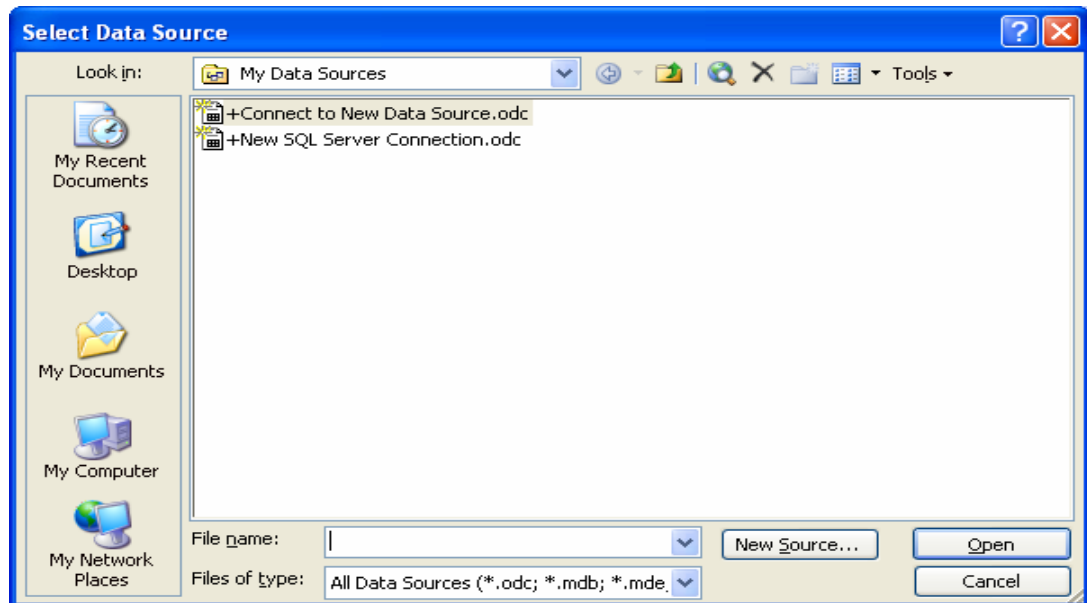
b. Choose **Use an existing list** for Select recipients



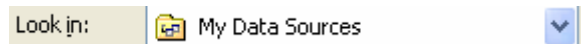
c. Click [Browse...](#)



d. A **Select Data Source** dialog box appears



e. Click the down arrow to the right of **Look in My Data Sources**

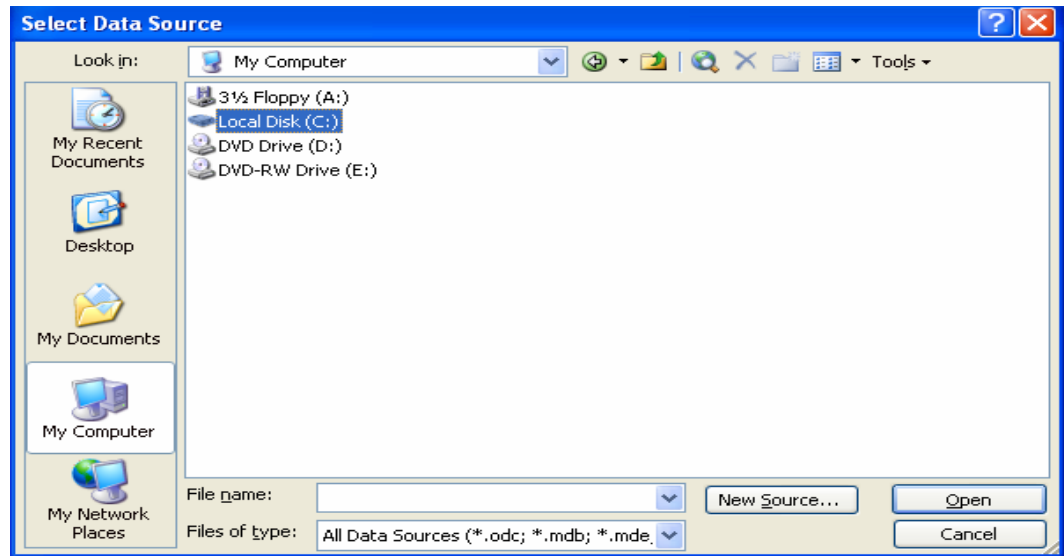


Note: The following instructions assume you created the Merge.txt file in the C:\Program Files\DebtSetoff folder. If you created it on a different drive and or folder then select the specific drive and folder. Use the folder from Step 9 of the DebtSetoff instructions

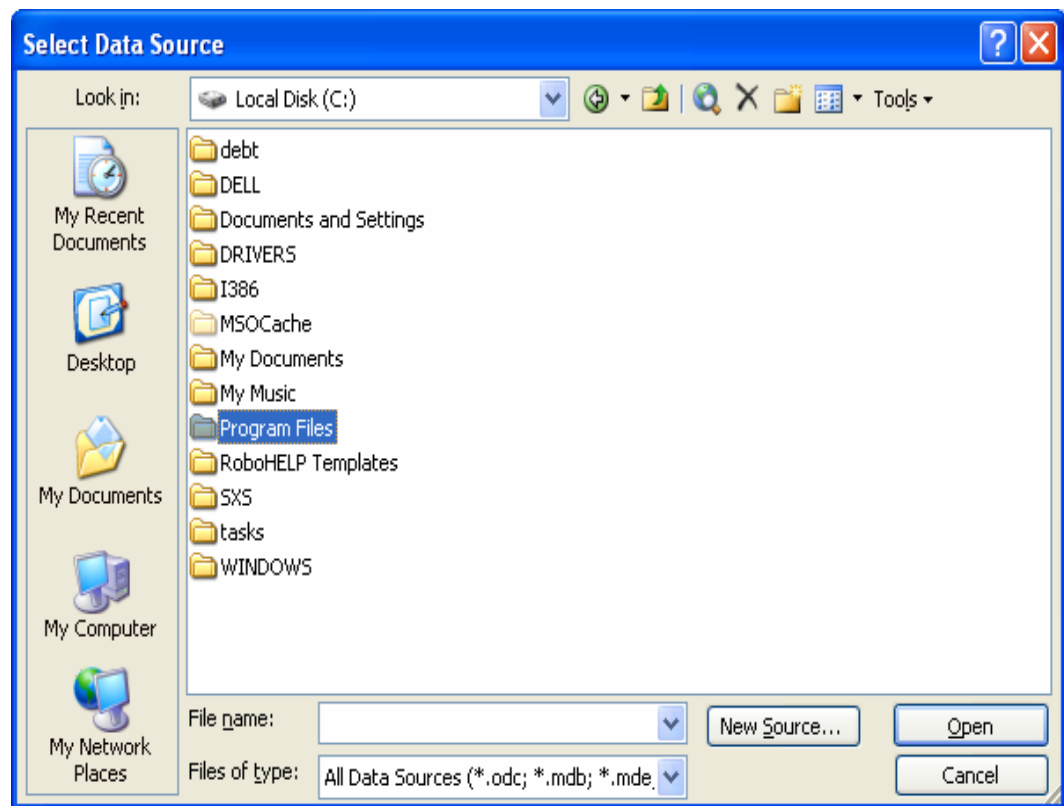
f. Click on **My Computer**



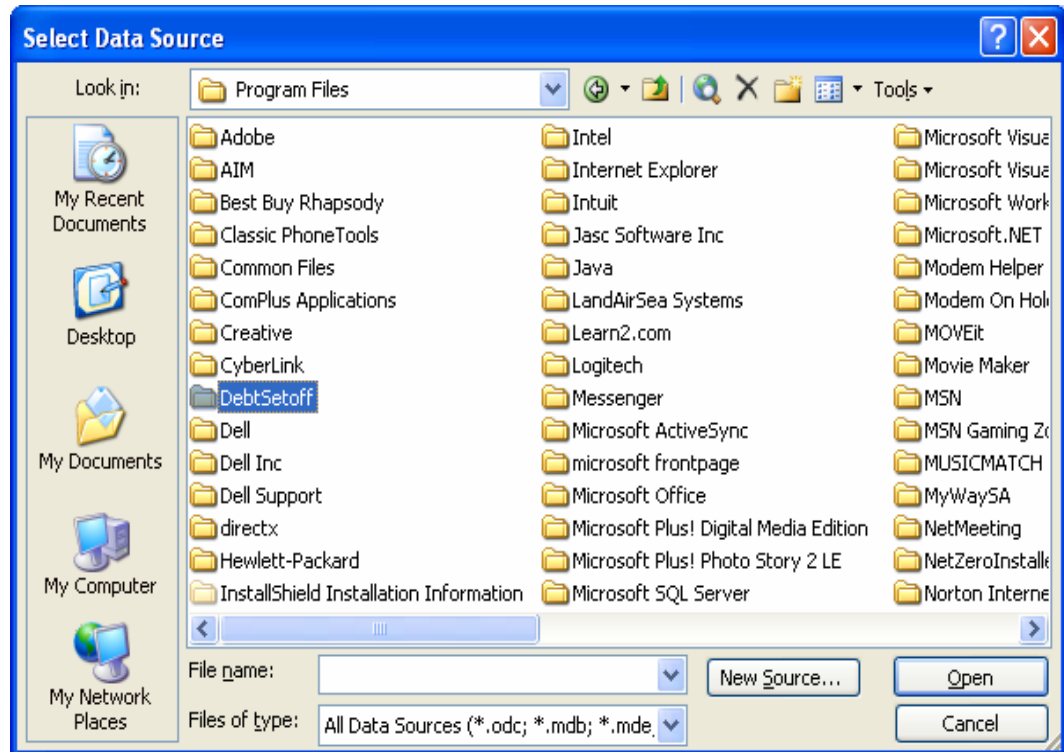
g. Double click **Local Disk (C:)**



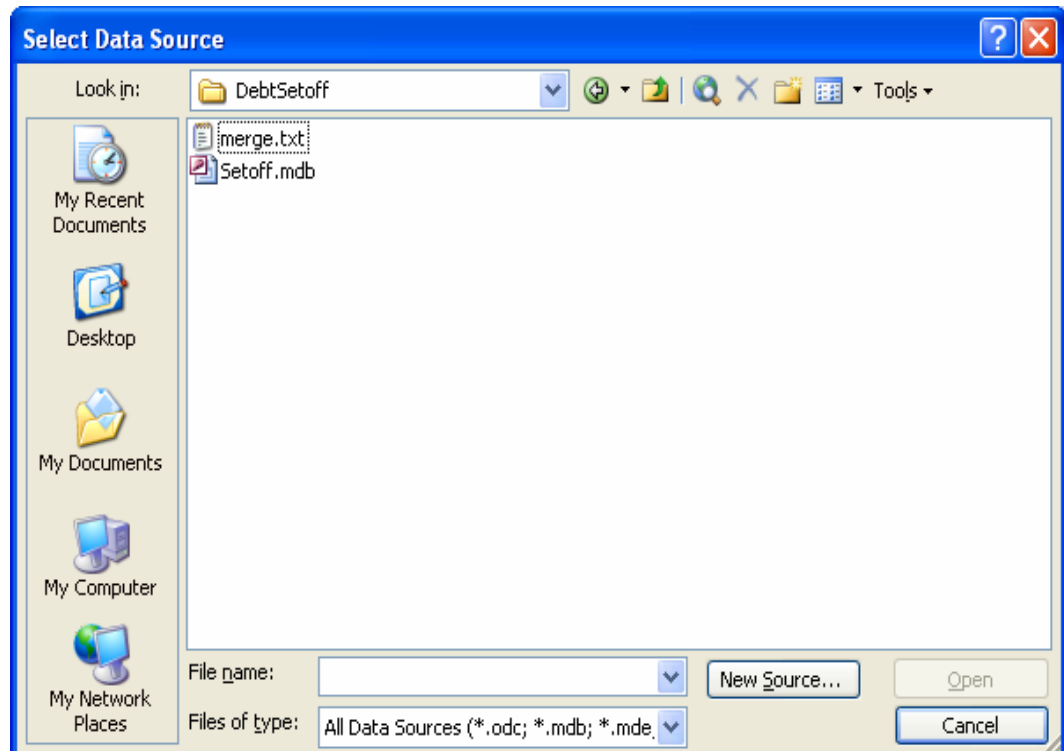
h. Double click the **Program Files** folder



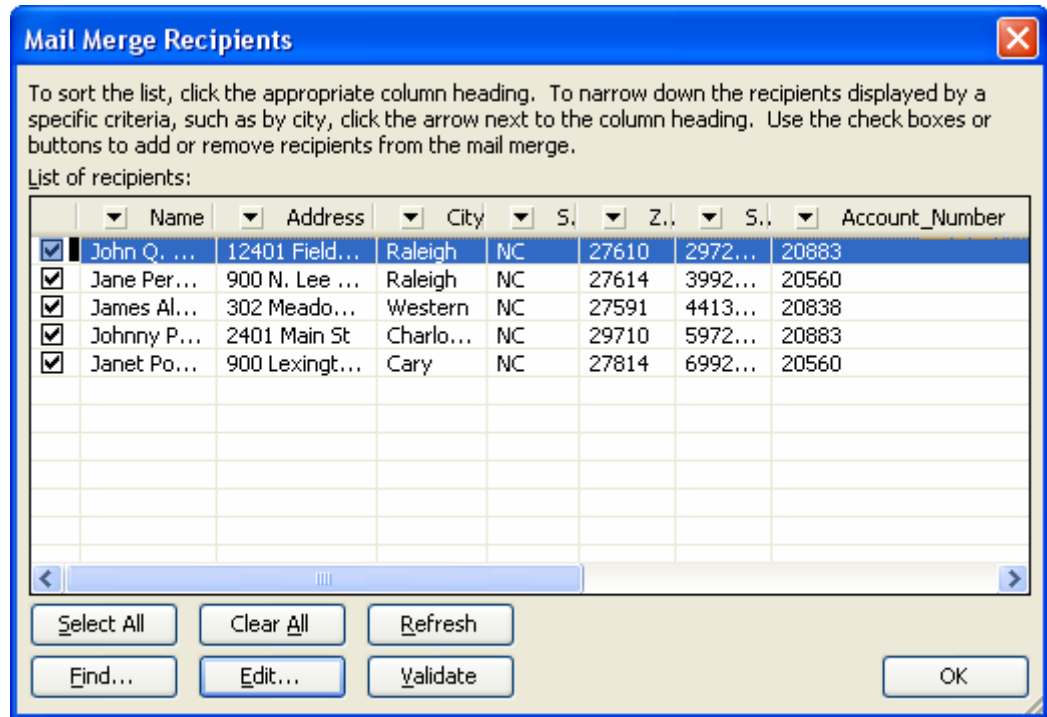
- i. Double click the **DebtSetoff** folder



- j. The file **Merge.txt** appears

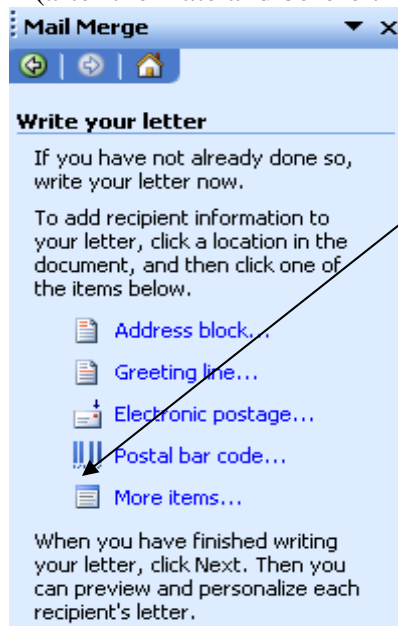


- k. Double click **Merge.txt** and the actual data appears



9. **Step 3 of 6** – Click [Next: Write your letter](#)

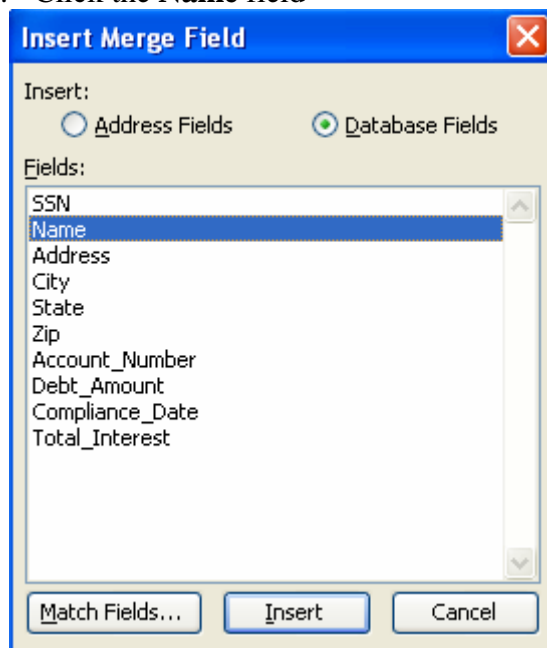
- a. Click the area of the letter where the name and address need to be inserted (after the Date and before the RE:) and click [More items...](#)



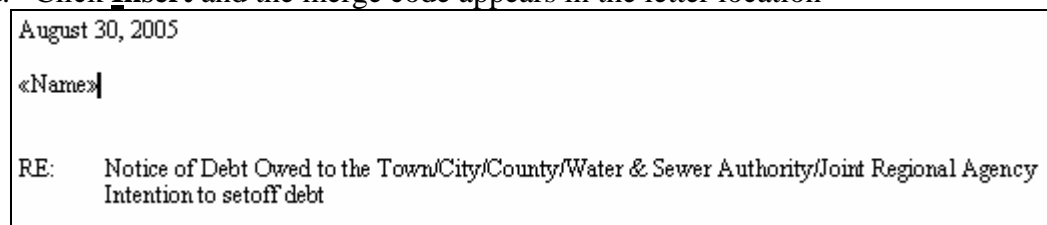
b. The actual data field names appear:



c. Click the **Name** field



d. Click **Insert** and the merge code appears in the letter location

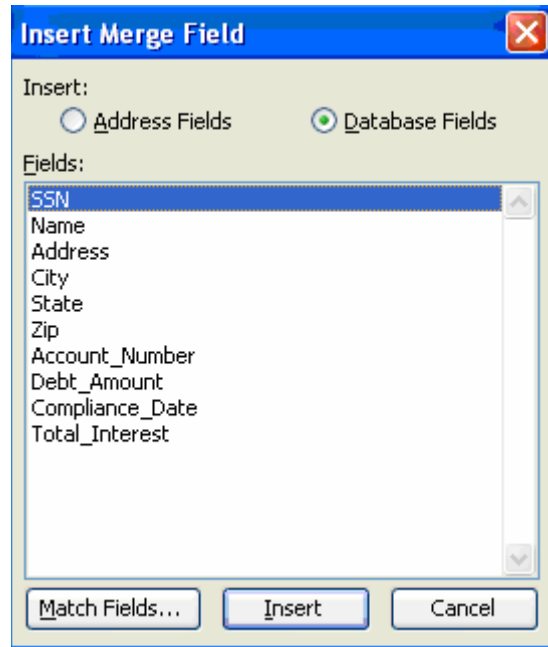


- e. Click **Close**
- f. Press ENTER to advance to the line below <<Name>> and click [More items...](#) then click **Address** and click **I**nsert to put the merge code in the appropriate location
- g. Click **Close**
- h. Press ENTER to advance to the line below <<Address>> and click [More items...](#) then click **City** and click **I**nsert to put the merge code in the appropriate location
- i. Click **Close**
- j. Press the spacebar once or twice to put space after the <<City >> and click [More items...](#) then click **State** and click **I**nsert to put the merge code in the appropriate location
- k. Click **Close**
- l. Press the spacebar once or twice to put space after the <<State >> and click [More items...](#) then click **Zip** and click **I**nsert to put the merge code in the appropriate location
- m. After these steps the letter looks like the following:

```
August 30, 2005
«Name»
«Address»
«City» «State» «Zip»
RE: Notice of Debt Owed to the Town/City/County/Water & Sewer Authority/Joint Regional Agency
      Intention to setoff debt
```

- n. Click the area of the letter after **Social Security Number** and click [More items...](#)

- o. Click the **SSN** field



- p. Click **I**nsert and the merge code appears in the letter location
- q. Click **C**lose
- r. Click the area of the letter after the **Debt Amount** field and enter a "\$" then click [More items...](#)
- s. Click the **Debt_Amount** field
- t. Click **C**lose
- u. If not using Interest, delete the entire line in the letter referencing Interest. However, if using Interest, click the area of the letter after the word Interest and enter a "\$" then click [More items...](#)
- v. Click the **Total_Interest** field
- w. Click **C**lose
- x. Click the area of the letter after **Account Number** field and click [More items...](#)
- y. Click the **Account_Number** field
- z. Click **C**lose

- aa. Click the area of the letter after **Date Compliant for Setoff Debt** field and click [More items...](#)
- bb. Click the **Compliance_Date** field
- cc. Click **Close**
- dd. The area of the merge letter with the above merge codes appears as:

Social Security Number: «SSN» Debt Amount: \$«Debt_Amount» Total Interest: \$«Total_Interest» Account Number: «Account_Number» Date Compliant for Setoff Debt: «Compliance_Date»
--

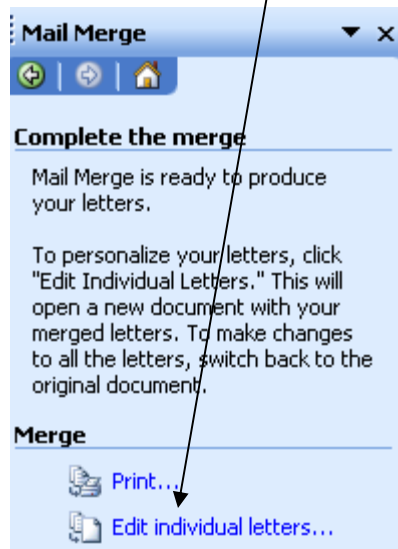
10. **Step 4 of 6** – Click [Next: Preview your letters](#)

- a. The data from the merge file now appears in the letter:

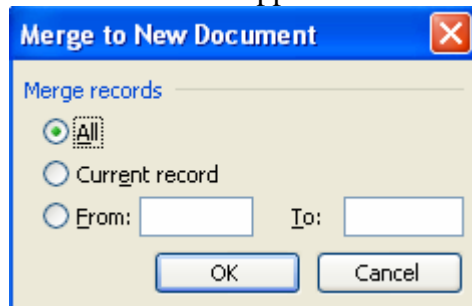
<p>August 30, 2005</p> <p>John Q. Public 12401 Field Drive Raleigh NC 27610</p> <p>RE: Notice of Debt Owed to the Town/City/County/Water & Sewer Authority/Joint Regional Agency Intention to setoff debt</p> <p>Our records indicate that you owe the following past due amount to the Town/City/County/Water & Sewer Authority of <i>(your Local Government name)</i></p> <p>Social Security Number: 297216099 Debt Amount: 373.95 Total Interest: 3.95 Account Number: 20883 Date Compliant for Setoff Debt: 07/25/2003</p> <p>As authorized by North Carolina General Statutes, Chapter 105A, The Setoff Debt Collection Act (the "Act"), the Town/City/County/Water & Sewer Authority/Joint Regional Agency of <i>(your Local Government name)</i> intends to submit the above <i>(debt/debts)</i> to the North Carolina Department of Revenue for collection by applying the <i>(debt/debts)</i> against any income tax refund in excess of \$50 that you may be entitled to receive.</p> <p>Additionally, you are further advised that in accordance with the Act, a local collection assistance fee of \$15 will be added to each obligation or account described above if it is submitted for set off.</p> <p>You have the right to contest this action by filing a written request for a hearing with the Town/City/County/Water & Sewer Authority/Joint Regional Agency of <i>(your Local Government name)</i>.</p>

11. **Step 5 of 6** – Click [Next: Complete the merge](#)

- a. You will now have the option to individually edit each letter, to do so click [Edit individual letters...](#)



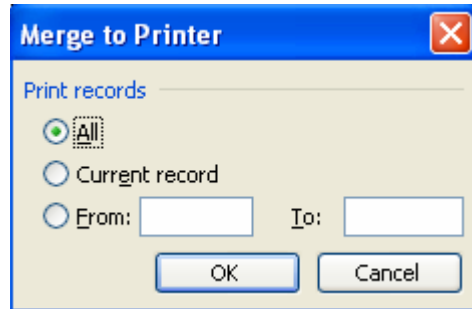
- b. A selection box appears:



- c. To go through each letter, select **All** and click **OK**
- d. Scroll through and make any edits if necessary
- e. If you did not want to edit any letters then click [Print...](#)


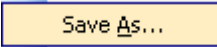


- f. A selection box appears:



- g. To print them all, select **All** and click **OK**
- h. To print just the one appearing on the screen, select **Current record** and click **OK**
- i. Or to print a range, enter the starting Page Number in **From:** and the Ending Page in the **To:** and click **OK**
- j. The process is now complete

12. Step 6 of 6

- a. At this time it is good to save the entire merged letters and individuals in the event there is a need to review or even print one or more
- b. Click 
- c. Click 
- d. Enter an appropriate file name, such as one of the following:
- **Notice Letters Oct 4, 2005**
 - **Notification Letters for 2005 – 1st group**
 - **Notification Letters – 2002 Tax Bills**
- e. Click 