

Welcome!

Version 2016.03 (September 1, 2016)

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Requests from any non-NC local government employee, such as a vendor or third-party should contact Five Star Computing directly.

This application program is for the use of the member participants of either the NC Association of County Commissioners or NC League of Municipalities.

It was designed to use state-of-the art solutions using the latest advances in technology while providing enhancements in functionality and efficiency.

There is no cost to any participating local government, for software or support. Fees collected from the debtors pay for the development and support of this software. We encourage suggestions that will make this software more efficient and a better tool for the collection of delinquent debts.

Technology:

1. Development Tool: Microsoft .NET 
2. Database: Microsoft SQL (Server or SQL Express) 2005 - 2014
3. Network/workstation configurations:
 - a. SQL Server and unlimited client software workstations
 - b. SQL Express (on server) and 1-10 client software workstations
 - c. SQL Express (Windows 7 workstation) and 1-3 client software workstations
 - d. SQL Express (Windows XP workstation) and 0-1 client software workstations
4. Operating System(s): Microsoft Vista and Windows 7, 8 or 10 (32-bit and 64-bit) (64-bit requires some additional files)
5. Third-party software:
 - pdfcreator from Two Pilots Software (generating pdfs and virtual printer for online views)
 - MoveIt DMZ from IPSWITCH (secure file transfer interface between workstation and Clearinghouse server)
 - Five Star has purchased licenses so that client users do not have to purchase any licenses in order to operate
6. Printers: any Windows printer , local or networked

Functionality:

1. Efficiency methods have been implemented to make it easier to find debtors and their debts
2. Navigation with the use of a mouse
3. Selective icons for often used processes, eliminating mouse and/or keystrokes
4. Reports - Preview all reports with or without printing
5. Reports - Selective numbers of concurrent page previews (1,2,3,4 or 6 pages)
6. Reports - Selective zoom of report page previews (10% - 500%)
7. Quick views of all debtors in various orders (Ascending or descending): SSN, Name, Address, Account Number, Debt Amount and Setoff Amount
8. Integrated secure file transfers with the North Carolina Local Government Debt Setoff Clearinghouse
9. Generates PDF (portable document format) for system generated letters and reports
10. Online HELP system rather than a printed manual that will be updated and made accessible more frequently
11. Links to the North Carolina Local Government Debt Setoff Clearinghouse Debt Collection website for other information

Remaining Items for this documentation:

1. Index
2. Search

Disclaimers:

1. Sample Data Used in this online Help System - generated from a public list of passengers from the Titanic. Over 1,300 random first names were randomly mixed with last names. Then actual random street addresses from the Carolinas were mixed with actual North Carolina Cities/Towns and Zip codes. A large sample of names was desired so the sample screens, reports and letters would be substantial enough to provide a good representation for testing.

2. Accuracy - while all attempts are made to insure the correctness and suitability of information under the control of the North Carolina Local Government Debt Setoff Clearinghouse and to correct any errors brought to our attention, no representation or guarantee can be made as to the correctness or suitability of that information or any linked information presented, referenced, or implied. All critical information should be independently verified.
3. Although there is an intent to make this software function for even the basic users of computers there may be some terminology and processes that may be confusing. Regardless, we encourage users, especially new users to contact Five Star Inc. for a remote support training session. Five Star staff will connect using remote software and the telephone to train users on the functionality of this software.

On-line help system written by Bill Walsh, President, Five Star Computing, Inc.

Software developed by Drew Bryant, Vice-President, Five Star Computing, Inc.

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What's new

This 2016.03 version is for the February 2016 Debt Setoff client software system. The previous version of this help system was a 2012 version. So there is quite a bit of changes which are explained below:



- some of these new features will only work with new debtors and debts added after the upgrade to this new version. Previously, some internal dates were not being updated so some of these new options will not select all older data already in the software.

2016.01 - 03:

- Import/Export
 - added a special conversion for NCPTS (Property Tax) to change the Unique IDs
 - added a new option for the import of NCPTS

• 2015.01 - 10:

- Debtors:
 - cannot manually enter a Social Security Number/ITIN less than nine digits
- Reports:
 - *All reports displayed on screen are larger, may not require Zoom
- Import/Export:
 - significantly increased speed of imports
 - import progress bars are accurate representations
 -
- Letters:
 - *No longer select the ALL option - must select only one Account Code/department)
- Tools:
 - Account Code:
 - Added the phone number extension and prints on the notification letter
 - Set default expiration number of years by each account code
 - Set each account code/department as Interest Accruable or not
 - User Setup:
 - User passwords no longer visible unless do Edit User
 - Ability to maintain each person's:
 - a) Department, title, phone number, email address and email distribution group
 - b) Export this information to the Clearinghouse which eliminates the need to do any other types of online forms to provide this information
- Transmit:

- If cannot connect to the Clearinghouse, a message states 'possible password expiration - contact Clearinghouse
- 'Option to send the Users Information, including departments, titles, email addresses and email distribution groups to the Clearinghouse

Interest:

- Can only run interest if an Interest Accrual setting checked in the Account Code settings
- A separate Interest Accrual report option can be run after Interest Accrual is processed for the month

• Address:

- Reconciliation Report prints the Account Code and Account Number

• Five Star options (can only be executed by Five Star sign on:

- ability to create an Excel file of debts that appear to be duplicates: multiple debts for one SSN and same account number

Sign On:

- A User Name and Password is required for access. No longer is just a password all that is needed.
- There is an Administrator User Name that is needed to perform any of the Tools functions.

Debtors:

- Departmental control - access only account codes as authorized in User Setup
- A View Only option
- Sum Debts button
- Automatic calculation of Expiration Date to three years from Compliance Date
- Quick View - from View Debtors, quickly view all debts in an Excel-type scrolling view
- Delete Debts - permanently remove a debt account
- Delete Debtor - permanently remove a debtor
- Search - enter SSN, Name or Account Number and press ENTER, no longer have to click Search

Reports:

- Departmental control - access only account codes as authorized in User Setup
- All reports appear on the screen with options to Zoom, show multiple pages and print
- Department of Revenue Address changes - provided at each setoff (match) file. View and print option available
- Social Security Numbers masking - allows for displaying SSNs in three formats: 1) ***-**-**** ; 2) last four, ***-**-1234; or 3) no masking, 123-45-6789
- Import Status Error report can be downloaded from the software, eliminating the need to sign on the secure website and download manually
- New Reports
 - Selective - list of debtors with debt amounts for one of two selections: 1) debt amount by range, beginning and ending amount; 2) by date range, starting and ending date added

- Aged Debt - list older debts with debt amounts for a specific date range with two selections: 1) setoff; 2) not setoff
- Adjustments - list of debts added or editing for a specific date range

Import/Export:

- ASCII Import - option to import a file and replace all current debts
- Excel Import - option to import a file and replace all current debts

Letters:

- Creation of the letters in the software, not just a merge file
- Create letters for a specific authorized account code(s)/department(s)
- Print a few test letters to check information and layout
- PDF creation of the Setoff Status letter

Transmit:

- Settings - sends the drive letter and folder of the location of your database. This helps Five Star Computing, Inc. provide better support for upgrading software and the Help system
- Send files to the Clearinghouse from the software, eliminating the need to sign on the secure website and upload manually
- Retrieve files from the Clearinghouse from the software, eliminating the need to sign on the secure website and download manually

Tools:

- Assign Account Codes/Departments and set-up associated names and addresses for the notification letters
- Set-up users and assign specific rights (update or view) for authorized account code(s)/department(s)
- Change SSN - from an old to a new
- Change Compliance Date - convert all or selected Compliance Date to a different date added
- Change Expiration Date - convert all or selected Expiration Date to a different date added
- Change a City - convert a misspelled or abbreviated city name to a corrected or full one
- Change Type - create an account code/department using the account number
- Import Microsoft Access Database - Clearinghouse's method of importing the version 2007 database into the new software
- Setting for the Operating System
- Setting a maximum debt amount to reduce debt entry errors
- Setting to automate the update of Department of Revenue address changes
- Setting to Mask/Unmask the SSN for all reports
- Set-up Notification letter information
 - Contact name and address
 - Margins for letterheads
- Search Debtors Cursor Positioning
- Settings for a Proxy Server

Be sure to check this area each time a new software version is released. The online Help system will also be updated and available at the same time as each new software version.

Future

This area will list the expected enhancements and changes of future versions.

Enhancements:

- **Debtors** -
 - Comments - to maintain notes, details, etc. about a debtor
 - History - all previous year(s) setoff
- **Reports**- create pdf versions of several reports
- **Imports**- none planned at this time
- **Maintenance**- none planned at this time
- **Transmit**- none planned at this time
- **Letters**
 - reprint from specific letter, in the event of a printer issue
 - Separate settings for Account Codes/Departments for margins, rather than sharing the System Settings
- **Address**- none planned at this time
- **Tools**
 - Delete Type - ability to remove a selected type or department of debts
 - System Settings - separate for each account code/department
- **Interest**- none planned at this time
- **Miscellaneous**- none planned at this time
 - **PDFs** - available for all reports, not just letters
 - **Security** - encrypted, secure electronic mail - built-in for sending information regarding Social Security Numbers and other data that cannot be sent via normal electronic mail

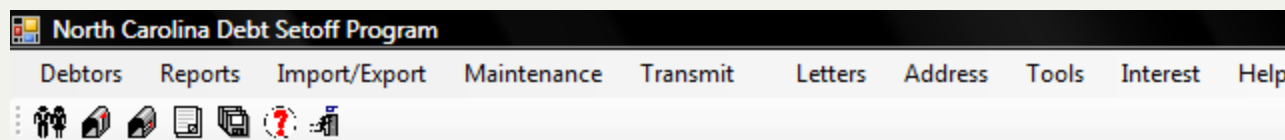
Got an idea for an enhancement, use the email [Suggestion Box](#)

Getting Started With the Debt Setoff client software

It's a good idea to review this online Help system before beginning this application. This will provide a good foundation for the features and functions of this comprehensive application.

Some new features that need to be addressed before beginning:

- Determining who will be the users of this application
- Determining what functions and authorizations each user will have
- Configuring the individual user's functions in the [Tools-Set Up Users](#)



Main menu options:

Debtors

1. Debtor Information

Reports

1. Adjustment Report
2. Aged Debt Report
3. Audit Report
4. Compliance Report
5. Composite Report
6. Expiration Report
7. Import Status Error Report
8. Setoff Report
9. Selective Report
10. Summary Report
11. Totals Report
12. User History

Imports

1. ASCII File Import
2. Excel File Import
3. ASCII File Export
4. Excel File Export

Maintenance

1. Backup Database
2. Restore Database

Transmit

1. Export to Clearinghouse
 - Debtor Information
 - Selective
 - Export Database
 - Export Settings
2. Import from Clearinghouse
 - Setoff file
 - Selective
 - Import Database
 - Import Settings

Letters

1. Notification Letters
 - Print Notification letters
 - Mark as Notified

Address

1. Print Reconciliation Report
2. Apply DOR Addresses
3. Empty DOR Address Database

Tools

- Administrator Options
1. Account Information
 2. Account Code
 3. Change Acct Codes
 4. User Setup
 5. Delete \$0.00 Debts

Interest

1. Interest Accrual Global Update
2. Interest Accrual Global Undo
3. Interest Accrual Settings
4. Base Amount Update
5. Interest Rate Amount
6. Interest Accrual Report

Address

Tools

Interest

6. Delete < \$50.00 debts
 7. Delete Expired Debts
- User Options:
1. Change SSN
 2. Change Expiration Date
 3. Change Compliance Date
 4. Change City
 5. Printer Selection
 6. System Settings

Help

1. About Help-

To maximize the efficiency and operation of this software application software take time to familiarize yourself with the Main Menu toolbar icons and the [Quick Keys](#)

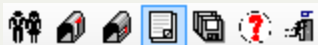
The Main Menu Icon toolbar:



Icon Toolbar



Add Edit Debtor Information



Letters



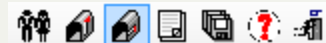
Exit



Export Debtor Information



Save Data



Import Setoff File



Help

Legends:



REMINDER - information about regulations/rules



SECURITY - information about protecting debtor information



TIP - information about a shortcut, time-saver or money saver



WARNING - information that can keep a major disaster from occurring

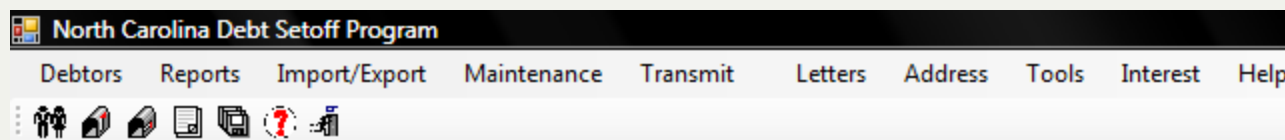
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Address

Tools

Interest

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The Main Menu Icon toolbar:



Icon Toolbar



Add Edit Debtor Information



Letters



Exit



Export Debtor Information



Save Data



Import Setoff File



Help

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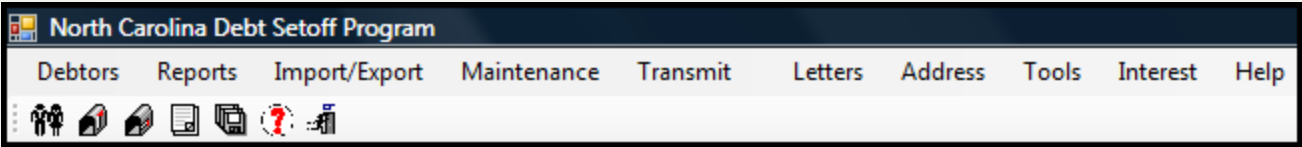



WARNING - information that can keep a major disaster from occurring

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QUICK Keys

QUICK Keys are keyboard combinations that perform various menu functions. These keyboard combinations are equivalent to clicking various menu options with the mouse. Once these QUICK keys are learned and put to use you can save time and become more proficient.



Use the  and the first letter of the menu

MENU

QUICK KEYS SEQUENCE

Debtors



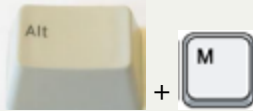
Reports



Imports



Maintenance



Transmit



Letters



Address



Tools

NONE

Interest

NONE

Help



MENU
Debtors
Reports
Imports
Maintenance
Transmit
Letters
Address
Tools
Interest
Help

QUICK KEYS TO EXECUTE

ALT + D
ALT + R
ALT + I
ALT + M
ALT + T
ALT + L
ALT + A
none
none
ALT + H



- there is no quick key sequence for Tools as the ALT + T executes the Transmit menu. The same concept applies for the Interest menu as the ALT + I executes the Imports menu.

Quick View

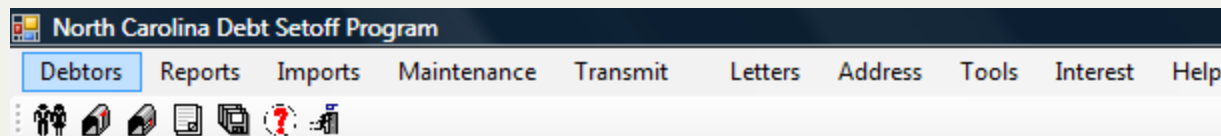
The **Quick View** is a method for quickly accessing each debtor and debt. This powerful feature makes it easy to find any debtor, debt, address, account number, debt amount, department/account code, setoff date and setoff amount. Regardless of the number of debts this view will scroll through thousands of debts in seconds from top to bottom. And a special feature allows for the sorting of any column heading field, any of those listed above, in alphabetical order (low to high) or descending order (high to low). Use this sort feature to find blank names, addresses or account numbers .

In addition, any debtor or debt can be accessed from the list, simply by clicking on the desired one.

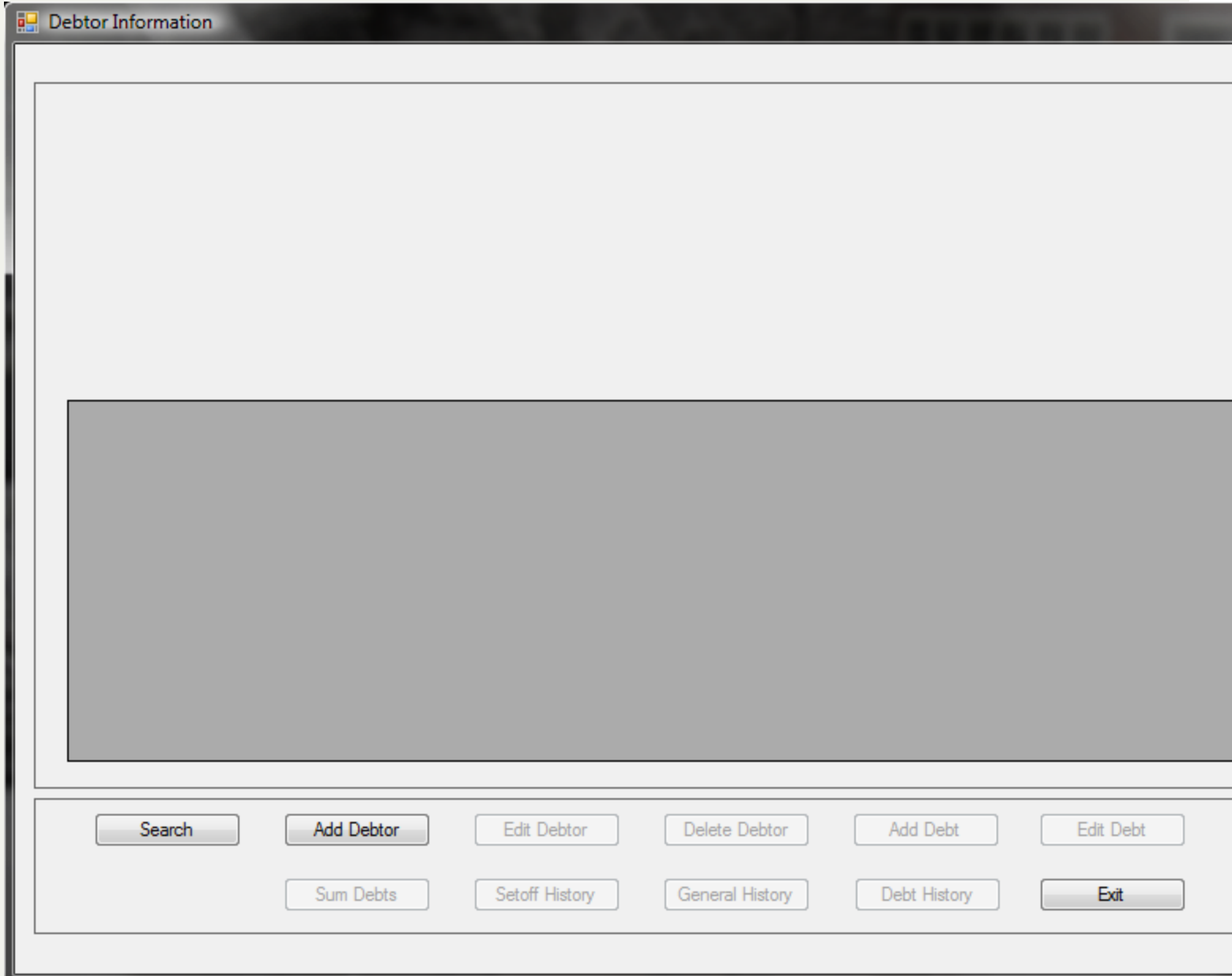
Security Note:

- User will only see the debtors and debts for the Departmental/Account Code(s) authorized in the User Setup

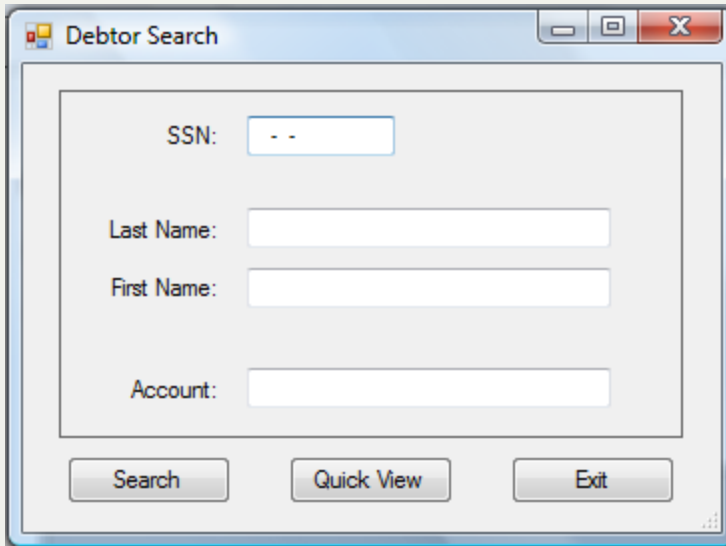
1. From the Main Menu click **Debtors**:



and then  for the Debtor Information screen



2. Move the mouse over and click this option for the following Search options:

A screenshot of a software window titled "Debtor Search". The window has a standard Windows-style title bar with minimize, maximize, and close buttons. Inside the window, there is a light gray rectangular area containing four input fields. The first field is labeled "SSN:" and contains two hyphens "--". The second field is labeled "Last Name:". The third field is labeled "First Name:". The fourth field is labeled "Account:". Below this input area, there are three buttons: "Search", "Quick View", and "Exit".

Debtor Search

SSN: --

Last Name:

First Name:

Account:

Search Quick View Exit


3. Click **Quick View** for the following view, which defaults to alphabetical by Last Name:

Quick View

	SSN	Last Name	First Name	Address	Account Number	Debt Amt	Setoff Amt
▶	999-00-2752			6931 Easton Street	6857105	413.05	0.00
	999-00-5832	Abbing	Anthony	3150 Mt Zion Rd	HD19009	0.00	0.00
	999-00-5832	Abbing	Anthony	3150 Mt Zion Rd	Flu Shots	60.00	0.00
	999-00-5832	Abbing	Anthony	3150 Mt Zion Rd	H1	100.00	0.00
	999-00-5832	Abbing	Anthony	3150 Mt Zion Rd	flu	50.00	0.00
	999-00-5832	Abbing	Anthony	3150 Mt Zion Rd	2009-asda	100.00	0.00
	999-00-5832	Abbing	Anthony	3150 Mt Zion Rd	H-10293	75.00	0.00
	999-00-2255	Abbott	Eugene	302 Wheat Street	5836013	826.07	0.00
	999-00-2255	Abbott	Eugene	302 Wheat Street	T1	100.00	0.00
	999-00-6455	Abbott	Rhoda	40 Heritage Lane	E08-1902913	375.00	0.00
	999-00-6455	Abbott	Rhoda	40 Heritage Lane	E08-113133	325.00	0.00
	999-00-6455	Abbott	Rhoda	40 Heritage Lane	E09-9161213	325.00	0.00
	999-00-6455	Abbott	Rhoda	40 Heritage Lane	E09-7169443	235.00	0.00
	999-00-2780	Abbott	Rossmore	1525 Norwood Way Court	8411073	1754.53	0.00
	999-00-2780	Abbott	Rossmore	1525 Norwood Way Court	E09-1231231	325.00	0.00
	999-00-2780	Abbott	Rossmore	1525 Norwood Way Court	WS-1021-2009	350.00	0.00
	999-00-2780	Abbott	Rossmore	1525 Norwood Way Court	H2010-0912	75.00	0.00

Exit



4. To scroll down use the mouse and drag the scroll tab  down to advance through the entire selection. Notice the example below where the list has been scrolled down about half way through the entire selection list:

	SSN	Last Name	First Name	Address	Account Number	Debt Amt	Setoff Amt
	999-00-6973	Klasen	Gertrud	458 Square Road	7850256	9686.01	0.00
	999-00-2241	Knight	Robert	216 Hawk Ridge	6823185	209.87	0.00
	999-00-5909	Kraeff	Theodor	5419 Swarts Rd	6836965	846.24	0.00
	999-00-1926	Krekorian	Neshan	546 Fox Haven Run	6806437	6992.97	0.00
	999-00-9164	Krins	Georges	688 Old Greenwood Hwy	7849098	100.00	0.00
	999-00-8975	Kutscher (Lithman)	Simon	9175 Hwy 184 E	6831453	973.31	0.00
	999-00-3830	Kvillner	Johan	1934 mcAllister Mill Road	6757677	4139.62	0.00
	999-00-8429	Lahoud	Sarkis	300 Eisenhower St	6828697	3035.26	0.00
	999-00-1310	Lahtinen	Anna	3965 Wilmont Ave	5769084	981.94	0.00
	999-00-7365	Lam	Ali	5849 Panther St	7569051	1754.53	0.00
	999-00-0008	Lam	Len	97 Wescott Ct	6778241	826.07	0.00
	999-00-2164	Lamb	John	126 Carson Hill Road	6762765	4503.77	0.00
	999-00-3676	Lambert	Fletcher	3084 Chain Gang Road	7039287	1277.22	0.00
	999-00-5279	Landergren	Aurora	6321 Rose Avenue	7569141	929.27	0.00
	999-00-6399	Lane	Patrick	3291 Anne Crawford Rd	6813433	204.14	0.00
	999-00-4537	Lang	Fang	3850 Summer Street	7038103	3088.45	0.00

5. To sort by any other order, First Name, Address, Account Number, Debt Amount, Setoff Amount and Setoff Date, click the column heading. For example to sort by Account Number move the mouse over **Account Number** and click it for the following:

SSN	Last Name	First Name	Address	Account Number ▲	Debt Amt	Setoff Amt	Setoff
123-34-4555	Smith	Mike	817 South Charlotte St		0.00	0.00	
999-00-5832	Abbing	Anthony	3150 Mt Zion Rd	2009-asda	100.00	0.00	
999-00-7148	Dorking	Edward	4824 Smallwood Road Apt ...	4569300	175.00	0.00	
999-00-0925	Ford	Edward	1095 Narrow Paved Rd	4569301	240.00	0.00	
999-00-8849	Kent	Edward	9 Pineview Dr	4569302	1014.71	0.00	
999-00-6497	Lockyer	Edward	4845 Newnham Rd	4569303	0.00	0.00	
999-00-8947	Ryan	Edward	910 W Evans St	4569304	141.13	0.00	
999-00-6336	Stanley	Edward	3918 Saint Ives Rd Unit 611	4569305	2376.37	0.00	
999-00-2808	Wheadon	Edward	6401 Holly Tree Rd	4569306	525.09	0.00	
999-00-4264	Wiley	Edward	2082 Spring Hill Rd	4569307	929.27	0.00	
999-00-5531	Keeping	Edwin	8392 Europa St	4569308	2858.34	0.00	
999-00-4320	Kimball	Edwin	8034 Comer Road	4569309	700.38	0.00	
999-00-5062	Wheeler	Edwin	2697 Diles Bay Road	4569310	279.49	0.00	
999-00-2437	Troutt	Edwina	1286 Lame Horse Rd	4569311	3487.70	0.00	
999-00-2108	West	Edwy	502 Sterline Lane	4569312	895.62	0.00	
999-00-6875	Mcnamee	Eileen	3894 Buffalo St	4569313	3245.75	0.00	
999-00-5923	Karlsson	Einar	304 Woodberry Apt 3-C	4569314	827.22	0.00	

The list can also be sorted in descending order (high to low), click the [Account Number](#) again for the following:

SSN	Last Name	First Name	Address	Account Number ▲	Debt Amt	Setoff Amt	Setoff
123-34-4555	Smith	Mike	817 South Charlotte St		0.00	0.00	
999-00-5832	Abbing	Anthony	3150 Mt Zion Rd	2009-asda	100.00	0.00	
999-00-7148	Dorking	Edward	4824 Smallwood Road Apt ...	4569300	175.00	0.00	
999-00-0925	Ford	Edward	1095 Narrow Paved Rd	4569301	240.00	0.00	
999-00-8849	Kent	Edward	9 Pineview Dr	4569302	1014.71	0.00	
999-00-6497	Lockyer	Edward	4845 Newnham Rd	4569303	0.00	0.00	
999-00-8947	Ryan	Edward	910 W Evans St	4569304	141.13	0.00	
999-00-6336	Stanley	Edward	3918 Saint Ives Rd Unit 611	4569305	2376.37	0.00	
999-00-2808	Wheadon	Edward	6401 Holly Tree Rd	4569306	525.09	0.00	
999-00-4264	Wiley	Edward	2082 Spring Hill Rd	4569307	929.27	0.00	
999-00-5531	Keeping	Edwin	8392 Europa St	4569308	2858.34	0.00	
999-00-4320	Kimball	Edwin	8034 Comer Road	4569309	700.38	0.00	
999-00-5062	Wheeler	Edwin	2697 Diles Bay Road	4569310	279.49	0.00	
999-00-2437	Troutt	Edwina	1286 Lame Horse Rd	4569311	3487.70	0.00	
999-00-2108	West	Edwy	502 Sterline Lane	4569312	895.62	0.00	
999-00-6875	Mcnamee	Eileen	3894 Buffalo St	4569313	3245.75	0.00	
999-00-5923	Karlsson	Einar	304 Woodberry Apt 3-C	4569314	827.22	0.00	

Tip: Click any column heading to sort in ascending order (low to high) and then click again to sort in descending order (high to low)

Security Tip: if signing on as System Administrator, the Department/Account Code appears to the far right

	SSN	Last Name	First Name	Address	Account Number	Debt Amt	Setoff Amt	Setoff Date
▶	999-00-2752			6931 Easton Street	6857105	413.05	0.00	
	999-00-5832	Abbing	Anthony	3150 Mt Zion Rd	2009-asda	100.00	0.00	
	999-00-2255	Abbott	Eugene	302 Wheat Street	T'1	100.00	0.00	
	999-00-2255	Abbott	Eugene	302 Wheat Street	5836013	826.07	0.00	
	999-00-2780	Abbott	Rossmore	1525 Norwood Way Court	8411073	1754.53	0.00	
	999-00-4887	Abelson	Samuel	2478 East Street	9569288	1410.75	0.00	
	999-00-4887	Abelson	Samuel	2478 East Street	7563984	954.06	0.00	
	999-00-4887	Abelson	Samuel	2478 East Street	7564893	1066.39	0.00	
	999-00-4887	Abelson	Samuel	2478 East Street	9569988	1770.54	0.00	
	999-00-4887	Abelson	Samuel	2478 East Street	7566201	753.26	0.00	
	999-00-5167	Abrahamsson	Abraham	9382 Percival Street	7384436	3088.45	0.00	
	999-00-4061	Adams	John	2027 New Branch Road	9236914	995.87	0.00	
	999-00-1471	Ahlin	Johanna	1185 527 Subdivision Road	8874801	1297.59	0.00	
	999-00-0736	Aks	Frank	1074 Cam Street	5535242	1084.78	0.00	
	999-00-0421	Aks	Leah	1053 Cam Street	8319660	2742.35	0.00	
	999-00-1814	Aldworth	Charles	515 Whitewater Dr	9237052	1371.20	0.00	

6. To view the details of any debt just click the desired person to highlight:

	SSN	Last Name	First Name	Address	Account Number	Debt Amt	Setoff Amt
	999-00-2752			6931 Easton Street	6857105	413.05	0.00
	999-00-5832	Abbing	Anthony	3150 Mt Zion Rd	2009-asda	100.00	0.00
	999-00-2255	Abbott	Eugene	302 Wheat Street	T*1	100.00	0.00
	999-00-2255	Abbott	Eugene	302 Wheat Street	5836013	826.07	0.00
	999-00-2780	Abbott	Rossmore	1525 Norwood Way Court	8411073	1754.53	0.00
	999-00-4887	Abelson	Samuel	2478 East Street	9569288	1410.75	0.00
	999-00-4887	Abelson	Samuel	2478 East Street	7563984	954.06	0.00
	999-00-4887	Abelson	Samuel	2478 East Street	7564893	1066.39	0.00
	999-00-4887	Abelson	Samuel	2478 East Street	9569988	1770.54	0.00
	999-00-4887	Abelson	Samuel	2478 East Street	7566201	753.26	0.00
	999-00-5167	Abrahamsson	Abraham	9382 Percival Street	7384436	3088.45	0.00
	999-00-4061	Adams	John	2027 New Branch Road	9236914	995.87	0.00
	999-00-1471	Ahlin	Johanna	1185 527 Subdivision Road	8874801	1297.59	0.00
	999-00-0736	Aks	Frank	1074 Cam Street	5535242	1084.78	0.00
	999-00-0421	Aks	Leah	1053 Cam Street	8319660	2742.35	0.00
	999-00-1814	Aldworth	Charles	515 Whitewater Dr	9237052	1371.20	0.00

Then double-click to open in the Debtor Information screen where all of the debts for this debtor appear:

SSN:

First Name: Middle Initial:

Last Name:

Address 1:

Address 2:

City: State: Zip Code: --

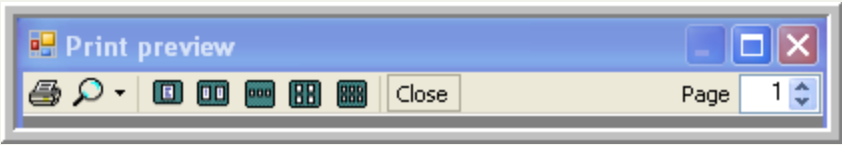
From here any of the options are available:

Search	Add Debtor	Edit Debtor	Delete Debtor	Add Debt	Edit Debt	Delete
	Sum Debts	Setoff History	General History	Debt History	Exit	

Print Preview

All reports use the Print Preview menu. This powerful menu gives you many choices in printing and viewing. Take time to learn the Print View icons in order to maximize your efficiency of this application.

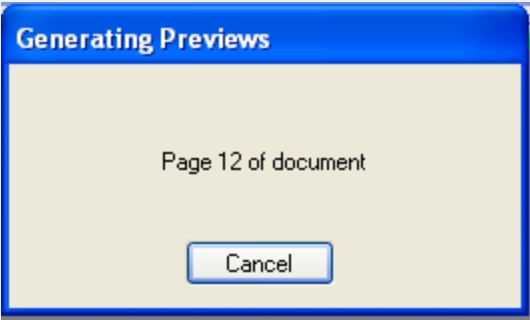
The Print Preview menu:



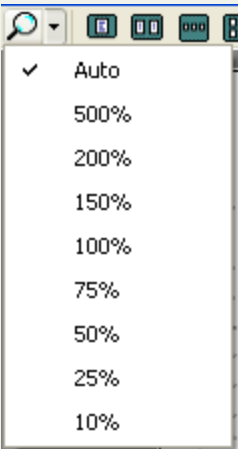
Print Preview Icon Toolbar

- Send to Printer
- View 2 Pages
- View 6 Pages
- Zoom In/Out
- View 3 Pages
- Cancel and Exit
- View 1 Page
- View 4 Pages
- View specific page

Generating:



Zoom:



Sample Two Page View:

North Carolina Debt Setoff Program C999: Sample Local Government Totals Report Date: 11/15/2010					North Carolina Debt Setoff Program C999: Sample Local Government Totals Report Date: 11/15/2010				
DEBTOR INFORMATION	ORIGINAL DEBT	ADJUSTED AMOUNT	SETOFF AMOUNT	DEBT AMOUNT	DEBTOR INFORMATION	ORIGINAL DEBT	ADJUSTED AMOUNT	SETOFF AMOUNT	DEBT AMOUNT
999-00-2752 6831 Easton Street CLAYTON, NC 27520	413.05	0.00	0.00	413.05	999-00-7197 Albimona Nassef C 4936 Woodbay Road CARTHAGE, NC 27504	50.00	0.00	0.00	50.00
999-00-5832 Abbing Anthony 3150 Mt Zion Rd Raidville, NC 27320	485.00	100.00	0.00	385.00	999-00-1814 Aldworth Charles A 515 Whitewater Dr HIGH POINT, NC 27555	1,371.20	0.00	0.00	1,371.20
999-00-2255 Abbott Eugene J 302 Wheat Street CHARLOTTE, NC 27520	826.07	0.00	0.00	826.07	999-00-5699 Alexander William 310 Curtis Drive FERGUSON, NC 28624	1,087.43	0.00	0.00	1,087.43
999-00-6455 Abbott Rhoda M 40 Heritage Lane Asheboro, NC 27203	1,260.00	0.00	0.00	1,260.00	999-00-8282 Ahomaki Imani R 77 Elmie Circle WINSTON SALEM, NC 27116	75.00	0.00	0.00	75.00
999-00-2780 Abbott Rossmore E 1525 Norwood Road CLAYTON, NC 27520	2,283.05	-221.48	0.00	2,061.57	999-00-2339 Ali Ahmed 1340 Barmineau Road KENLY, NC 27542	163.52	0.00	0.00	163.52
999-00-4887 Abelson Samuel 2478 East Street CHARLOTTE, NC 28206	5,955.00	0.00	0.00	5,955.00	999-00-0960 Ali William 3671 Cromer Road WILSON, NC 27593	175.69	0.00	0.00	175.69
999-00-5167 Abrahamson Abraham A 9382 Perchal Street KANNAPOLIS, NC 28081	3,088.45	0.00	0.00	3,088.45	999-00-0687 Allen Elisabeth W 1070 Powell Circle BENSON, NC 27504	2,567.08	0.00	0.00	2,567.08
999-00-4061 Adams John 2027 New Branch Road KENLY, NC 27542	995.87	0.00	0.00	995.87	999-00-0295 Allen William H 134 Waverly GOLDSBORO, NC 27530	433.82	0.00	0.00	433.82
999-00-1471 Adlin Johanna P 1185 527 Subdivision R SMITHFIELD, NC 27577	1,297.59	0.00	0.00	1,297.59	999-00-5783 Allison Bessie W 3029 Miles Road HAMPTONVILLE, NC 27020	1,329.09	0.00	0.00	1,329.09
999-00-0736 Aks Frank P 1074 Cam Street CHARLOTTE, NC 27520	1,084.78	0.00	0.00	1,084.78	999-00-2843 Allison Helen L 820 Pondersa Lane PRINCETON, NC 27569	169.08	0.00	0.00	169.08
999-00-0421 Aks Leah 1052 Cam Street BENSON, NC 27504	2,742.35	0.00	0.00	2,742.35	999-00-1751 Allison Hudson J 1228 527 Subdivision ZEBULON, NC 27597	1,166.37	0.00	0.00	1,166.37

Sample Six Page View:

[illegible][illegible]

Reporting Problems

This software has been tested extensively but cannot be guaranteed to be "bug" free. As a beta software application it still requires testing throughout the entire year to ensure each function works for the entire customer base.

If you do experience a problem:

- Record as much information about the error(s) as possible
- Click [here](#) to send an email to report the problem (s)
- Or click [here](#) for the technical support telephone number

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SigningOn

The Sign In screen:

North Carolina Debt Setoff Program Login Screen



NORTH CAROLINA LOCAL GOVERNMENT
**DEBT SETOFF
CLEARINGHOUSE**



User Name:

Password:

1. Enter the following items

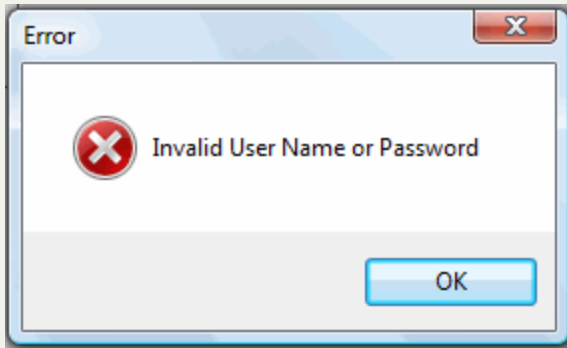
Tip: Advance to the next item by pressing the Tab key or move the mouse and click

- **User Name** [REQUIRED]
- **Password** [REQUIRED]

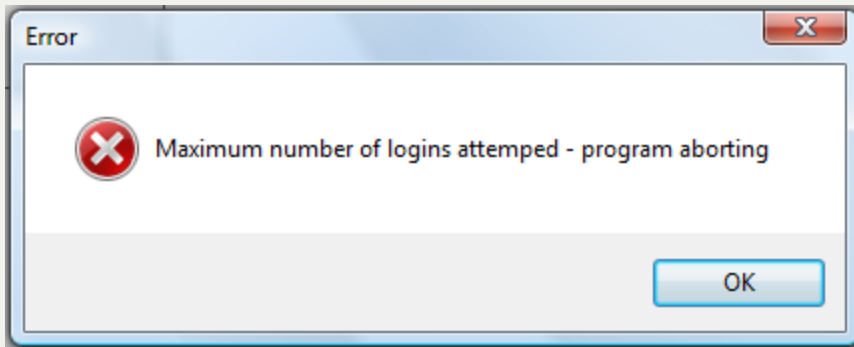
2. Click or press the **ENTER** key


Note: Only the Administrator can create User Names and Passwords.

Entering an incorrect **User Name** and/or **Password** will display the following error:



Three failures of an invalid **User Name** and/or **Password** will display the following error:



Click  to terminate

Check with the System Administrator to verify Login and Password. If cannot Login as the System Administrator, please contact the [Clearinghouse](#).

Suggestion Box

This software has been designed to provide the functions of the previous version, 2007, while adding new functions to take advantage of Windows technology. There are additional functions planned for [future versions](#) but we encourage ideas from the users of this software.

If you have a suggestion or enhancement, click [here](#) to send us an email. We will consider it and promise to respond.



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Using the Calendar

The Calendar is used in various locations, predominately in Report selections.

A sample selection screen with a Calendar:

Start Date:

End Date:

There are two methods for changing Dates:

- Calendar - Manual mode
- Calendar - Selection mode

A. Calendar - Manual mode:

- To edit manually click a section of the date: month, day or year. An example of clicking the month number 12 (December):

Start Date:


- Type the selected Month number you desire: 1 - 12. There is no need to put a zero in front of months 1-9.
- An example of changing to month number 11 (November)

Start Date:

- Continue with the same process above for the Day and Year
- An example of changing Month, Day and Year to December 15, 2010

Start Date:

B. Calendar - Selection mode:

- A sample of using the calendar to change to January 15, 2011, click the  and the current month is displayed:

12/15/2010 ▾

December, 2010						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8
Today: 12/5/2010						

- To go a month forward at a time, click the ►, as in the sample below:

December, 2010 ►

- Will cause the next month to appear:

1/ 1/2011 ▾

January, 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
Today: 12/5/2010						

- Click the desired day, for example the 15th:

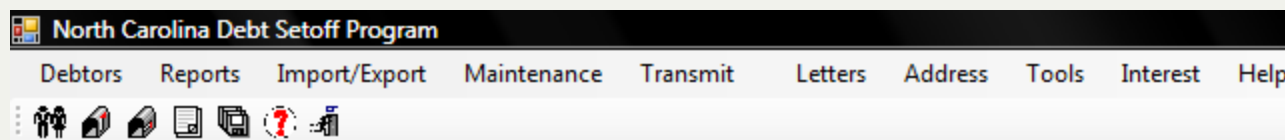
Start Date: 1/15/2011 ▾

Getting Started With the Debt Setoff client software

It's a good idea to review this online Help system before beginning this application. This will provide a good foundation for the features and functions of this comprehensive application.

Some new features that need to be addressed before beginning:

- Determining who will be the users of this application
- Determining what functions and authorizations each user will have
- Configuring the individual user's functions in the [Tools-Set Up Users](#)



Main menu options:

Debtors

1. Debtor Information

Reports

1. Adjustment Report
2. Aged Debt Report
3. Audit Report
4. Compliance Report
5. Composite Report
6. Expiration Report
7. Import Status Error Report
8. Setoff Report
9. Selective Report
10. Summary Report
11. Totals Report
12. User History

Imports

1. ASCII File Import
2. Excel File Import
3. ASCII File Export
4. Excel File Export

Maintenance

1. Backup Database
2. Restore Database

Transmit

1. Export to Clearinghouse
 - Debtor Information
 - Selective
 - Export Database
 - Export Settings
2. Import from Clearinghouse
 - Setoff file
 - Selective
 - Import Database
 - Import Settings

Letters

1. Notification Letters
 - Print Notification letters
 - Mark as Notified

Address

1. Print Reconciliation Report
2. Apply DOR Addresses
3. Empty DOR Address Database

Tools

- Administrator Options
1. Account Information
 2. Account Code
 3. Change Acct Codes
 4. User Setup
 5. Delete \$0.00 Debts

Interest

1. Interest Accrual Global Update
2. Interest Accrual Global Undo
3. Interest Accrual Settings
4. Base Amount Update
5. Interest Rate Amount
6. Interest Accrual Report

Address

Tools

Interest

6. Delete < \$50.00 debts
 7. Delete Expired Debts
- User Options:
1. Change SSN
 2. Change Expiration Date
 3. Change Compliance Date
 4. Change City
 5. Printer Selection
 6. System Settings

Help

1. About Help-

To maximize the efficiency and operation of this software application software take time to familiarize yourself with the Main Menu toolbar icons and the [Quick Keys](#)

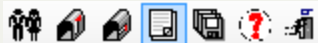
The Main Menu Icon toolbar:



Icon Toolbar



Add Edit Debtor Information



Letters



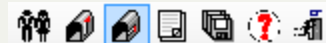
Exit



Export Debtor Information



Save Data



Import Setoff File



Help

Legends:



REMINDER - information about regulations/rules



SECURITY - information about protecting debtor information



TIP - information about a shortcut, time-saver or money saver



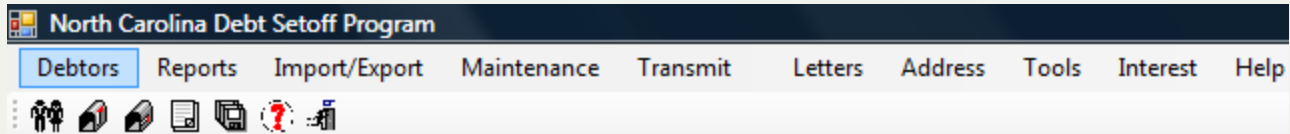
WARNING - information that can keep a major disaster from occurring

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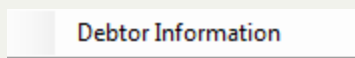
Debtors Menu

The **Debtors Menu** is the central hub of the system. All data entry associated with the debtors and debts is done through this menu.

The **Debtors** menu:




The **Debtors** menu option:

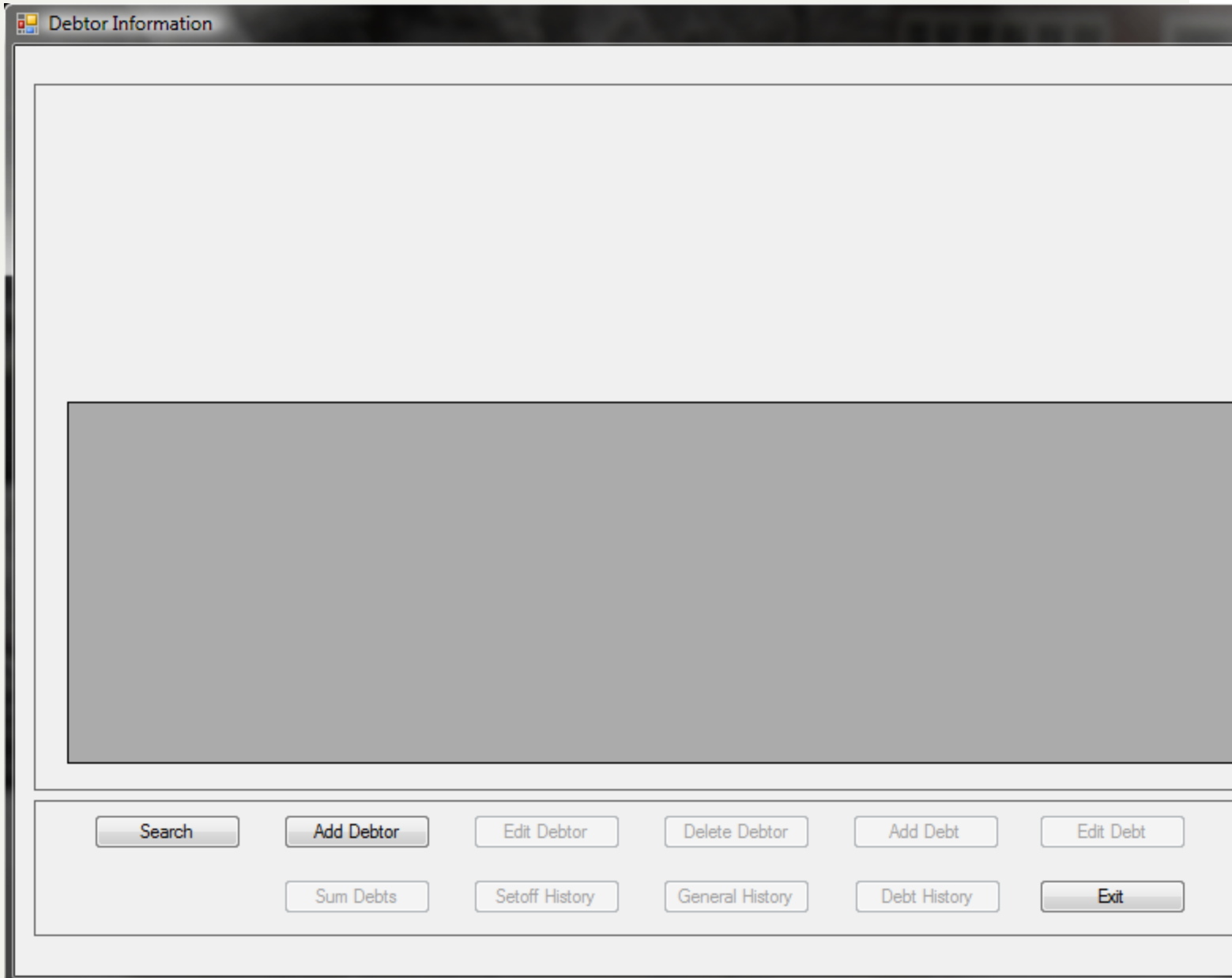


The Debtor menu option is also available on the Icon Toolbar:



- Add/edit Debtor Information 

The Debtor Information screen:



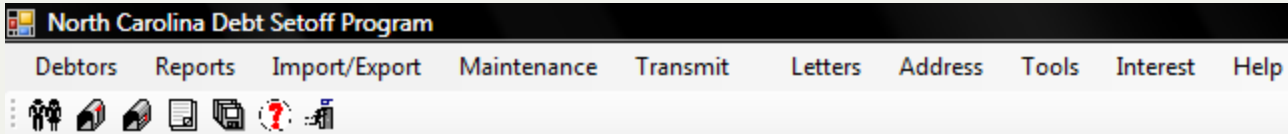
- Users will only see the debtors and debts for the Departmental/Account Code(s) authorized in the [Tools-User Setup](#)

Options:

The only three options available are Search, Add Debtor and Exit. The others are grayed out and non-functional until a debtor is added or selected.

1. Search - allows for the searching by SSN, Last Name, First Name or Account Number. There is also a Quick View that will show all debtors and debts.
2. Add Debtor - method for adding a new debtor, one that does not currently exist in the software
3. Edit Debtor - once the debtor is displayed, demographic changes can be maintained

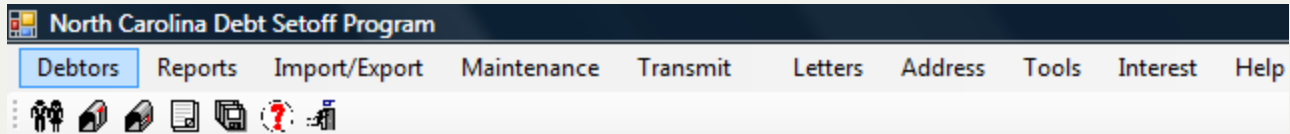
4. Delete Debtor - once the debtor is displayed, all debts and the debtor can be permanently removed, whether been setoff or not
5. Add Debt - once the debtor is displayed, the ability to a new debt
6. Edit Debt - once the debtor is displayed, a selected debt can be modified
7. Delete Debt - once the debtor is displayed, a selected debt can be permanently removed
8. Sum Debts - will display the total debt amount of all debts
9. Setoff History - will display all past setoff information, setoff amount and date of setoff
10. General History - will display all demographic add and edits
11. Debt History - will display all debt adds, edits and deletions
12. Exit - return to the Main Menu



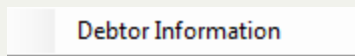
Debtors Menu

The **Debtors Menu** is the central hub of the system. All data entry associated with the debtors and debts is done through this menu.

The **Debtors** menu:




The **Debtors** menu option:

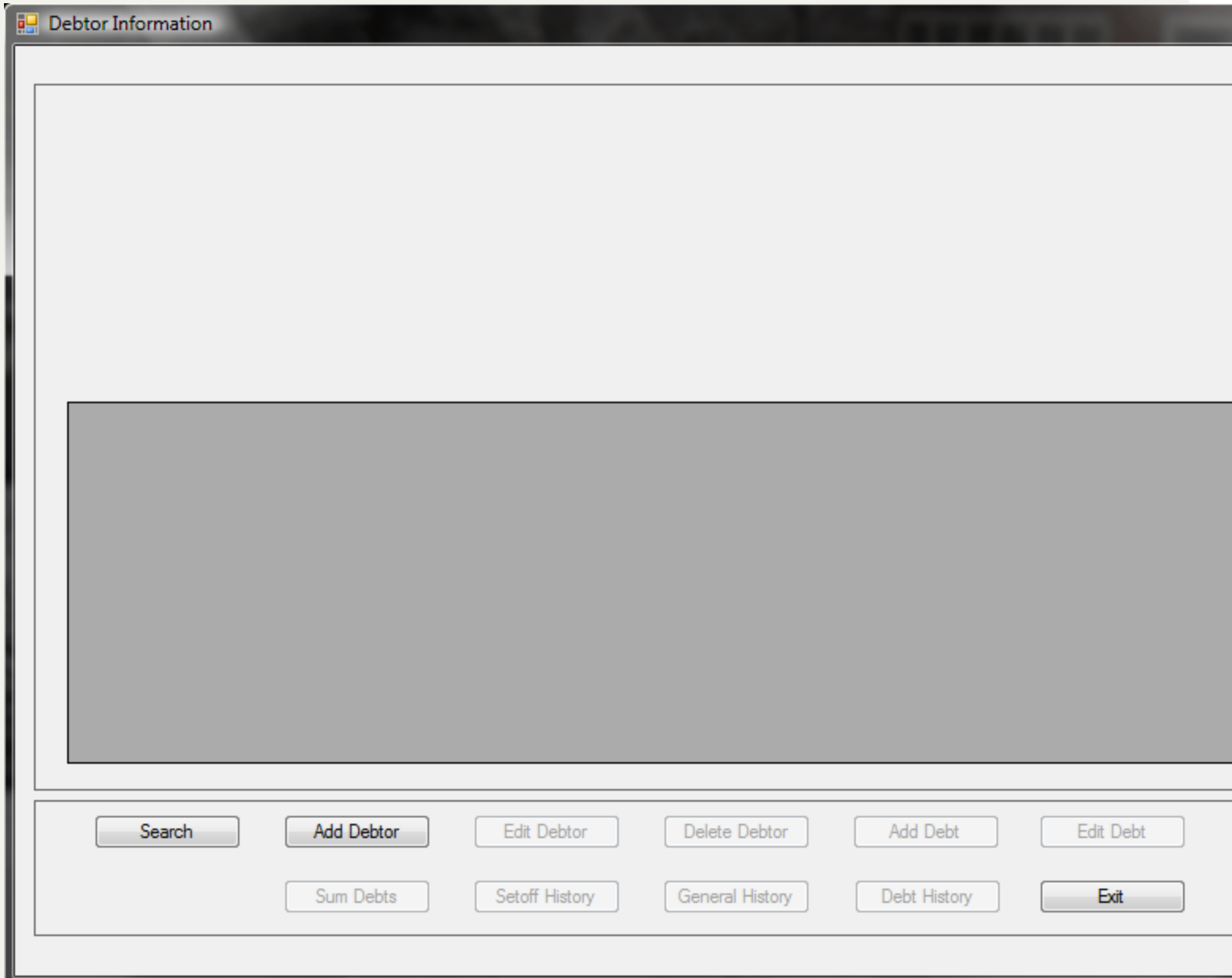


The Debtor menu option is also available on the Icon Toolbar:



- Add/edit Debtor Information 

The Debtor Information screen:



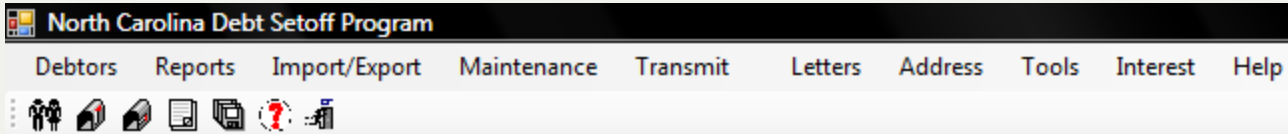
- Users will only see the debtors and debts for the Departmental/Account Code(s) authorized in the [Tools-User Setup](#)

Options:

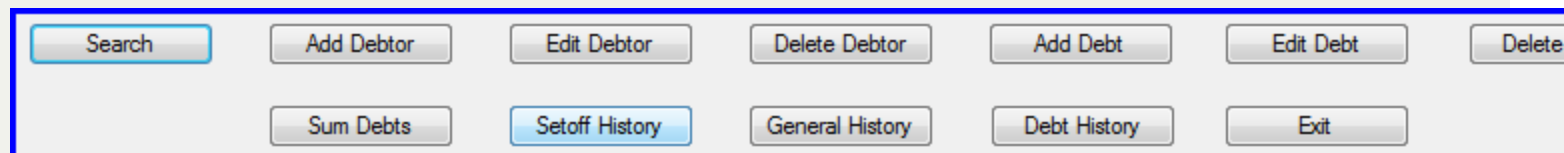
The only three options available are Search, Add Debtor and Exit. The others are grayed out and non-functional until a debtor is added or selected.

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2. Add Debtor - method for adding a new debtor, one that does not currently exist in the software
3. Edit Debtor - once the debtor is displayed, demographic changes can be maintained

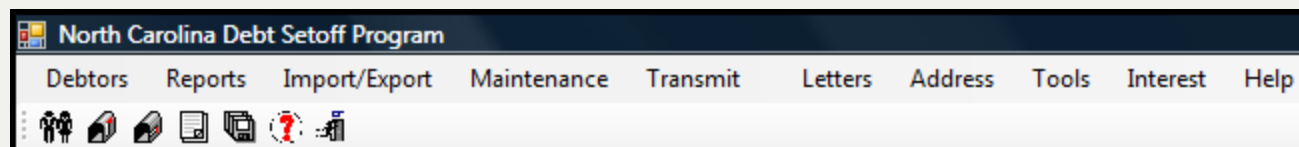
4. Delete Debtor - once the debtor is displayed, all debts and the debtor can be permanently removed, whether been setoff or not
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11. Debt History - will display all debt adds, edits and deletions
12. Exit - return to the Main Menu



Debtor Information Options



1. See "Search Debtors" on page 44 - allows for the searching by SSN, Last Name, First Name or Account Number. There is also a Quick View that will show all debtors and debts.
2. Add Debtor - method for adding a new debtor, one that does not currently exist in the software
3. Edit Debtor - once the debtor is displayed, demographic changes can be maintained
4. Delete Debtor - once the debtor is displayed, all debts and the debtor can be permanently removed, whether been setoff or not
5. Add Debt - once the debtor is displayed, the ability to a new debt
6. Edit Debt - once the debtor is displayed, a selected debt can be modified
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10. General History - will display all demographic add and edits
11. Debt History - will display all debt adds, edits and deletions
12. Exit - return to the Main Menu



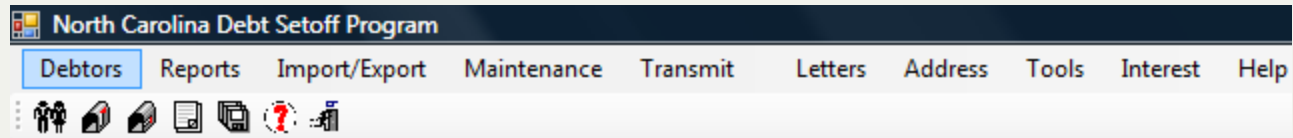
Search Debtors

The **Search Debtors** provides three methods for accessing existing debtors. Once found the functions of the View Debtors are in effect. Debtors cannot be modified via the Search nor the View Debtors

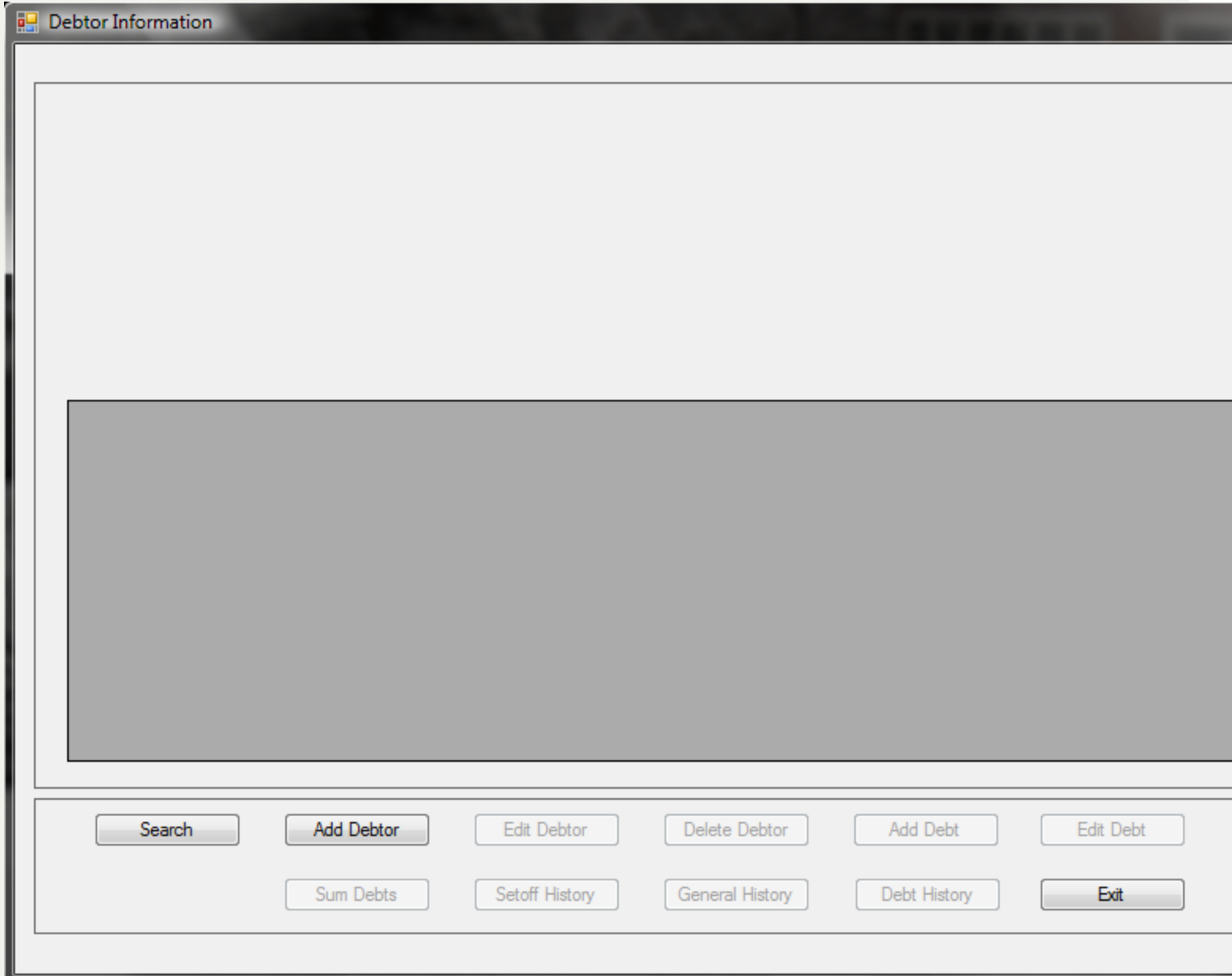
Security Note:

- User will only see the debtors and debts for the Departmental/Account Code(s) authorized in the User Setup

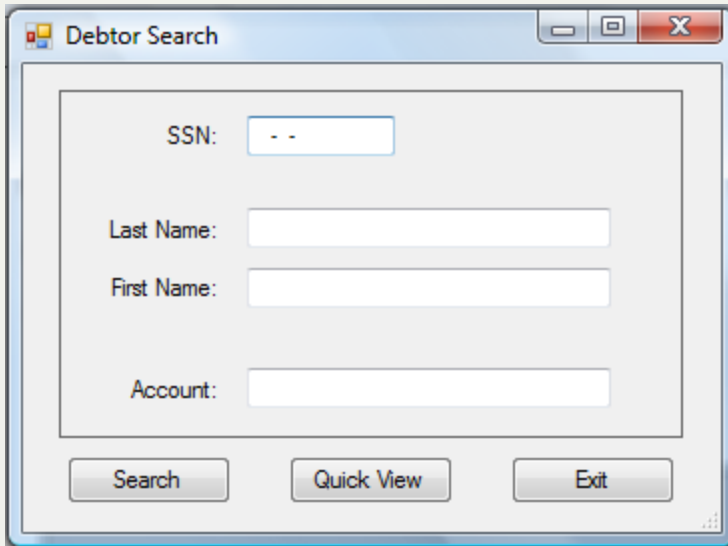
1. From the Main Menu click **Debtors**:



and then  for the Debtor Information screen



2. Move the mouse over and click this option for the following Search options:



Debtor Search window with the following fields and buttons:

- SSN:
- Last Name:
- First Name:
- Account:
- Buttons: Search, Quick View, Exit

TIP: the cursor/mouse position automatically goes to one of the four options: SSN, Account Number, Last name or First Name as specified in the

Search Cursor Position

☐ SSN ☐ Name

☒ Account Number

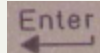
Tools System Settings

Note: any user can modify the System Settings options. Be aware that it changes for ALL users. In the future a System Setting for each Account Code/Department will be available.

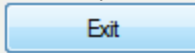
3. The four different Search criteria options: SSN, Last Name, First Name or Account Number

a. **Search by SSN** SSN:

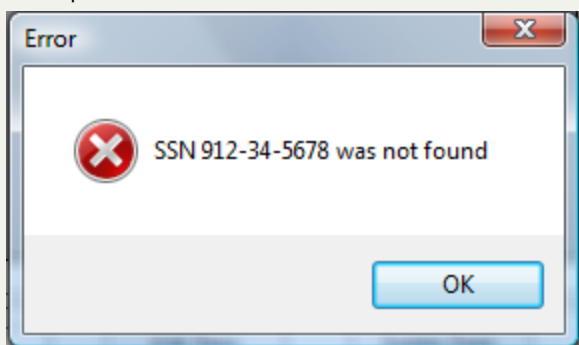
- Enter a nine-digit SSN (Social Security Number) or [ITIN](#) (Individual Tax Payer Identification Number) and press



or click or to abort without searching click



A sample Search of an invalid SSN:



Error dialog box with the following content:

- Icon: Red X
- Text: SSN 912-34-5678 was not found
- Button: OK

A sample Search of a valid SSN:

SSN:

Click for the following:

SSN: 999-00-5832

First Name: Anthony

Middle Initial:

Last Name: Abbing

Address 1: 3150 Mt Zion Rd

Address 2:

City: Central

State: NC

Zip Code: 27320 --

Added: 10/01/2012

Updated: 11/12/2012

Letter Printed:

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual	Base Amt
▶	100.00	0.00	0.00		HLT	HD19009	09/08/2010	09/08/2010	N	0.00
	60.00	60.00	0.00		HLT	H10235	09/11/2013	09/11/2010	N	0.00
	75.00	75.00	0.00		HLT	H-10293	12/31/2013	12/31/2010	N	0.00
	100.00	100.00	0.00		TAX	2009-9075	09/16/2013	09/16/2010	N	0.00
	100.00	100.00	0.00		HLT	H1	09/22/2013	09/22/2010	N	0.00
	50.00	50.00	0.00		HLT	10987	09/23/2013	09/23/2010	N	0.00
*										

Last Name:

b. **Search by Name** First Name:

- Enter a **Last Name** (a **First Name** is optional but could reduce the number of debtors that are displayed if multiples with the same Last name) and click or click to abort this search and return back to the Main Menu

A sample Search of a Last Name:

Last Name: Andersson

First Name:

Would display all debtors with the selected Last Name in the above search

	SSN	Last Name	First Name	Address	City	State	Zip Code
▶	999-00-7043	Andersson	Ellis	3892 Raindeer Drive	WILMINGTON	NC	28401
	999-00-7491	Andersson	Anders	537 1/2 North Ham Rd	ASHEVILLE	NC	27569
	999-00-8170	Andersson	Sigrid	726 Secession Ave	MONROE	NC	28366
	999-00-1359	Andersson	Ema	1152 Jimmy Street	WILSON	NC	27893
	999-00-1954	Andersson	Ebba	1275 Narrow Paved Rd	SMITHFIELD	NC	27577
	999-00-1394	Andersson	Alfrida	1164 Patton Rd	CHARLOTTE	NC	27520
	999-00-2353	Andersson	Ingeborg	640 Pine Grove Road	BURGAW	NC	27504
	999-00-0540	Andersson	Sigvard	1060 Jimmy Street	BENSON	NC	27504
	999-00-0855	Andersson	Johan	1086 Armato Ln	FAYETTEVILLE	NC	27524
*							

To view a particular debtor click the line of the desired debtor to highlight it:

	SSN	Last Name	First Name	Address	City	State	Zip Code
	999-00-7043	Andersson	Ellis	3892 Raindeer Drive	WILMINGTON	NC	28401
	999-00-7491	Andersson	Anders	537 1/2 North Ham Rd	ASHEVILLE	NC	27569
	999-00-8170	Andersson	Sigrid	726 Secession Ave	MONROE	NC	28366
	999-00-1359	Andersson	Ema	1152 Jimmy Street	WILSON	NC	27893
▶	999-00-1954	Andersson	Ebba	1275 Narrow Paved Rd	SMITHFIELD	NC	27577
	999-00-1394	Andersson	Alfrida	1164 Patton Rd	CHARLOTTE	NC	27520
	999-00-2353	Andersson	Ingeborg	640 Pine Grove Road	BURGAW	NC	27504
	999-00-0540	Andersson	Sigvard	1060 Jimmy Street	BENSON	NC	27504
	999-00-0855	Andersson	Johan	1086 Armato Ln	FAYETTEVILLE	NC	27524
*							

Then double-click to access the debtor's information:

SSN: 999-00-1954

First Name: Ebba Middle Initial: I Last Name: Andersson

Address 1: 1275 Narrow Paved Rd

Address 2:

City: SMITHFIELD State: NC Zip Code: 27577

Added: 10/01/2011 Updated: Letter Printed:

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual	Base Amt
▶	2384.51	2384.51	0.00		TAX	9697548	12/31/2011	01/15/2010	N	0.00
*										

c. **Search by Account Number**

Account:

- Enter the entire or a partial **Account Number** and click or to abort without searching click

A sample Search of a partial Account Number:

Account: E09-716

Click for the following:

	SSN	Account Number	Debt Amt	Last Name	First Name	Address	City
▶	999-00-6455	E09-7169443	235.00	Abbott	Rhoda	40 Heritage Lane	Asheboro
*							

Double-click the desired debt, if more than one, for the debt information

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date
▶	235.00	235.00	0.00		EMS	E09-7169443	12/31/2012	1/15/2010
	375.00	375.00	0.00		EMS	E08-1902913	9/10/2013	9/10/2010
	325.00	325.00	0.00		EMS	E09-9161213	9/27/2013	9/27/2010
	325.00	325.00	0.00		EMS	E08-113133	3/10/2012	3/10/2009
*								

4. The special group search that displays ALL debtors, based on security access rights to the departmental/account codes, is the [Quick View](#)


Search

Quick View







Exit

Exit

Click - returns to the Main Menu:

 **North Carolina Debt Setoff Program**

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



Add Debtors

This option allows for the entry (addition) of new debtors, those that don't currently exist. The items that can be added for a debtor are:

- Social Security Number (SSN) or Individual Tax Identification Number (ITIN)*
- First Initial
- Middle Initial
- Last Name
- Address
- City
- State
- Zip Code

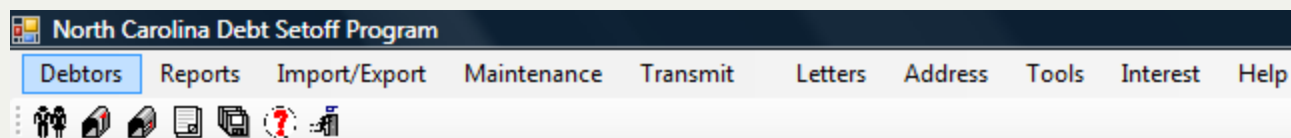
It also allows for a debt to be entered while entering the debtor. This is a great method to add a debtor and one debt. To add additional debts for a debtor, the [Add Debt](#) option is used.

* ITINs are for those persons not eligible for an SSN. However, their employers will put these ITIN numbers on their W-2 and 1099 forms. Don't assume a debtor without an SSN can't be setoff at the N.C. Department of Education or Education Lottery.



- search for the debtor first if there is any chance they may already exist. This will save time and frustration if you enter all demographic information on a debtor only to find out they already exist.

1. From the Main Menu click **Debtors**:

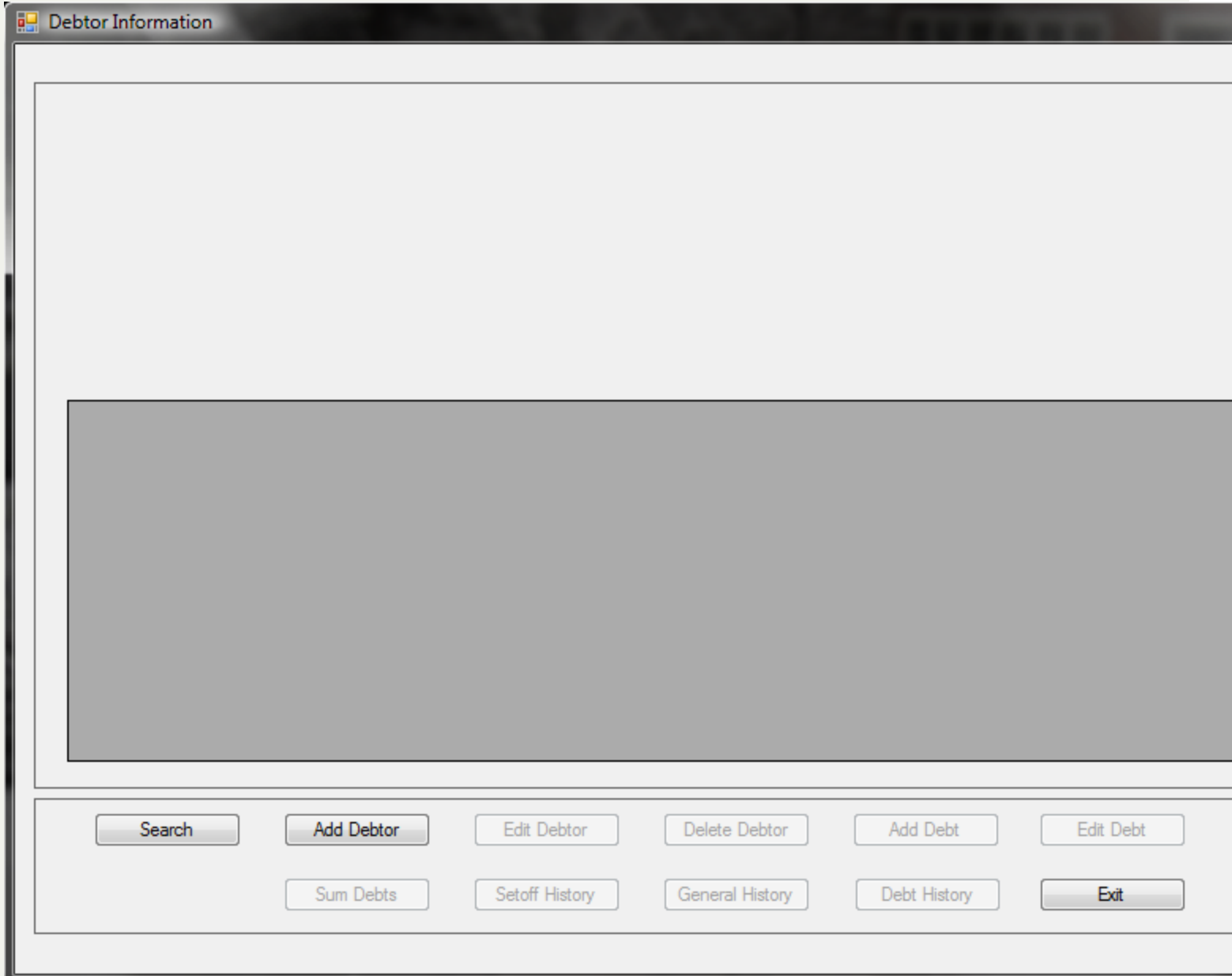


2. The **Debtors** menu option: **Debtor Information**

The Debtor menu option is also available on the Icon Toolbar:

- Add/edit Debtor Information

3. A blank entry screen appears:



4. Click **Add Debtor** for the following:

Add New Debtor

SSN:

First Name: Middle Initial: Last Name:

Address 1:

Address 2:

City: State: Zip Code:

Debt Amount: Account Code: Account Number:

Compliance Date: Expiration Date: ☐ Interest Accrual Base Amount: Base Interest:

5. Enter the following **demographic** items, can be upper, lower or mixed case. If doing letters then the mixed case is recommended


Tip: Advance to the next item by pressing the Tab key or move the mouse and click.

Do NOT use single or double quotes in any information! Ex: O'Neal should be ONeal, Russell "Rusty" should be Russell.

- **SSN** (Social Security Number or [ITIN](#)) [REQUIRED]
 - [Must be nine digits]
 - Cannot start with '000' or '999'
 - ITIN - begins with '9' with range of 70-88 in the fourth and fifth digit, ex. 9XX-70-XXXX



- - If you do not have an SSN for a debtor you can still enter a fake SSN (don't use a possibly real SSN, start it something such as 991-00-0001) so that the debt can be entered and a notification letter generated. Then once the SSN is acquired, then change it using the [Tools-Users-Change SSN](#)
- **First Name** [REQUIRED] [22 characters maximum] Can list both husband and wife first names
- **Middle Initial** [OPTIONAL] [1 character maximum]
- **Last Name** [REQUIRED] [25 characters maximum] Suffixes such as Jr., Sr., II, III, etc.
- **Address 1** [OPTIONAL] [35 characters maximum]
- **Address 2** [OPTIONAL] [35 characters maximum]
- **City** [OPTIONAL] [25 characters maximum]

- **State** [OPTIONAL] [2 characters maximum] To change to a state other than **NC**, click the down arrow  to initiate the drop down and view all US states. Highlight the desired state to select. Slide the up and down arrows to find the desired state.
- **Zip Code** [OPTIONAL] [9 characters maximum]



- for Names - Department of Revenue will reject:


- if there is not a First Name AND Last Name, at least a First Initial
- if it is a Business or Corporation Name, even if putting part of the name in First Name and other part in Last Name
- if it says "Estate of"

6. Enter the **Debt** items:

- **Debt Amount** [REQUIRED] [Enter a decimal point and cents]
 - Enter the amount of debt owed.
 - Local governments are not allowed to add a collection fee to the amount owed.
 - Do not add the \$15 Clearinghouse fee, it will be added by the Clearinghouse before it is sent to the Department of Revenue who sends to the Education Lottery
 - Enter the decimal point and cents
 - Do not enter a dollar sign or comma
 - Debt must be \$50.00 or more to be submitted to the Department of Revenue and Education Lottery



- if a debt was originally \$50.00 or more, but is partially setoff and the balance is now less than \$50.00, it will still not be submitted for collection

- Maximum debt amount is \$50,000.00 unless a lower amount is set in the System Settings
- Debts can be combined according to the combining debt rules:
 - do not combine tax debts with any other type of debt: ex: a \$40 tax debt and another \$30 tax debt can be combined into one \$70 debt
 - debts over \$50 should stand alone unless there is a debt less than \$50.00 that needs to be combined with one over \$50, ex: a \$70 debt and a \$60 would be two debts, not one combined \$130 debt
 - several debts under \$50 can be combined to become more than \$50, ex: one debt for \$30, another for \$20 and another for \$15 could be combined into one \$65 debt
- Note: if this debt is a tax debt and is interest accruing
 - when entering the debt, make the debt amount the same as the Base Amount as the Debt Amount will automatically be updated to the total of Base Amount and Base Interest.
-  - if you enter the Debt Amount yourself as the total of Base Amount and Base Interest, then the Debt Amount will be in excess once the system combines them




- - when entering an Interest Accruable debt amount make the Debt Amount AND Base Amount the same, key reminder: the two large numbers should be the same. The smaller number, Base Interest is different



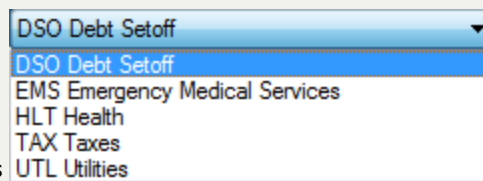
- - once a debt is added, the amount appears permanently as the Original Debt Amount and cannot be changed

◦ **Account Code** [REQUIRED]


- Click the  to view the possible list of Account Codes (if Account Codes were created in Tools-Account Codes)



- the default account code is set in Tools-Users-System Settings. At the bottom right the User setting is what controls the default account code when Adding or Editing Debtors/Debts. Changing the User account code in the System Settings will NOT change it for all users. This is the one option in System Settings that is per User.



- An example of various Account Codes

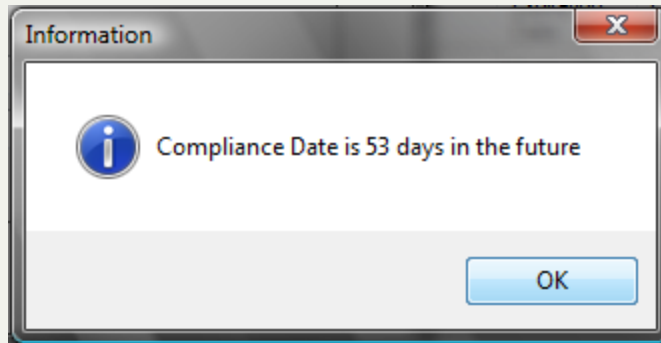
- If Account Codes were not created, then leave 


◦ **Account Number** [OPTIONAL] [25 character maximum]

- for local government use in tracking debts and determining the allocation of funds recovered for multiple departments
- If using Account Codes to designate departments, no need to put a departmental prefix such as "TAX-" or "EMS" but will not cause any problems if do this
- If combining debts it is suggested that:
 - all account numbers be listed, separated by a "/"
 - and a character or combination of characters to distinguish the combination of debts, such as "****"

◦ **Compliance Date**[REQUIRED] Format: month (two digit) "/" day (two digit) "/" and year (four digit), ex. 11/15/2012

- This is the "start" date of attempting to collect this debt. Called Compliance Date rather than Start because this is the date the local government is certifying that the debt is legally eligible to be submitted to the Department of Revenue and Education Lottery
- The Compliance Date must be at least 30 days beyond the date the required Notification letter was sent to this debtor
- The Compliance Date may be a date in the future, it is similar to post dating a check
- Once this Compliance Date passes it will be submitted to the Department of Revenue and Education Lottery
- Defaults to today's date. May be modified by typing over and entering a different date. If the date entered is more than 30 days from today a message will appear noting how many days in the future. An example:



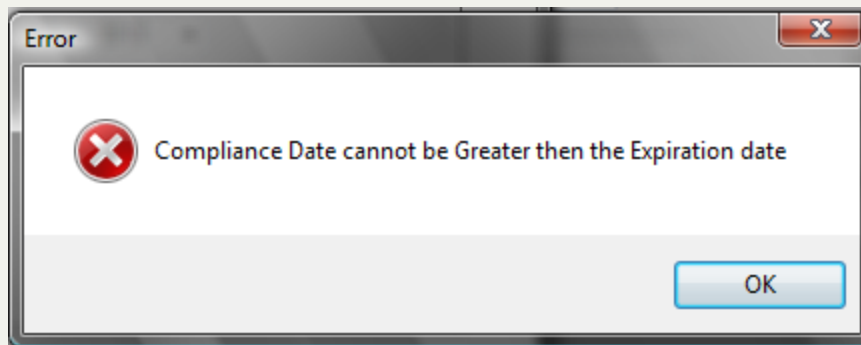
- When entering a Compliance Date, to make a selection for a particular date, view the [calendar](#), by clicking the 
- The [Compliance Report](#) will print a list of debts that are not yet Compliant




- selecting a date which is a Friday means that the debt will be submitted to the Department of Revenue and Education Lottery the following Tuesday. When submitting near the end of the calendar year in an attempt to prepare for the upcoming tax year enter the date of the last Friday in December. This will assure that the debt is submitted the first Tuesday in January and before the N.C. Department of Revenue begins processing tax refunds.

- **Expiration Date**[REQUIRED] Format: month (two digit) "/" day (two digit) "/" and year (four digit), ex. 11/15/2022

- This is the "end" date for attempting to collect this debt
- The date must be a later date than the Compliance Date otherwise a message appears:



- Once this date is reached, it will no longer be submitted to the Department of Revenue or Education Lottery
- Defaults to today's date. But by clicking on the year, it then automatically changes to three years from the Compliance Date. But it may be modified by typing over to the desired date
- When entering an Expiration Date, to make a selection for a particular date, view the [calendar](#), by clicking the 
- There are statutes of limitations on the collection of debts. The Clearinghouse does not advise on how long a debt may be attempted to be collected. We suggest you discuss with your attorney. The minimum statute though is three years from the date the debt becomes delinquent for all debts except taxes. Taxes can be attempted for collection for ten years from the delinquency date. Note: the Clearinghouse does not monitor or adjust Expiration Dates. It is the responsibility of the local government to control their debt expiration dates
- The [Expiration Report](#) will print a list of debts that are already Expired



- if a local government has sent a notice/bill/invoice to the debtor within the past three years, regardless of how delinquent the debt is, this may classify the debt as active and may be submitted into the Debt Setoff program. Don't just assume that because a debt is older than three years (or ten years for taxes), that it cannot be submitted to Debt Setoff. Check with your management and possibly your attorney. The Clearinghouse can provide information from the N.C. Attorney General's Office regarding statutes of limitations for local governments.

- **Interest Accrual**[OPTIONAL]

- Used only for interest accrual on tax debts
- Non-tax debts that do not accrue interest would not be marked as Interest Accruable
- If the debt will accrue monthly interest, click the box ☐, so it appears as ☒
- The original debt amount (principal) that is to be used to calculate a month's interest. You would not want to calculate interest on principal+interest as this would overcharge the debtor
- If the Interest Accrual box is checked, when the Monthly Interest Accrual option is executed, this Base Amount is what is used with the Interest Rate to calculate the month's interest amount

- **Base Interest**[OPTIONAL]

- The amount of fees and interest that has already accrued at the time the debt is added
- This allows for debts that are older and did not just recently become delinquent
 - *Tip: editing an existing Interest Accruable debt*
. If there is a need to edit the debt amount, for example, if the debtor made a partial payment, uncheck the Interest Accrual box, edit the Debt Amount to the correct amount, do NOT edit the Base Amount (it is still the original principal amount to be used to calculate the monthly interest) or Base Interest. Save the change, then edit and click the Interest Accrual box to set it back to Interest Accrual.

- **Base Amount**[OPTIONAL]

- The original delinquent debt amount (principal) that is to be used in the monthly calculation of interest. You would not want to calculate interest on principal + interest. That would overcharge the debtor.

- A sample Add Debtor screen:

Add New Debtor

SSN: 123-45-6789

First Name: John Middle Initial: Q Last Name: Public

Address 1: 1234 South Main St

Address 2:

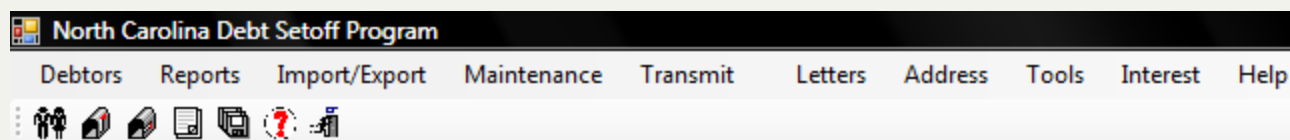
City: Central State: NC Zip Code: 28987

Debt Amount: 100.00 Account Code: TAX Taxes Account Number: 2008-10982

Compliance Date: 11/10/2010 Expiration Date: 11/10/2020 ☒ Interest Accrual Base Amount: 100.00 Base:

Options:

- **Add Debtor** - saves this debtor and debt
- **Cancel** - aborts without saving the debtor information
- When finished adding debtors, click **Exit** to return to the Main Menu:

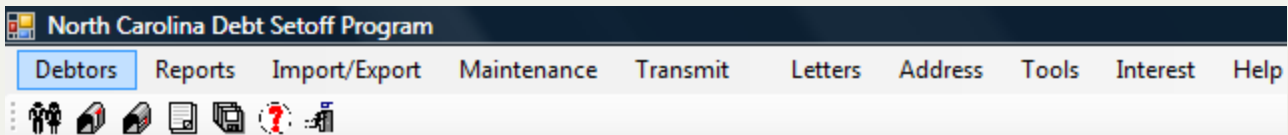



Add Debt


This option allows for the entry (addition) of a debt for an existing debtor. The items that can be changed are:


- Debt Amount
- Account Code(department)
- Account Number
- Compliance Date (start date)
- Expiration Date (end date)
- Interest information (tax debts only)

1. From the Main Menu click **Debtors**:

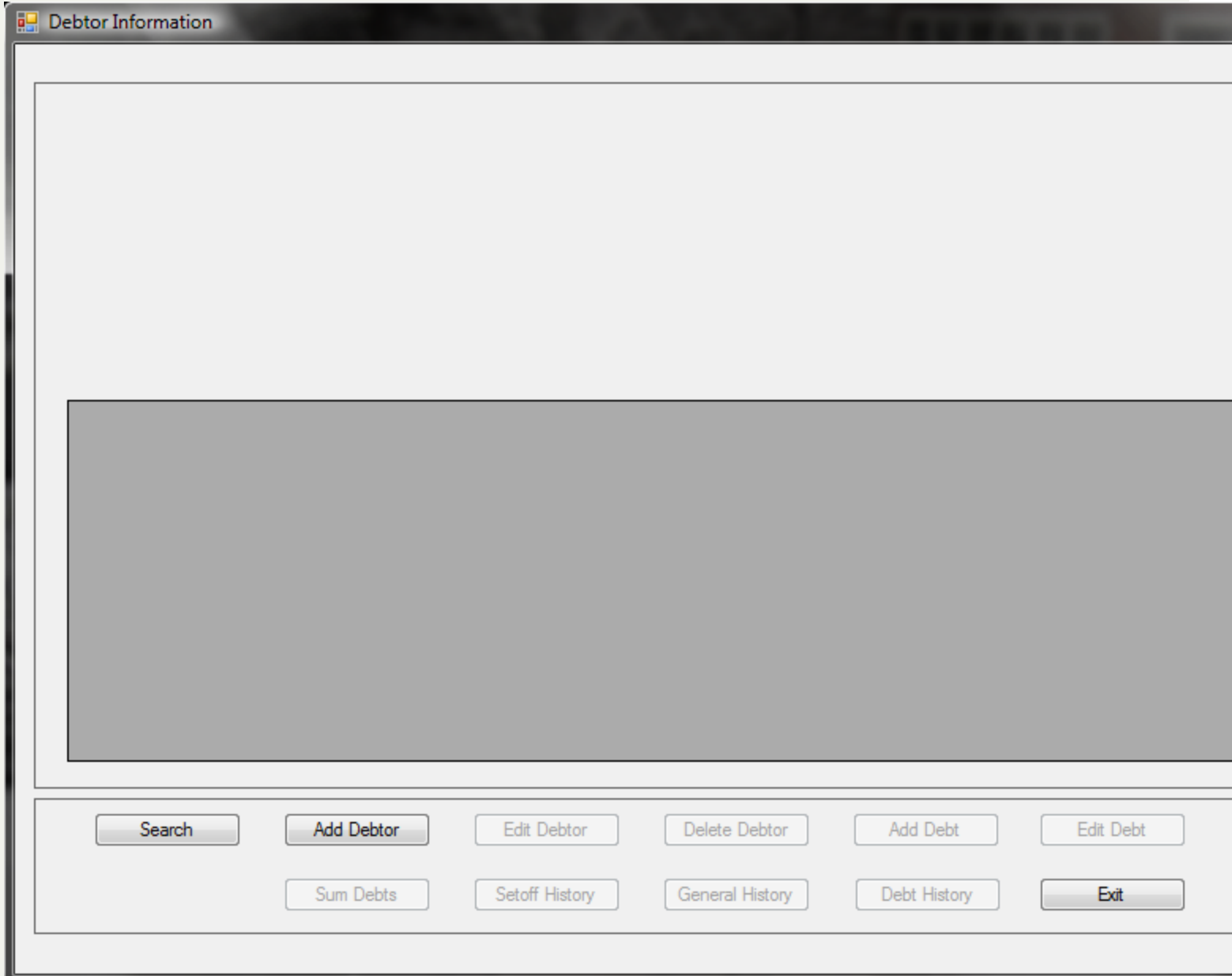


2.The **Debtors** menu option: 

The Debtor menu option is also available on the Icon Toolbar: 

- Add/edit Debtor Information 

3. A blank entry screen appears:



4. Search for the Debtor See "Search Debtors" on page 44

5. When the debtor appears, such as the following:

SSN: 999-00-2255

First Name: Eugene Middle Initial: J Last Name: Abbott

Address 1: 302 Wheat Street

Address 2:

City: CHARLOTTE State: NC Zip Code: 27520 --

Added: Updated: Letter Printed:

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual	Base Amt	Base Inter
►	826.07	826.07	0.00		TAX	5836013	06/15/2012	12/01/2012	N	0.00	0.00
*											

Search Add Debtor Edit Debtor Delete Debtor Add Debt Edit Debt

Sum Debts Setoff History General History Debt History Exit

6. Click for the following screen:

7. Any of the following **add debt** items can be entered.



Advance to the next item by pressing the Tab key or move the mouse and click

- **Debt Amount**

[REQUIRED]

- Enter the amount of debt owed
- Do not add the \$15 Clearinghouse fee, it will be added by the Clearinghouse before it is sent to the Department of Revenue or Education Lottery
- Enter the decimal point and cents
- Do not enter a dollar sign or comma
- Debt must be \$50.00 or more to be submitted to the Department of Revenue and Education Lottery



- if a debt was originally \$50.00 or more, but is partially setoff and the balance is now less than \$50.00, it will still not be submitted for collection

- Maximum debt amount is \$50,000.00 unless a lower amount is set in the System Settings
- Debts can be combined according to the combining debt rules:
 - do not combine tax debts with any other type of debt: ex: a \$40 tax debt and another \$30 tax debt can be combined into one \$70 debt

- debts over \$50 should stand alone unless there is a debt less than \$50.00 that needs to be combined with one over \$50, ex: a \$70 debt and a \$60 would be two debts, not one combined \$130 debt
- several debts under \$50 can be combined to become more than \$50, ex: one debt for \$30, another for \$20 and another for \$15 could be combined into one \$65 debt

■ **Note:** if this debt is a tax debt and is interest accruing

- when entering the debt, make the debt amount the same as the Base Amount as the Debt Amount will automatically be updated to the total of Base Amount and Base Interest.



- - if you enter the Debt Amount yourself as the total of Base Amount and Base Interest, then the Debt Amount will be in excess once the system combines them




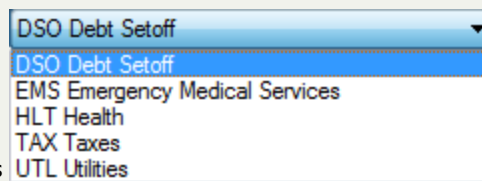
- - when entering an Interest Accruable debt amount make the Debt Amount AND Base Amount the same, key reminder: the two large numbers should be the same. The smaller number, Base Interest is different



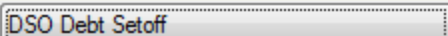
- once a debt is added, the amount appears permanently as the Original Debt Amount and cannot be changed

◦ **Account Code** [REQUIRED]

- Click the  to view the possible list of Account Codes (if Account Codes were created in Tools-Account Codes)



- An example of various Account Codes



- If Account Codes were not created, then leave 

◦ **Account Number** [OPTIONAL] [25 character maximum]

- for local government use in tracking debts and determining the allocation of funds recovered for multiple departments
- If using Account Codes to designate departments, no need to put a departmental prefix such as "TAX-" or "EMS" but will not cause any problems if do this
- If combining debts it is suggested that:
 - all account numbers be listed, separated by a "/"
 - and a character or combination of characters to distinguish the combination of debts, such as "***"

◦ **Compliance Date**[REQUIRED] Format: month (two digit) "/" day (two digit) "/" and year (four digit), ex. 11/15/2010

- This is the "start" date of attempting to collect this debt
- The date must be at least 30 days beyond the date the required Notification letter was sent to this debtor

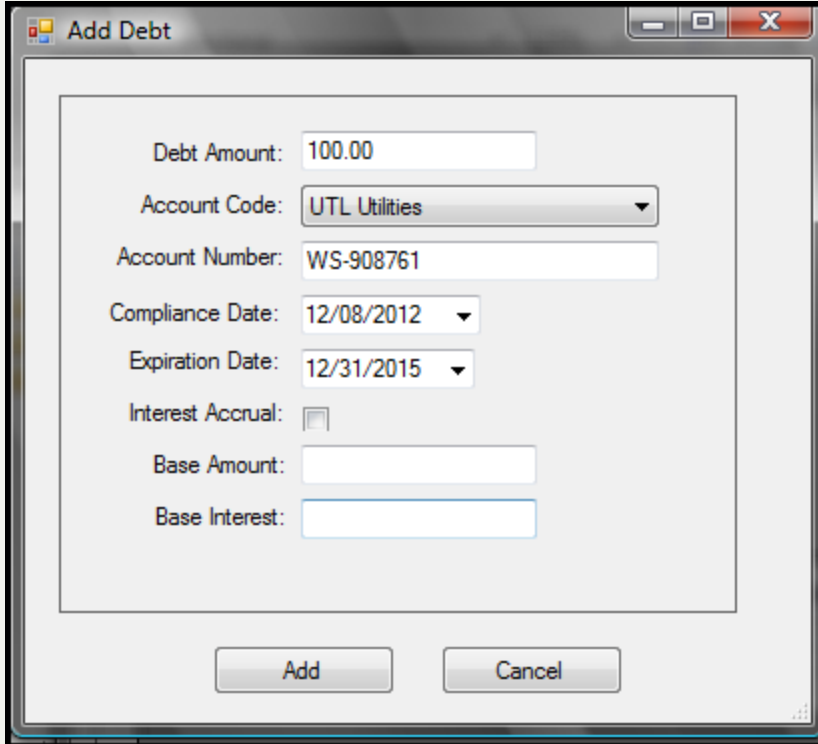
- Once this date passes it will be submitted to the Department of Revenue and Education Lottery
 - Defaults to today's date. May be modified by typing over
 - To view the [calendar](#), click the 
 - The Compliance Date may be a date in the future, it is similar to post dating a check
- **Expiration Date**[REQUIRED] Format: month (two digit) "/" day (two digit) "/" and year (four digit), ex. 11/15/2013
 - This is the "end" date for attempting to collect this debt
 - The date must be after the Compliance Date
 - Once this date is reached, it will no longer be submitted to the Department of Revenue or Education Lottery
 - Defaults to today's date. But by clicking on the year, it then automatically changes to three years from the Compliance Date. But it may be modified by typing over to the desired date
 - To view the [calendar](#), click the 
 - There are statutes of limitations on the collection of debts. The Clearinghouse does not advise on how long a debt may be attempted to be collected. We suggest you discuss with your attorney. The minimum statute though is three years from the date the debt becomes delinquent for all debts except taxes. Taxes can be attempted for collection for ten years from the delinquency date. Note: the Clearinghouse does not monitor or adjust Expiration Dates. It is the responsibility of the local government to control their debt expiration dates
- **Interest Accrual**[OPTIONAL]
 - Used only for interest accrual on tax debts
 - Non-tax debts that do not accrue interest would not be marked as Interest Accruable
 - If the debt will accrue monthly interest, click the box ☐, so it appears as ☒
 - If the Interest Accrual box is checked, when the Monthly Interest Accrual option is executed, this Base Amount is what is used with the Interest Rate to calculate the month's interest amount
- **Base Amount**[OPTIONAL]
 - The original delinquent debt amount (principal) that is to be used in the monthly calculation of interest. You would not want to calculate interest on principal + interest. That would overcharge the debtor
 - This allows for debts that are older and did not just recently become delinquent
- **Base Interest**[OPTIONAL]
 - The amount of fees and interest that has already accrued at the time the debt is added
 - This allows for debts that are older and did not just recently become delinquent

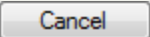

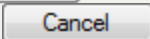


- *- Editing an existing Interest Accruable debt*
 . If there is a need to edit the debt amount, for example, if the debtor made a partial payment, uncheck the Interest Accrual box, edit the Debt Amount to the correct amount, do NOT edit the Base Amount (it is still the original principal amount to be used to calculate the monthly interest) or Base

Interest . Save the change, then edit and click the Interest Accrual box to set it back to Interest Accrual.

A sample Add Debt screen:



8. Click  to abort without saving the changes OR Click  to save the debt information and another blank Add Debt screen appears. Continue to add as many debts as needed and click  when finished adding debts.

Edit Debtors

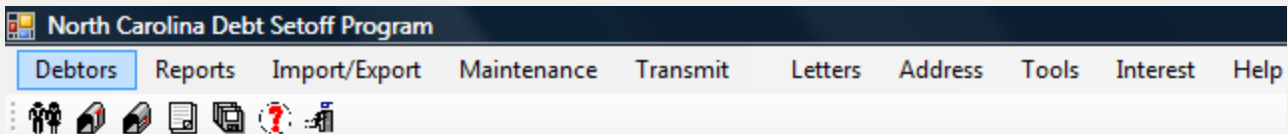
This option allows for the modification of an existing debtor. The items that can be changed for a debtor are:

- First Initial
- Middle Initial
- Last Name
- Address
- City
- State
- Zip Code



- Social Security Numbers cannot be changed in Edit Debtors. However, it can be changed in [Tools-Users-Change SSN](#).

1. From the Main Menu click **Debtors**:




2. The **Debtors** menu option:

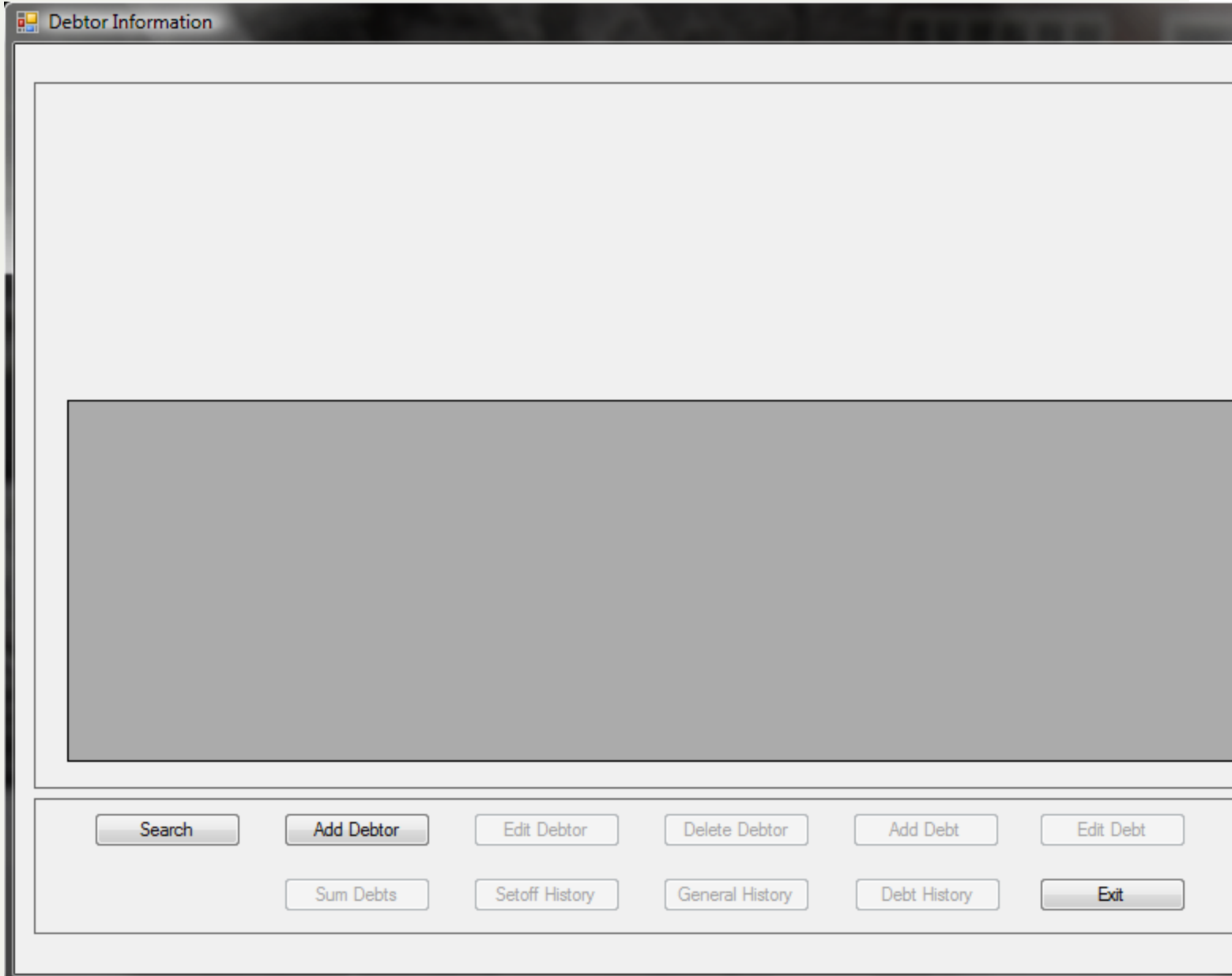
Debtor Information

The Debtor menu option is also available on the Icon Toolbar:



- Add/edit Debtor Information 

3. A blank entry screen appears:



4. Search for the Debtor See "Search Debtors" on page 44

5. When the debtor appears, such as the following:

SSN: 999-00-4061

First Name: John

Middle Initial:

Last Name: Adams

Address 1: 2027 New Branch Road

Address 2:

City: KENLY

State: NC

Zip Code: 27542 -

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual
▶	995.87	995.87	0.00		TAX	9236914	12/31/2017	11/19/2009	N
*									

Search

Add Debtor

Edit Debtor

Delete Debtor

Add Debt

Edit Debt

Sum Debts

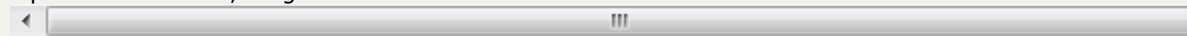
Setoff History

General History

Debt History

Exit

Tip: with the mouse, drag the slide bar



to scroll right and then back to the left to view information not on the viewable screen.

6. Click **Edit Debtor** for the debtor demographic entry screen:

Edit Debtor Information

SSN: 999-00-4061

First Name: John Middle Initial: Last Name: Adams

Address 1: 2027 New Branch Road

Address 2:

City: KENLY State: NC Zip Code: 27542

Update Cancel

7. Any of the following **demographic** items can be updated. Each can be upper, lower or mixed case. If doing letters then the mixed case is recommended



- Advance to the next item by pressing the Tab key or move the mouse and click

- **SSN** (Social Security Number or [ITIN](#)) [REQUIRED]
 - [Must be nine digits]
 - Cannot start with '000' or '999'
 - ITIN - begins with '9' with range of 70-88 in the fourth and fifth digit, ex. 9XX-70-XXXX
- **First Name** [REQUIRED] [22 characters maximum]
- **Middle Initial** [OPTIONAL] [1 character maximum]
- **Last Name** [REQUIRED] [25 characters maximum]
- **Address 1** [OPTIONAL] [35 characters maximum]
- **Address 2** [OPTIONAL] [35 characters maximum]
- **City** [OPTIONAL] [25 characters maximum]
- **State** [OPTIONAL] [2 characters maximum] To change to a state other than **NC**, click the first character of the state abbreviation then click the up or down arrow to the right of **NC**. To go back one state click the up arrow or to advance click the down arrow. Click the arrows to continue to go backward or forward until the desired state is displayed.
- **Zip Code** [OPTIONAL] [9 characters maximum]

Tips for Names - Department of Revenue will reject:

- if there is not a First Name AND Last Name, at least a First Initial
- if it is a Business or Corporation Name, even if putting part of the name in First Name and other part in Last Name
- if it says "Estate of"

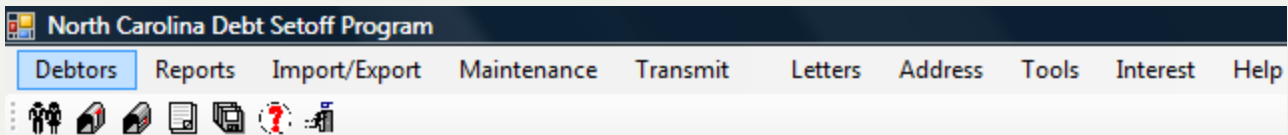
8. Click **Update** to save all changes or click **Cancel** to abort without saving the changes

Edit Debt

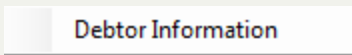
This option allows for the modification of an existing debt for a debtor. The items that can be changed are:

- Debt Amount
- Account Code(department)
- Account Number
- Compliance Date (start date)
- Expiration Date (end date)
- Interest information (tax debts only)

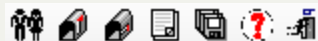
1. From the Main Menu click **Debtors**:




2.The **Debtors** menu option:

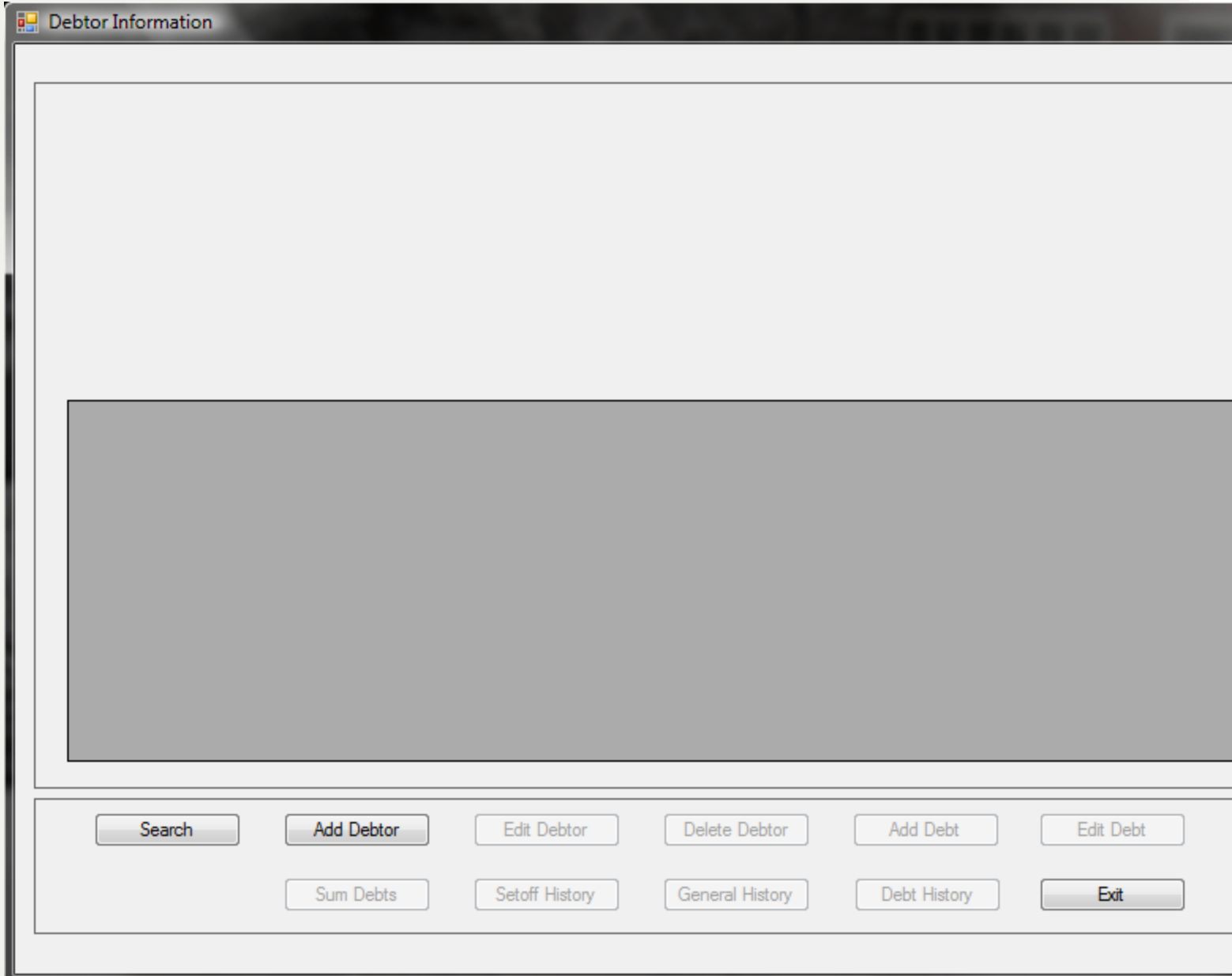


The Debtor menu option is also available on the Icon Toolbar:



- Add/edit Debtor Information 

3. A blank entry screen appears:



4. Search for the Debtor See "Search Debtors" on page 44

5. When the debtor appears, such as the following:

SSN: 999-00-2255

First Name: Eugene Middle Initial: J Last Name: Abbott

Address 1: 302 Wheat Street

Address 2:

City: CHARLOTTE State: NC Zip Code: 27520 --

Added: Updated: Letter Printed:

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual	Base Amt	Base Inter
►	826.07	826.07	0.00		TAX	5836013	06/15/2012	12/01/2012	N	0.00	0.00
*											

III

Search Add Debtor Edit Debtor Delete Debtor Add Debt Edit Debt

Sum Debts Setoff History General History Debt History Exit

6. Click **Edit Debt** for the following screen:

7. Any of the following **Edit debt** items can be entered.



- Advance to the next item by pressing the Tab key or move the mouse and click

- **Debt Amount**[REQUIRED]
 - Update the amount of debt owed
 - Do not add the \$15 Clearinghouse fee, it will be added by the Clearinghouse before it is sent to the Department of Revenue or Education Lottery
 - Enter the decimal point and cents
 - Do not enter a dollar sign or comma
 - Debt must be \$50.00 or more to be submitted to the Department of Revenue and Education Lottery



- if a debt was originally \$50.00 or more, but is partially setoff and the balance is now less than \$50.00, it will still not be submitted for collection

- Maximum debt amount is \$50,000.00 unless a lower amount is set in the System Settings
- Debts can be combined according to the combining debt rules:
 - do not combine tax debts with any other type of debt: ex: a \$40 tax debt and another \$30 tax debt can be combined into one \$70 debt
 - debts over \$50 should stand alone unless there is a debt less than \$50.00 that needs to be combined with one over \$50, ex: a \$70 debt and a \$60 would be two debts, not one combined \$130 debt
 - several debts under \$50 can be combined to become more than \$50, ex: one debt for \$30, another for \$20 and another for \$15 could be combined into one \$65 debt

- Note: if this debt is a tax debt and is interest accruing

- when entering the debt, make the debt amount the same as the Base Amount as the Debt Amount will automatically be updated to the total of Base Amount and Base Interest.




- - if you enter the Debt Amount yourself as the total of Base Amount and Base Interest, then the Debt Amount will be in excess once the system combines them

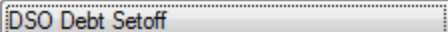


- - when entering an Interest Accruable debt amount make the Debt Amount AND Base Amount the same, key reminder: the two large numbers should be the same. The smaller number, Base Interest is different

- **Account Code** [REQUIRED]

- Click the  to view the possible list of Account Codes (if Account Codes were created in Tools-Account Codes)

- An example of various Account Codes

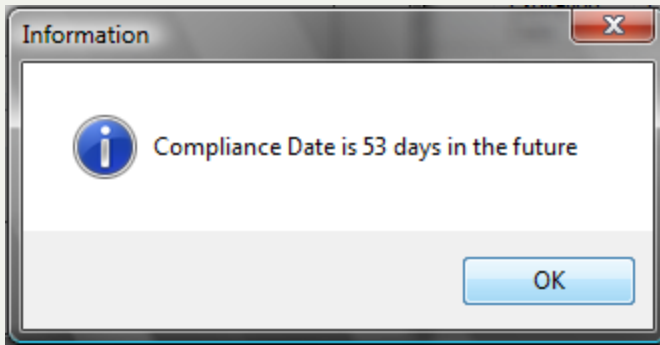
- If Account Codes were not created, then leave 

- **Account Number** [OPTIONAL] [25 character maximum]

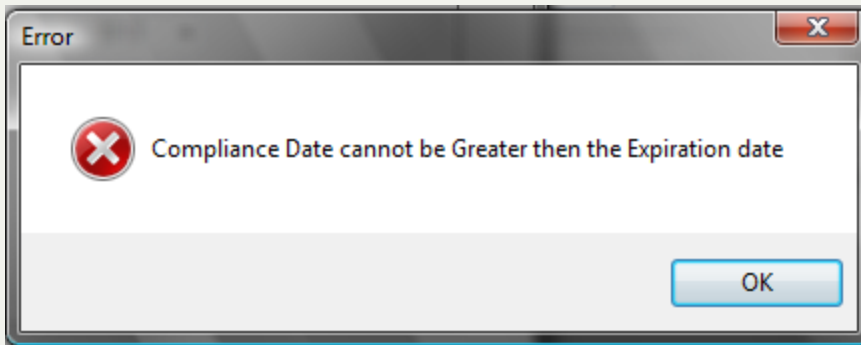
- for local government use in tracking debts and determining the allocation of funds recovered for multiple departments
- If using Account Codes to designate departments, no need to put a departmental prefix such as "TAX-" or "EMS" but will not cause any problems if do this
- If combining debts it is suggested that:
 - all account numbers be listed, separated by a "/"
 - and a character or combination of characters to distinguish the combination of debts, such as "****"

- **Compliance Date**[REQUIRED] Format: month (two digit) "/" day (two digit) "/" and year (four digit), ex. 11/15/2012

- This is the "start" date of attempting to collect this debt. Called Compliance Date rather than Start because this is the date the local government is certifying that the debt is legally eligible to be submitted to the Department of Revenue and Education Lottery
- The Compliance Date must be at least 30 days beyond the date the required Notification letter was sent to this debtor
- The Compliance Date may be a date in the future, it is similar to post dating a check
- Once this Compliance Date passes it will be submitted to the Department of Revenue and Education Lottery
- Defaults to today's date. May be modified by typing over and entering a different date. If the date entered is more than 30 days from today a message will appear noting how many days in the future. An example:



- When entering a Compliance Date, to make a selection for a particular date, view the [calendar](#), by clicking the ▼
- The [Compliance Report](#) will print a list of debts that are not yet Compliant
- **Expiration Date**[REQUIRED] Format: month (two digit) "/" day (two digit) "/" and year (four digit), ex. 11/15/2022
 - This is the "end" date for attempting to collect this debt
 - The date must be a later date than the Compliance Date otherwise a message appears:



- Once this date is reached, it will no longer be submitted to the Department of Revenue or Education Lottery
- Defaults to today's date. But by clicking on the year, it then automatically changes to three years from the Compliance Date. But it may be modified by typing over to the desired date
- When entering an Expiration Date, to make a selection for a particular date, view the [calendar](#), by clicking the ▼
- There are statutes of limitations on the collection of debts. The Clearinghouse does not advise on how long a debt may be attempted to be collected. We suggest you discuss with your attorney. The minimum statute though is three years from the date the debt becomes delinquent for all debts except taxes. Taxes can be attempted for collection for ten years from the delinquency date. Note: the Clearinghouse does not monitor or adjust Expiration Dates. It is the responsibility of the local government to control their debt expiration dates

- **Interest Accrual**[OPTIONAL]

- Used only for interest accrual on tax debts
- Non-tax debts that do not accrue interest would not be marked as Interest Accruable
- If the debt will accrue monthly interest , click the box ☐ ,so it appears as ☒
- If the Interest Accrual box is checked, when the Monthly Interest Accrual option is executed, this Base Amount is what is used with the Interest Rate to calculate the month's interest amount

- **Base Amount**[OPTIONAL]

- The original delinquent debt amount (principal) that is to be used in the monthly calculation of interest. You would not want to calculate interest on principal + interest. That would overcharge the debtor
- This allows for debts that are older and did not just recently become delinquent

- **Base Interest**[OPTIONAL]

- The amount of fees and interest that has already accrued at the time the debt is added
- This allows for debts that are older and did not just recently become delinquent



- - editing an existing Interest Accruable debt

. If there is a need to edit the debt amount, for example, if the debtor made a partial payment, uncheck the Interest Accrual box, edit the Debt Amount to the correct amount, do NOT edit the Base Amount (it is still the original principal amount to be used to calculate the monthly interest) or Base Interest . Save the change, then edit and click the Interest Accrual box to set it back to Interest Accrual.

A sample Edit Debt screen:

Add Debt

Debt Amount: 1754.53

Account Code: TAX Taxes

Account Number: 8411073

Compliance Date: 1/15/2010

Expiration Date: 6/15/2015

Interest Accrual: ☐

Base Amount: 0

Base Interest: 0

Update **Cancel**

8. Click **Update** to save all changes or click **Cancel** to abort without saving the changes

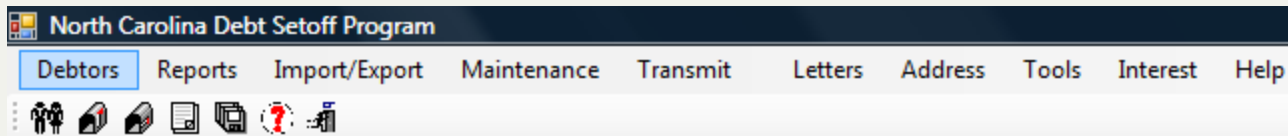
Delete Debtors

This option allows for the permanent removal of an existing debtor, whether they have any debts or not.



Reminder: a debt for a debtor may still be setoff after deletion if the debtor files a state tax refund or submits a winning lottery ticket of \$600 or more within several weeks. We suggest changing the debt(s) to \$0.00 for a debtor you are considering deleting. Then in mid-December after the last setoff file of the year and let the [Tools-Delete \\$0.00 debts](#) option remove these debts.

1. From the Main Menu click **Debtors**:



2. The **Debtors** menu option:

Debtor Information

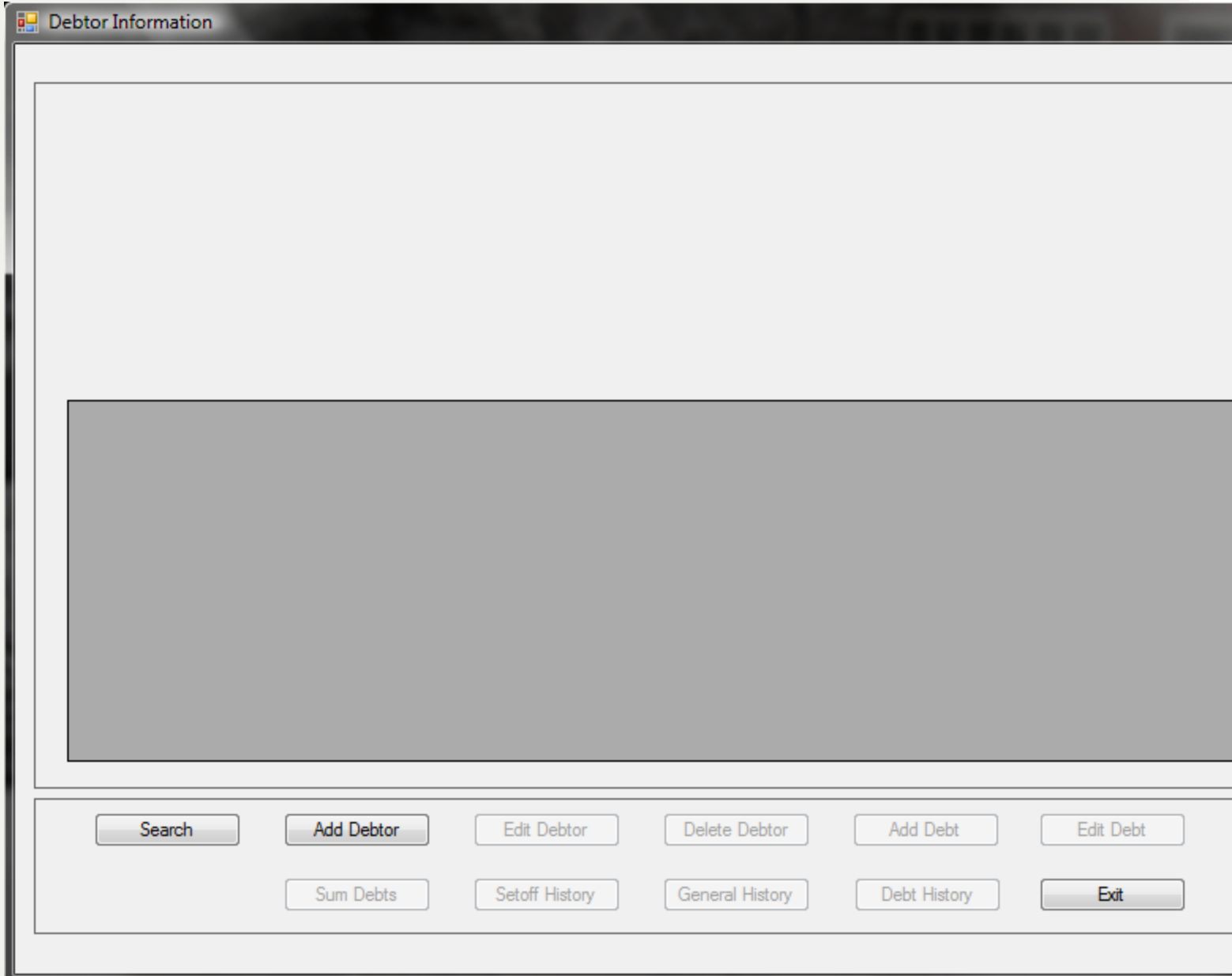
The Debtor menu option is also available on the Icon Toolbar:



- Add/edit Debtor Information



3. A blank entry screen appears:



4. Search for the Debtor See "Search Debtors" on page 44

5. When the debtor appears, such as the following:

SSN: 999-00-4061

First Name: John Middle Initial: Last Name: Adams

Address 1: 2027 New Branch Road

Address 2:

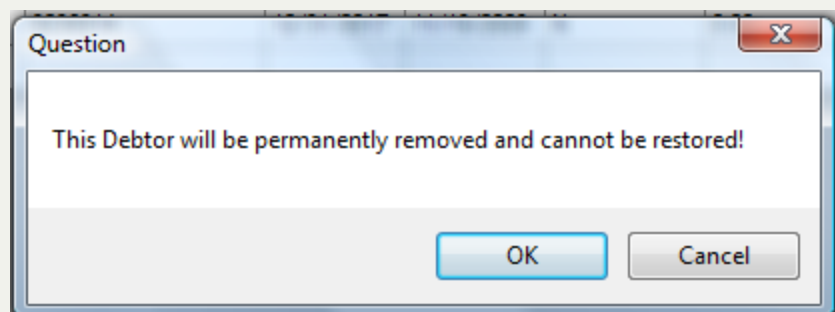
City: KENLY State: NC Zip Code: 27542 -

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual
▶	995.87	995.87	0.00		TAX	9236914	12/31/2017	11/19/2009	N
*									

Search Add Debtor Edit Debtor Delete Debtor Add Debt Edit Debt

Sum Debts Setoff History General History Debt History Exit

5. Click **Delete Debtor** for the confirmation message:



6. The debtor is permanently removed and a blank debtor screen appears:

Debtor Information

Search

Add Debtor

Edit Debtor

Delete Debtor

Add Debt

Edit Debt

Sum Debts

Setoff History

General History

Debt History

Exit

Delete Debt

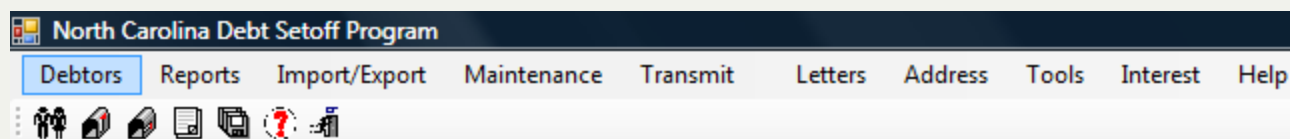
This option allows for the permanent removal of an existing debt for a debtor. If a debt shouldn't have been entered for the debtor this is the method for removing. In addition, when debtors make payments directly to your office and you want to remove them to ensure it will not be setoff, this is how it is done.



Reminder: a debt may still be setoff after deletion if the debtor files a state tax refund or submits a winning lottery ticket of \$600 or more within several weeks. We suggest waiting until mid-December after the last setoff file of the year and let the [Tools-Delete \\$0.00 debts](#) option remove these debts.

If a debt has been deleted from a Delete Debtor or Delete Debts and the debt was setoff, it will appear on the Error page of the Transmit-Import from Clearinghouse-Setoffs process. The debt amount setoff was deposited into your Capital Management account. To make the setoff file balance and record in Setoff History, the debt must be re-added and then the Clearinghouse will have to modify the Unique Key to match the debt that was just re-added.

1. From the Main Menu click **Debtors**:




2. The **Debtors** menu option:

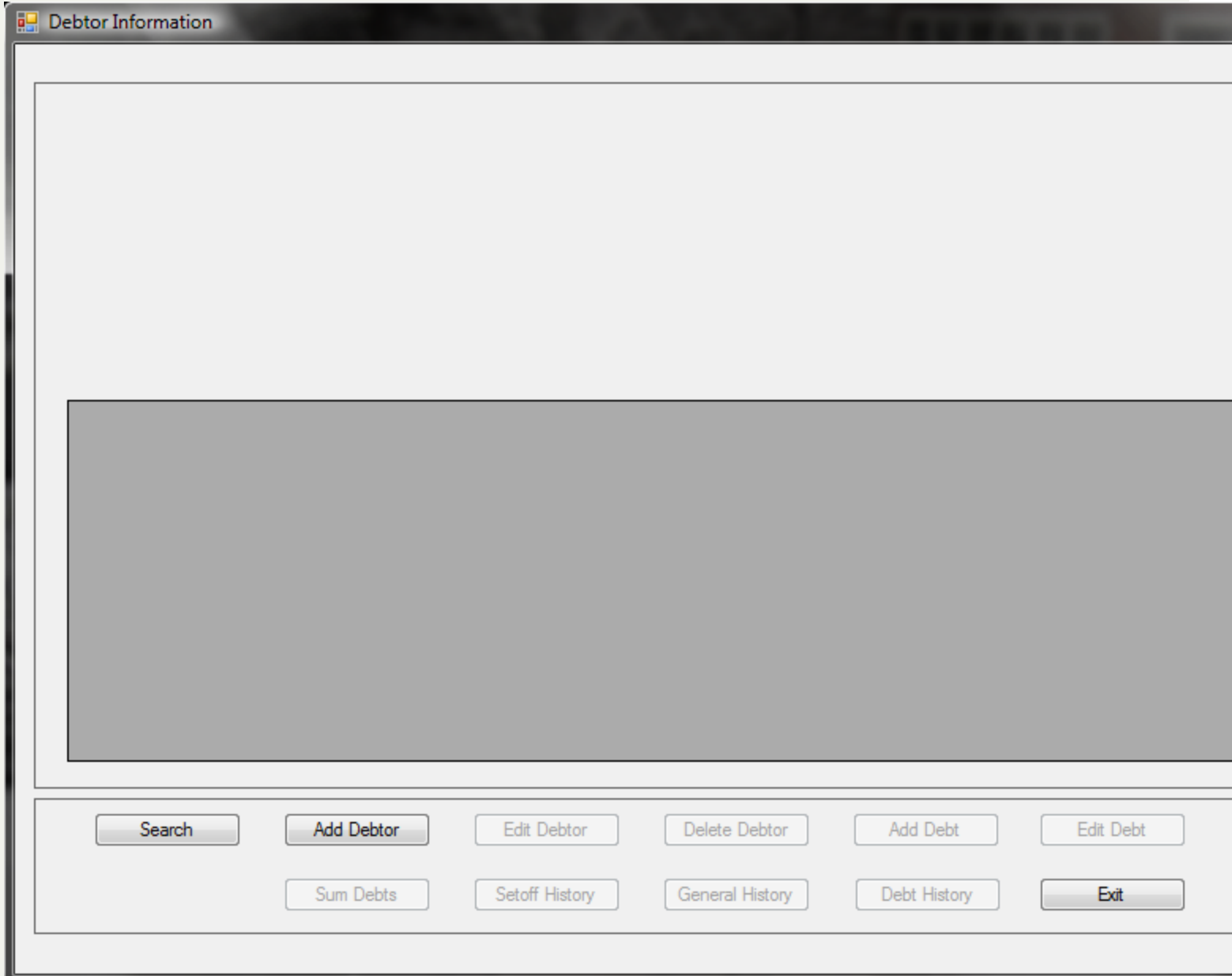
Debtor Information

The Debtor menu option is also available on the Icon Toolbar:



- Add/edit Debtor Information 

3. A blank entry screen appears:



4. Search for the Debtor See "Search Debtors" on page 44

5. When the debtor appears, such as the following:

SSN: 999-00-2255

First Name: Eugene Middle Initial: J Last Name: Abbott

Address 1: 302 Wheat Street

Address 2:

City: CHARLOTTE State: NC Zip Code: 27520 --

Added: Updated: Letter Printed:

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual	Base Amt	Base Inter
▶	826.07	826.07	0.00		TAX	5836013	06/15/2012	12/01/2012	N	0.00	0.00
*											

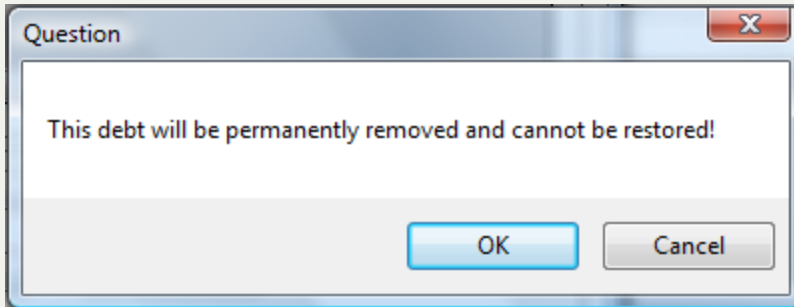
Search Add Debtor Edit Debtor Delete Debtor Add Debt Edit Debt

Sum Debts Setoff History General History Debt History Exit

5. When there are multiple debts be sure to click the desired debt to remove. An example of selecting the second debt:

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual
	826.07	826.07	0.00		TAX	5836013	6/15/2012	11/1/2007	N
▶	100.00	100.00	0.00		TAX	T1	9/21/2013	9/21/2010	N
*									

6. Click **Delete Debt** for the following screen:

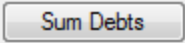


7. Click to delete the debt or click to abort without deleting

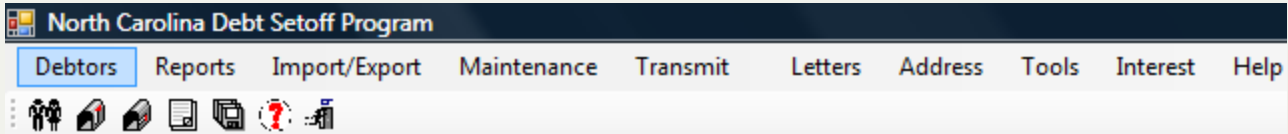
8. The results from the deletion of the second debt:

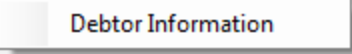
[illegible]

Sum Debts

This handy feature will total the debt amounts of all of the current debt amounts for a debtor. When viewing a debtor with multiple debts click 


1. From the Main Menu click **Debtors**:



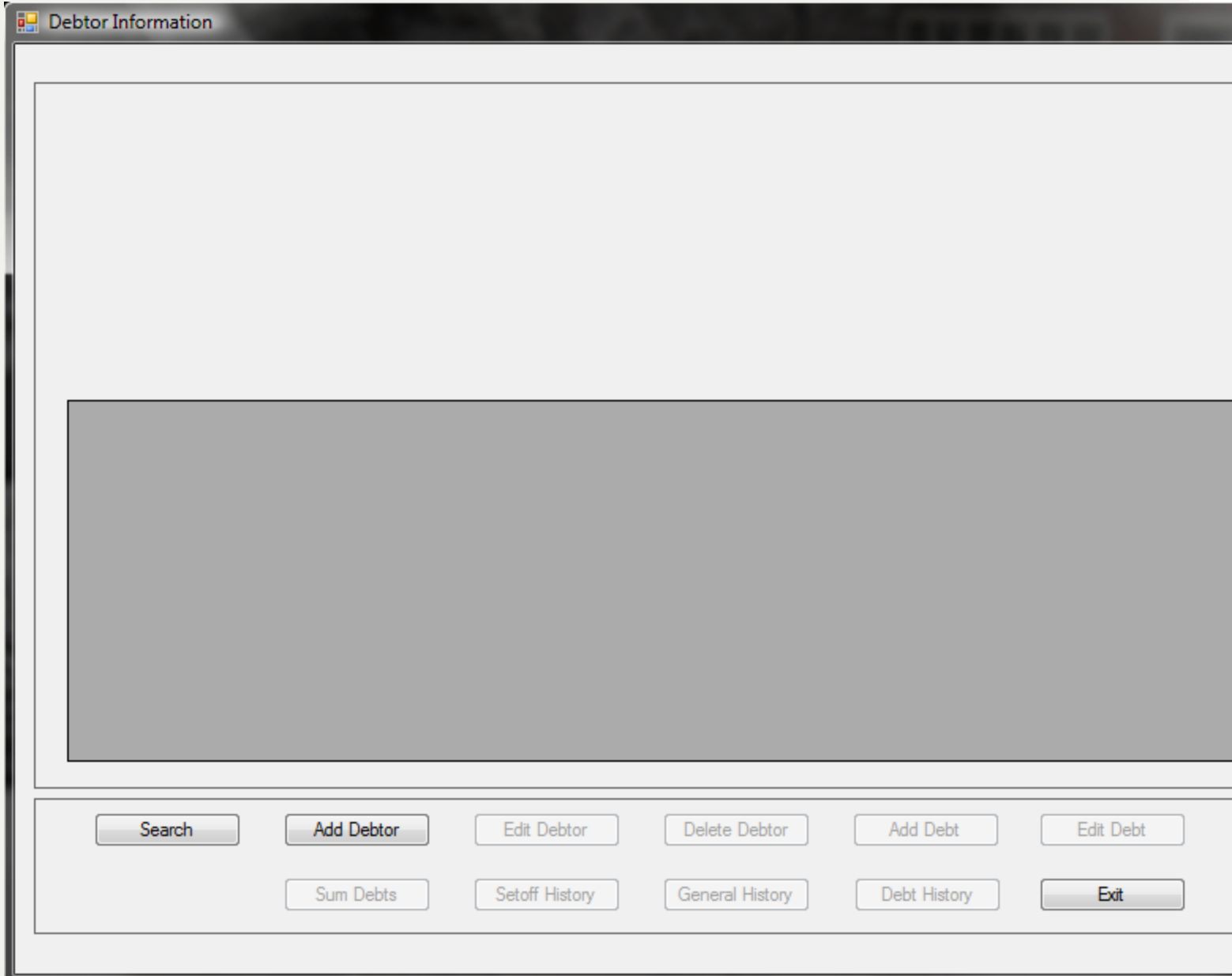
2. The **Debtors** menu option: 

The Debtor menu option is also available on the Icon Toolbar:



- Add/edit Debtor Information 

3. A blank entry screen appears:

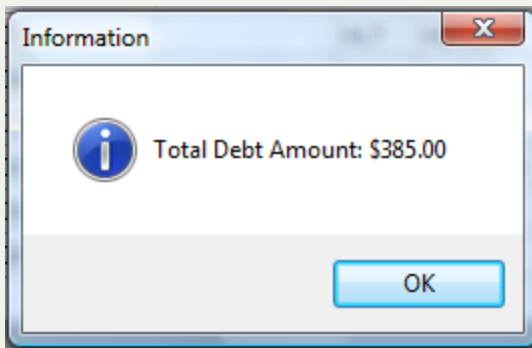


4. Search for the Debtor See "Search Debtors" on page 44

5. When the debtor appears, such as the following:

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual
▶	100.00	0.00	0.00		HLT	HD19009	9/8/2010	9/8/2010	N
	60.00	60.00	0.00		HLT	Flu Shots	9/11/2013	9/11/2010	N
	75.00	75.00	0.00		HLT	H-10293	12/31/2013	12/31/2010	N
	100.00	100.00	0.00		TAX	2009-9075	9/16/2013	9/16/2010	N
	100.00	100.00	0.00		HLT	H1	9/22/2013	9/22/2010	N
	50.00	50.00	0.00		HLT	10987	9/23/2013	9/23/2010	N
*									

6. Click for the debt total screen:



Reports Menu

The **Reports Menu** contains all reports associated with the debtors and debts.

Frequency: All reports can be run at anytime and do not affect the integrity of the data.

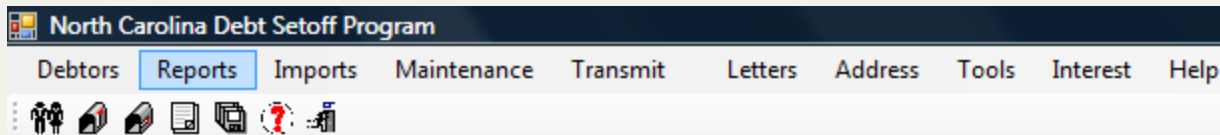


this menu requires access rights assigned in the [User Setup](#).

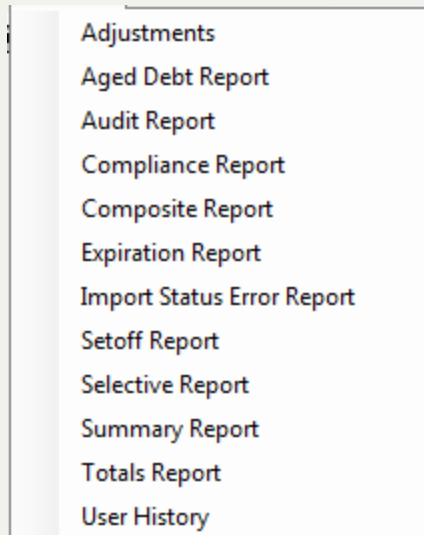
- Users will only see the debtors and debts for the Departmental/Account Code(s) authorized in the Tools-User Setup
- Social Security Numbers can be printed or can be masked in two formats: show last four digits (***-**-nnnn) or no digits (***-**-****). This control is in the [Tools-Users-System Settings](#).

Output formats: all reports print to the screen first and then have the option to print to a selected local or network printer. Some reports will create pdf versions for saving and sharing.

The **Reports** menu:



The **Reports** menu options:



All of the above reports allow for a [Print Preview](#) with options to send to a printer.

Report descriptions:

- **Adjustment Report**- list of adjustments (payments) for a selected date range
- **Aged Debts Report** - list of debtors and debts based on Compliance Date range, with selections of whether setoff or not. See debt and setoff amounts for debts submitted years ago
- **Audit Report** - detailed information on all or selective debtors based on date entered or edited over a specific time frame
- **Compliance Report** - list of debtors and debts based on a starting and ending Compliance Date range
- **Composite Report** - list of debtors and debts , select between three types of debts: all debts, only \$0.00 debts, not \$0.00 debts
- **Expiration Report** - list of debtors and debts based on a starting and ending Expiration Date range
- **Import Status Error Report** - retrieves the report from the Clearinghouse server of the errors in the previous Import Status Report, eliminating the need to sign-on to the secure server and manually download, save and review the report
- **Setoff Report** - list of debtors and debts that have been previously setoff, select account code/department, and beginning and ending setoff date range
- **Selective Report** - list of debtors and debts for either a selective debt amount range or a selective date entered range
- **Summary Report** - a single page report of the number of debtors, debts, original debt amount, current debt amount and setoff totals
- **Totals Report** - a detailed list of all debtors(including address) and debts amounts: original, current, adjusted (payments) and setoff amounts
- **User History** -

Reports Menu

The **Reports Menu** contains all reports associated with the debtors and debts.

Frequency: All reports can be run at anytime and do not affect the integrity of the data.

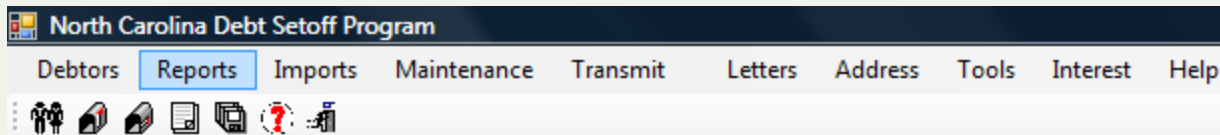


this menu requires access rights assigned in the [User Setup](#).

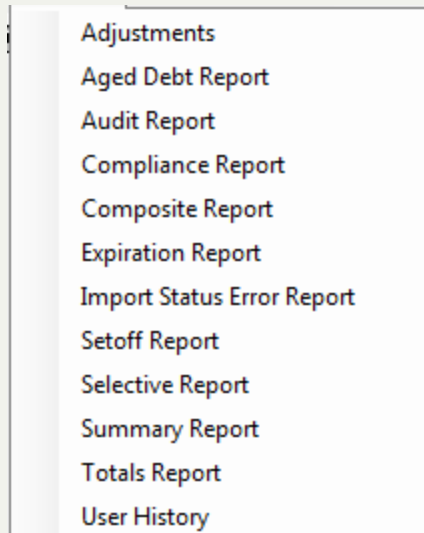
- Users will only see the debtors and debts for the Departmental/Account Code(s) authorized in the Tools-User Setup
- Social Security Numbers can be printed or can be masked in two formats: show last four digits (***-**-nnnn) or no digits (***-**-****). This control is in the [Tools-Users-System Settings](#).

Output formats: all reports print to the screen first and then have the option to print to a selected local or network printer. Some reports will create pdf versions for saving and sharing.

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- **Compliance Report** - list of debtors and debts based on a starting and ending Compliance Date range
- **Composite Report** - list of debtors and debts , select between three types of debts: all debts, only \$0.00 debts, not \$0.00 debts
- **Expiration Report** - list of debtors and debts based on a starting and ending Expiration Date range
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- **Setoff Report** - list of debtors and debts that have been previously setoff, select account code/department, and beginning and ending setoff date range
- **Selective Report** - list of debtors and debts for either a selective debt amount range or a selective date entered range
- **Summary Report** - a single page report of the number of debtors, debts, original debt amount, current debt amount and setoff totals
- **Totals Report** - a detailed list of all debtors(including address) and debts amounts: original, current, adjusted (payments) and setoff amounts
- **User History** -

Adjustments Report

The **ADJUSTMENT REPORT** is a report of debts that have been added or edited for a selected date range. This report is very helpful in determining transactions that may assist in determining the activity of debts and payments for a time frame, such as a day, week, month, quarter or year.

Information:

- SSN
- Name
- Original Debt Amount
- Adjustment Amount (amount of payment, credit, etc. applied)
- Current Debt Amount
- Account Code/Department
- Account Number
- Adjustment Date (date that an existing debt was edited). This report does not include new debts added
- Report totals include: Original Debt Amount, Adjustment Amount and Current Debt

Criteria for Selection - Adjustment Start Date and Adjustment End Date

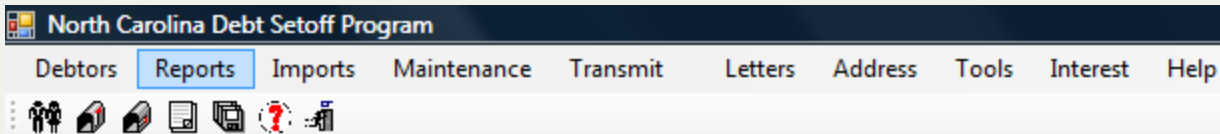
Order: : - Name

Frequency: This report can be run at anytime.

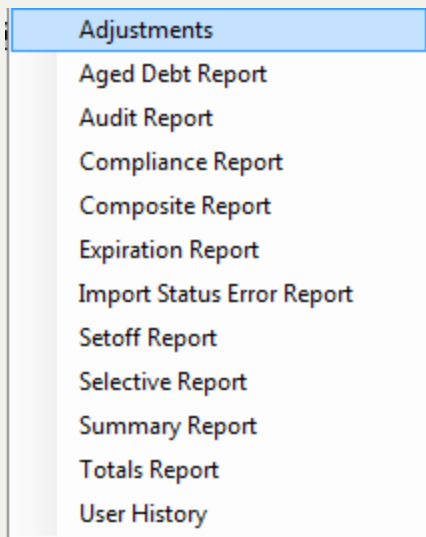


- As all other reports, this menu requires access rights assigned in the [User Setup](#). Each Account Code/Department must show "ACCESS", not "RESTRICTED". This report can only be generated for the account code/department that the user has access rights to.

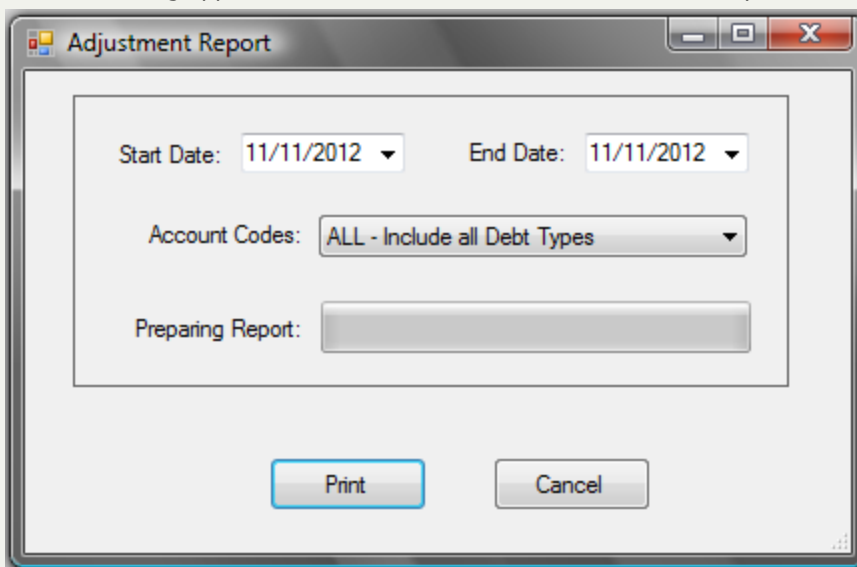
1. From the **Reports** menu:



2. Move the mouse over **Adjustment Report** and click this option:



3. The following appears with the selection of default dates of today as Start and End date and All Account Codes:



4. Select the desired Account Code/department:

Account Codes:

- Defaults to ALL, click the to display all account codes that are accessible as set-up in the [User Setup](#).

5. Select one of the two options:

- Click to abort and return back to the Main Menu
- Click to initiate to process and continue

- The Status Bar will show progress:

Status:

Sample Adjustment Report - for Date Range of one day and All Account Codes:


North Carolina Debt Setoff Program
C999: Sample Local Government
ADJUSTMENTS REPORTS
DATE RANGE: 11/11/2012 THRU 11/11/2012
Date: 11/11/2012

SSN	NAME	ORIGINAL DEBT	ADJMNT AMT	CURRENT DEBT	ACCT CODE	ACCOUNT#	ADJ DATE
999-00-6469	Allison Jr Hudson	125.24	25.00	100.24	UTL	5489098	11/11/2012
999-00-2080	Bessette Nellie	344.37	344.37	0.00	UTL	6513302	11/11/2012
999-00-2570	Davidson Orian	325.68	100.00	225.68	UTL	7099492	11/11/2012
999-00-0050	Sirota Maurice	150.72	150.72	0.00	UTL	6801349	11/11/2012
999-00-2822	Toomey Ellen	337.91	200.00	137.91	UTL	4785400	11/11/2012
991-00-9876	Wallcroft William	100.00	100.00	0.00	PKT	MGT 908	11/11/2012
999-00-7659	Wirz Albert	347.50	347.50	0.00	UTL	7596776	11/11/2012
Totals		\$1,731.42	\$1,267.59	\$463.83			

This report uses the [Print Preview](#) options:



- terminates the view of the report and returns to the Main Menu:

 **North Carolina Debt Setoff Program**

Debtors

Reports

Import/Export

Maintenance

Transmit


Letters


Address


Tools


Interest


Help






















Aged Debt Report

The **AGED DEBTS REPORT** is a comprehensive report that lists debtors who have been setoff for a specific time frame OR all debts that have not yet been setoff.

There are two different options:

- Debts that have been Setoff
- Debts that have NOT been Setoff

Information:

- Not Setoff:
 - SSN
 - Last Name
 - First Name
 - Current Debt Amount (balance after the setoff)
 - Account Number
 - Compliance Date
- Setoff:
 - Last Name
 - First Name
 - Current Debt Amount (balance after the setoff)
 - Setoff Amount
 - Setoff Date
- Report totals include: Debt Amount and Setoff Amount

Criteria for Selection - Setoff Start Date and Setoff End Date

Order: there are three options:

- SSN
- Last Name, First Name
- Compliance Date, Last Name, First Name

Frequency: This report can be run at anytime.

Account Codes:

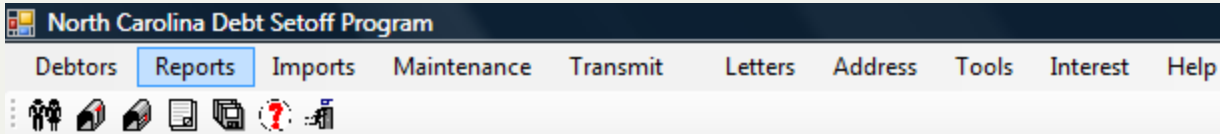
- As with all reports the account codes/departments is selectable:

Account Codes:

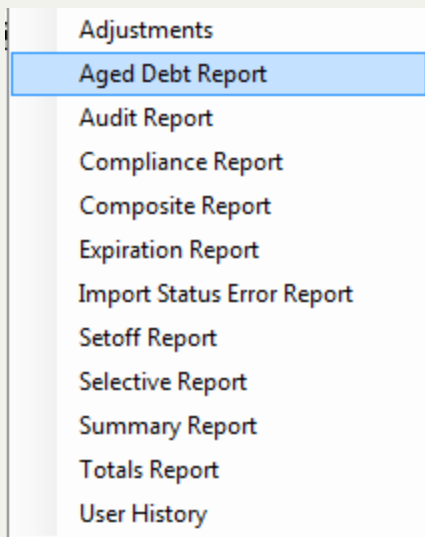


- As all other reports, this menu requires access rights assigned in the [User Setup](#). Each Account Code/Department must show "ACCESS", not "RESTRICTED". This report can only be generated for the account code/department that the user has access rights to.

1. From the **Reports** menu:



2. Move the mouse over **Aged Debt Report** and click this option:



3. A dialog screen appears:

Aged Debt Report

Start Date: 11/12/2012 End Date: 11/12/2012

☒ Debts Setoff
 ☐ Debts NOT Setoff

☒ Order By SSN
☐ Order by Lastname Firstname
☐ Order by Compliance Date Lastname Firstname


Account Codes: ALL - Include all Debt Types

Preparing Report:

Print Cancel

4. Enter a date range: Start Date (Setoff Date) and End Date (Setoff Date):

Start Date: 11/10/2012 End Date: 11/10/2012

Both dates default to today, but type over to edit, or use the  to initiate the [calendar](#).

5. Select one of the two options:

☒ Debts Setoff
 ☐ Debts NOT Setoff

- Debts Setoff - will only print debts that have been setoff (since implementing this software and not deleted by a Delete Debtor or Year End Delete). This option will use the Start and End Date range.
- Debts NOT Setoff - never setoff (since implementing this software and not deleted by a Delete Debtor or Year End Delete) . This option DOES NOT use the Start and End Date range, it lists ALL debts never setoff for the selected Account Code/Department.

6. Select one of the three options of print order:

☒ Order By SSN
☐ Order by Lastname Firstname
☐ Order by Compliance Date Lastname Firstname

7. Select the desired account code/department:

Account Codes:

- It defaults to ALL, click the to display all account codes that are accessible as set-up in the [User Setup](#).

ALL - Include all Debt Types

- DSO Debt Setoff
- EMS Emergency Medical Services
- HLT Health
- TAX Taxes
- UTL Utilities

- Select the desired account code/department

Sample Aged Debt ReportDebts NOT Setoff - Last Name, First Name order - for "HLT" Account Code

North Carolina Debt Setoff Program
C999: Sample Local Government
DEBTS PREVIOUSLY NOT SETOFF
AGED DEBTS REPORT 11/12/2012 THRU 11/12/2012

SSN	LAST NAME	FIRST NAME	DEBT AMOUNT	ACCOUNT NUMBER	COMPLIANCE DATE
999-00-1107	Mernagh	Robert	0.00	6823609	01/15/2010
999-00-6749	Mineff	Ivan	90.00	7867047	12/01/2012
999-00-6189	Myhrman	Pehr	50.00	6815129	12/01/2012
999-00-3900	Ovies	Servando	100.00	6829757	03/02/2010
999-00-7561	Palsson	Stina	75.00	6834421	01/15/2010
999-00-9136	Parkes	Francis	84.39	7041359	01/15/2010
999-00-8044	Righini	Sante	100.00	6828273	12/01/2012
999-00-4509	Rosblom	Viktor	100.00	6844597	12/01/2012
999-00-0582	Rothschild	Elizabeth	100.00	4785364	01/15/2010
999-00-9024	Sage	Constance	93.38	7569246	01/15/2010
999-00-1198	Sage	Dorothy	100.00	4785259	03/02/2010
999-00-2514	Slayter	Hilda	100.00	7862029	12/01/2012
999-00-0386	Slocovski	Selman	84.39	6829333	11/19/2009
999-00-3949	Smith	Mary	96.04	6798593	03/02/2010
999-00-0659	Spencer	William	50.00	6854137	01/15/2010
999-00-8289	Stahelin	Max	75.00	6801561	12/01/2012
999-00-5825	Stanley	Amy	69.86	7569071	11/19/2009
999-00-1205	Swift	Margaret	80.37	6789053	03/02/2010
999-00-1128	Thomeycroft	Percival	100.00	6815977	01/15/2010
999-00-6238	Turkula	Hedwig	100.00	7857204	12/01/2012
999-00-7183	Vanderplancke	Julius	100.00	6771669	11/19/2009
999-00-1562	Walker	William	0.00	6854985	01/15/2010
999-01-9419	Wallcrief	Debra	75.00	FS-109	12/28/2012
999-00-2689	Weisz	Mathilde	100.00	6799865	12/01/2012
999-00-8149	White	Richard	0.00	6822549	12/01/2012
999-00-5937	Windelov	Einar	96.04	4569315	01/15/2010
999-00-9010	Zakarian	Ortin	75.00	6811737	01/15/2010
			\$4,954.89		

Sample Aged Debt Report - Debts Setoff - uses the Start and End Date Range of 10/01/2012 - 11/12/2012 and SSN order for ALL Account Codes

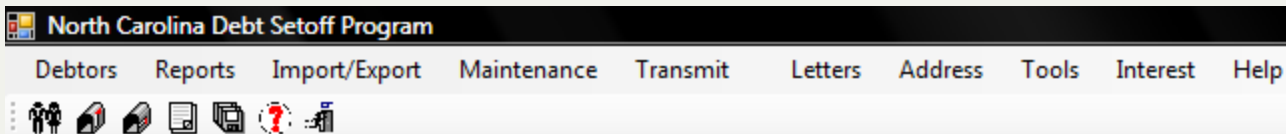
North Carolina Debt Setoff Program
C999: Sample Local Government
DEBTS PREVIOUSLY SETOFF
AGED DEBTS REPORT 10/01/2012 THRU 11/12/2012

SSN	LAST NAME	FIRST NAME	DEBT AMOUNT	SETOFF AMOUNT	SETOFF DATE
999-00-0099	Asplund	Lillian	83.79	1,000.00	10/30/2012
999-00-1226	Hocking	Richard	5.97	200.00	10/30/2012
999-00-3774	Blank	Henry	0.00	107.00	10/30/2012
999-00-6378	Payne	Vivian	0.00	100.00	10/30/2012
999-00-6455	Abbott	Rhoda	0.00	375.00	10/30/2012
999-00-6455	Abbott	Rhoda	300.00	25.00	10/30/2012
999-00-6455	Abbott	Rhoda	0.00	325.00	10/30/2012
999-00-6455	Abbott	Rhoda	0.00	235.00	10/30/2012
999-00-7624	Sirayanian	Orsen	71.76	30.00	10/30/2012
999-00-8478	Turpin	Dorothy	31.75	68.25	10/30/2012
999-00-8765	Ponesell	Martin	0.00	69.86	10/30/2012
999-00-9129	Johnston	Catherine	103.13	100.00	10/30/2012
999-01-9419	Wallcrief	Debra	208.00	110.00	10/30/2012
			\$804.40	\$2,745.11	

This report uses the [Print Preview](#) options:



Close - terminates the view of the report and returns to the Main Menu:



Audit Report

The **AUDIT REPORT** - a detailed report of information on all or selective debtors based on date entered or edited over a specific time frame. There are seven different options:

- All Debtors
- Debtors added between Dates (debtors who were not in the software but added during this selected time frame)
- Debtors edited between Dates (debtors who were in the software but was edited during this selected time frame)
- Debts added between Dates (debtors may or may not have been in software but debt (s) were added during this selected time frame)
- Debts edited between Dates (debtors may or may not have been in software but debt (s) were edited during this selected time frame)
- Debts Marked as Interest Accrual (debts that have the Interest Accrual box checked in their Debtor area)
- Debts Marked as NOT Interest Accrual (debts that do not have the Interest Accrual box checked in their Debtor area)

Additional Selections:

- By Start and End Date Range
- By User
- By Account Code



- some of the above selections will not produce all of the debtors/debts due to the fact that prior versions of this software did not always capture the dates added and updated. Debtors/debts manually captured the Date Added. However, debtors/debts added via the Import ASCII or Excel did not but that has been corrected in the latest version. These new features will only work with new debtors and debts added after the upgrade to this new version.

Information:

- SSN
 - Name
 - Address
 - All debts
 - Debt amounts
 - Account code/departments
 - Account numbers
 - Compliance Dates
 - Expiration Dates
 - Interest Setting and Amounts
-
- Report totals include Debt Amount and Base Amount (Principal).

Order: the report is in Last Name, First Name order.

Frequency: This report can be run at anytime.

Account Codes:

- As with all reports the account codes/departments is selectable:

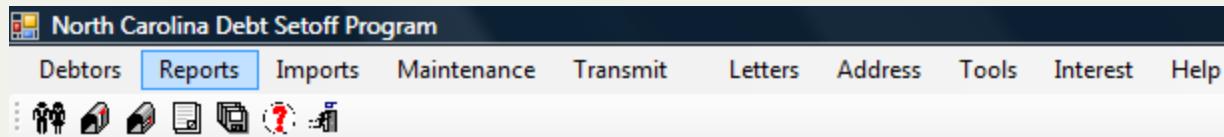
Account Codes:



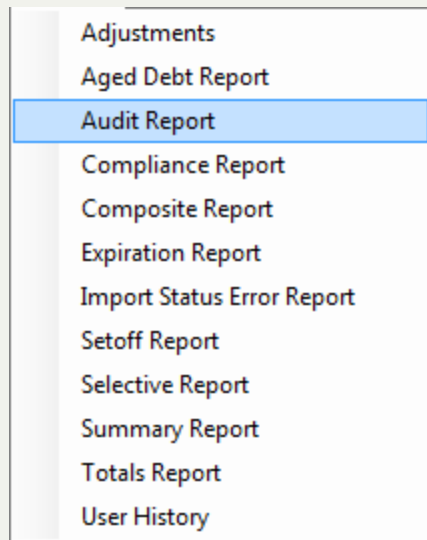
- ONLY the Administrator can execute this report since it has options to view what other users have done.

As all other reports, this menu requires access rights assigned in the [User Setup](#). Each Account Code/Department must show "ACCESS", not "RESTRICTED". This report can only be generated for the account code/department that the user has access rights to. The admin user MUST have "ACCESS" rights to all account codes in order to print an entire Audit Report.

1. From the **Reports** menu:



2. Move the mouse over **Audit Report** and click this option:



3. The following appears with the selection of default dates of today as Start and End date, All Users and All Account Codes:

Audit Report

☐ Include all Debtors
☐ Include Debtors Added between Dates
☐ Include Debtors Edited between Dates
☐ Include Debts Added between Dates
☐ Include Debts Edited between Dates
☐ Include only Debts Marked as Interest Accrual
☐ Include only Debts Marked as NOT Interest Accrual

Start Date: 11/11/2012 ▼

End Date: 11/11/2012 ▼

Users: All Users ▼

Account Codes: ALL - Include all Debt Types ▼

Status:

Print Cancel

4. To select All Debtors, click the ☐ :

☒ Include all Debtors



OR for a more selective option, not All Debtors, click ☐ for all desired choices below:

- ☐ Include Debtors Added between Dates
- ☐ Include Debtors Edited between Dates
- ☐ Include Debts Added between Dates
- ☐ Include Debts Edited between Dates
- ☐ Include only Debts Marked as Interest Accrual
- ☐ Include only Debts Marked as NOT Interest Accrual

5. If selecting one or more of the above "between Dates", the date range must be entered. Today's date appears by default:

Start Date: 11/11/2012 ▼

End Date: 11/11/2012 ▼

- Enter the desired Start Date by typing over in a mm/dd/yyyy format or use the [calendar](#) 
- Enter the desired End Date by typing over in a mm/dd/yyyy format or use the [calendar](#) 

6. Select the desired Users:

Users: All Users ▼

- Defaults to ALL, click the ▼ to display all possible Users:

All Users
System Administrator
EMS BillingSupv
Finance Officer
W/S BillingSupv

- Click the desired User

7. Select the desired Account Code/department:

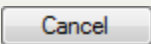

Account Codes: ▼

- Defaults to ALL, click the ▼ to display all account codes that are accessible as set-up in the [User Setup](#).

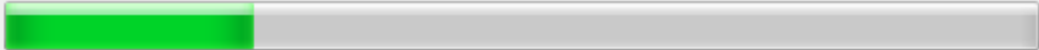
ALL - Include all Debt Types ▼
DSO Debt Setoff
EMS Emergency Medical Services
HLT Health
TAX Taxes
UTL Utilities

- Click the desired account code/department

8. Select one of the two options:

- Click  to abort and return back to the Main Menu
- Click  to initiate to process and continue

- The Status Bar will show progress:

Status: 

Sample Audit Report - for All Debtors, All Users and All Account Codes:

☒ Include all Debtors

☐ Include Debtors Added between Dates

☐ Include Debtors Edited between Dates

☐ Include Debts Added between Dates

☐ Include Debts Edited between Dates

☐ Include only Debts Marked as Interest Accrual

☐ Include only Debts Marked as NOT Interest Accrual

Start Date: 11/09/2012 ▼

End Date: 11/11/2012 ▼

Users: All Users ▼

Account Codes: ALL - Include all Debt Types ▼

Status:

North Carolina Debt Setoff Program
C999: Sample Local Government
Audit Report
Date: 11/11/2012
Date Range: All Dates Included

Debtor Info	DEBT AMOUNT	CODE	ACCOUNT NUMBER	COMPLIANCE	EXPIRATION INT	BASE AMT	BASE
999-00-2752 6931 Easton Street CLAYTON, NC 27520	413.05 413.05	TAX	6857105	12/01/2012	06/15/2011 N	0.00 0.00	0 0
Abbing Anthony 999-00-5832 3150 Mt Zion Rd Reidsville, NC 27320	0.00 100.00 50.00 100.00 60.00 75.00 385.00	HLT HLT HLT TAX HLT HLT	HD19009 H1 10987 2009-9075 H10235 H-10293	09/08/2010 09/22/2010 09/23/2010 09/16/2010 09/11/2010 12/31/2010	09/08/2010 09/22/2013 09/23/2013 09/16/2013 09/11/2013 12/31/2013	N N N N N N	0.00 0.00 0.00 0.00 0.00 0.00 0.00
Abbott Eugene J 999-00-2255 302 Wheat Street CHARLOTTE, NC 27520	826.07 826.07	TAX	5836013	12/01/2012	06/15/2012 N	0.00 0.00	0 0
Abbott Rossmore E 999-00-2780 1525 Norwood Road CLAYTON, NC 27520	1,654.53 325.00 200.00 75.00 2,254.53	TAX EMS UTL HLT	8411073 E09-1231231 WS-1021-2009 H2010-0912	12/01/2012 12/01/2012 12/01/2012 12/01/2012	06/15/2015 03/15/2013 06/13/2013 09/12/2013	N N N N	0.00 0.00 0.00 0.00 0.00

Sample Audit Report - for Debtors/Debts Added or Edited, All Users for Account Codes "UTL" - Utilities:

☐ Include all Debtors

☒ Include Debtors Added between Dates

☒ Include Debtors Edited between Dates

☒ Include Debts Added between Dates

☒ Include Debts Edited between Dates

☐ Include only Debts Marked as Interest Accrual

☐ Include only Debts Marked as NOT Interest Accrual

Start Date: 11/09/2012 ▼

End Date: 11/12/2012 ▼

Users: All Users ▼

Account Codes: UTL Utilities ▼


North Carolina Debt Setoff Program
C999: Sample Local Government
Audit Report
Date: 11/12/2012
Date Range: 11/09/2012 Thru 11/12/2012
Account Codes Included: UTL

Debtor Info	DEBT AMOUNT	CODE	ACCOUNT NUMBER	COMPLIANCE	EXPIRATION INT	BASE AMT	BASE
	318.00					0.00	0
Toomey Ellen M 999-00-2822 1335 Ridge Road KENLY, NC 27542	137.91 137.91	UTL	4785400	12/01/2012	03/15/2011 N	0.00 0.00	0 0
Wallcreef Debra T 999-01-9419 3810 Burning Branch Rd Wingate, NC 28174	208.00 208.00	UTL	WS-20080315-032	11/08/2012	12/31/2015 N	0.00 0.00	0 0
Wallcroff Henrick R 949-82-8151 308 Leaning Tree Rd Wingate, NC 28174	150.00 150.00	UTL	U90875-9081	12/01/2012	10/25/2022 N	0.00 0.00	0 0
Wirz Albert 999-00-7659 57 Valley Ln CHARLOTTE, NC 27520	0.00 0.00	UTL	7596776	01/15/2010	06/15/2015 N	0.00 0.00	0 0
Yousseff Gerios 999-00-3508 1813 Hwy 301 N HUNTERSVILLE, NC 27577	50.00	UTL	7849870	03/02/2010	12/31/2010 N	0.00	0
Grand Totals:	\$1,649.58*				\$	\$0.00*	

This report uses the [Print Preview](#) options:



[Close](#) - terminates the view of the report and returns to the Main Menu:

 **North Carolina Debt Setoff Program**

Debtors

Reports

Import/Export

Maintenance

Transmit


Letters


Address


Tools


Interest


Help




















Compliance Report

The **Compliance Report** generates a list of debtors and debts based on a starting and ending Compliance Date range. It can help-ful if trying to determine:

- how long a debt has been in the Debt Setoff database, if the Compliance Date is the date (or close to the date) the debt was sub-mitted to the Clearinghouse
- if some future Compliance Dates were used, whether intentional or not. The software will warn if a future Compliance Date of 31 or more days is entered in a Add Debtor function. However, if debts were loaded via the Import ASCII or Excel, the future Compliance Dates are not warned or stopped.

Information:

- SSN
 - Last Name
 - First Name
 - Current Debt Amount
 - Account Code/Department
 - Account Number
 - Compliance Date
-
- Report totals include: Debt Amount

Criteria for Selection - Compliance Start Date and Compliance End Date

Order: the report is in Last Name, First Name order.

Frequency: This report can be run at anytime.

Account Codes:

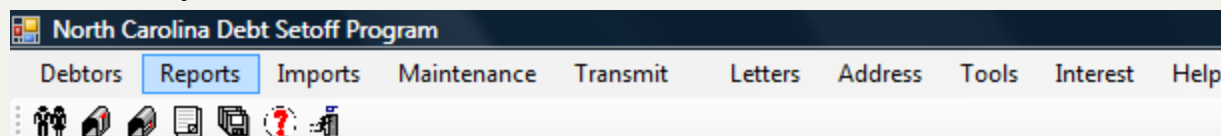
- As with all reports the account codes/departments is selectable:

Account Codes:

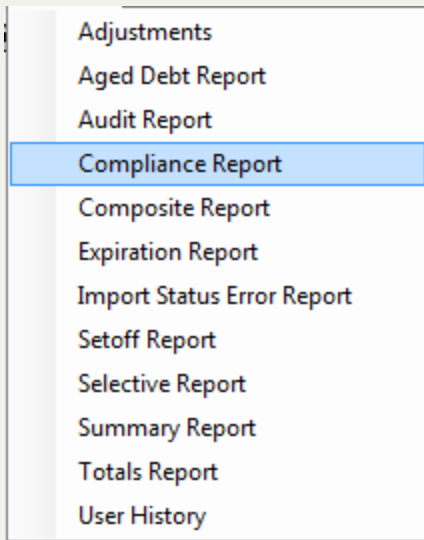


- As all other reports, this menu requires access rights assigned in the [User Setup](#). Each Account Code/Department must show "ACCESS", not "RESTRICTED". This report can only be generated for the account code/department that the user has access rights to. The admin user should have rights to all account codes in order to print an entire Compliance Report.

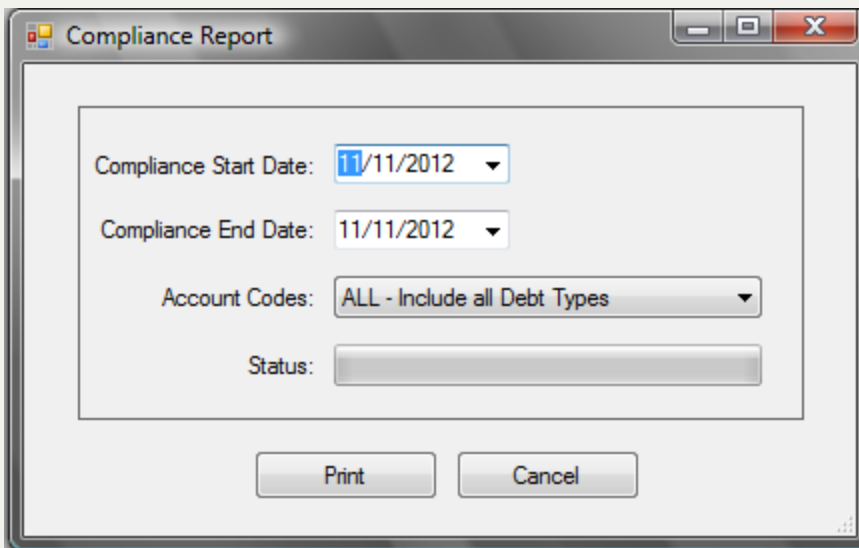
1. From the **Reports** menu:



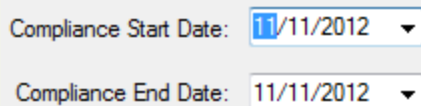
2. Move the mouse over **Compliance Report** and click this option:




3. A dialog screen appears for the date range:

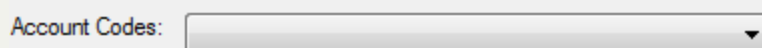



4. Enter a date range: Compliance Start Date and Compliance End Date:



Both dates default to today, but type over to edit, or use the  to initiate the [calendar](#).

5. Select the desired account code/department:



- It defaults to ALL, click the  to display all account codes that are accessible as set-up in the [User Setup](#).

ALL - Include all Debt Types ▼

- DSO Debt Setoff
- EMS Emergency Medical Services
- HLT Health
- TAX Taxes
- UTL Utilities

- Select the desired account code/department

6. Select one of the two options:

- Click to initiate to process and continue
- Click to abort and return back to the Main Menu

Sample Compliance Report - for debts with Compliance Date range of 01/01/2012 through 11/11/2012

Compliance Start Date: ▼

Compliance End Date: ▼

Account Codes: ▼

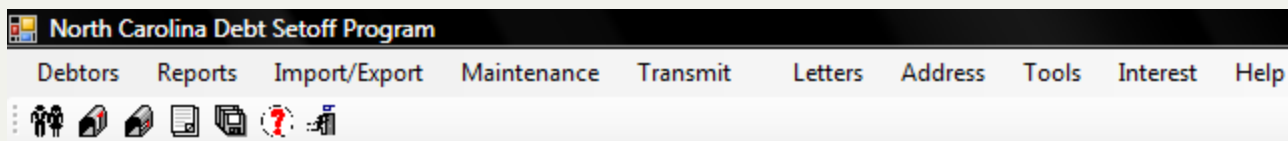
North Carolina Debt Setoff Program
C999: Sample Local Government
Compliance Report
Date: 11/11/2012
Date Range: 01/01/2012 Thru 11/11/2012

SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	COMPLIANCE DATE
999-00-4061	Adams John	995.87	TAX	9236914	01/01/2012
999-00-0043	Chaffee Herbert F	1,884.56	TAX	8537058	01/15/2012
999-00-4530	Cook Selena	134.86	UTL	7505298	01/01/2012
999-00-3025	Frauenthal Henry W	174.89	UTL	7858941	03/02/2012
999-00-2010	Louch Alice A	100.00	HLT	7569058	01/01/2012
991-00-9854	Swartz Herman N	318.00	UTL	WS-901123	11/11/2012
949-04-9419	Wallcreef Debra T	208.00	UTL	WS-20080315-032	11/08/2012
949-82-8151	Wallcroff Henrick R	945.50	TAX	TX 2010-123456	10/01/2012
991-00-9876	Wallcroft William R	400.00	TAX	TX 2009-123456	10/01/2012
991-00-0065	Wilson Lisa M	78.00	UTL	WS-09134-18	11/11/2012
Total Debt		\$5,239.68*			

The [Print Preview](#) options appear:



Close - terminates the view of the report and returns to the Main Menu:



Composite Report

The **Composite Report** generates a list of debtors and debts, select between three types of debts:

- All debts
- Only \$0.00 debts
- Not \$0.00 debts

Information:

- SSN
 - Last Name
 - First Name
 - Address
 - City
 - State
 - Zip
 - Total Debt Amount (all debts summed for the debtor)
-
- Report totals include: Debt Amount

Order: the report is in Last Name, First Name order.

Frequency: This report can be run at anytime.

Account Codes:

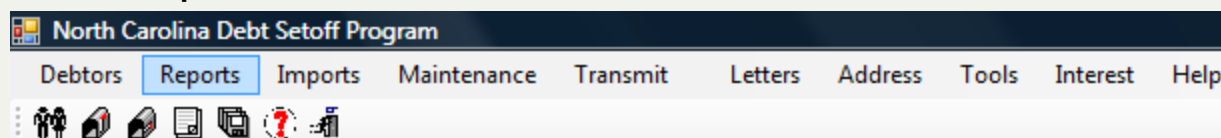
- As with all reports the account codes/departments is selectable:

Account Codes:

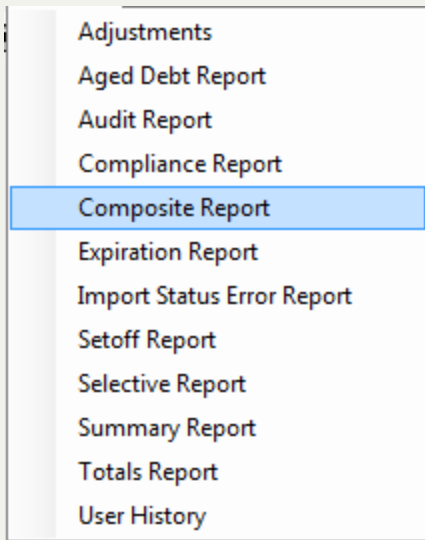


-As all other reports, this menu requires access rights assigned in the [User Setup](#). Each Account Code/Department must show "ACCESS", not "RESTRICTED". This report can only be generated for the account code/department that the user has access rights to. The admin user should have rights to all account codes in order to print an entire Composite Report.

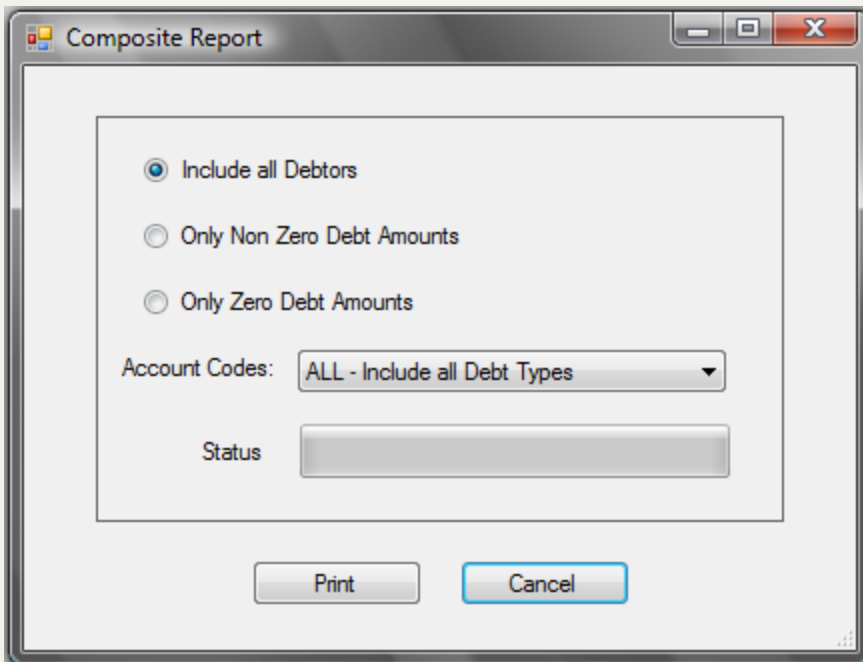
1. From the **Reports** menu:




2. Move the mouse over **Composite Report** and click this option:



3. A dialog screen appears for the date range:


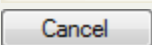


4. To select All Debtors, click 

OR for a more selective option, NOT All Debtors, click ☐ for the desired choice below:


- ☐ Only Non Zero Debt Amounts
- ☐ Only Zero Debt Amounts

5. Select one of the two options:

- Click  to initiate to process and continue
- Click  to abort and return back to the Main Menu

Sample Composite Report - for all Non- \$0.00 debts for "HLT" - Health Department:

- ☐ Include all Debtors
- ☒ Only Non Zero Debt Amounts
- ☐ Only Zero Debt Amounts


Account Codes: 


North Carolina Debt Setoff Program
C999: Sample Local Government
Composite Report
Date: 11/12/2012
Account Codes Included: HLT

SSN	NAME	STREET	CITY	ST	ZIP	DEBT AMOUNT
999-00-1205	Swift Margaret W	1487 Bramble Street	ZEBULON	NC	27597	80.37
999-00-1128	Thomeycroft Perciv	1122 Grove Ln	SELMA	NC	27576	100.00
999-00-6238	Turkula Hedwig	3802 Fernrun Court	DENTON	NC	27239	100.00
999-00-8478	Turpin Dorothy A	100 Mediterranean Lane	SELMA	NC	27576	31.75
999-00-7183	Vanderplancke Juliu	8293 Westbridge Rd	ANGIER	NC	27501	100.00
999-01-9419	Wallcrief Debra T	3810 Burning Branch Rd	Wingate	NC	28174	75.00
999-00-2689	Weisz Mathilde F	2100 Eagle Lane	HUNTERSVILLE	NC	27577	100.00
991-00-0065	Wilson Lisa M	3110 Dale Spencer Rd	Ellerbe	NC	28399	78.00
999-00-5937	Windelov Einar	9285 Golden Pond	ASHEBORO	NC	27203	96.04
999-00-9010	Zakarian Ortin	9401 Wilson Blvd Lot 371	CARY	NC	27592	75.00
Totals:						\$4,989.64

This report uses the [Print Preview](#) options:



 - terminates the view of the report and returns to the Main Menu:

 **North Carolina Debt Setoff Program**

Debtors

Reports

Import/Export

Maintenance

Transmit









Letters

Address

Tools

Interest

Help



Expiration Report

The **Expiration Report** generates a list of debtors and debts based on a starting and ending Expiration Date Range. It can help if trying to determine:

- which debts, if any, have already expired
- which debts, if any, will expire in the near future
- which debts, if any, will expire years in the future
- to confirm expired debts that appear on the [Import Status Error report](#)

Information:

- SSN
 - Name
 - Current Debt Amount
 - Account Code/Department
 - Account Number
 - Expiration Date
-
- Report totals include: Debt Amount

Order: the report is in Last Name, First Name order.

Frequency: This report can be run at anytime.

Account Codes:

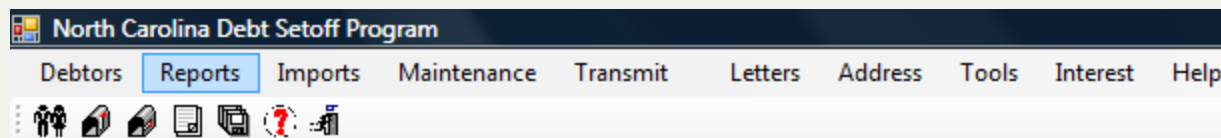
- As with all reports the account codes/departments is selectable:

Account Codes:

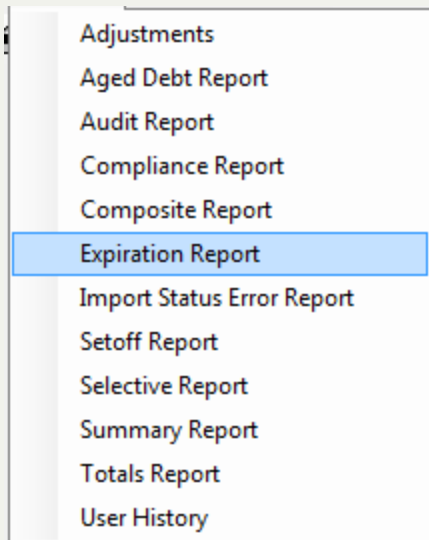


-As all other reports, this menu requires access rights assigned in the [User Setup](#). Each Account Code/Department must show "ACCESS", not "RESTRICTED". This report can only be generated for the account code/department that the user has access rights to. The admin user should have rights to all account codes in order to print an entire Expiration Report.

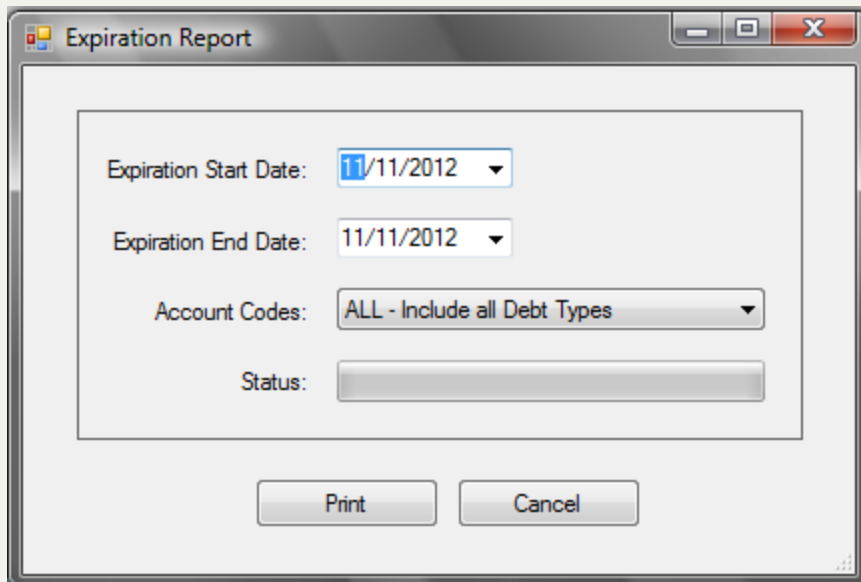
1. From the **Reports** menu:



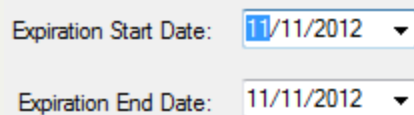
2. Move the mouse over **Expiration Report** and click this option:




3. A dialog screen appears for the date range:

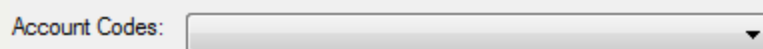



4. Enter a date range: Expiration Start Date and Expiration End Date:



Both dates default to today, but type over to edit, or use the  to initiate the [calendar](#).

5. Select the desired account code/department:



- It defaults to ALL, click the  to display all account codes that are accessible as set-up in the [User Setup](#).

ALL - Include all Debt Types ▼
DSO Debt Setoff
EMS Emergency Medical Services
HLT Health
TAX Taxes
UTL Utilities

- Select the desired account code/department

6. Select one of the two options:

- Click to initiate to process and continue
- Click to abort and return back to the Main Menu

Sample Expiration Report - for debts with Expiration Date range of 12/01/2012 through 01/01/2013 for All Account Codes/Departments:

Expiration Start Date: 12/01/2012 ▼

Expiration End Date: 01/01/2013 ▼

Account Codes: ALL - Include all Debt Types ▼


North Carolina Debt Setoff Program
C999: Sample Local Government
Expiration Report
Date: 11/11/2012
Date Range: 12/01/2012 Thru 01/01/2013

SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	EXPIRATION DATE
999-00-6455	Abbott Rhoda M	0.00	EMS	E09-7169443	12/31/2012
999-00-5699	Alexander William	1,087.43	TAX	5092263	12/31/2012
999-00-5195	Anderson Harry	477.53	TAX	9237286	12/31/2012
999-00-7050	Bimbaum Jakob	907.29	TAX	5489897	12/31/2012
999-00-7715	Brailey W. T	587.42	TAX	5259740	12/31/2012
999-00-3018	Braund Owen H	477.53	TAX	6267121	12/31/2012
999-00-0015	Collyer Harvey	3,857.49	TAX	8651722	12/31/2012
999-00-4187	Coltcheff Peju	3,857.49	TAX	8780694	12/31/2012
999-00-8562	Dahl Charles E	189.71	EMS	8679219	12/31/2012
999-00-3683	Danbom Gilbert S	200.00	EMS	8122545	12/31/2012
999-00-9066	Del Carlo Argene	714.31	TAX	6948725	12/31/2012
999-00-7211	Flynn James	1,947.29	TAX	7869363	12/31/2012
999-00-8723	Greenfield Blanche	141.13	UTL	7569169	12/31/2012
999-00-6707	Harper John	7,710.42	TAX	6761493	12/31/2012
999-00-0519	Harris Irene	55.90	UTL	7866082	12/31/2012
999-00-7554	Hickman Stanley G	3,006.82	TAX	6833361	12/31/2012
999-00-5034	Johnson Elisabeth V	7,190.24	TAX	4785334	12/31/2012
999-00-4691	Kink Luise G	525.09	TAX	6783117	12/31/2012
999-00-6546	Lemore Amelia M	320.36	UTL	7569067	12/31/2012
999-00-9227	Leyson Robert W	2,677.76	TAX	6823397	12/31/2012
999-00-1184	Long Milton C	84.39	HLT	6803893	12/31/2012
999-00-1667	Lundahl Johan S	2,639.00	TAX	6757889	12/31/2012
999-00-6042	Mardirosian Sarkis	0.00	HLT	6828909	12/31/2012
999-00-0176	Moubarek Gerios	629.71	TAX	7849677	12/31/2012
999-00-3179	Newell Marjorie A	742.78	TAX	6793505	12/31/2012
999-00-2675	Rintamaki Matti	240.00	EMS	6800713	12/31/2012
999-00-3522	Rowe Alfred G	397.31	UTL	7569046	12/31/2012
999-00-5538	Samaan Elias	50.00	UTL	4785316	12/31/2012
999-00-1023	Samaan Hanna E	949.08	TAX	7853151	12/31/2012
999-00-2514	Slayter Hilda M	100.00	HLT	7862029	12/31/2012
999-00-6203	Stankovic Ivan	703.13	TAX	7867433	12/31/2012
999-00-8058	Strom Elna M	275.00	EMS	4785412	12/31/2012
999-00-8219	Vendel Olof E	218.03	EMS	6811101	12/31/2012
		42,959.64*			









This report uses the [Print Preview](#) options:



[Close](#) - terminates the view of the report and returns to the Main Menu:

 North Carolina Debt Setoff Program

DebtorsReportsImport/ExportMaintenanceTransmitLettersAddressToolsInterestHelp



Import Status Error Report

The **Import Status Error Report**- retrieves the report from the Clearinghouse server of the errors in the previous Import Status Report, eliminating the need to sign-on to the secure server and manually download, save and review the report .



- no longer does the file have to be downloaded via the secure website.

Information:Varies depending on error type:

- ATTENTION: Debt Rejected: Invalid SSN - lists SSN, Last Name, First Name, Account Number
- Debt Rejected: Expired: - lists Expiration Date, Debt Amount, Account Number
- Debt Rejected: First character and/or entire First Name blank: Debt Amount, Account Number
- Debt Rejected: amount cannot exceed \$99,999.99: - lists Debt Amount
- Debt Imported with Future Compliance Date:- lists Compliance Date, Debt Amount, Account Number

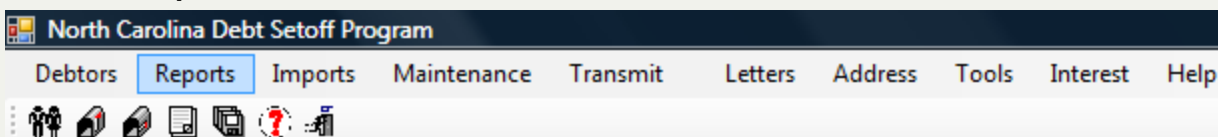
Order: the report is in SSN order.

Frequency: This report can be run at anytime. However, it is only available for 10 days after created by the Clearinghouse. It does not have to be downloaded and reviewed if the Import Status Report provided via email signifies no debts expired or rejected.

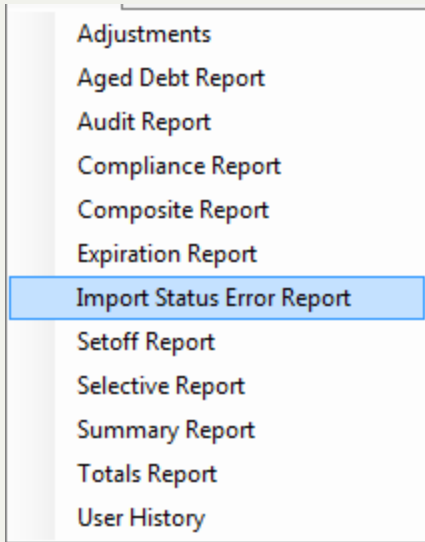


this menu requires ONLY Report access rights assigned in the [User Setup](#). However, it does not require ALL Account Code/Department to show "ACCESS", not "RESTRICTED". Any User with Report access can download and print this report.

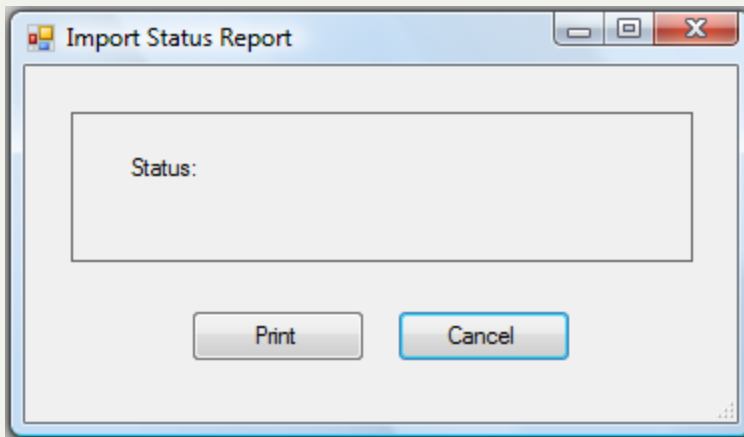
1. From the **Reports** menu:



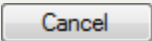

2. Move the mouse over **Import Status Error Report** and click this option:



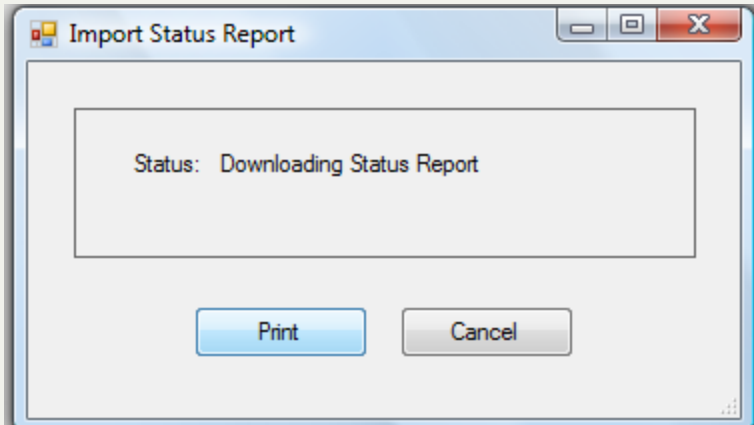
3. A dialog screen appears:



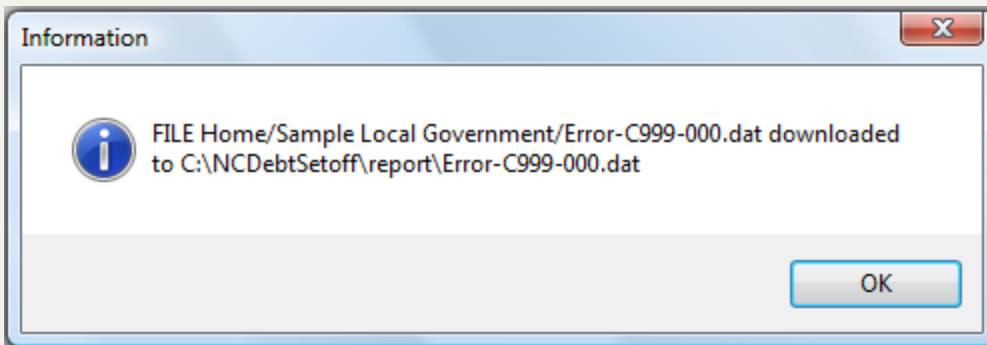
4. Select one of the two options:

- Click  to abort and return back to the Main Menu
- Click  to initiate to process and continue

5. A connection is made to the Clearinghouse server to access the file and the dialog screen appears. It may take several seconds in order to sign-on, authenticate and connect. While attempting the following appears:

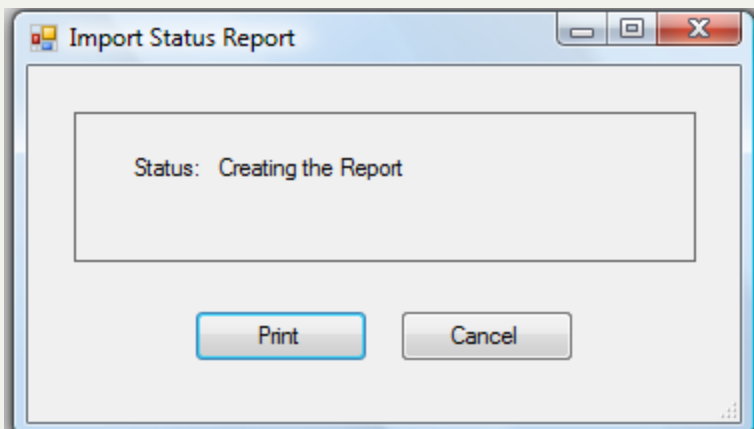


6. Once signed on and the file is downloaded successfully, a dialog screen appears listing the file name downloaded and the folder where it was stored:



- if any error message appears or the above download confirmation does not appear, contact the [Clearinghouse](#).

7. Click for the following:



8. A sample Import Status Error Report:

North Carolina Debt Setoff Program
C999: Sample Local Government
Entity Import to Clearinghouse Error Report
Date: 11/11/2012

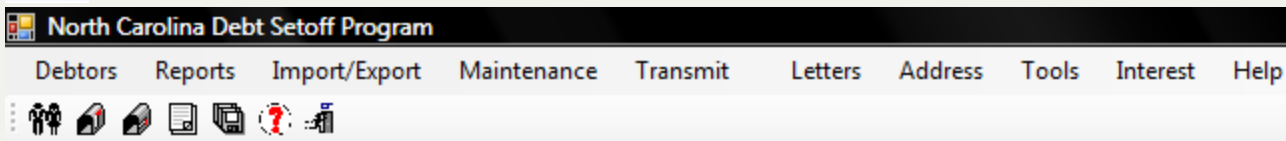
SSN	ERROR
000-00-0000	ATTENTION: Debt rejected: Invalid SSN, begins with 0000 STEVENS JOHN Acct #: AC-72385660
123-45-678	ATTENTION: Debt rejected: Invalid SSN, not nine digits WINSTON WILLIAM Acct #: E08-11260557
129-28-1852	Debt Imported with Future Compliance Date: 10/01/2010 Debt Amount: 418.00 Acct #: E09-25105
695-25-1051	Debt Imported with Future Compliance Date: 10/01/2010 Debt Amount: 418.00 Acct #: E09-14112
724-81-8603	Debt Rejected: Expired 6/30/2010 Debt Amount: 945.33 Acct #: TAX-1999-71481860
764-81-1860	Debt Rejected: First character and/or entire First Name blank Debt Amount: 347.97 Acct #: HLT-41099

9. If the content says, "NO ERRORS!", there is nothing to be done. However, if any errors appears, each much be corrected in order for a chance to setoff the debt.

The [Print Preview](#) options appear:




Close - terminates the view of the report and returns to the Main Menu:



Selective Report

The **SELECTIVE REPORT** list of debtors and debts for either a selective debt amount range or a selective date entered range. There are two different options:

- Debts by Range of Current Debt Amount
- Debts by Range of Date Debt was Added

 - the By Date Range selection will not produce all of the debtors/debts due to the fact that prior versions of this software did not always capture the dates added and updated. Debtors/debts manually captured the Date Added. However, debtors/debts added via the Import ASCII or Excel did not but that has been corrected in the latest version. These new features will only work with new debtors and debts added after the upgrade to this new version.

Information:

- SSN
 - Last Name
 - First Name
 - Account Number
 - Date Added
 - Current Debt Amount
-
- Report totals include: Debt Amount

Order: the report is in Last Name, First Name order.

Frequency: This report can be run at anytime.

Account Codes:

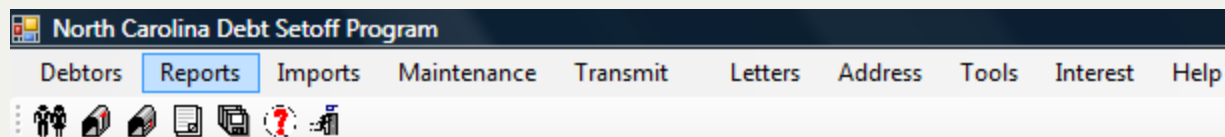
- As with all reports the account codes/departments is selectable:

Account Codes:



- As all other reports, this menu requires access rights assigned in the [User Setup](#). Each Account Code/Department must show "ACCESS", not "RESTRICTED". This report can only be generated for the account code/department that the user has access rights to. The admin user should have rights to all account codes in order to print an entire Selective Report.

1. From the **Reports** menu:



2. Move the mouse over **Selective Report** and click this option:

- Adjustments
- Aged Debt Report
- Audit Report
- Compliance Report
- Composite Report
- Expiration Report
- Import Status Error Report
- Setoff Report
- Selective Report
- Summary Report
- Totals Report
- User History

3. The following appears:

Selective Report

Beginning Debt Amount:

Ending Debt Amount:

Start Date: 11/11/2012 ▾

End Date: 11/11/2012 ▾

Use Debt Amount Range ☐

Use Date Range ☐

Preparing Report:

Preparing PDF File:

Account Codes: ALL - Include all Debt Types ▾

Print

PDF only

Cancel

4. To select debtors by a debt amount range, enter the desired Debt Amounts and check the "Use Debt Amount Range" box:

Beginning Debt Amount:

Ending Debt Amount:

Use Debt Amount Range ☐

- A sample of selecting debts \$0.00 would be:

Beginning Debt Amount:

Ending Debt Amount:

Start Date: ▼

End Date: ▼

Use Debt Amount Range ☒



- The Start and End Date is irrelevant and does not have to be edited if doing the Debt Amount range

- A sample of selecting debts \$0.01 to \$49.99 would be:

Beginning Debt Amount:

Ending Debt Amount:

Start Date: ▼

End Date: ▼

Use Debt Amount Range ☒

OR instead of a Debt Amount range report, a date report is available by:

- Entering a Date Debt Added range: Start Date (Debt Added) and End Date (Debt Added):

Start Date: ▼

End Date: ▼

Both dates default to today, but type over to edit, or use the ▼ to initiate the [calendar](#).

Start Date: ▼

End Date: ▼

- A sample of selecting debts added from 01/01/2012 through 11/11/2012 would be:

Start Date: 01/01/2012 ▼

End Date: 11/11/2012 ▼

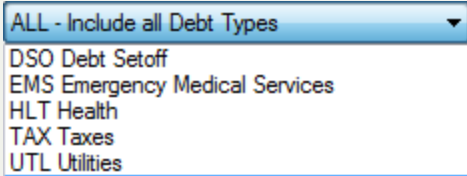
Use Debt Amount Range ☐

Use Date Range ☒

5. Select the desired account code/department:

Account Codes:

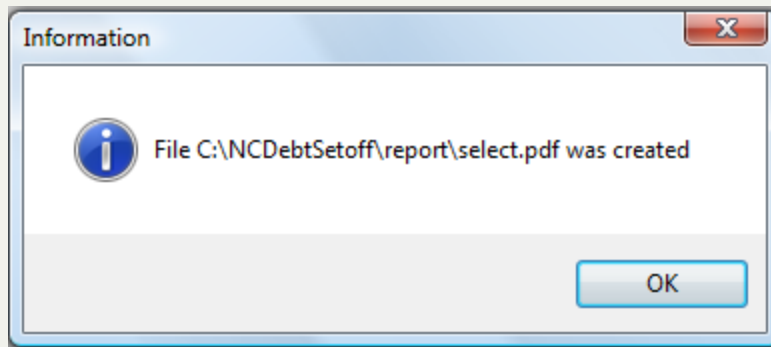
- It defaults to ALL, click the ▼ to display all account codes that are accessible as set-up in the [User Setup](#).



- Select the desired account code/department

6. Select one of the three options:

- Click to abort and return back to the Main Menu
- Click to initiate to process and continue
- Click to create a pdf version of the report
 - A folder is displayed noting where the pdf file is stored



Sample Selective Report - for debt amount \$0.01 to \$49.99 (less than \$50.00 but not \$0.00) for All Account Codes:

Beginning Debt Amount:

Ending Debt Amount:

Start Date:

End Date:

Use Debt Amount Range ☒

Use Date Range ☐

Preparing Report:

Preparing PDF File:

Account Codes:

North Carolina Debt Setoff Program

C999: Sample Local Government

SELECTIVE REPORT

BEGINNING DEBT AMOUNT 0.01 THROUGH DEBT AMOUNT 49.99
BEGINNING DATE ADDED 11/11/2012 THROUGH DATE ADDED 11/11/2012
All Account codes included

SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	DATE ADDED	CURRENT DEBT
999-00-1226	Hocking	Richard	6821277	12/15/2011	5.97
999-00-8478	Turpin	Dorothy	4785262	10/01/2012	31.75
				Total:	\$37.72

Sample Selective Report - for Date Debts Added from 01/01/2012 - 11/11/2012 for All Account Codes

Start Date:

End Date:

Use Debt Amount Range ☐

Use Date Range ☒

Preparing Report:

Preparing PDF File:

Account Codes:

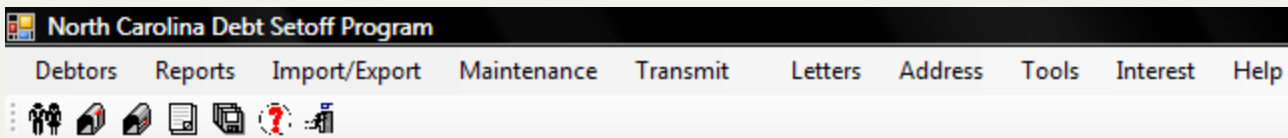
North Carolina Debt Setoff Program
 C999: Sample Local Government
 SELECTIVE REPORT
 BEGINNING DEBT AMOUNT 0.00 THROUGH DEBT AMOUNT 0.00
 BEGINNING DATE ADDED 11/01/2012 THROUGH DATE ADDED 11/11/2012
 All Account codes included

SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	DATE ADDED	CURRENT DEBT
991-00-9854	Swartz	Herman	WS-901123	11/11/2012	318.00
999-01-9419	Wallcreef	Debra	FS-109	11/10/2012	75.00
999-01-9419	Wallcreef	Debra	WS-20080315-032	11/08/2012	208.00
949-82-8151	Wallcroft	Henrick	TX 2010-123456	11/06/2012	945.50
991-00-9876	Wallcroft	William	VXD 123	11/11/2012	100.00
991-00-9876	Wallcroft	William	TX 2009-123456	11/11/2012	400.00
991-00-9876	Wallcroft	William	VXD 123:10-15-2012	11/11/2012	125.00
991-00-9876	Wallcroft	William	MGT 908:10-16-2012	11/11/2012	125.00
991-00-9876	Wallcroft	William	MGT 908	11/11/2012	0.00
991-00-0065	Wilson	Lisa	WS-09134-18	11/11/2012	78.00
Total:					\$2,374.50

This report uses the [Print Preview](#) options:



Close - terminates the view of the report and returns to the Main Menu:



Setoff Report

The **Setoff Report** - generates a list of debtors and debts that have been setoff. The "By Date" option is helpful if trying to determine

- setoffs for a time frame such as a calendar or fiscal year
- setoffs for a time frame such as a calendar or fiscal year for a particular account code/department
- if a prior setoff report was misplaced
- to reconcile with a Capital Management deposit

Criteria for Selection - Setoff Start Date and Setoff End Date

Information:

- SSN
 - Name
 - Account Code/Department
 - Account Number
 - Source (REV: N. C. Department of Revenue or LOT: N. C. Education Lottery)
 - Setoff Date
 - Setoff Amount
 - Setoff Fee
 - Current Debt Amount (balance after the setoff)
-
- Report totals include: Amount Setoff and Fees

Order: the report is in Last Name, First Name order

Frequency: This report can be run at anytime but should be run immediately after the [Transmit-Import from Clearinghouse-Setoff](#) process.



- As all other reports, this menu requires access rights assigned in the [User Setup](#). Each Account Code/Department must show "ACCESS", not "RESTRICTED". This report can only be generated for the account code/department that the user has access rights to. The admin user should have rights to all account codes in order to print an entire Setoff Report.

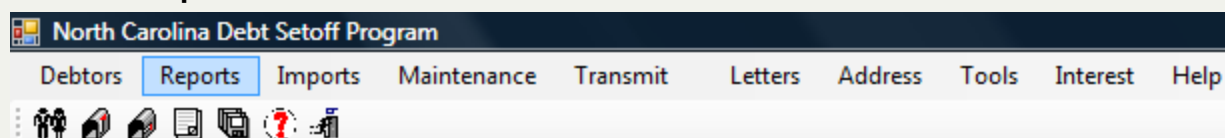


- this report will not provide information for a particular setoff date unless the Transmit-Import from Clearinghouse-Setoffs process has been completed. In addition, it will only print those setoffs that have been since the installation of this 2011/2012 software. If converted from the old software, version 2007, those setoffs do not appear in this report.

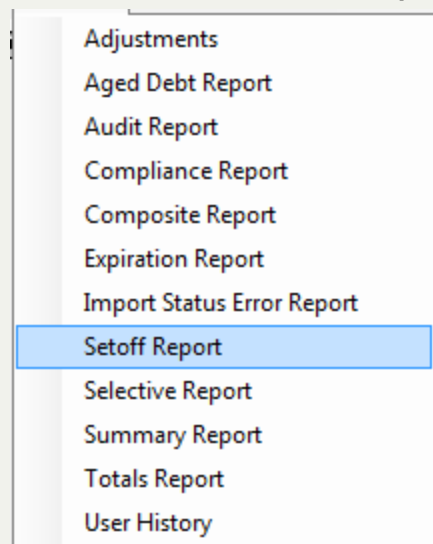


- if one person does the [Transmit-Import from Clearinghouse-Setoffs](#) process, once done they should contact other Users informing them to execute the Setoff Report for this particular setoff date.

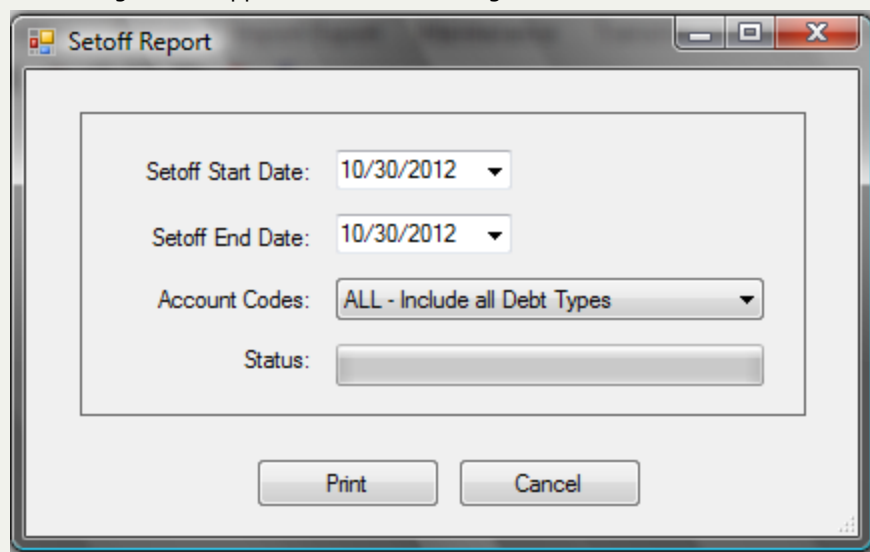
1. From the **Reports** menu:



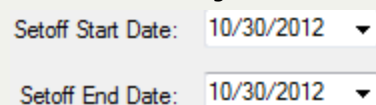
2. Move the mouse over **Setoff Report** and click this option:




3. A dialog screen appears for the date range:



4. Enter a date range: Setoff Start Date and Setoff End Date:




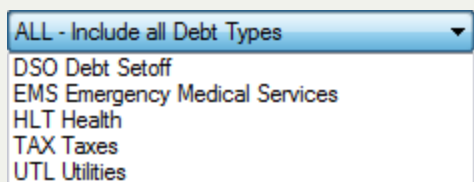
Both dates default to today, but type over to edit, or use the  to initiate the [calendar](#).

You can always check the yearly [Debt Setoff Calendar](#). Remember, it is this date from the calendar, NOT the date you receive notification or the day the setoff file is downloaded.

5. Select the desired account code/department:

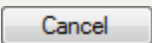

Account Codes: 

- It defaults to ALL, click the  to display all account codes that are accessible as set-up in the [User Setup](#).

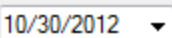


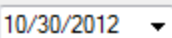
- Select the desired account code/department

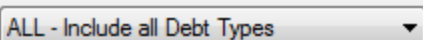
6. Select one of the two options:

- Click  to abort and return back to the Main Menu
- Click  to initiate to process and continue

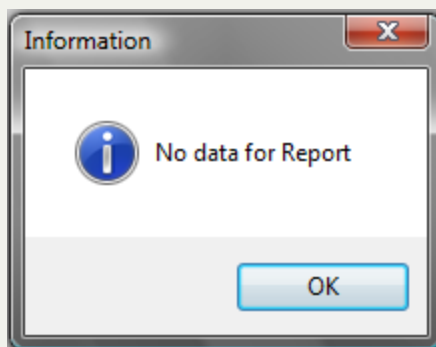
Sample Setoff Report:- for debts setoff for the date range of 10/30/2012 through 10/30/2012

Setoff Start Date:  10/30/2012

Setoff End Date:  10/30/2012

Account Codes:  ALL - Include all Debt Types

- If the Transmit-Import from Clearinghouse-Setoffs was not yet processed or the wrong date range was entered, then the following appears:



- If the proper date range was selected, then a sample report is displayed:

North Carolina Debt Setoff Program

C999: Sample Local Government

Setoff Report

Date: 11/11/2012

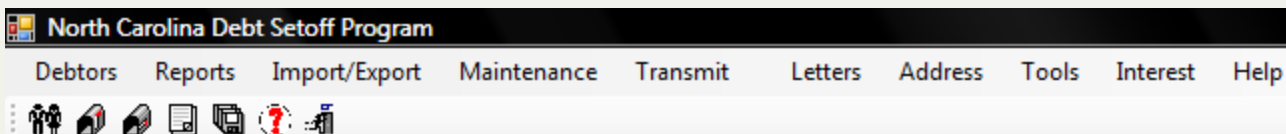
Date Range: 10/30/2012 Thru 10/30/2012

SSN	NAME	CODE	ACCOUNT NUMBER	SRC	SETOFF	AMOUNT	FEE
999-00-6455	Abbott, Rhoda	EMS	E09-7169443	REV	10/30/2012	235.00	15.00
999-00-6455	Abbott, Rhoda	EMS	E09-9161213	REV	10/30/2012	325.00	15.00
999-00-6455	Abbott, Rhoda	EMS	E08-1902913	REV	10/30/2012	375.00	15.00
999-00-6455	Abbott, Rhoda	EMS	E08-113133	REV	10/30/2012	25.00	0.00
Total:						960.00 *	
999-00-0099	Asplund, Lillian	TAX	9047784	REV	10/30/2012	1,000.00	15.00
999-00-3774	Blank, Henry	UTL	5202771	REV	10/30/2012	107.00	15.00
999-00-1226	Hocking, Richard	TAX	6821277	REV	10/30/2012	200.00	15.00
999-00-9129	Johnston, Kathy	EMS	7569199	REV	10/30/2012	100.00	0.00
999-00-6378	Payne, Vivian	TAX	6845445	REV	10/30/2012	100.00	15.00
999-00-8765	Ponesell Jr, Martin	HLT	6795201	REV	10/30/2012	69.86	15.00
999-00-7624	Sirayanian, Orson	UTL	6811525	LOT	10/30/2012	30.00	0.00
999-00-8478	Terpin, Dorothy	HLT	4785262	REV	10/30/2012	68.25	15.00
999-01-9419	Wallcrief, Debra	UTL	WS-10987654321-2008	REV	10/30/2012	110.00	15.00
Total Count: 13						Totals: \$2,745.11	\$150.00

This report uses the [Print Preview](#) options:



Close - terminates the view of the report and returns to the Main Menu:



Summary Report

The **SUMMARY REPORT** is a single page report that gives a complete accountability of the current statistics of your debtors and debts.

Information:

- Number of Debtors
- Number of Debts
- Original Amount of Debts
- Current Amount of Debts

- Number of Debts Setoff
- Amount Setoff
- Percent of Debtors Setoff
- Percent of Debts Setoff



- These totals and percentages are for the debtors and debts currently in the software. Functions such as deletions and clean-ups will adjust these totals.

Frequency: This report can be run at anytime.

Account Codes:

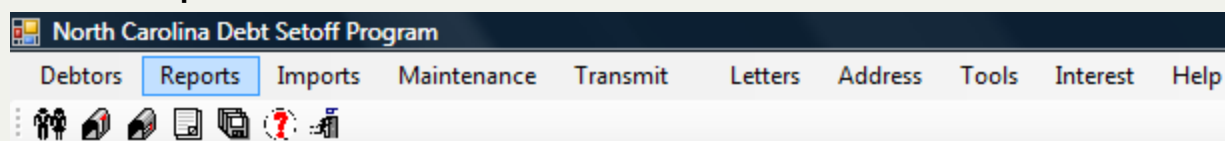
- As with all reports the account codes/departments is selectable:

Account Codes:



- As all other reports, this menu requires access rights assigned in the [User Setup](#). Each Account Code/Department must show "ACCESS", not "RESTRICTED". This report can only be generated for the account code/department that the user has access rights to. The admin user MUST have "ACCESS" rights to all account codes in order to print an entire Summary Report.

1. From the **Reports** menu:



2. Move the mouse over **Summary** and click this option:

- Adjustments
- Aged Debt Report
- Audit Report
- Compliance Report
- Composite Report
- Expiration Report
- Import Status Error Report
- Setoff Report
- Selective Report
- Summary Report**
- Totals Report
- User History

3. The following appears:

Summary Report

Account Codes:

Debtors:

Setoff:

4. Select the desired account code/department:

Account Codes:

- It defaults to ALL, click the to display all account codes that are accessible as set-up in the [User Setup](#).

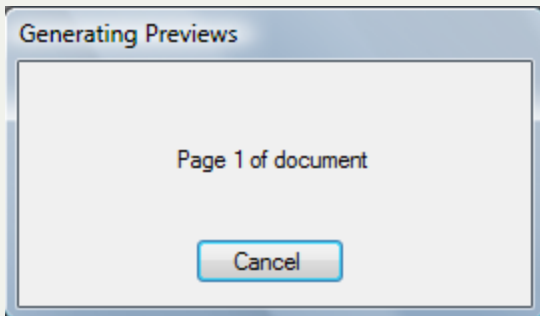
- ALL - Include all Debt Types**
- DSO Debt Setoff
- EMS Emergency Medical Services
- HLT Health
- TAX Taxes
- UTL Utilities

- Select the desired account code/department

5. Select one of the two options:

- Click to abort and return back to the Main Menu
- Click to initiate to process and continue with the next step

5. A print generation notification appears:



Sample Summary Report- for All Account Codes/departments

North Carolina Debt Setoff Program C999: Sample Local Government Summary Report Date: 11/12/2012 Account Codes Included: ALL								
Debtors	Debts	Original Amount	Current Amount	Debtors Setoff	Setoff Amount	%Debtors	%Debts	
1,315	1,344	1,919,753.56	1,911,556.54	14	6,249.77	1.06	1.41	

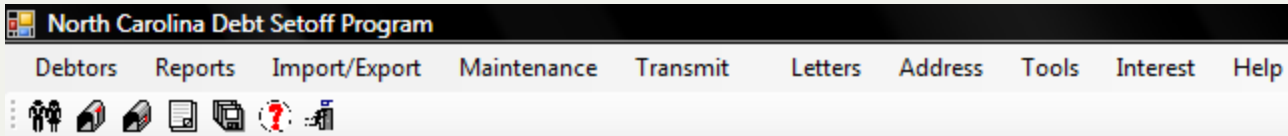
Sample Summary Report- for a selected Account Code/departments - "UTL" - Utilities

North Carolina Debt Setoff Program C999: Sample Local Government Summary Report Date: 11/12/2012 Account Codes Included: UTL								
Debtors	Debts	Original Amount	Current Amount	Debtors Setoff	Setoff Amount	%Debtors	%Debts	
196	197	42,406.63	40,413.41	4	625.97	2.04	2.03	

This report uses the [Print Preview](#) options:



- terminates the view of the report and returns to the Main Menu:



Totals Report

The **TOTALS REPORT** a detailed list of all debtors(including address) and debts amounts: original, current, adjusted (payments) and setoff amounts

Information:

- SSN
 - Name
 - Address
 - Original Debt Amount
 - Adjustment Amount
 - Setoff Amount
 - Current Debt Amount
-
- Report totals include: Debt Amount

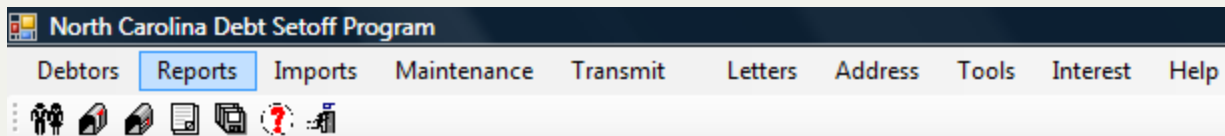
Order: the report is in Last Name, First Name order.

Frequency: This report can be run at anytime.

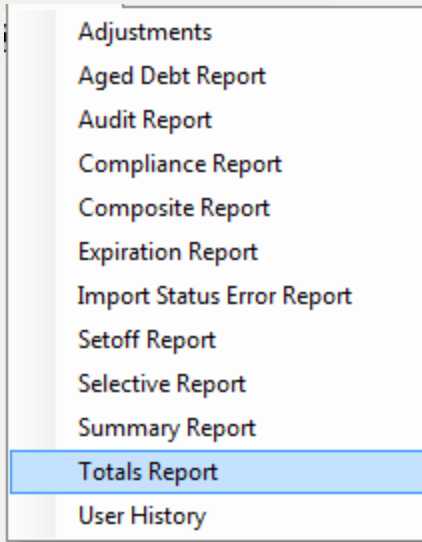


- this menu requires access rights assigned in the [User Setup](#). Account Code/Departmental controls - this report can only be generated for the account code/department that the user has access rights to. The admin user should have rights to all account codes in order to print an entire totals Report.

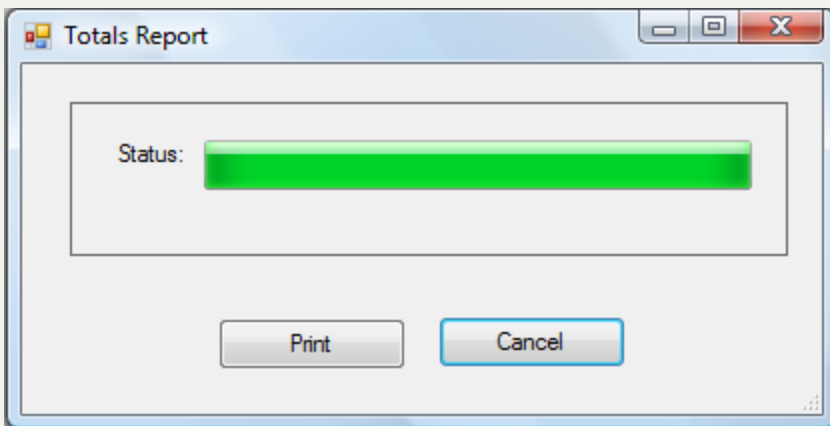
1. From the **Reports** menu: 1. From the Main Menu click **Reports**:




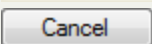
2. Move the mouse over **Totals Report** and click this option:



3. The following appears:



4. Select one of the two options:

- Click  to initiate to process and continue with the next step
- Click  to abort and return back to the Main Menu

5. A sample Totals Report - "HLT" - Health Department:

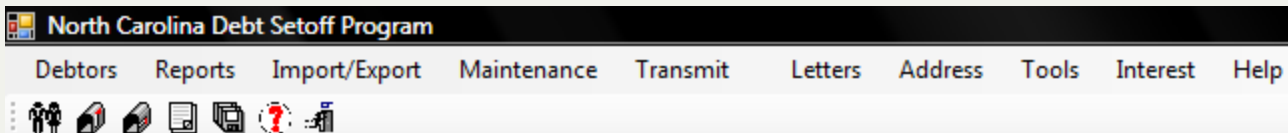
North Carolina Debt Setoff Program
 C999: Sample Local Government
 Totals Report
 Date: 11/13/2012
 Account Codes Included: HLT

DEBTOR INFORMATION	ORIGINAL DEBT	ADJUSTED AMOUNT	SETOFF AMOUNT	DEBT AMOUNT
999-00-8149 White Richard F 10584 Taft Highway WILSON,NC 27593	0.00	0.00	0.00	0.00
991-00-0065 Wilson Lisa M 3110 Dale Spencer Rd Ellerbe,NC 28399	78.00	0.00	0.00	78.00
999-00-5937 Windelov Einar 9285 Golden Pond ASHEBORO,NC 27203	96.04	0.00	0.00	96.04
999-00-9010 Zakarian Ortin 9401 Wilson Blvd Lot 3 CARY,NC 27592	75.00	0.00	0.00	75.00
Totals	5,302.75	313.11	248.11	4,989.64

The [Print Preview](#) options appear:



Close - terminates the view of the report and returns to the Main Menu:



Import-Export Menu

The **Import-Export Menu** allows for the integration of data with other computers and/or computer applications. The main use is to import files although it does have an Export function. This function is great for these scenarios:

- there are several departments and one or more would like to submit their debts in an ASCII file rather than doing data entry using the software
- there are multiple departments and at least one has a software system that can create an ASCII file
- a vendor creates a file for one or more departments that will be imported into this software rather than being sent to the secure website
- the local government prefers to do its own imports rather than sending to the Clearinghouse which requires ceasing all adds and edits until returned by the Clearinghouse

the Clearinghouse may actually require the local governments to do their own imports in the near future



- this menu requires access rights assigned in the [User Setup](#).



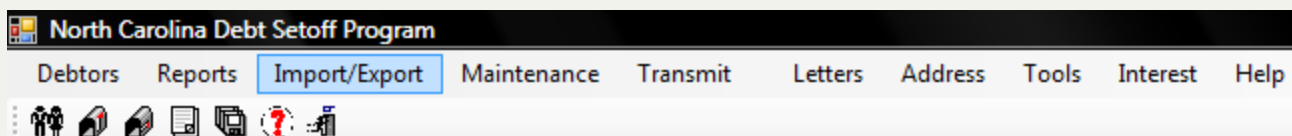
Warning: the above options are very useful and very critical. Be careful to select the proper choices. The incorrect choice could inadvertently remove debts or duplicate debts. Someone with an understanding of the ASCII data and layout needs to be involved until the process becomes very familiar. The Clearinghouse will be happy to review your existing data and the import ASCII file and test to be sure it does what is necessary. It is recommended each time before doing one of the above to make a backup copy of your data PRIOR to the ASCII import.

Note: the Clearinghouse can connect remotely to your computer and instruct on the proper methods and options using these powerful software functions.

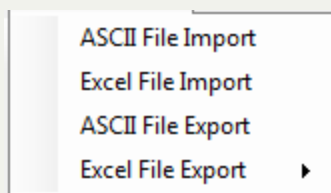


Tip: which format, ASCII or Excel is better for submission? An Excel file has less restrictions on length of information that can be stored. First name can be only 10 characters, Last name 15 and City 11. The Excel format will allow unlimited in the spreadsheet although they will be truncated after a certain length, but which is longer than the ASCII format.

The **Imports** menu:



There are four options:



1. The **ASCII File Import** and **Excel File Import** functions each have three options:

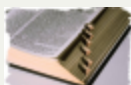
- New Adds
- Only Adjustments
- New Adds and Adjustments

Each of the above options have two choices:

- Retain the current debts and add the ASCII file
- Remove all current debts and replace with the ASCII file

2. **ASCII File Export** creates a file that can be used to import into another computer system or application.

Reminder: the above options are very useful and very critical. Be careful to select the proper choices. The incorrect choice could inadvertently remove debts or duplicate debts. Someone with an understanding of the ASCII data and layout needs to be involved until the process becomes very familiar. The [Clearinghouse](#) will be happy to review your existing data and the import ASCII file and test to be sure it does what is necessary. It is recommended each time before doing one of the above to make a backup copy of your data PRIOR to the ASCII import.



What is ASCII? **A**merican **S**tandard **C**ode for **I**nformation **I**nterchange (acronym: ASCII; pronounced /'æski/ ASS-kee) is a character-encoding scheme based on the ordering of the English alphabet. ASCII codes represent text in computers, communications equipment, and other devices that use text. Most modern character-encoding schemes are based on ASCII, though they support many more characters than did ASCII.

3. **Excel File Export** creates an excel file that can be used to view all debtors/debts for all account codes/departments or a single account code/department. Can be sorted and extracts created to print or share with staff, etc.

ASCII File Export

The **ASCII File Export** - will create a file that can be provided to your I.T. staff or a vendor so they can automate the update to another computer system. This eliminates the need to do data entry into another software application.

Creates the layout according to the [ASCII Layout](#) on the website format: 1) Sending Data from the Local Government to the Clearinghouse which is the same layout as the ASCII File Import.



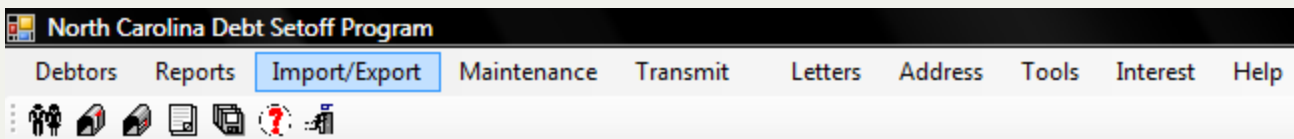
- currently the only option is to generate a ASCII file of ALL debtors and debts. There are no selective options similar to the Excel File export.

Frequency: These processes can be run at anytime. Normally needed only if an external accounting/billing can accept data from this software.

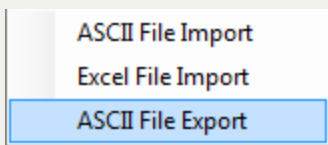


- this menu requires access rights assigned in the [User Setup](#).

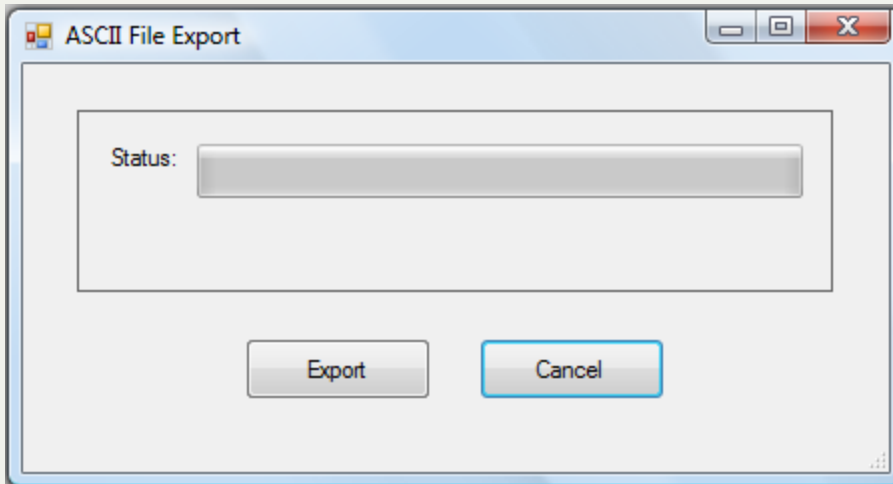
1. From the Main Menu click **Import/Export**:



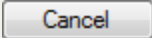
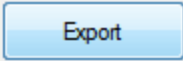
2. Move the mouse over **ASCII File Export** and click this option:

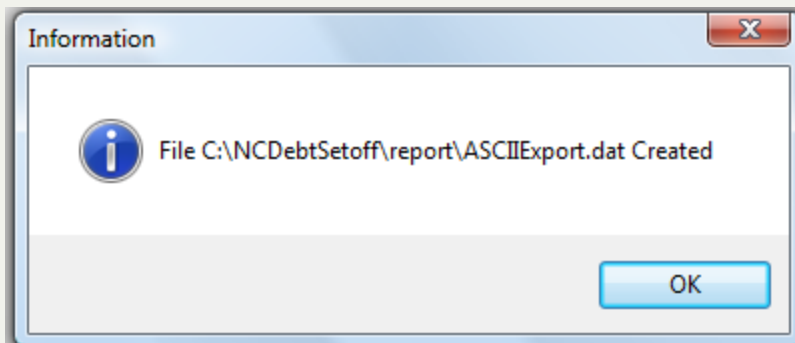


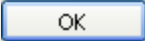
3. The following appears:

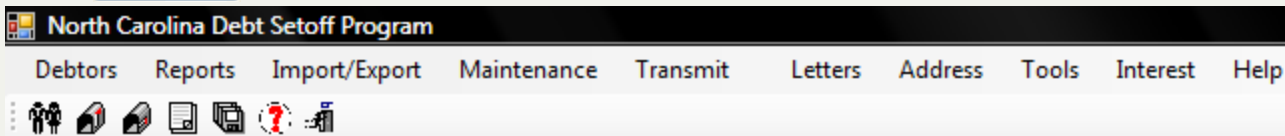


4. Click one of the following options:

- Click  to terminate and return
- Click  to begin the process and the following appears when complete displaying the folder location of the file created:



5. Click  to return to the main menu :



ASCII File Import

The **ASCII File Import** - this option is very useful and very powerful. It can eliminate much data entry if done properly! But there are many required formats and parameters that must be followed. Be sure to make the proper choices. An incorrect choice could inadvertently remove debts or duplicate existing debts. Someone with an understanding of ASCII data and layout needs to be involved until the process becomes very familiar.

The [Clearinghouse](#) strongly suggests you submit the ASCII file to us (through our secure website, NOT via email) so we can view it and ensure it meets all the proper requirements. We would also recommend you allow us to connect to your workstation and assist with the import. We do this for some local governments as often as every two weeks.



- this menu requires access rights assigned in the [User Setup](#).



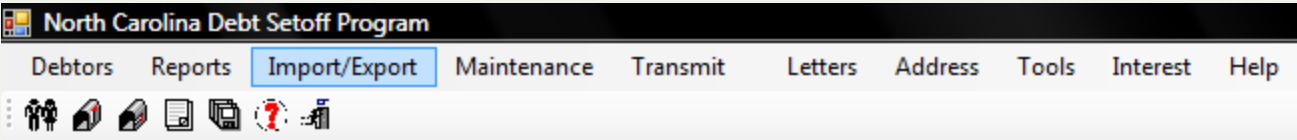
- it is recommended each time before an ASCII Import to make a [backup](#) of your data PRIOR to the Excel import. In addition you should run a [Summary Report](#) so you can review the totals before and after to be sure the import was successful.

Requirements:

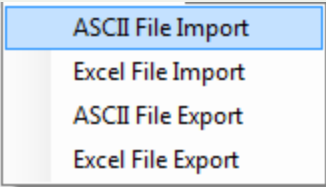
- Click here for the [required ASCII Layout](#)
 - Layout must match exactly
 - You can leave optional areas blank
 - Do Not go beyond position 165
- No restriction on the ASCII file name
- Can only have one Account Code/Department for each ASCII file
- If possible, try to determine the total of the Debt Amount (positions 79-85) to verify once the import is completed
- Exit the software after each import ASCII, if doing multiple imports
- SSN:
 - Must have leading zeroes with NO hyphens
 - Cannot be a Federal (FEIN) or State Identification Number
 - Can be an Individual Tax identification Number (ITIN)
- Name:
 - First Name cannot be blank/empty
 - Last Name cannot be blank/empty
 - Cannot be a Business Name
- Debt Amount:
 - Must have leading zeroes and no decimal point
- Agency Code:
 - Must match the Assigned Code, to verify check the Tools-Account Information Entity Code
- Expiration Date:
 - Must be the format of Date YYYYMM

- Compliance Date:
 - Must be the format MMDDYY
- Unique Key:
 - Cannot be blank/empty
 - Can be up to 20 characters (letters, numbers and/or special characters), with 1st eight in pos. 129-136 and remainder in pos. 154-165
 - Will be saved and must be used as Unique Key when doing the Import ASCII-Adjustment option to modify the debt amounts
 - Stored and appears as "Import Key" if scroll to the right on the Debtor screens
 - Appears as "Import Key" in the Export Excel File
 - A separate internal Unique Key is also created and passed to the Clearinghouse that cannot be controlled or modified by the local governments
- Account Code:
 - Cannot be blank/empty
 - Must be three characters
 - Must already be defined in the Tools-Administrator-Account Code
 - The User Name that was signed on must have the "ACCESS" setting for the account code

1. From the Main Menu click **Imports:**



2. Move the mouse over **ASCII File Import** and click this option:



3. The following appears:

ASCII File Import

Import Type: New Adds

Account Codes:

Update Option:

☒ RETAIN CURRENT DEBTS and add ASCII file

☐ REMOVE ALL CURRENT DEBTS and replace with ASCII file

Select ASCII File:

Status:

Select File Import Cancel

4. Click the Import Type: New Adds down arrow for the following options:

New Adds

New Adds

Only Adjustments

New Adds and Adjustments

- New Adds - will add each debt in the ASCII file as a new debt in the software. If the SSN and Unique Key are already in the software the debt will be rejected
- Only Adjustments - will use the Unique Key in ASCII file to find existing debt in software and update debt information. If the SSN and Unique Key are not already in the software the debt will be rejected
- New Adds and Adjustments - will add debts not found by SSN and Unique Key and those that are will be updated/adjusted to the debt amount in the import file

5. Click the Account Codes: down arrow for the following options:

DSO Debt Setoff

EMS Emergency Medical Services

HLT Health

PKT Parking Tickets

TAX Taxes

UTL Utilities



- only the account codes you have access to will appear, select one account code or ALL. The ASCII import file must have the three character code in the Account Code/Department , positions 137-139


6. Click the desired Account Code

7. Click the Update Option:

☒ RETAIN CURRENT DEBTS and add ASCII file

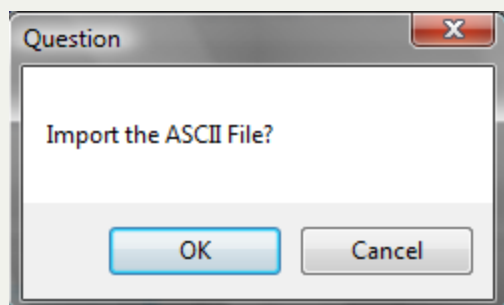
☐ REMOVE ALL CURRENT DEBTS and replace with ASCII file

- Retain Current Debts and add the ASCII file - keeps all debts and just adds the debts in the import Excel file
- Remove All Current debts and replace with the ASCII file - removes all debts with the Account Code selected and imports the debts in the import file.
 - when doing this option you will lose some reporting and historical information on the debts that were removed, even if they are in the ASCII file to be imported with the same Unique key
 - The Setoff report is one that cannot be regenerated
 - this option should be for a major correction of an entire account code or when a vendor/third-party administrator generates an updated file which has balances that were adjusted from previous setoffs

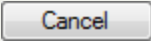
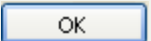
8. Click  and find the file in the folder on the workstation or network, such as:

Select ASCII File:

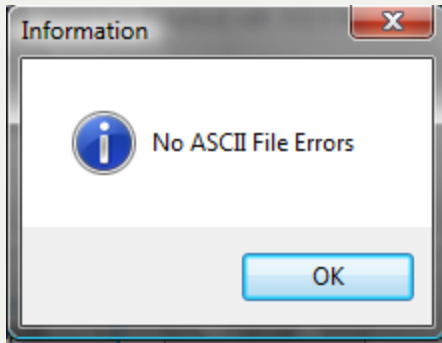
9. Click  for the following:



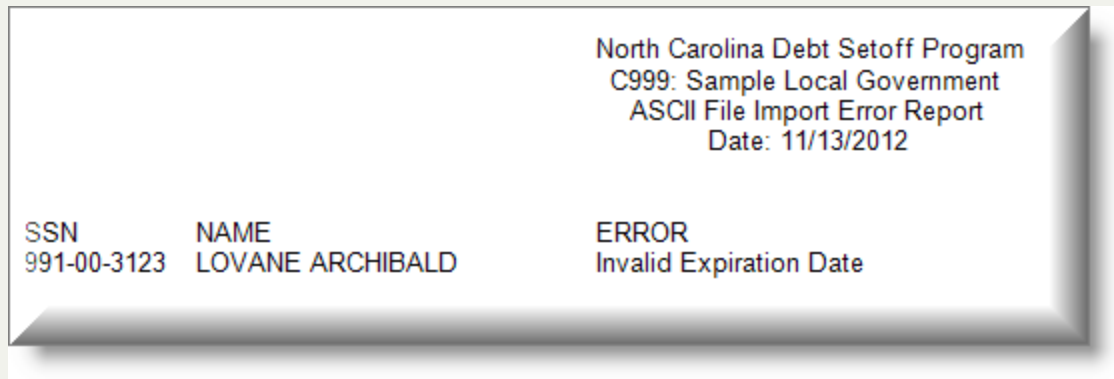
10. Select one of the two options:

- Click  to abort and return back to the Main Menu
- Click  to initiate to process and continue

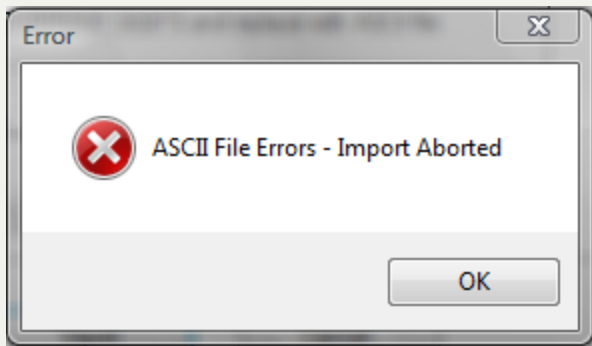
11. If the ASCII import layout meets the EXACT layout required, including column headings, then the following appears:



- the file was accepted and processed
- if the layout did not match and the following message appears:



- Click  for the following:



- The entire file was NOT imported
- Make the corrections to meet the required layout and retry
- Some of the possible errors:
 - SSN is not nine digits
 - First Name is empty
 - Last Name is empty

- Invalid Expiration Date - not YYYYMM format
- Invalid Compliance Date - such as a February 29 and not a leap year or a day of 31 in a month with less days

12. If the Import was successful, a report of the Import Totals appear:

North Carolina Debt Setoff Program C999: Sample Local Government ASCII File Import Status Report Date: 11/13/2012					
DEBTORS ADDED	DEBTS ADDED	DEBT AMOUNT ADDED	ERRORS DEBTORS	ERRORS DEBTS	ERRORS AMOUNT
6	6	600.00			

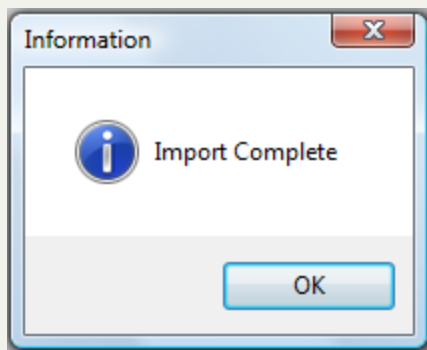


- Click for the following:

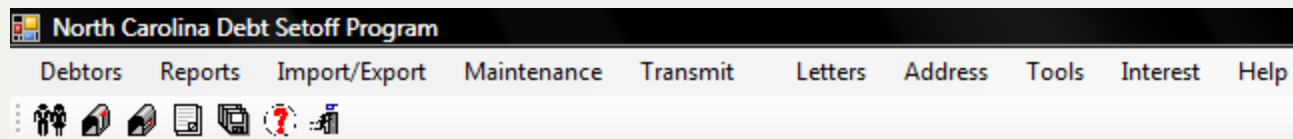
13. A detailed report of the errors appear, if none the report is blank such as below:

North Carolina Debt Setoff Program C999: Sample Local Government ASCII File Import Error Report Date: 11/13/2012				
SSN	NAME	ERROR	ACCOUNT NUMBER	DEBT AMOUNT

14. When the import ASCII file is finished importing the following appears:



15. Click to return to the main menu:



Excel File Export

The **Excel File Export** menu:

This Excel File Import option is very informative, it provides lots of information on debtors and their debts. This option creates information that can be sorted and used to analyze existing debtors and debts for all account code/departments or just a single account code/department. Prior to this option being available a local government had to request the [Clearinghouse](#) to generate an excel file for them. And it probably included additional debts that are not in the local government's current database, debts that had been deleted or replaced by an import. But running locally provides only the debtors and debts that are current.



- be aware that prior to version 2012.11, some of the cells that appear in the Excel export file will be empty. These are items such as Dates: Date Added and Updated, Letters Printed and User.



- there are Excel limitations on the number of rows (debts) that be created for each version of excel:

Version 2003 and older: 65,536 rows (need Microsoft Compatibility Pack to open an .xlsx)

Version 2007 and newer: 1,048,576 rows

There are two different drop down box selections:

- All or one specific Account Code/Department
- Specific User/sign-on

There are seven different options, that can be selected singularly or as multiples:

1. All Debtors
2. Debtors Added between Dates (debtors added during this selected time frame)
3. Debtors Edited between Dates (debtors that had some demographic editing/changes during this selected time frame)
4. All Debts
5. Debts Added between Dates (debt added during this selected time frame)
6. Debts Edited between Dates (debtors that were edited/changed during this selected time frame)
7. Debts Setoff between Dates (debtors that had one or more debt setoff during this selected time frame)

The options above that offer Start and End Dates are helpful in determining timeframe statistics and analysis, such as for the month, quarter, fiscal year, calendar year...

Information: that is generated in the Excel Export file

- Social Security Number
- Demographic info:
 - Name
 - Address
- Debt Amounts
 - Original Debt
 - Current Debt
 - Setoff Debt

- Base (Principal amount used to calculate Interest)
- Base Interest (Amount of Interest and Fees when loaded)
- Account Code/Department
- Account Number
- Dates
 - Compliance
 - Expiration
 - Setoff
 - Debtor Added
 - Debtor Edited
 - Debt Added
 - Debt Edited
 - Letter Printed
- Miscellaneous:
 - Unique Key
 - Import key (from Import ASCII or Excel) and used to do Import adjustments/payments
 - User/sign-on

File Name and Location: The file will be called: **ExcelFileExport.xlsx** and will be placed in the **Report** folder under the C:\NCDebtsetoff (Windows 7) or C:\Program Files\NCDebtsetoff (XP) folder. Open the file in Excel to view, sort, analyze, print...

Frequency: This process can be run at anytime.

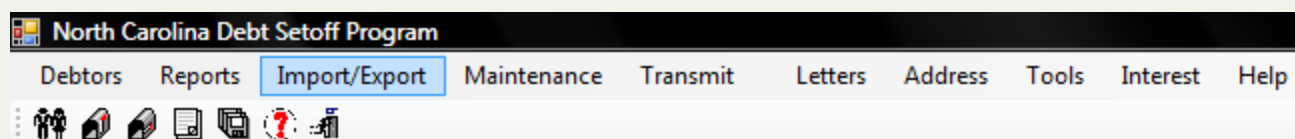


- this menu requires access rights assigned in the [User Setup](#).

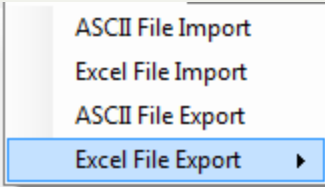


- this is an alternative to the Audit Report which creates a report, rather than a file that has much more information and can be sorted.

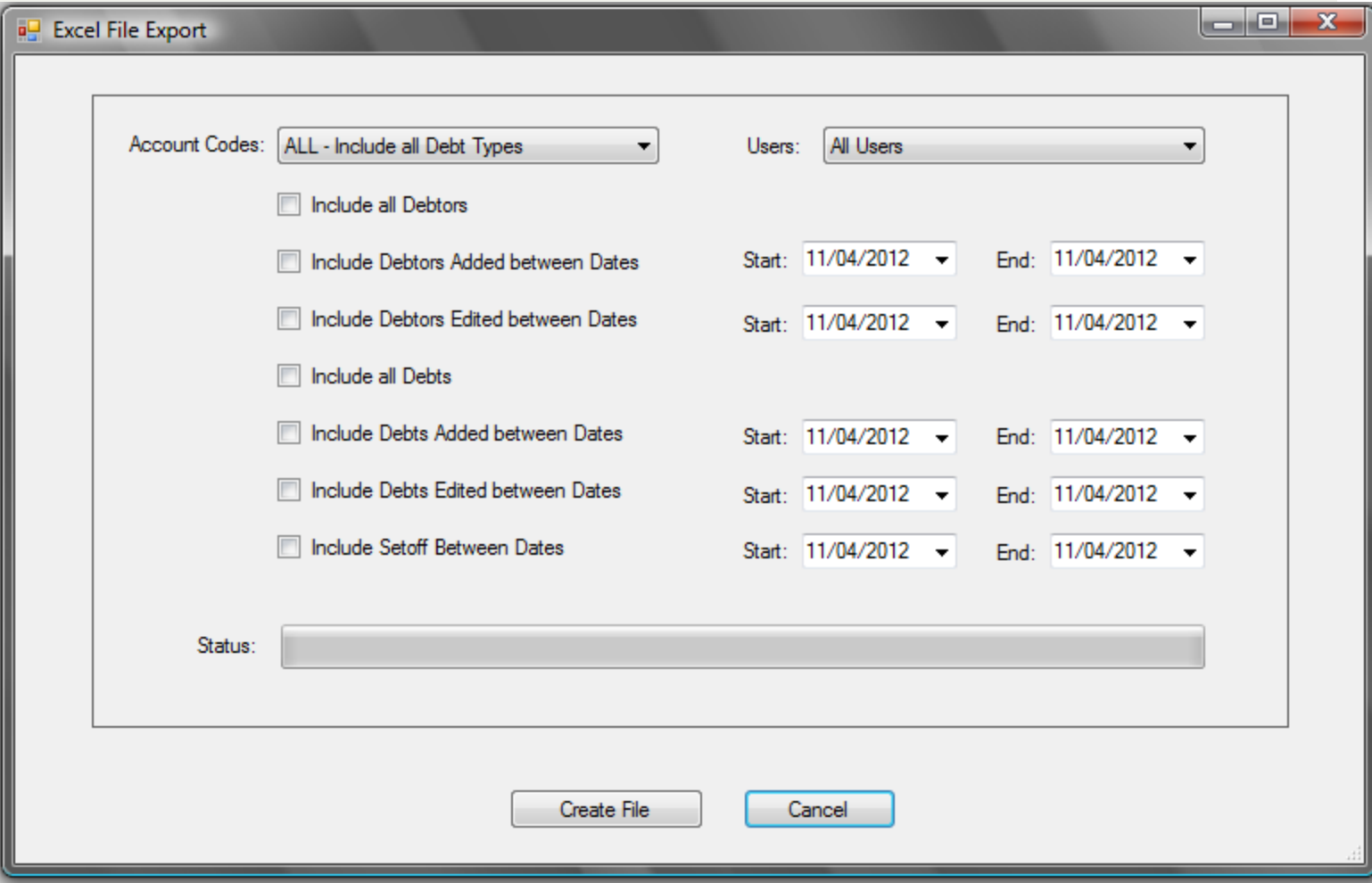
1. From the Main Menu click **Import/Export**:



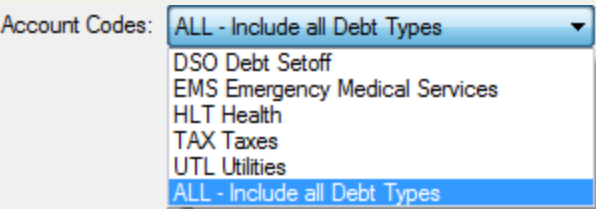
2. Move the mouse over **Excel File Export** and click this option:



3. The following appears:

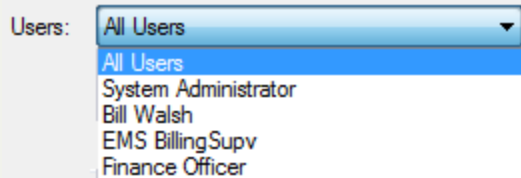


4. Click the **Account Codes:** **ALL - Include all Debt Types** down arrow for the following accessible accounts:



5. Click the desired account code or ALL

6. Click the Users: All Users down arrow for the entire list of Users:



7. Select any or all of the possible choices by clicking the check boxes:

☒ Include all Debtors

☒ Include Debtors Added between Dates Start: 11/06/2012 End: 11/06/2012

☒ Include Debtors Edited between Dates Start: 11/06/2012 End: 11/06/2012

☒ Include all Debts

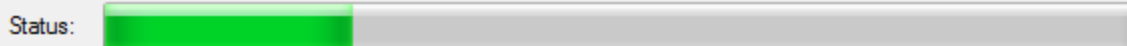
☒ Include Debts Added between Dates Start: 11/06/2012 End: 11/06/2012

☒ Include Debts Edited between Dates Start: 11/06/2012 End: 11/06/2012

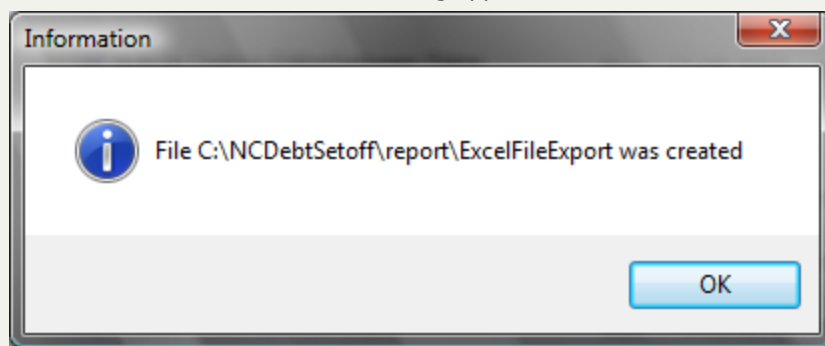
☒ Include Setoff Between Dates Start: 11/06/2012 End: 11/06/2012

8. The Start and End Dates offer an additional selection criteria , click the ▼ for the calendar or type in the selected dates.

9. Click Create File to begin the creation of the excel file, which will initiate the Status Bar:



- once the file is created the following appears:



- Press OK to return to the Main Menu:

North Carolina Debt Setoff Program

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



Excel File Import

The **Excel File Import** - this option is very useful and very powerful. It can eliminate much data entry if done properly! But there are many required formats and parameters that must be followed. Be sure to make the proper choices. An incorrect choice could inadvertently remove debts or duplicate existing debts. Someone with an understanding of the Excel data and layout needs to be involved until the process becomes very familiar.

The [Clearinghouse](#) strongly suggests you submit the Excel file to us (through our secure website, NOT via email) so we can view it and ensure it meets all the proper requirements. We would also recommend you allow us to connect to your workstation and assist with the import. We do this for some local governments as often as every two weeks.



- this menu requires access rights assigned in the [User Setup](#).



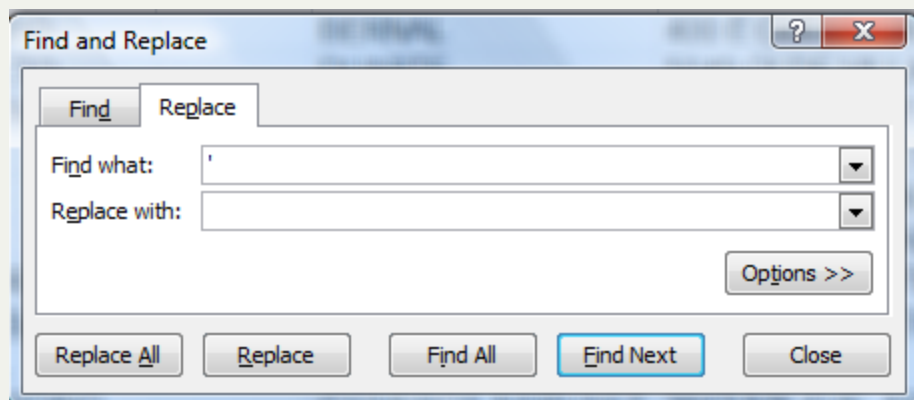
- it is recommended each time before an Excel Import to make a [backup](#) of your data PRIOR to the Excel import. In addition you should run a [Summary Report](#) so you can review the totals before and after to be sure the import was successful.



- be sure there are no single or double quotes in the excel file as they will cause a severe error and will not import, thus a waste of time and resources. Some examples are names such as O'Neal and O'Brien, along with addresses such as 1234 Smiley's Chase Road.

Before Attempting the Import:

- It is suggested that the entire worksheet be selected and a Find and Replace be done. A sample of a find and replace to convert all ' to blanks:



Requirements:

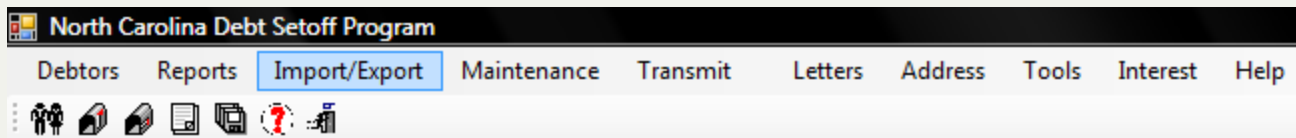
- Click [Sample Excel File Layout for Importing](#) to access the required layout
 - Layout must match exactly, including header row
 - Be sure to copy ONLY columns A-Q of the sample Excel file to your Excel file

- You cannot add additional columns, column Q must be the final column
- No restriction on Excel file name
- Can only have one Account Code/Department for each Excel file
- Get the last row number of the Excel file, it will be needed
- Sum the total of the Debt Amount (column I), will be needed to verify once the import is completed
- Exit the software after each import Excel file, if doing multiple imports
- If there are any import errors, close Excel in Taskmgr.exe, before attempting to import the same excel file as the file remains open via Excel
- SSN:
 - Must have leading zeroes OR Format Cells- Special - Social Security Number format
 - Cannot be a Federal (FEIN) or State Identification Number
 - Can be an Individual Tax identification Number (ITIN)
- Name:
 - First Name cannot be blank/empty
 - Last Name cannot be blank/empty
 - Cannot be a Business Name
- Debt Amount:
 - Recommended format is Number with two decimal positions
 - Can be currency format with \$
- Agency Code:
 - Must match the Assigned Code, to verify check the Tools-Account Information Entity Code
- Expiration and Compliance Date:
 - Must be the format of Date MM/DD/YYYY
 - If any other format, such as YYYYMMDD - the date must be converted!
 - Contact the [Clearinghouse](#), we can convert to the proper format
- Unique Key:
 - Cannot be blank/empty
 - Can be up to 20 characters (letters, numbers and/or special characters)
 - Will be saved and must be used as Unique Key when doing the Import Excel-Adjustment option to modify the debt amounts
 - Stored and appears as "Import Key" if scroll to the right on the Debtor screens
 - Appears as "Import Key" in the Export Excel File
 - A separate internal Unique Key is also created and passed to the Clearinghouse that cannot be controlled or modified by the local governments
- Account Code:
 - Cannot be blank/empty
 - Must be three characters
 - Must already be defined in the Tools-Administrator-Account Code
 - The User Name that was signed on must have the "ACCESS" setting for the account code

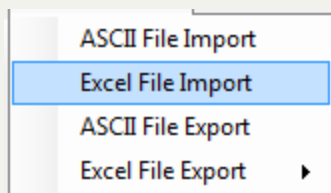


- the Clearinghouse can connect remotely to your computer and instruct on the proper methods and options using these powerful software functions. It is highly recommended the first time in executing an Import that the [Clearinghouse](#) be involved.

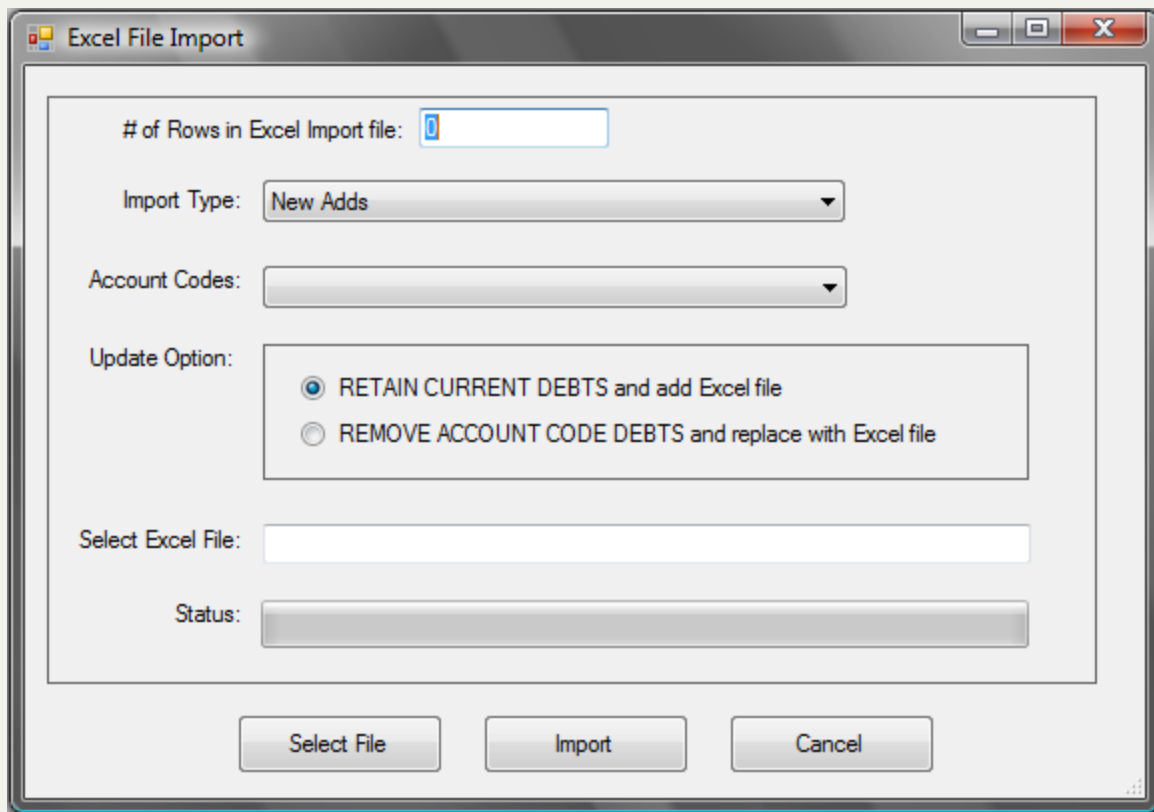
1. From the Main Menu click **Import/Export**:



2. Move the mouse over **Excel File Import** and click this option:



3. The following appears:

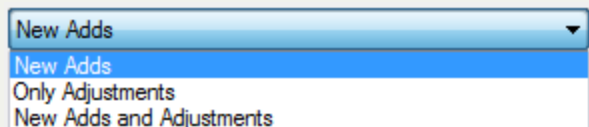


4. Enter the # of Rows in Excel Import file:



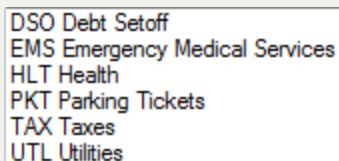
- be sure that this number matches the row number of the last debt in the excel file to be imported. If you put a number that is less than the actual number of rows in your excel import file, you will not be loading the entire file but only the number entered in this prompt. To be sure you imported every excel row, check the total debt amount in the excel import file against the report that is created during this import.

5. Click the Import Type: down arrow for the following options:



- New Adds
 - will add each debt in the Excel file as a new debt in the software
- Only Adjustments
 - will use the SSN and Unique Key (used when debt was added in previous Excel import) in Excel file to find existing debt in software and updates the debt amount
 - if the SSN and Unique Key is not found a message will appear. It could be that the debt has previously been deleted
 - ONLY updates the debt amount, no other items, such as Account Number, Expiration or Compliance dates are updated
- New Adds and Adjustments
 - will add debts not found by SSN and Unique Key (used when debt was added in previous Excel import)
 - will update the debt amount if found by SSN and Unique Key (used when debt was added in previous Excel import)

6. Click the Account Codes: down arrow for the following options:




- only the account codes you have access to will appear. The Excel import file must have the same three character code in the Account Code/Department , in column "O"

7. Click the desired Account Code


8. Click the Update Option:

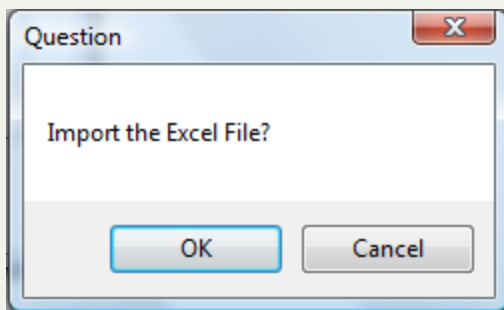
- ☒ RETAIN CURRENT DEBTS and add Excel file
- ☐ REMOVE ALL CURRENT DEBTS and replace with Excel file

- Retain Current Debts and add the Excel file - keeps all debts and just adds the debts in the import Excel file
- Remove All Current debts and replace with the Excel file - removes all debts with the Account Code selected and imports the debts in the import file.
 - when doing this option you will lose some reporting and historical information on the debts that were removed, even if they are in the Excel file to be imported with the same Unique key
 - The Setoff report is one that cannot be regenerated
 - this option should be for a major correction of an entire account code or when a vendor/third-party administrator generates an updated file which has balances that were adjusted from previous setoffs

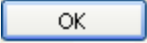
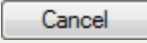
9. Click  and find the file in the folder on the workstation or network, such as:

Select Excel File:

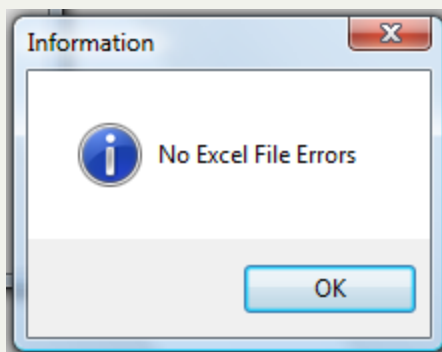
10. Click  for the following:



10. Select one of the two options:

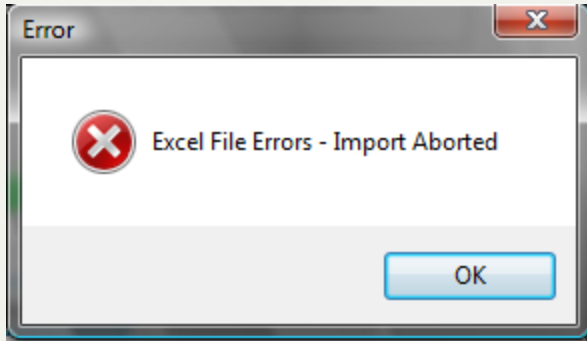
- Click  to initiate to process and continue
- Click  to abort and return back to the Main Menu

11. If the ASCII import layout meets the EXACT layout required, then the following appears:



- the file was accepted and processed

- if the layout did not match and the following message appears:



- - The entire file was NOT imported
 - Make the corrections to meet the required layout and retry
 - Some of the possible errors:
 - SSN is not nine digits
 - First Name is empty
 - Last Name is empty
 - Invalid Expiration Date - not MM/DD/YYYY format, such as a February 29 and not a leap year or a day of 31 in a month with less days

12. If the Import was successful, a report of the Import Totals appear:

North Carolina Debt Setoff Program					
Excel File Import Status Report					
Date: 11/21/2010					
DEBTORS ADDED	DEBTS ADDED	DEBT AMOUNT ADDED	ERRORS DEBTORS	ERRORS DEBTS	ERRORS AMOUNT
87	99	49,473.15			0.00



- Click for the following:

13. A detailed report of the errors appear, if none the report is blank such as below:

North Carolina Debt Setoff Program

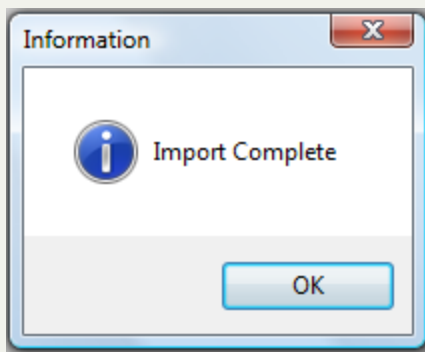
Excel File Import Error Report
Date: 11/21/2010

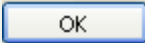
SSN	NAME	ERROR	ACCOUNT NUMBER	DEBT AMOUNT
-----	------	-------	----------------	-------------

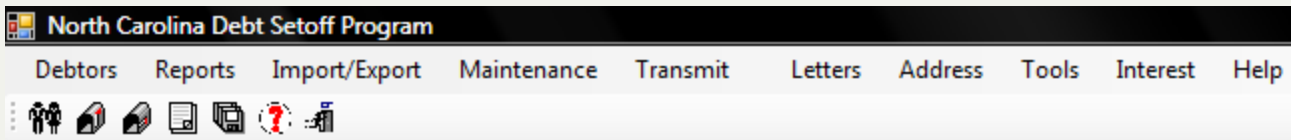


- Click  for the following:

14. When the import excel file is finished importing the following appears:



15. Click  to return to the main menu:



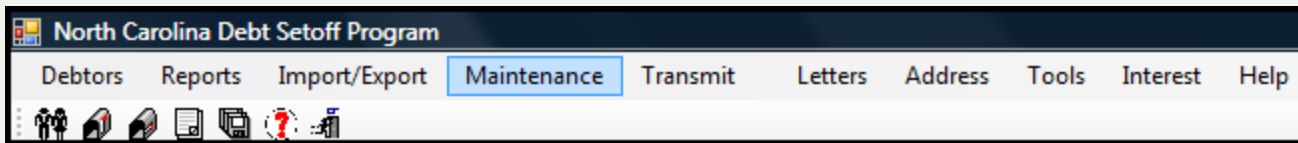
Maintenance Menu

The **Maintenance Menu** contains several functions that are not normal operations associated with debtors. However, they provide critical support functions.

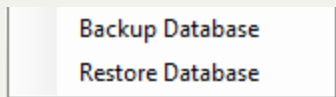


- this menu requires access rights assigned in the [User Setup](#).

The **Maintenance** menu:



The Maintenance menu options:



Note: The Backup and Restore options are only necessary if you are operating this system on your own workstation. If there is more than one workstation using this system then it is on a network file server which should be utilizing an automated backup system. If you are unsure, contact your I.T. staff.



- The Backup option does no harm and can be done on a regular basis. However, the Restore option should only be done in emergency situations or if an option was taken such as an ASCII or Excel Import that caused problems. Five Star Computing can always generate a database in the event of failure from your last file transmission.

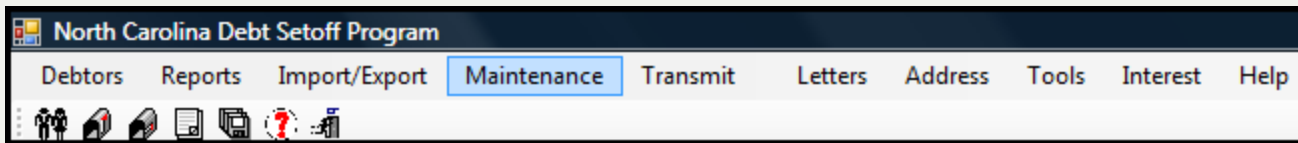
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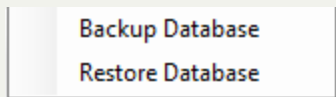


- this menu requires access rights assigned in the [User Setup](#).

The **Maintenance** menu:



The Maintenance menu options:



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Backup

The **BACKUP** function is related to Disaster Recovery and Business Continuity. In the event of a computer failure this function can assist in you restoring your Setoff Debt system.

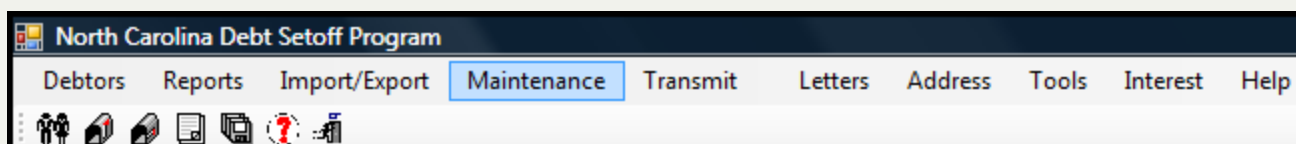
Frequency: This process can be run at anytime.



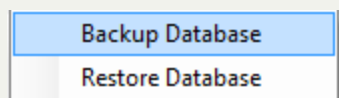
It is very important that you backup your data on a regular basis! This function will **ONLY** back up your databases, not the entire software program. If you have an Information Technology (I.T.) staff, you should consult them. They may be able to auto-mate and schedule your system for backup. If your hard drive ever fails, you could use the backup media to restore all of your data. If you do not have backups and your hard drive fails, all of your Debtors and their debts will be lost. Please take advantage of this safety feature! This operation will backup your database from your hard disk to whatever media you can access.

You should save the Backup file to a location on the network that is backed up. Check with your I.T staff to be sure the location you are choosing is on a regularly scheduled backup. To keep an offsite copy of your backup, contact the Clearinghouse who will keep a copy at no charge.

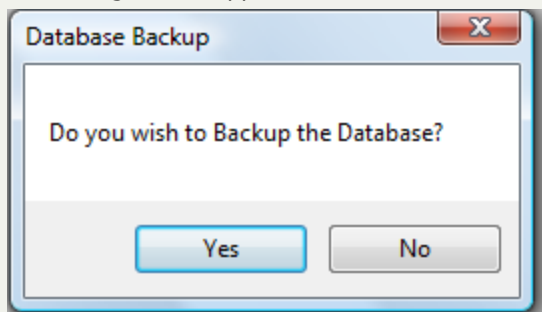
1. From the **Maintenance** menu:



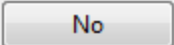
2. Move the mouse over **Backup Database** and click this option:

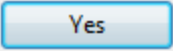


3. A dialog screen appears:

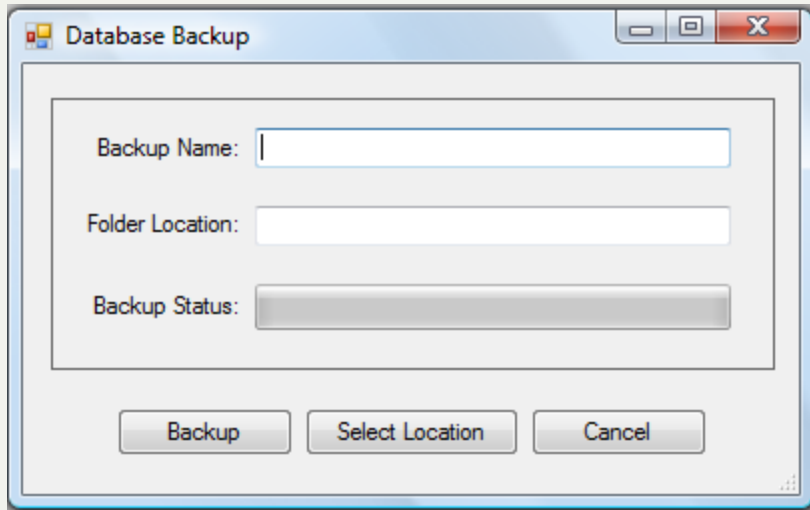


4. Select one of the two options:


- Click  to abort and return back to the Main Menu

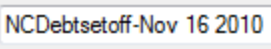
- Click  to initiate to process and continue with Step 5

5. A dialog box appears for the folder to store the backup file:



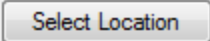
The image shows a Windows-style dialog box titled "Database Backup". It has a standard title bar with minimize, maximize, and close buttons. The main area contains three input fields: "Backup Name:" with a text box, "Folder Location:" with a text box, and "Backup Status:" with a disabled text box. At the bottom, there are three buttons: "Backup", "Select Location", and "Cancel".

6. Enter a name of the backup: 

an example of a good name and use of the date :  Backup Name: NCDebtsetoff-Nov 16 2010



- don't use the same file name each time, a date in the name will make it easy to determine when it was backed up

7. Click  for the following:

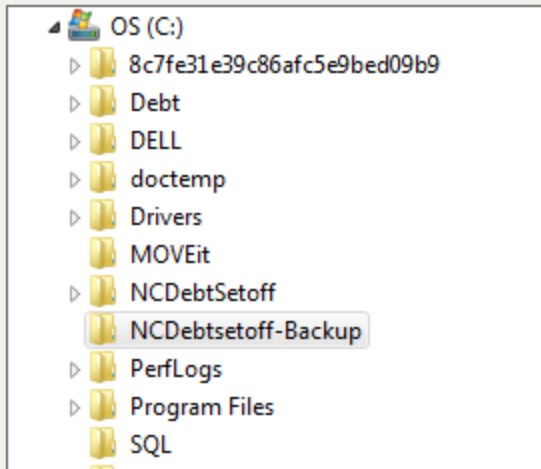


6. To create a new folder to store the database click

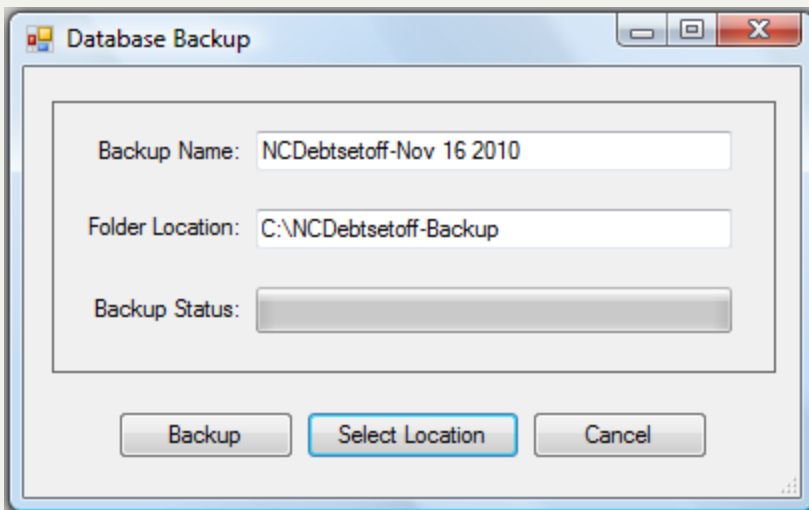
a. A folder called  appears:

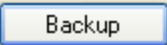


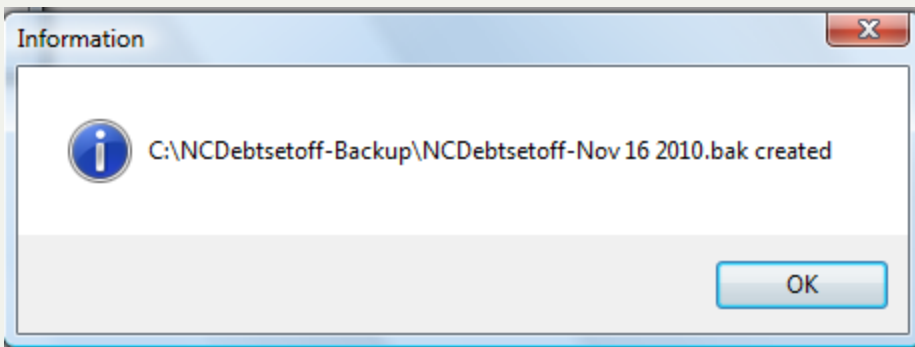
b. While it is highlighted the name can be changed, give it a folder name that is relevant such as and click :




c. Once the folder is created it shows as the backup folder location



d. Click  to begin the process and when done display the following:



The main menu appears:

 North Carolina Debt Setoff Program

Debtors

Reports

Import/Export

Maintenance

Transmit







Letters

Address

Tools

Interest

Help



Restore

The **RESTORE** option is a very serious operation and should only be executed in the event of a catastrophic hardware, database error or if an Import was done in error. Because of the severity of this option, no user, even the administrator can perform. It requires an I.T. and/or SQL administrator to provide the access rights to do this. We strongly suggest you contact the [Clearinghouse](#) if this function is needed.

Frequency: This process should only be executed with the assistance of the Clearinghouse and your I.T. staff. Contact the [Clearinghouse](#) to discuss and we will be glad to consult with your I.T. staff, if necessary.



- this menu requires access rights assigned in the [User Setup](#).



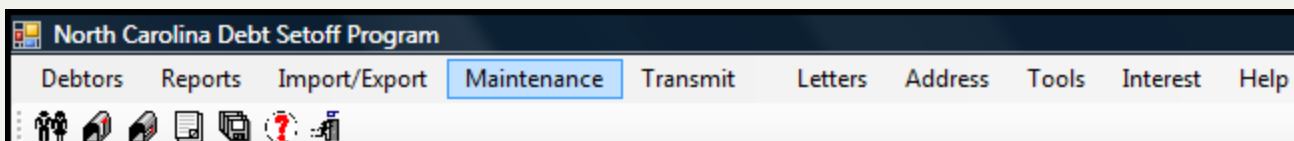
- a restore can only be executed if a [Backup](#) has ever been done. And the restore will only put your database as of the date of the [Backup](#).



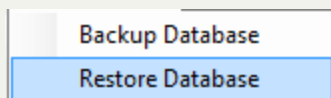
- LOCAL GOVERNMENTS SHOULD CONSULT WITH THE CLEARINGHOUSE BEFORE EXECUTING THIS FUNCTION!

Only with assistance from the Clearinghouse (and possibly your I.T. support) and after they make a security modification:

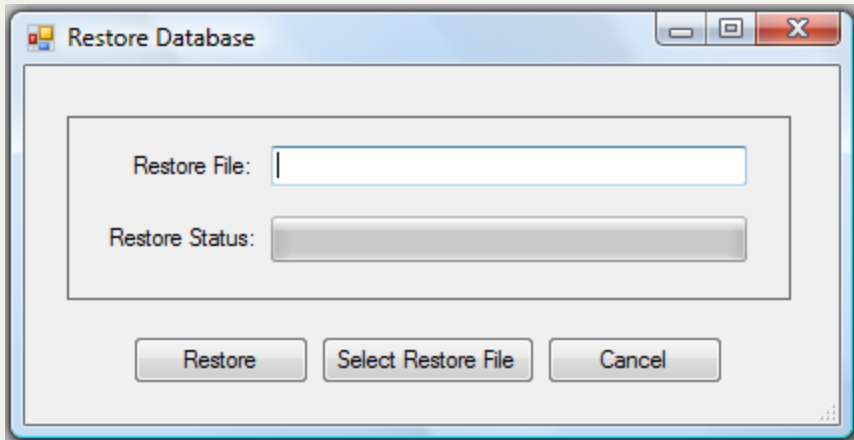
1. From the Main Menu click **Maintenance**:



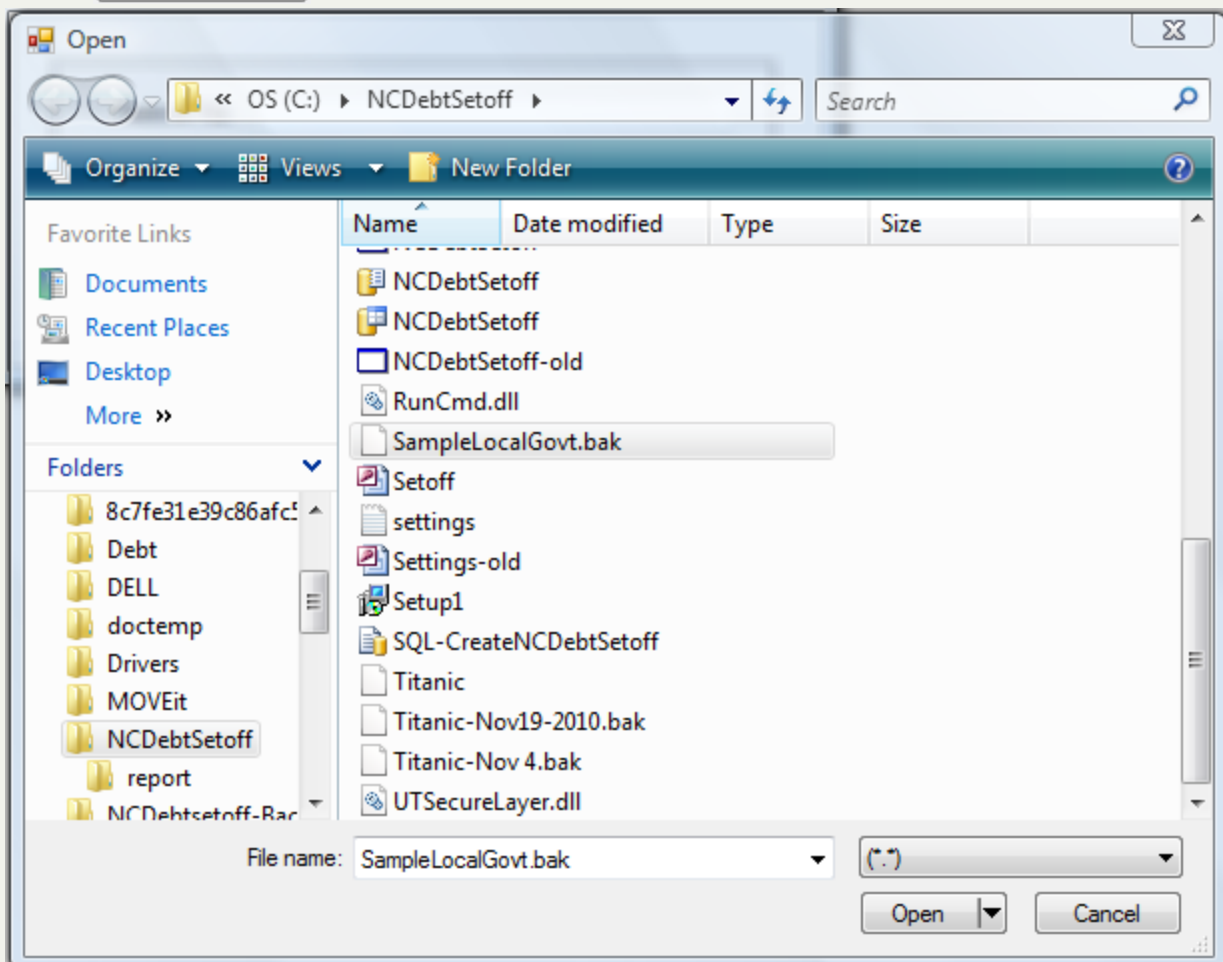
2. Move the mouse over **Restore** and click this option:



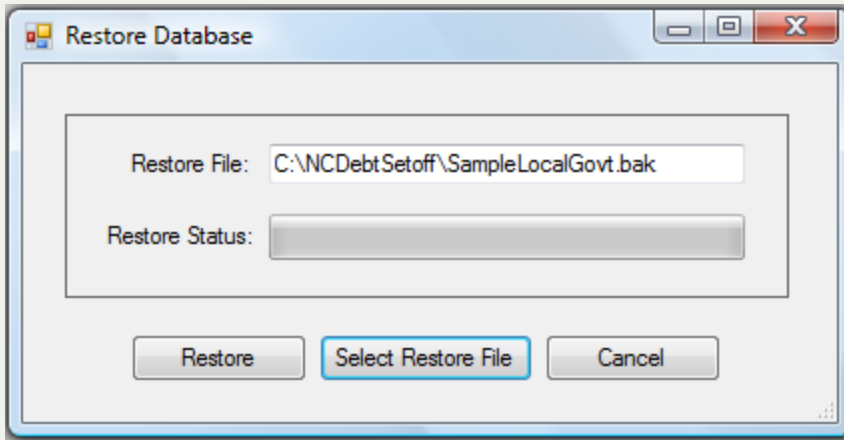
3. A dialog screen appears:




4. Click **Select Restore File** and locate the folder and backup file, which must be a ".bak" extension

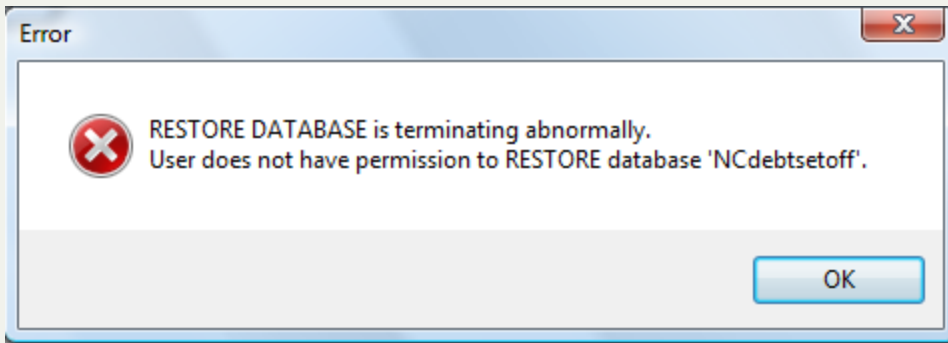


5. Click **Open** for the following:

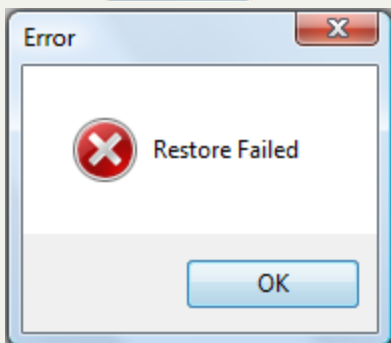


6. Click 

- If the security rights are not set-up, the following appears:



- Click  for the following:



Transmit Menu

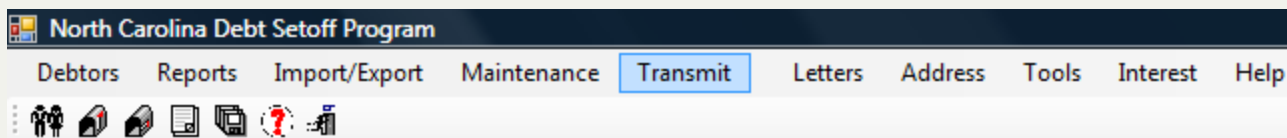
The **Transmit Menu** allows for the transfer of files between the local government and the Clearinghouse. This menu will allow for sending or receiving any file(s) in dealing with the operation of the debt setoff program. This eliminates the need to sign-on to the [secure website](#).

Frequency: These processes can be run at anytime, some after a setoff or after data entry changes or troubleshooting/testing with the Clearinghouse.

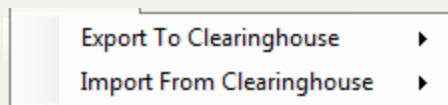


this menu requires access rights assigned in the [User Setup](#).

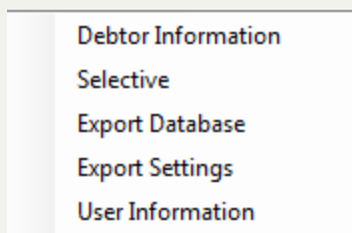
The **Transmit** menu:



There are two functions within Transmit:



The **Export to Clearinghouse** function has four options:



- a. **Debtor Information** (frequency: as needed, whenever debtor changes are made) - sends all debtors demographics and debt balances so any payments or debt adjustments are applied and forwarded to the Department of Revenue and Education Lottery. The file name transmitted is: "C" or "M" entity code XMIT.txt. If the file is transmitted more than once per day, it will overwrite the prior file. Once the file is received an Upload Confirmation email is sent as final confirmation that the file was transmitted. Once processed over the weekend an Import Status Report is also transmitted via email. The email lists debtor, debts and debt amounts, before and after along with any rejected debts. An error report is provided with the actual debtor and debt information for review and correction, if necessary. The detailed error report is available in your secure web folder.

- b. **Selective** (frequency: as needed, whenever a file is to be uploaded to the Clearinghouse) - although the Import/Export menu is the method for importing ASCII and Excel files, this option makes it easy for the local government to upload a file securely. This is the preferred method for sending file(s) with Social Security Numbers as email is not a secured method.
- c. **Databases** (frequency: as requested by the Clearinghouse for technical support issues), either troubleshooting or testing imports of ASCII or Excel files) - this file "C" or "M" entity code Backup.bak. Only do this function if specifically requested by the Clearinghouse via email or telephone request. Note: once this process has been initiated, refrain from any updates in the software due to the possibility that a database change may be performed by Five Star Computing and will overwrite any changes made locally by the entity.
- d. **Settings** (as requested by the Clearinghouse for technical support issues) - this file sends your setting.txt file which contains the location of the software on your computer and the location of the database.

Transmit Menu

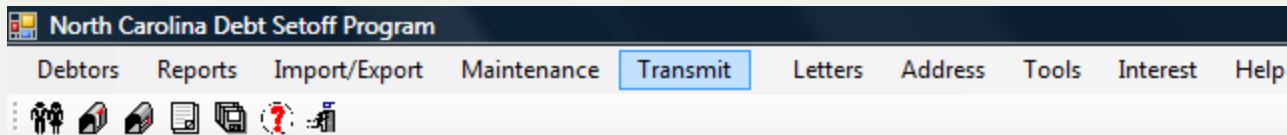
The **Transmit Menu** allows for the transfer of files between the local government and the Clearinghouse. This menu will allow for sending or receiving any file(s) in dealing with the operation of the debt setoff program. This eliminates the need to sign-on to the [secure website](#).

Frequency: These processes can be run at anytime, some after a setoff or after data entry changes or troubleshooting/testing with the Clearinghouse.

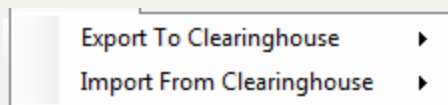


this menu requires access rights assigned in the [User Setup](#).

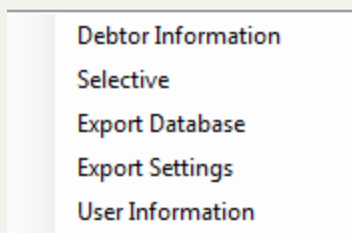
The **Transmit** menu:



There are two functions within Transmit:



The **Export to Clearinghouse** function has four options:



- a. **Debtor Information** (frequency: as needed, whenever debtor changes are made) - sends all debtors demographics and debt balances so any payments or debt adjustments are applied and forwarded to the Department of Revenue and Education Lottery. The file name transmitted is: "C" or "M" entity code XMIT.txt. If the file is transmitted more than once per day, it will overwrite the prior file. Once the file is received an Upload Confirmation email is sent as final confirmation that the file was transmitted. Once processed over the weekend an Import Status Report is also transmitted via email. The email lists debtor, debts and debt amounts, before and after along with any rejected debts. An error report is provided with the actual debtor and debt information for review and correction, if necessary. The detailed error report is available in your secure web folder.

- b. **Selective** (frequency: as needed, whenever a file is to be uploaded to the Clearinghouse) - although the Import/Export menu is the method for importing ASCII and Excel files, this option makes it easy for the local government to upload a file securely. This is the preferred method for sending file(s) with Social Security Numbers as email is not a secured method.
- c. **Databases** (frequency: as requested by the Clearinghouse for technical support issues), either troubleshooting or testing imports of ASCII or Excel files) - this file "C" or "M" entity code Backup.bak. Only do this function if specifically requested by the Clearinghouse via email or telephone request. Note: once this process has been initiated, refrain from any updates in the software due to the possibility that a database change may be performed by Five Star Computing and will overwrite any changes made locally by the entity.
- d. **Settings** (as requested by the Clearinghouse for technical support issues) - this file sends your setting.txt file which contains the location of the software on your computer and the location of the database.

Export to Clearinghouse



this menu requires access rights assigned in the [User Setup](#).

The **Export to Clearinghouse** function has five options:

Debtor Information
Selective
Export Database
Export Settings
User Information

- a. **Debtor Information** (frequency: as needed, whenever debtor changes are made) - sends all debtors demographics and debt balances so any payments or debt adjustments are applied and forwarded to the Department of Revenue and Education Lottery. The file name transmitted is: "C" or "M" entity code XMIT.txt. If the file is transmitted more than once per day, it will overwrite the prior file. Once the file is received an Upload Confirmation email is sent as final confirmation that the file was transmitted. Once processed over the weekend an Import Status Report is also transmitted via email. The email lists debtor, debts and debt amounts, before and after along with any rejected debts. An error report is provided with the actual debtor and debt information for review and correction, if necessary. The detailed error report is available in your secure web folder.
- b. **Selective** (frequency: as needed, whenever a file is to be uploaded to the Clearinghouse) - although the Import/Export menu is the method for exporting (uploading) ASCII and Excel files, this option makes it easy for the local government to upload a file securely. This is the preferred method for sending file(s) with Social Security Numbers as email is not a secured method.
- c. **Export Database** (frequency: as requested by the Clearinghouse for technical support issues), either troubleshooting or testing imports of ASCII or Excel files) - this file "C" or "M" entity code Backup.bak. Only do this function if specifically requested by the Clearinghouse via email or telephone request. Note: once this process has been initiated, refrain from any updates in the software due to the possibility that a database change may be performed by Five Star Computing and will overwrite any changes made locally by the entity.
- d. **Export Settings** (as requested by the Clearinghouse for technical support issues) - this file sends your setting.txt file which contains the location of the software on your computer and the location of the database.

Export Database

The **Export Database** sends the database of debtors, debts, users and tool settings from the local government's computer system to the Clearinghouse. The purpose would be if the Clearinghouse requested it to do some testing a problem or to combine or replace using an ASCII or Excel file.

Frequency: this option can be executed at anytime. However, it will normally be requested by the Clearinghouse. Once the file is transmitted and received at the Clearinghouse, an Upload Confirmation email is automatically sent as final confirmation that the file was transmitted.

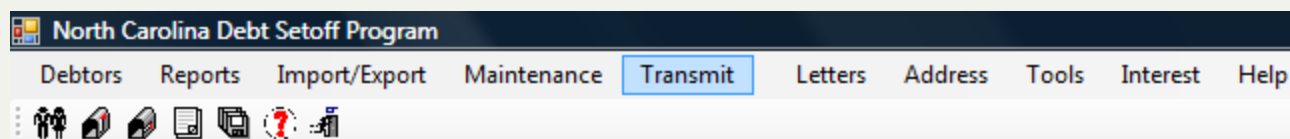


this menu requires access rights assigned in the [User Setup](#).

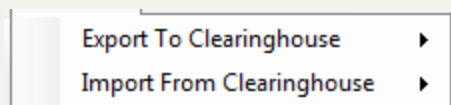


1) once the Selective Export is executed be sure to call or email the Clearinghouse and provide instructions on what to do with the file(s); 2) if a combine or replace is to be done, also do the [Export to Clearinghouse-Export Database](#); 3) check for an Import Status report by the following Monday or Tuesday. If you do not receive it contact the Clearinghouse to be sure your debtor information was processed. Before calling make sure the email didn't go into your Junk folder or wasn't treated as spam.

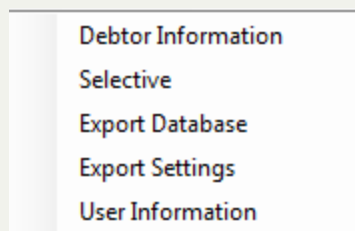
1. From the Main Menu click **Transmit:**



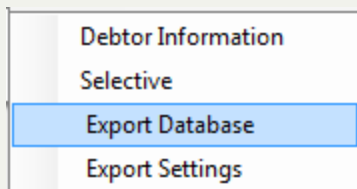
There are two functions within Transmit:



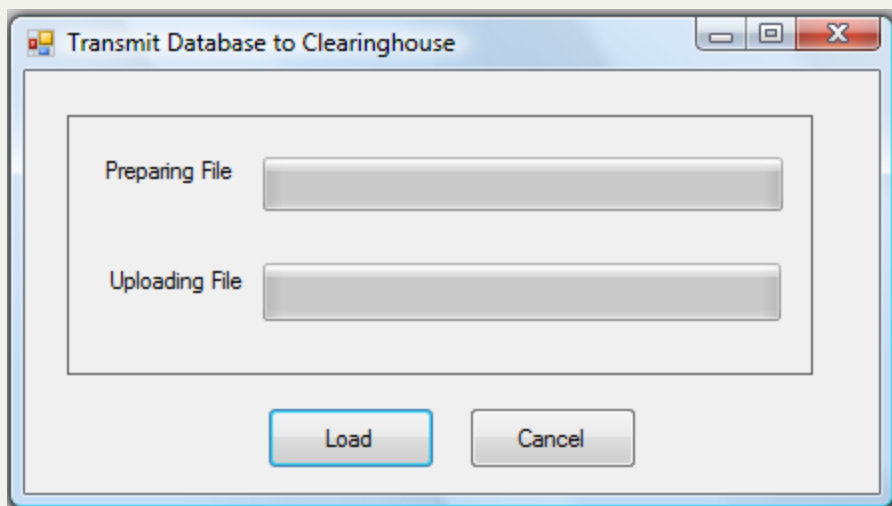
2. Move the mouse over the **Export to Clearinghouse** function to view the five options:




3. Move the mouse over **Export Database** and click this option:

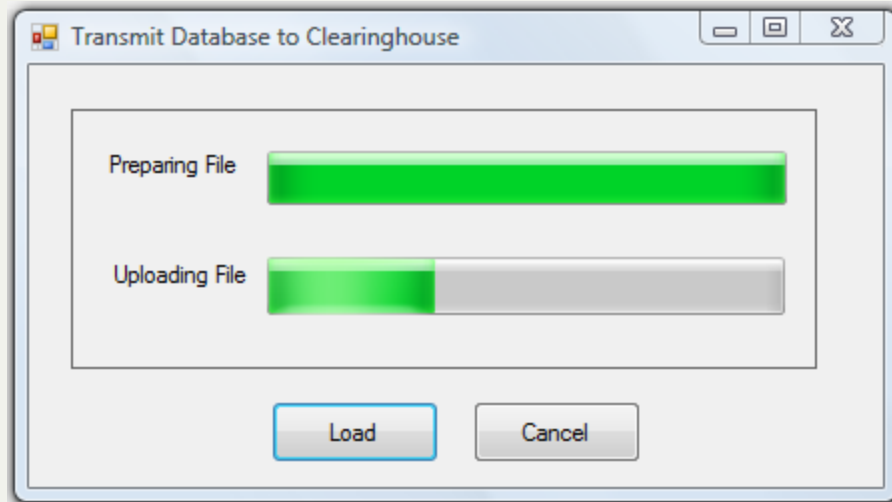


4. The following screen appears:

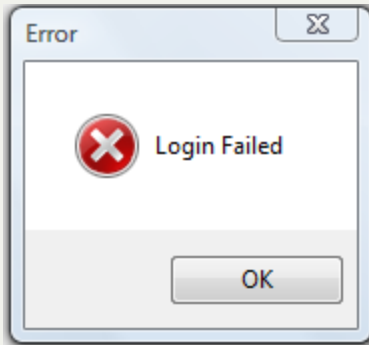


5. Click  to begin the upload process

6. A progress bar appears, for a large database this could take several minutes:

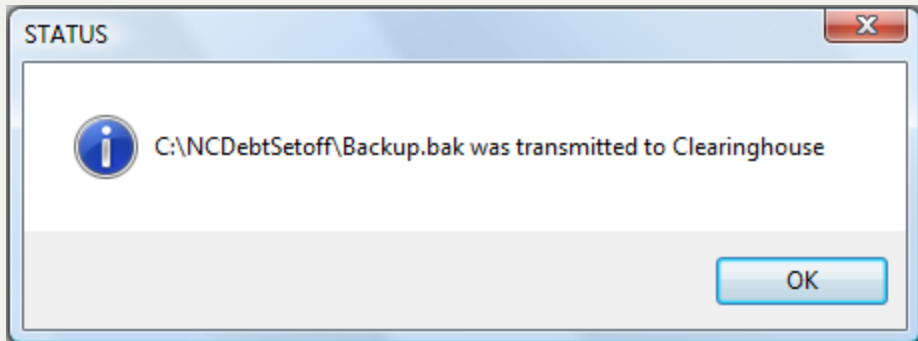


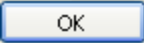
- If the connection to the Clearinghouse does not work, the following error occurs:

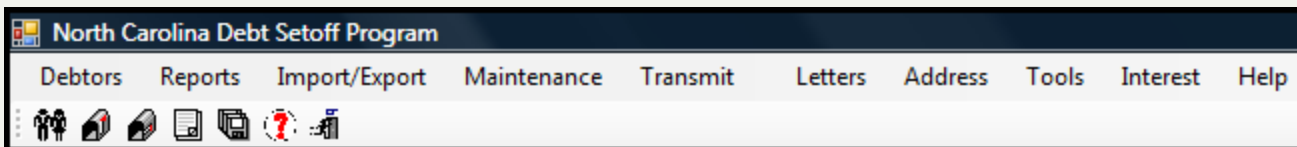


◦

- If the upload was successful the following appears:



- Click  to return to the main menu:



Export Debtor Information

The **Export Debtor Information** sends all debtors demographics and debt balances so any payments or debt adjustments are applied and forwarded to the Department of Revenue and Education Lottery.

File Name - the file name transmitted is the entity code "C" (County or County Agency) or "M" (Municipality) + XMIT.txt .

Samples: C001XMIT.txt, C901XMIT.txt, M213XMIT.txt.

Frequency: this option can be executed at anytime. If any adds or edits have been completed the file should be sent at least once per week, Friday recommended, as the Clearinghouse updates balance each weekend. If the file is transmitted more than once per week, it will overwrite the prior file. There is no problem with this since each time the file is transmitted it sends ALL debtor debt balances.

Once the file is transmitted and received at the Clearinghouse, an Upload Confirmation email is automatically sent as final confirmation that the file was transmitted. Once processed over the weekend an Import Status Report is also transmitted via email. The email lists debtor, debts and debt amounts, before and after along with any rejected debts. An error report is provided with the actual debtor and debt information for review and correction, if necessary. The [Import Status Error report](#) can be downloaded from the software in the [Reports menu](#).

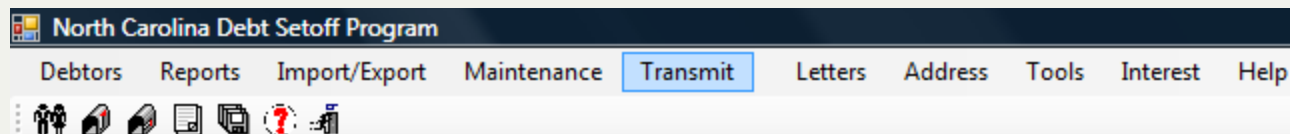


this menu requires access rights assigned in the [User Setup](#).

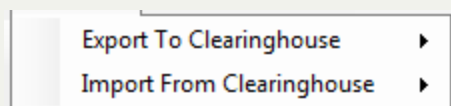


- once the Debtor Information is executed be sure to look for an Import Status report by the following Monday or Tuesday. If you do not receive it contact the Clearinghouse to be sure your debtor information was processed. Before calling make sure the email didn't go into your Junk folder or wasn't treated as spam.

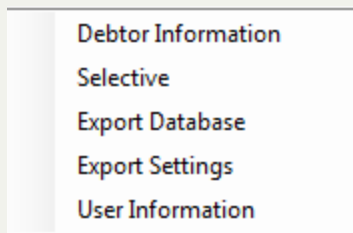
1. From the Main Menu click **Transmit:**



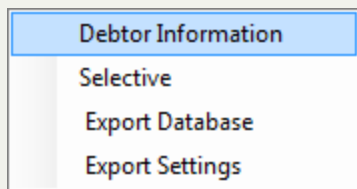
There are two functions within Transmit:



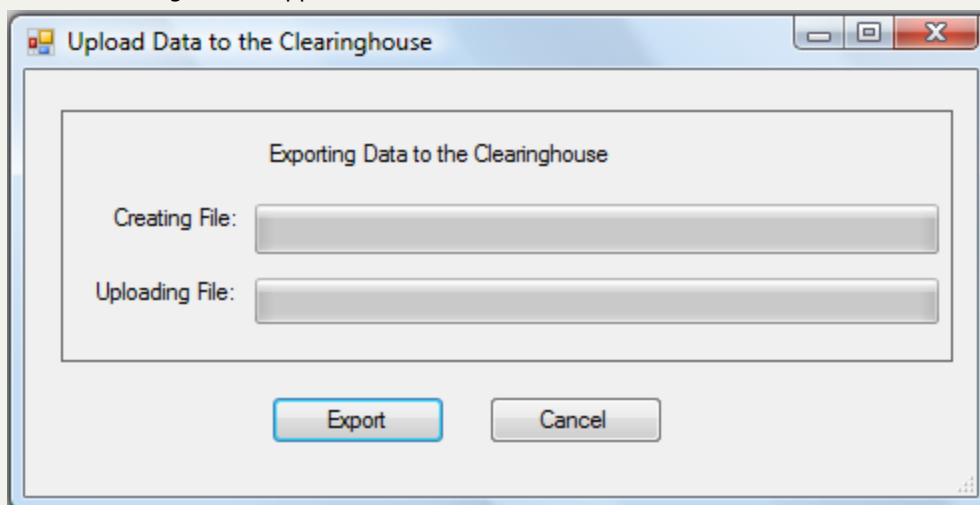
2. Move the mouse over the **Export to Clearinghouse** function to view the five options:




3. Move the mouse over **Debtor Information** and click this option:

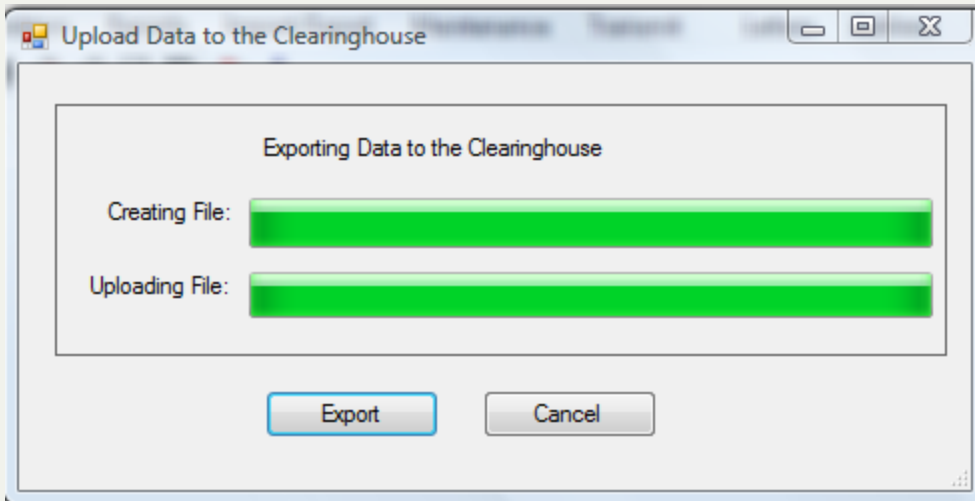


4. The following screen appears:

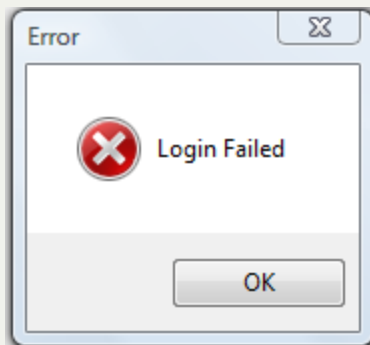


5. Click  to begin the upload process:

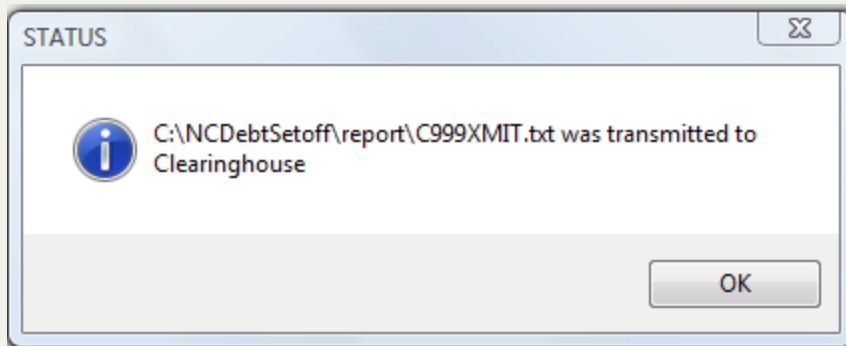
6. A progress bar appears:

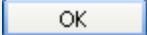


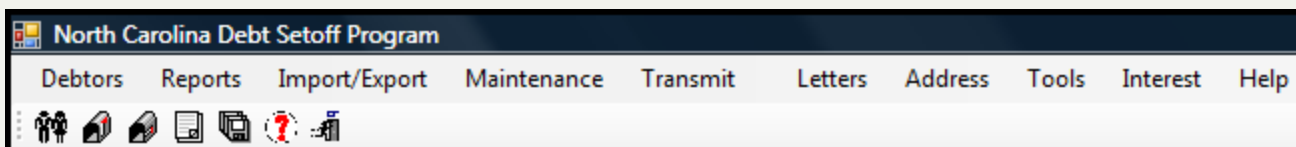
- If the connection to the Clearinghouse does not work, the following error occurs:



- If the upload was successful the following appears:



- Click  to return to the main menu:



Export Selective

The **Export Selective** sends any file from the local government's computer system to the Clearinghouse. The types of files that might be uploaded to the Clearinghouse are ASCII or Excel files that need to be added/combined or replace the entire database or just a particular type of debts. The benefit of this option is the elimination of the need to access the [secure website](#) and manually upload.

Frequency: this option can be executed at anytime. Once file(s) are transmitted and received at the Clearinghouse, an Upload Confirmation email is automatically sent as final confirmation that the file(s) were transmitted.

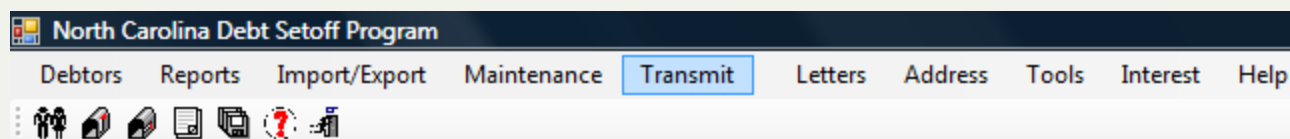


this menu requires access rights assigned in the [User Setup](#).

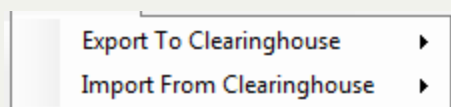


1)once the Selective Export is executed be sure to call or email the Clearinghouse and provide instructions on what to do with the file(s); 2) if a combine or replace is to be done, also do the [Export to Clearinghouse-Export Database](#); 3) check for an Import Status report by the following Monday or Tuesday. If you do not receive it contact the Clearinghouse to be sure your debtor information was processed. Before calling make sure the email didn't go into your Junk folder or wasn't treated as spam.

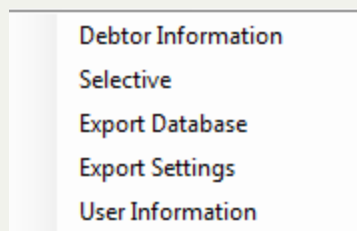
1. From the Main Menu click **Transmit**:



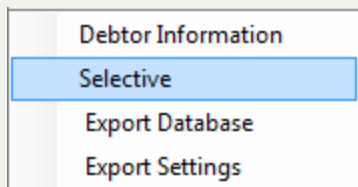
There are two functions within Transmit:



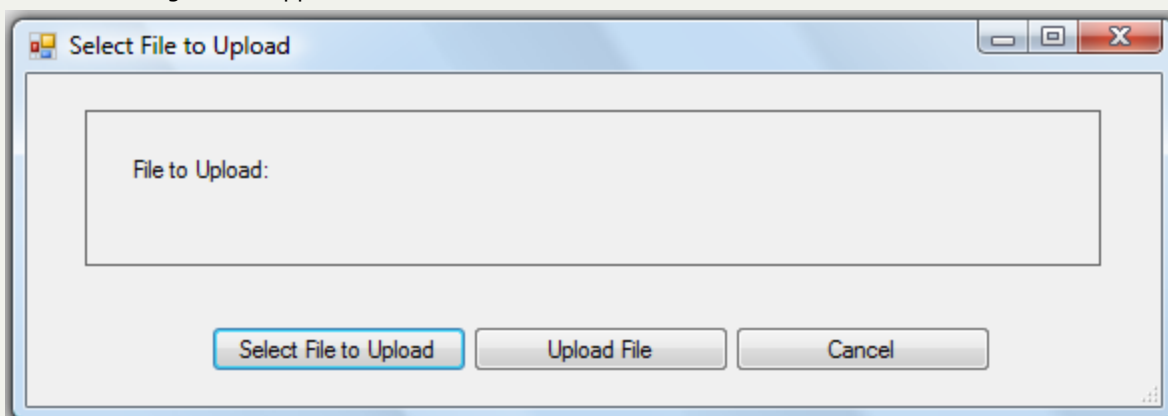
2. Move the mouse over the **Export to Clearinghouse**function to view the five options:




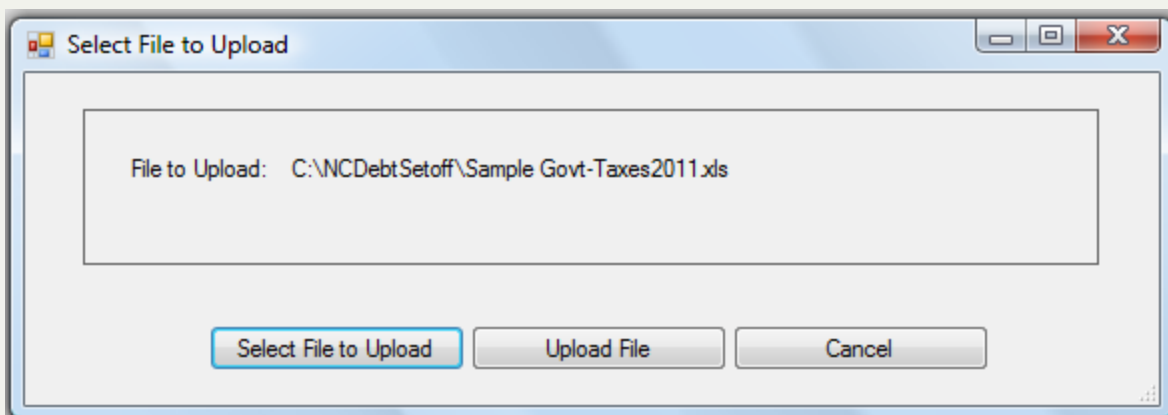
3. Move the mouse over **Selective** and click this option:



4. The following screen appears:

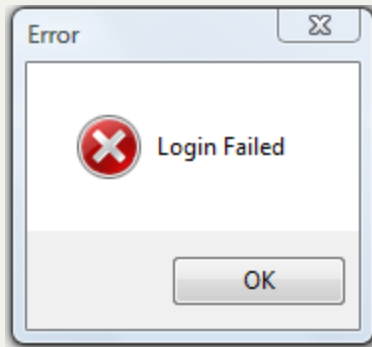


5. Click  and find the file in the folder on the workstation or network, such as:

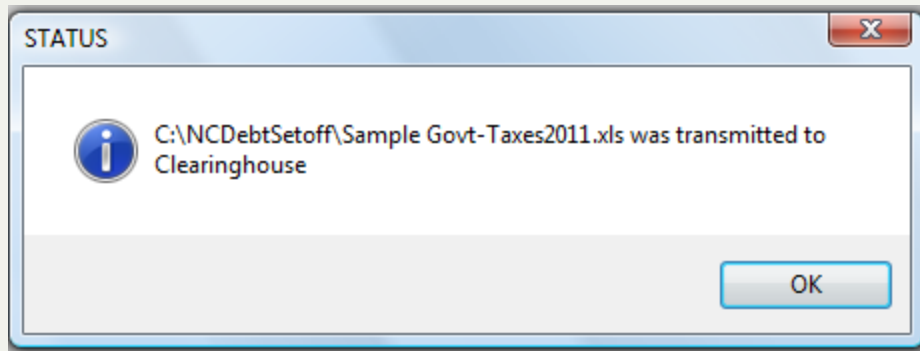


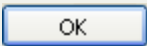
6. Click  to begin the upload process:

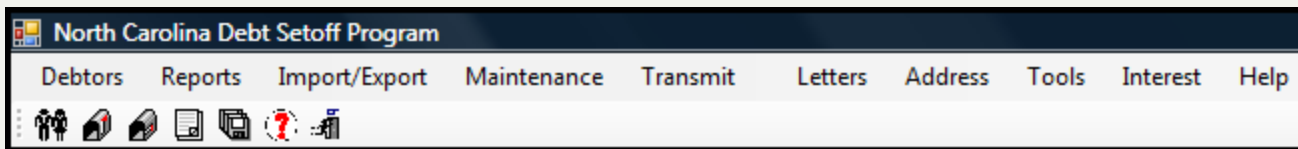
- ◦ If the connection to the Clearinghouse does not work, the following error occurs:



If the upload was successful the following appears:



- Click  to return to the main menu:



Export Settings

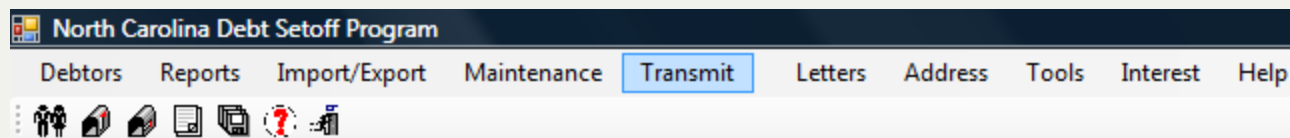
The **Export Settings** this option sends your setting.txt file which contains the location of the software on your computer and the computer name (location) of the database.

Frequency: this option can be executed at anytime. However, it will normally be requested by the Clearinghouse. Once the file is transmitted and received at the Clearinghouse, an Upload Confirmation email is automatically sent as final confirmation that the file was transmitted.

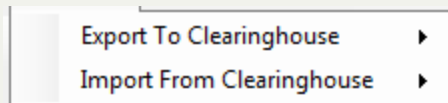


this menu requires access rights assigned in the [User Setup](#).

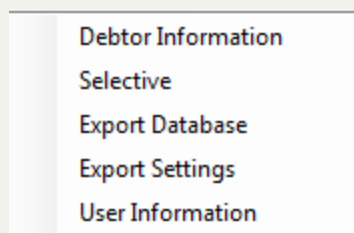
1. From the Main Menu click **Transmit:**



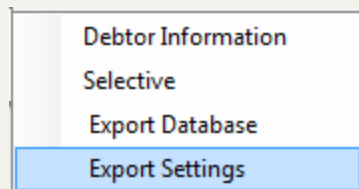
There are two functions within Transmit:



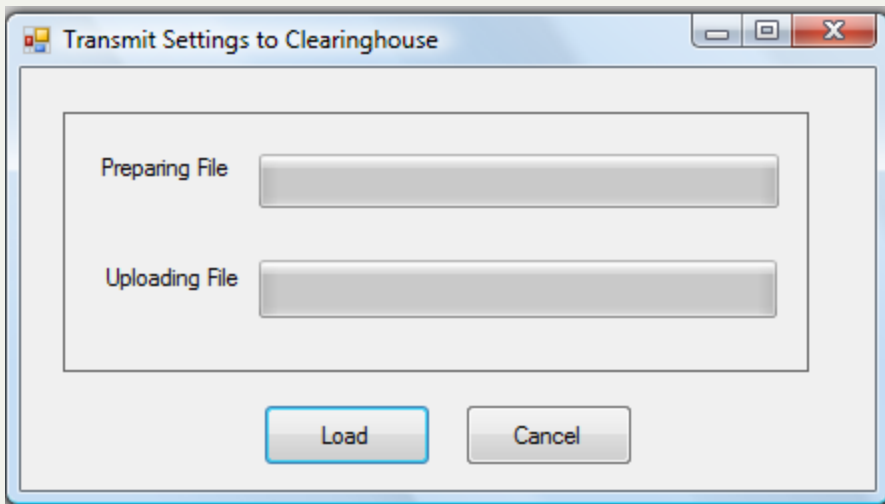
2. Move the mouse over the **Export to Clearinghouse** function to view the five options:




3. Move the mouse over **Export Settings** and click this option:

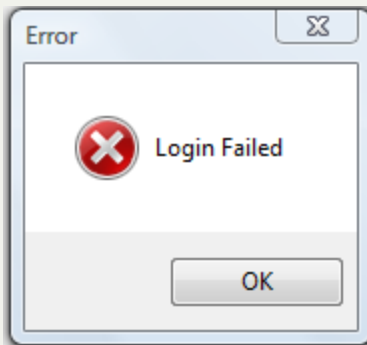


4. The following screen appears:

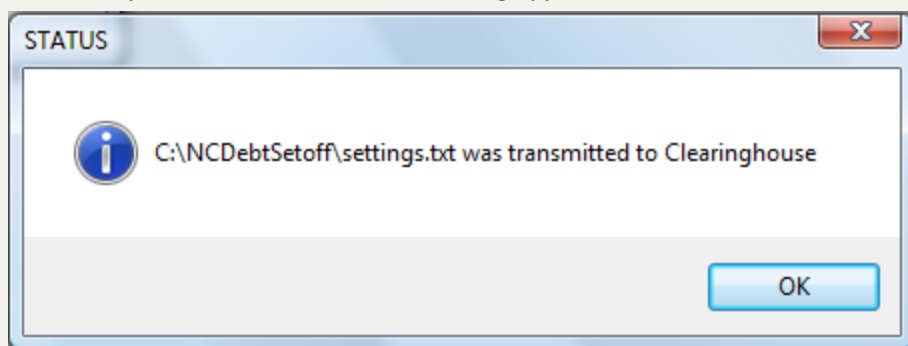


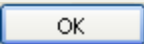
5. Click  to begin the upload process

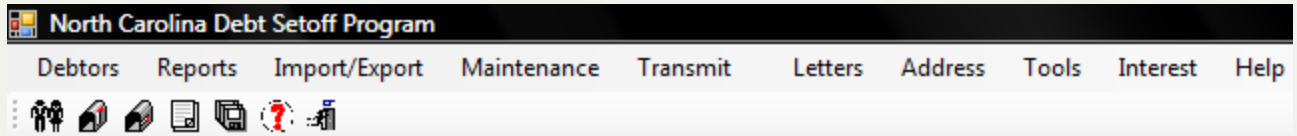
- If the connection to the Clearinghouse does not work, the following error occurs:



- If the upload was successful the following appears:



- Click  to return to the main menu:



Export User Information

The **Export User Information** sends all Users Information to the Clearinghouse so it can updates its own internal systems in order to provide quality customer support.

This provides the Clearinghouse with updated changes as they occur. The local governments should keep the User Information up-to-date. Often the Clearinghouse needs to reach one of the Users and it is helpful to have the information readily accessible.

Information:

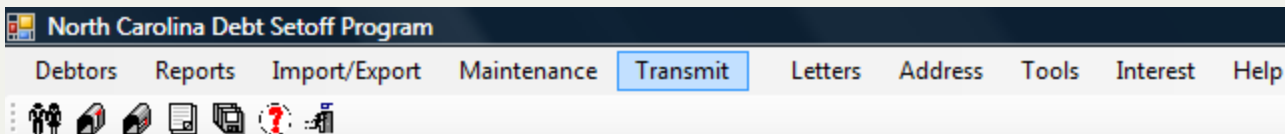
- Last Name
- First Name
- User Name (for sign-on)
- Department
- Title
- Phone Number and Extension
- Email Address
- Email Distribution Lists:
 - Upload File Confirmation
 - Funds Received Notification
 - Setoff Files Not Downloaded Reminder
 - information/Newsletters

Frequency: this option can be executed at anytime. It should be submitted at least once per year, normally during the time the Annual Participation Form is due. Prior to this function being available through the software, local governments were requested to complete an online form.

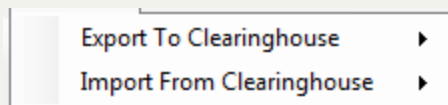


this menu requires access rights assigned in the [User Setup](#).

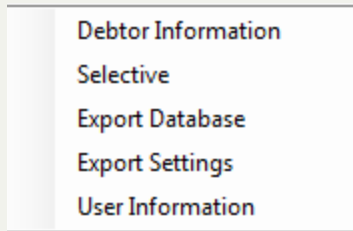
1. From the Main Menu click **Transmit:**



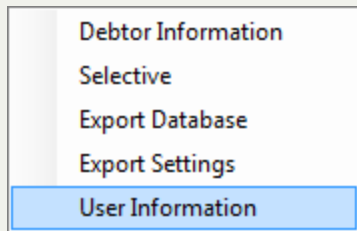
There are two functions within Transmit:



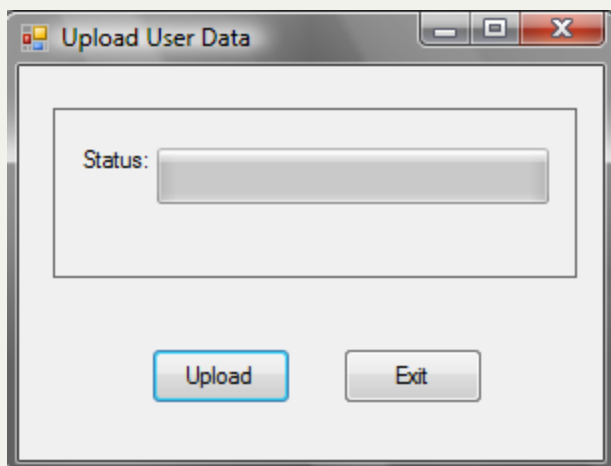
2. Move the mouse over the **Export to Clearinghouse** function to view the five options:




3. Move the mouse over **User Information** and click this option:

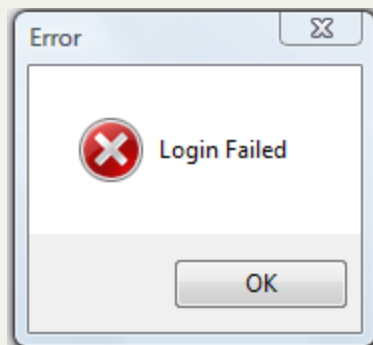


4. The following screen appears:

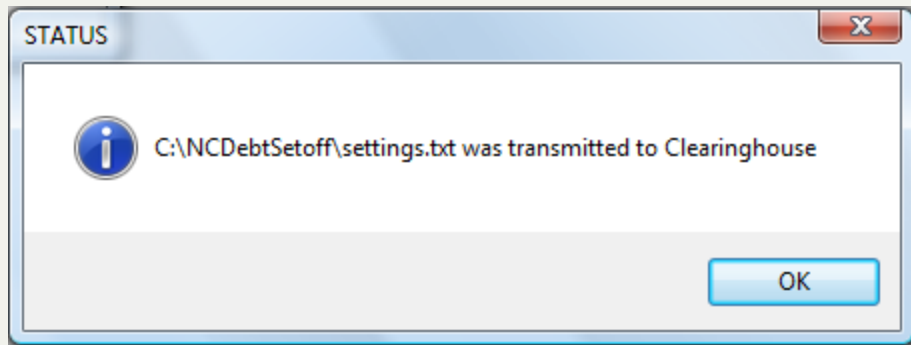


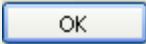
5. Click  to begin the upload process:

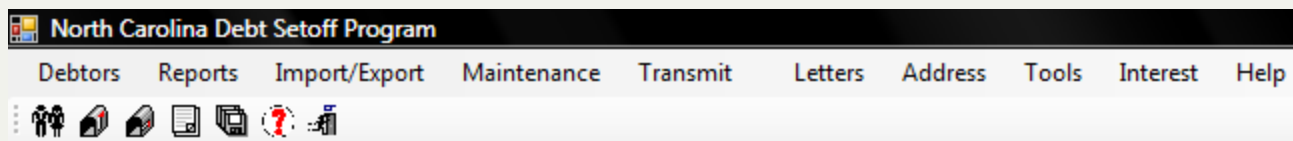
- If the connection to the Clearinghouse does not work, the following error occurs:



- If the upload was successful the following appears:



- Click  to return to the main menu:

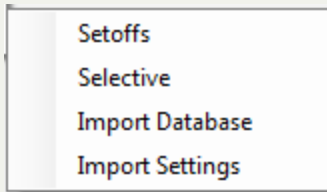


Import from Clearinghouse



this menu requires access rights assigned in the [User Setup](#).

The **Import from Clearinghouse** function has four options:



- a. **Setoffs** (frequency: whenever a notification of a setoff file is received via email from the Clearinghouse) - imports all debtors who were setoff by the N. C. Department of Revenue and/or Education Lottery.
- b. **Selective** (frequency: as needed, whenever a file is available for downloading from the Clearinghouse) - retrieves (downloads) any available file from the Clearinghouse to the local government. This option makes it easy for the local government to download a file rather than having to do from the secure website.
- c. **Import Database** (frequency: as requested by the Clearinghouse after technical support issues), either troubleshooting or processing imports of ASCII or Excel files) - this file "C" or "M" entity code Backup.bak. Only do this function if specifically requested by the Clearinghouse via email or telephone request.
- d. **Import Settings** (as requested by the Clearinghouse for technical support issues) - this file contains your setting.txt file which contains the location of the software on your computer and the location of the database. Only do this function if specifically requested by the Clearinghouse via email or telephone request.

Import Database

The **Import Database** retrieves (downloads) the database from the Clearinghouse to the local government's computer system. The benefit of this option is the elimination of the need to access the [secure website](#) and manually download. The purpose would be if the Clearinghouse requested your database to do some testing of a problem, to combine or replace using an ASCII or Excel file, or in the event of a loss of your database due to a disaster or new computer and the previous database was not saved.

Frequency: this option should only be executed when instructed by the Clearinghouse.



this menu requires access rights assigned in the [User Setup](#).

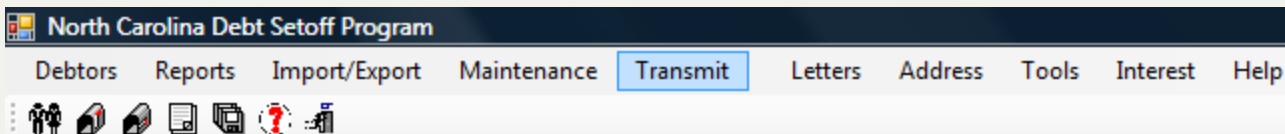


- the database is only available for 10 days before it is automatically deleted. However, it can be restored by contacting the [Clearinghouse](#)

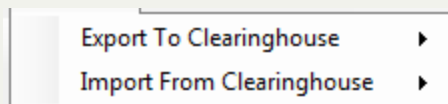


- this option will replace your entire database of debtors, debts, users, account codes and settings. It should only be done when instructed by the Clearinghouse via email or telephone.

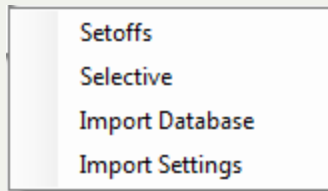
1. From the Main Menu click **Transmit:**



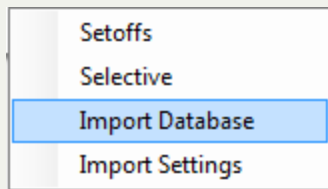
There are two functions within Transmit:



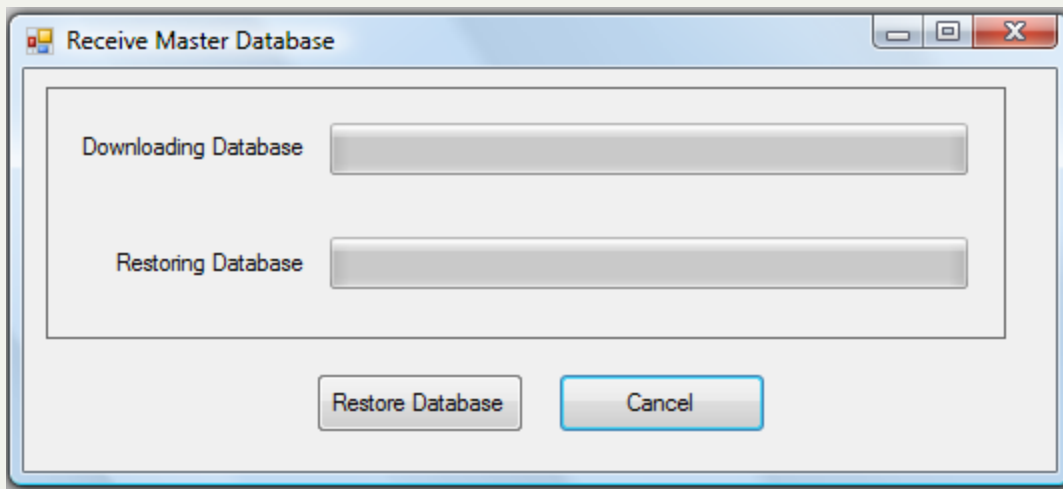
2. Move the mouse over the **Import from Clearinghouse** function to view the four options:



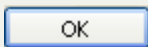
3. Move the mouse over **Import Database** and click this option:

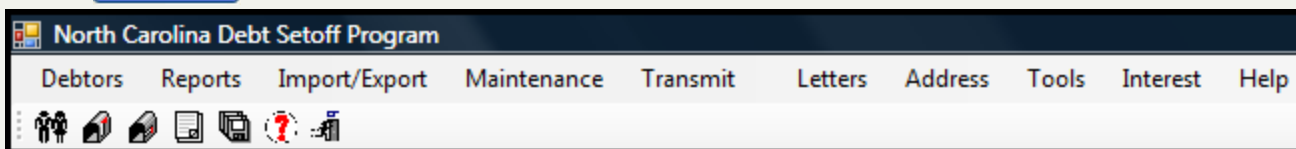


4. The following screen appears:



5. Click 

6. Click  to return to the main menu:



Import Selective

The **Import Selective** retrieves (downloads) any available file from the Clearinghouse to the local government's computer system. The benefit of this option is the elimination of the need to access the [secure website](#) and manually download.

Frequency: this option can be executed at anytime. Whenever a file is available for downloading from the Clearinghouse.



this menu requires access rights assigned in the [User Setup](#).



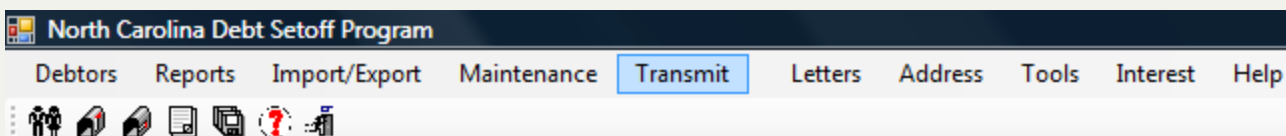
- this option is recommended for downloading files such as:

- Import Status Errors: Error-C999-000.xlsx
- Setoff Excel File: C999-000.xlsx
- Expired debts: C999-000-ExpiredDebts.xlsx
- Rejected SSNs: C999-000-RejectedSSNs

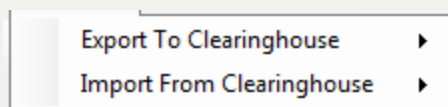


- the available file is only available for 10 days before it is automatically deleted. However, it can be restored by contacting the [Clearinghouse](#)

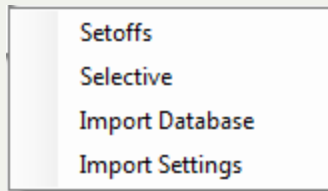
1. From the Main Menu click **Transmit:**



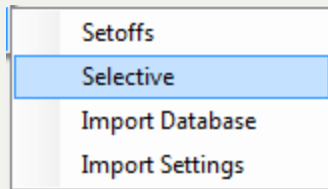
There are two functions within Transmit:



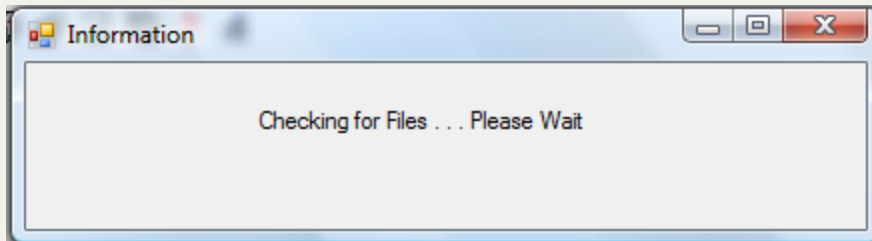
2. Move the mouse over the **Import from Clearinghouse** function to view the four options:



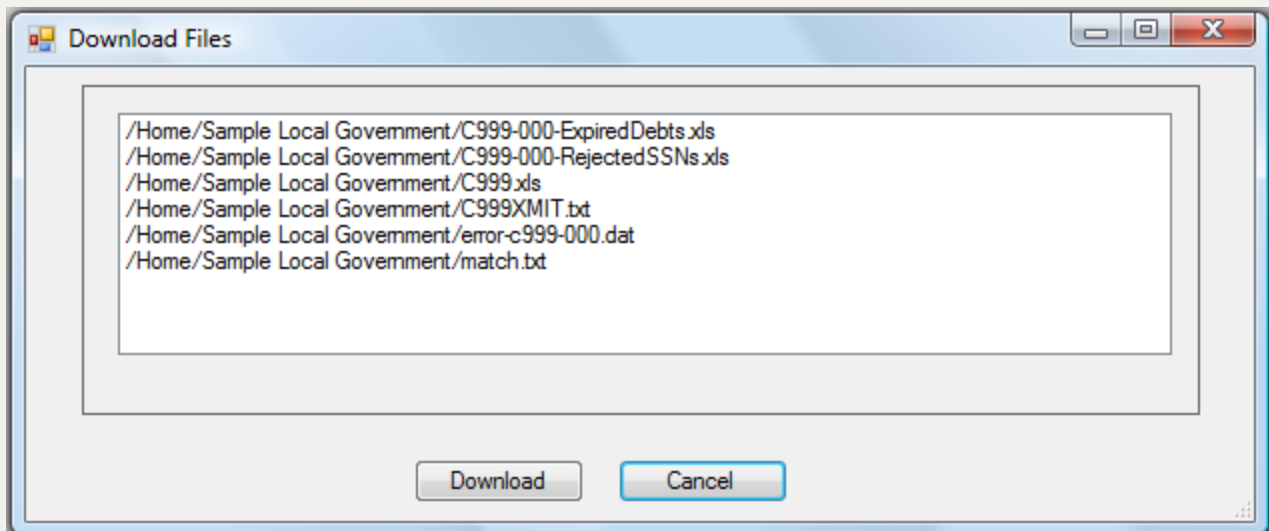
3. Move the mouse over **Selective** and click this option:

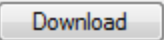


4. The following screen appears:



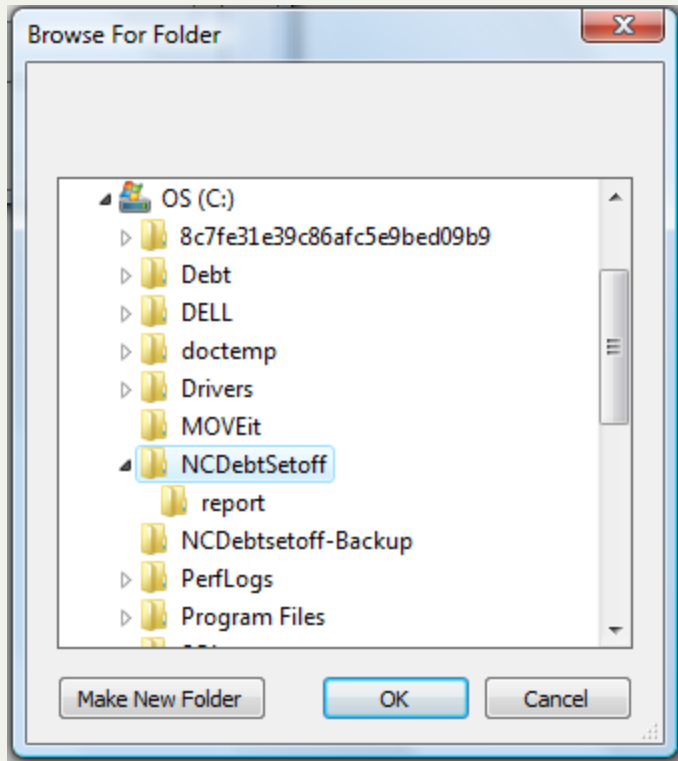
5. The available files for downloading appear:



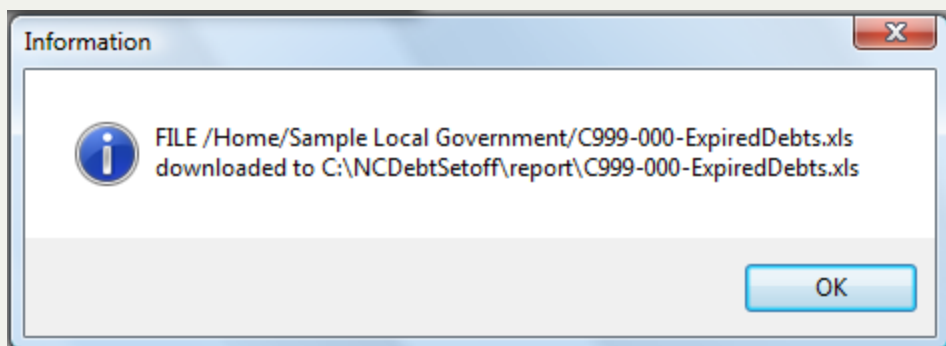
6. Click a file to highlight it, then click  , such as:

/Home/Sample Local Government/C999-000-ExpiredDebts.xls
/Home/Sample Local Government/C999-000-RejectedSSNs.xls
/Home/Sample Local Government/C999.xls
/Home/Sample Local Government/C999XMIT.txt
/Home/Sample Local Government/error-c999-000.dat
/Home/Sample Local Government/match.txt

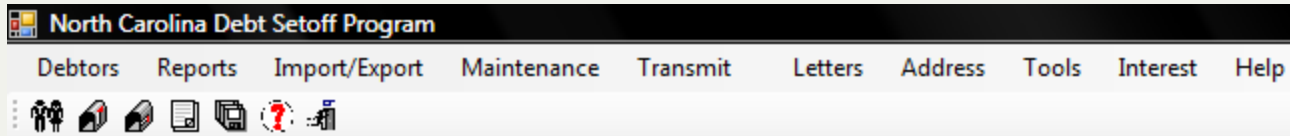
7. Select a location, MyDocuments, Desktop or a specific folder such as:



8. Click for the download to begin, when complete the following appears which displays the file downloaded and the target locations where to find it:



9. Click to return to the files available menu, choose any more files and click or click to return to the main menu:



Import Setoffs

The **Import Setoffs** - imports all debtors who were setoff by the N. C. Department of Revenue and/or Education Lottery. This process should be executed as soon as possible after receiving an email from the Clearinghouse stating "A Setoff File was processed by the Department of Revenue or Education Lottery" .

Frequency - whenever a notification of a setoff file is received via email from the Clearinghouse. There is normally twenty-two to twenty-three setoff files per year. If the local government did not have any setoffs they will not receive an email.

These files are usually available the 1st and 3rd Fridays from February through May. From June through December the files are available by Thursday and sometimes even by Wednesday.



- this menu requires only Transmit = 'Yes' access rights assigned in the [User Setup](#). With this access right the User can import the setoff file. This function will download and apply ALL setoffs in the file, regardless of the Account Code/Departments. Even if the User does not have access rights to all Account Codes/Departments.



- the setoff file is only available for 10 days before it is automatically deleted. However, it can be restored by contacting the [Clearinghouse](#).

The Clearinghouse sends email reminders if the setoff file was not downloaded within seven days. If still not downloaded within nine days the Clearinghouse will call the Debt Setoff Coordinator.

Once the setoff file has been imported and processed be sure to do a [Transmit-Export to Clearinghouse-Debtor Information](#) which will initiate an Import Status report the following Monday or Tuesday.

What happens if the local government does not download their setoff file? When the local government does a [Transmit-Export to Clearinghouse-Debtor Information](#) it will restore the debt to the amount prior to the setoff. So if the debtor files another tax refund it will setoff their refund again thus requiring the local government to refund the probably upset debtor.



- there are several other files that may be available in the secure folder along with the setoff file. It is strongly suggested that these files be downloaded and saved by the local government. We suggest renaming the file(s) with the setoff date. Ex.: Surplus-Feb1-2012.xlsx

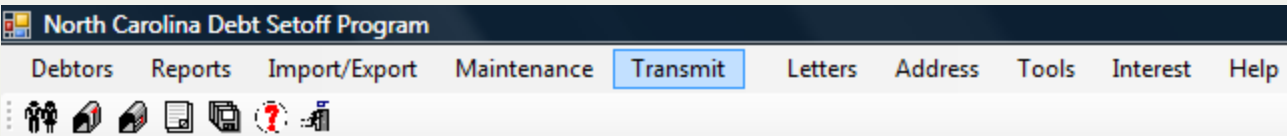
These files are:

- *Cnnn.xlsx* (County or Agency) or *Mnnn.xlsx* (Municipality) - this Excel file contains all debtors and debts that were setoff. *nnn* is the assigned agency code.
 - SSN
 - Name (from the Department of Revenue)
 - Address (from the Department of Revenue)
 - Debt Amount after Setoff
 - Setoff Amount
 - Setoff Date
 - Account Number

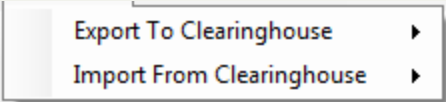
- Department
- Unique ID
- Prior Names Tax Refunds Filed (from the Department of Revenue)
- Surplus.xlsx - this Excel file contains debtors that the Clearinghouse believes may be over payments which need to be returned to the taxpayer. We recommend research be done BEFORE sending a refund. If a refund is due, this Excel file provides valuable information:
 - SSN
 - Name
 - Address (from the Department of Revenue)
 - Setoff Amount
 - Surplus Amount (as Clearinghouse calculates, but still verify)
 - Clearinghouse Fee
 - Department

Processing Instructions:

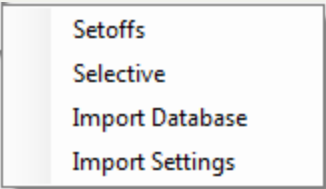
1. From the Main Menu click **Transmit:**



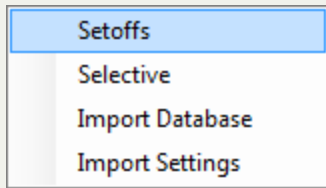
There are two functions within Transmit:



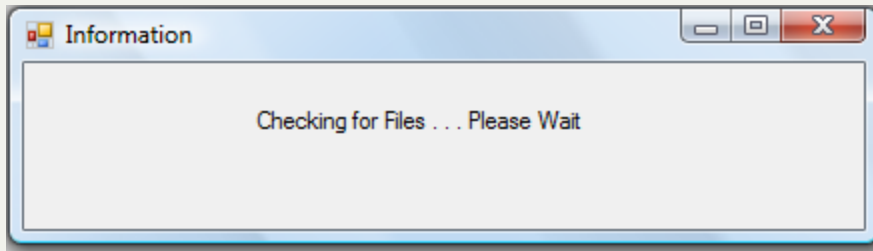
2. Move the mouse over the **Import from Clearinghouse** function to view the four options:



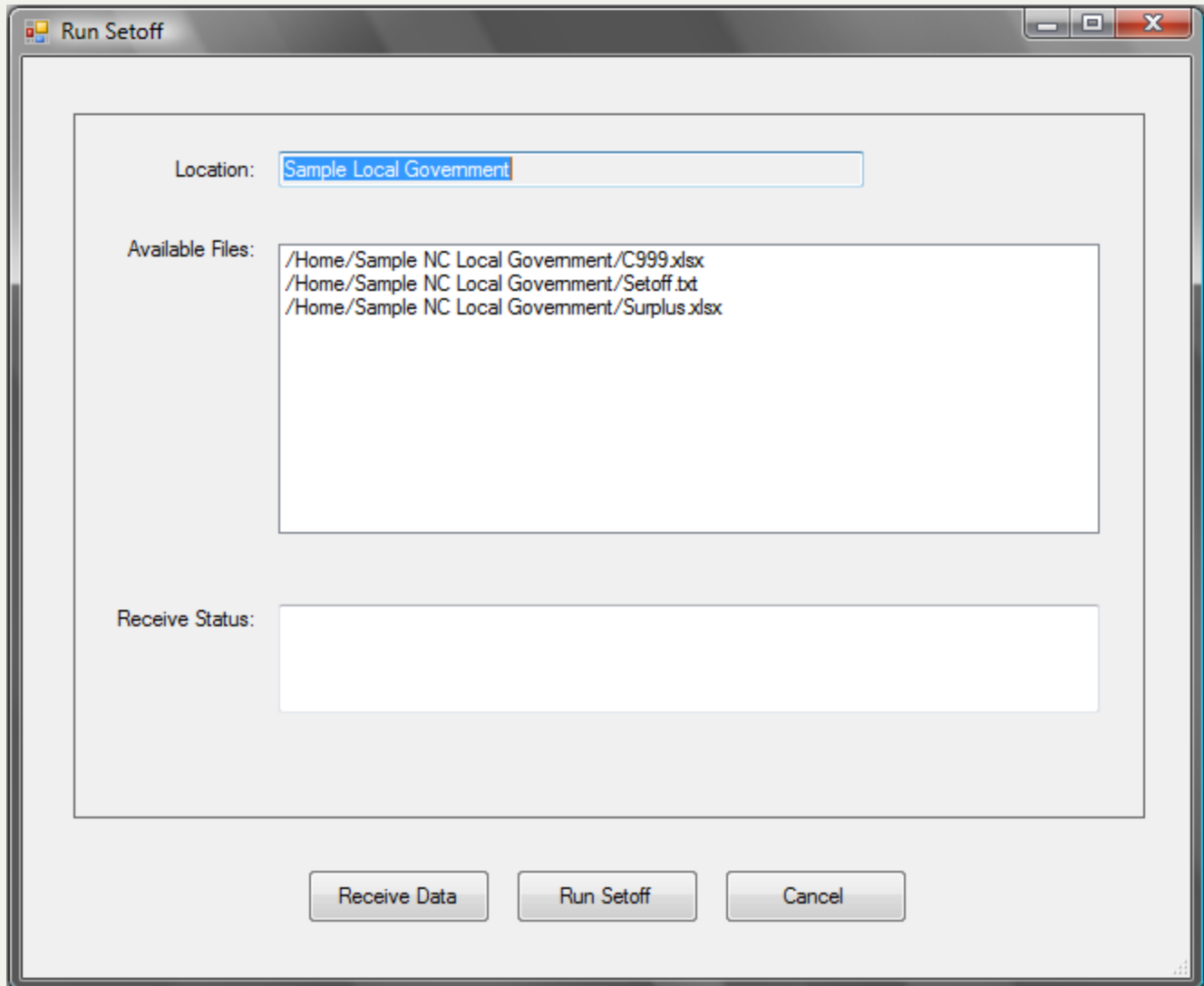
3. Move the mouse over **Setoffs** and click this option:

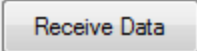


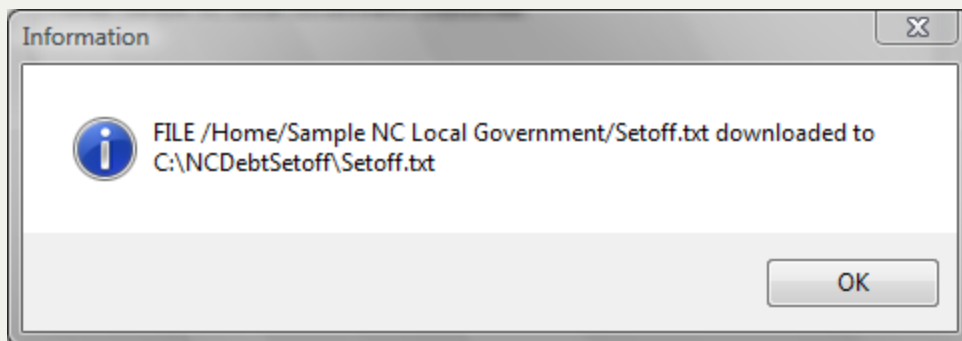
4. The following screen appears:

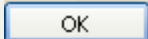


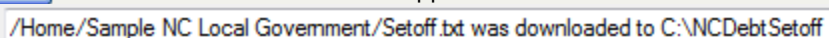
5. All available files available appear:

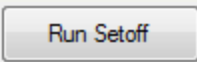


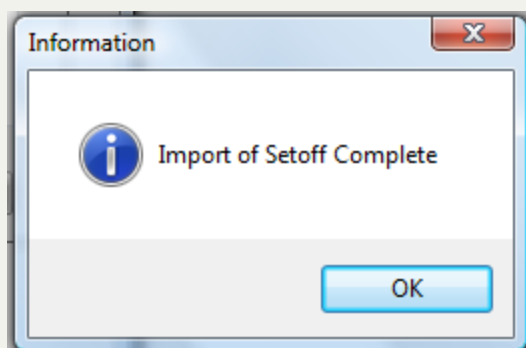
6. Click  to begin the download, when completed the following appears:



7. Click  and the file name and location appear in the Receive Status:

Receive Status:  /Home/Sample NC Local Government/Setoff.txt was downloaded to C:\NCDebtSetoff

8. Click  to begin the process, when complete, the following appears:



9. The 1st report: the **Setoff Error Report** appears:
- if there are no errors, then the report is empty and shows \$0.00 in error:

North Carolina Debt Setoff Program C999: Sample Local Government Setoff Error Report for 11/23/2010 Date: 11/26/2010			
SSN	ACCOUNT NUMBER	SETOFF AMOUNT	ERROR
Total Setoff		0.00	

- An example of an error report, that would need Clearinghouse attention:

North Carolina Debt Setoff Program C999: Sample Local Government Setoff Error Report for 11/23/2010 Date: 11/26/2010			
SSN	ACCOUNT NUMBER	SETOFF AMOUNT	ERROR
999-00-5832	99539257	60.00	Call Clearinghouse at 866-265-1668
Total Setoff		60.00	




- Contact the Clearinghouse immediately as this setoff could not find the SSN and Unique Key. The most probable reason is that the debt, or even the debtor, was deleted rather than the debt changed to \$0.00. The Clearinghouse recommends debts and debtors not be deleted until after the last setoff file in December.

10. The 2nd Report: **Setoff Report** appears:

North Carolina Debt Setoff Program
C999: Sample Local Government
Setoff Report for 10/30/2012
Date: 11/08/2012

SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	SETOFF AMOUNT
999-00-6455	Abbott	Rhoda	E08-1902913	375.00
999-00-6455	Abbott	Rhoda	E08-113133	25.00
999-00-6455	Abbott	Rhoda	E09-7169443	235.00
999-00-6455	Abbott	Rhoda	E09-9161213	325.00
			Total:	960.00 *
999-00-0099	Asplund	Lillian	9047784	1,000.00
999-00-3774	Blank	Henry	5202771	107.00
999-00-1226	Hocking	Richard	6821277	200.00
999-00-9129	Johnston	Catherine	7569199	50.00
999-00-9129	Johnston	Catherine	7569199	100.00
			Total:	150.00 *
999-00-6378	Payne	Vivian	6845445	100.00
999-00-8765	Ponesell	Martin	6795201	69.86
999-00-7624	Sirayanian	Orsen	6811525	30.00
999-00-8478	Turpin	Dorothy	4785262	68.25
949-04-9419	Walshe	Debra	WS-10987654321-2008	110.00
			Total Setoff:	\$2,795.11 *


11. Click  to print the report

12. Click for the 3rd Report: **Address Exception Report:**

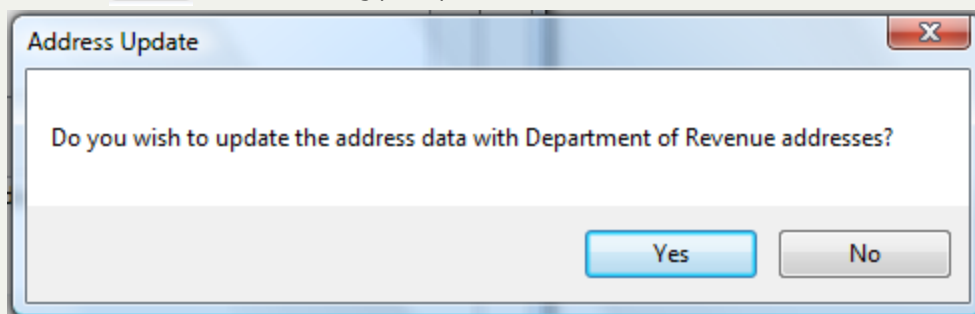
North Carolina Debt Setoff Program
C999: Sample Local Government
Address Report for 10/30/2012
Date: 11/15/2012

SSN	LAST NAME	FIRST NAME	ADDRESS	CITY	ST	ZIP
999-00-6455	Abbott Abbott EMS	Rhoda Rhoda E08-1902913	40 Heritage Lane 40 Heritage Lane	Asheboro Youngsville	NC NC	27203 27596 [REV]
999-00-0099	Asplund Asplund TAX	Lillian Lillian 9047784	101 Marshall Ct 1824 South Carrolton St	FAYETTEVILLE Fayetteville	NC NC	27524 28304 [REV]
999-00-1226	Hocking Hocking TAX	Richard Richard 6821277	114 East Calhoun St 114 East Calhooun St	CHARLOTTE Charlotte	NC NC	27520 27520 [REV]
999-00-9129	Johnston Johnston EMS	Catherine Kathy 7569199	29383 Ulysses Highway 928 Park Ave	DUNN Charlotte	NC NC	28334 27521 [REV]
999-00-6378	Payne Payne TAX	Vivian Vivian 6845445	310 Chestnut Hills Dr 2306 Cherry Street	Greensboro Clayton	NC NC	27409 27520 [REV]
999-00-8765	Ponesell Ponesell Jr HLT	Martin Martin 6795201	4829 Edmund Street 1945 East Carthage Ave	BENSON Central	NC NC	27504 27919 [REV]
999-00-7624	Sirayanian Sirayanian UTL	Orsen Orson 6811525	5534 Woofairies Rd 5534 Woofairies Rd	DUNN Dunn	NC NC	28334 28334 [REV]
999-00-8478	Turpin Terpin HLT	Dorothy Dorothy 4785262	100 Mediterranean Lane 100 Mediterranean Lane	SELMA Selma	NC NC	27576 27576 [REV]

- If there are any differences in Last Name, First name, Address, City, State or Zip
- If no differences appear it is probably the result of a Zip+4 which does not show because of space on the Report
- 1st line is the name and address information in the local government database
- 2nd line is the name and address information from the N. C. Department of Revenue and has [DOR] at the end of the line
- 3rd line has the Account Code and Account Number for the debt that was setoff

13. Click  to print the report, if desired.

14. Click **Close** for the following prompt:

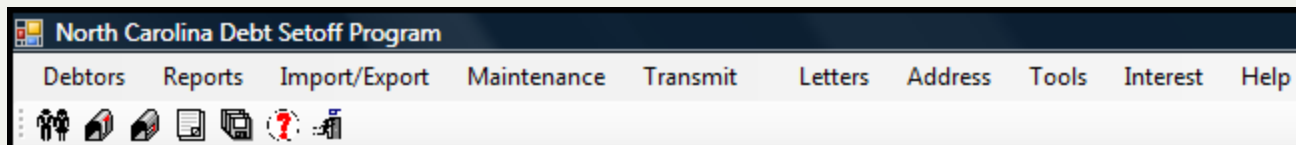


- Click **No** to skip the update of the Department of Revenue's address information to the software
- Click **Yes** to apply the Department of Revenue's address information to the software



- if applying the Department of Revenue's addresses, ALL will be updated, it will not allow only certain ones to be updated. If you do not want to update all, use the report and manually apply only the ones desired. The address exceptions will be retained and can be printed or applied all at once and then purged once done. These can be printed, applied and purged through the option

15. Return to the main menu:



Import Settings

The **Import Settings** retrieves (downloads) the settings from the Clearinghouse to the local government's computer system. The benefit of this option is the elimination of the need to access the [secure website](#) and manually download. The purpose would be if the Clearinghouse requested your settings and then modified it to get your system functional in the event of a loss of your settings due to a disaster or new computer and the previous database was not saved.

Frequency: this option should only be executed when instructed by the Clearinghouse.



this menu requires access rights assigned in the [User Setup](#).

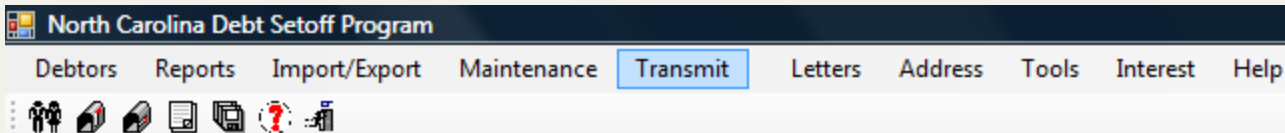


- this option will replace your settings which contains the location of the software on your computer and the computer name (location) of the database. It should only be done when instructed by the Clearinghouse via email or telephone

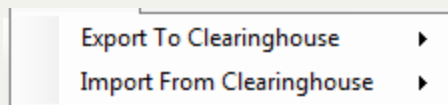


- the settings file is only available for 10 days before it is automatically deleted. However, it can be restored by contacting the [Clearinghouse](#)

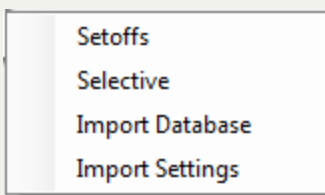
1. From the Main Menu click **Transmit:**



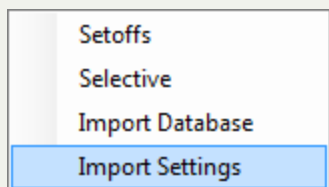
There are two functions within Transmit:



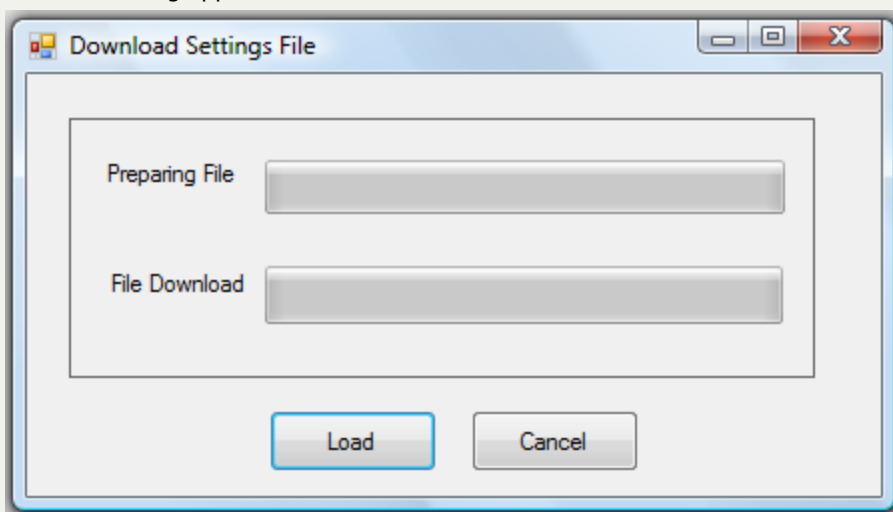
2. Move the mouse over the **Import from Clearinghouse** function to view the four options:



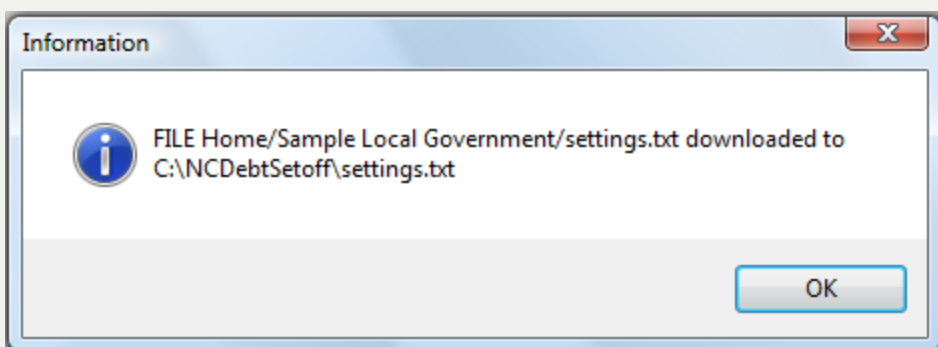
3. Move the mouse over **Import Settings** and click this option:



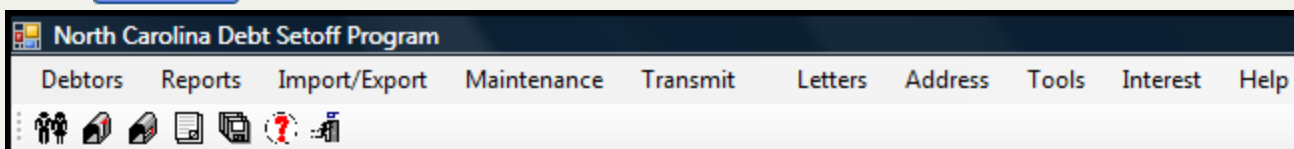
4. The following appears:



5. Click **Download** to begin the process, when complete the following appears:



6. Click **OK** to return to the main menu:



Letters Menu

The **Letters Menu** function is a method for generating the required due process letter with the details necessary to meet the statutes. A portable document format (pdf) option is available. There is no creation of a mail merge file for a word processor nor labels for envelopes. There is also a method for "marking" the letters as printed so they do not print again unless a change to the debt amount occurs. This allows for debtors to be entered, letters printed, more debtors to be entered, letters printed and so on...

Frequency: These processes can be run at anytime. Once a group or even one new debtor is added, letter(s) may be generated and mailed.



- this menu requires access rights assigned in the [User Setup](#). Account Code/Departmental controls - letters can only be generated for the account code/department that the user has access rights to. Social Security Numbers are not printed on the letters.

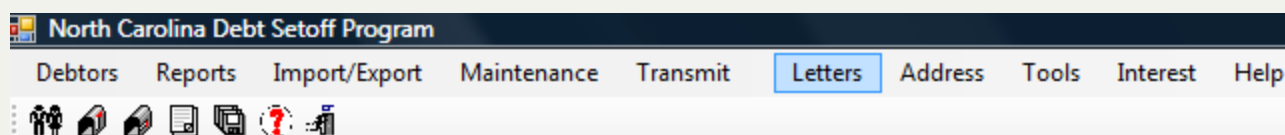


- a single letter could be created for one debtor who has multiple debts among different account codes/departments if the user has rights to the different account codes. The admin user should have rights to all account codes in order to print a composite letter.

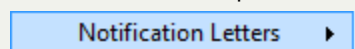


- notification letters: 1) only need to be sent one time; 2) to the last known address; 3) using regular mail, not certified mail; 4) NEVER print a Social Security Number on the letter or in any supplemental documents sent to the debtor; 5) be able to prove letters were sent and make sure media is saved according to your retention regulations by: a) creating a pdf ; or b) print a copy of the letters .

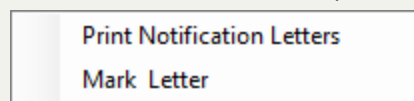
The **Letters** menu:



The **Letters** menu options:



The **Notification Letters** options:



- a. **Print Notification Letters** (frequency: as needed, whenever debtors have been entered) - prints letter(s) for authorized account codes/departments or even ALL account codes/department. Selections allow for all

debtors, new or updated debtors or a single selected debtor. Choose to list the debts on one letter or a separate letter for each debt. The generation of an optional PDF is available.

- b. **Mark Letters**(frequency: after letter(s) have been successfully printed) - will mark the letters just printed so they will not print again, so that the Print Notification Letters option to print New or Updated will function.

Letters Menu

The **Letters Menu** function is a method for generating the required due process letter with the details necessary to meet the statutes. A portable document format (pdf) option is available. There is no creation of a mail merge file for a word processor nor labels for envelopes. There is also a method for "marking" the letters as printed so they do not print again unless a change to the debt amount occurs. This allows for debtors to be entered, letters printed, more debtors to be entered, letters printed and so on...

Frequency: These processes can be run at anytime. Once a group or even one new debtor is added, letter(s) may be generated and mailed.



- this menu requires access rights assigned in the [User Setup](#). Account Code/Departmental controls - letters can only be generated for the account code/department that the user has access rights to. Social Security Numbers are not printed on the letters.

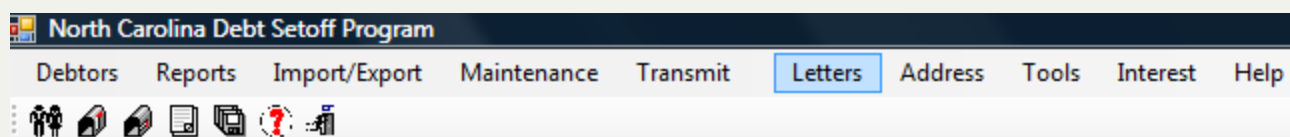


- a single letter could be created for one debtor who has multiple debts among different account codes/departments if the user has rights to the different account codes. The admin user should have rights to all account codes in order to print a composite letter.

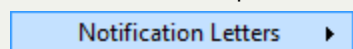


- notification letters: 1) only need to be sent one time; 2) to the last known address; 3) using regular mail, not certified mail; 4) NEVER print a Social Security Number on the letter or in any supplemental documents sent to the debtor; 5) be able to prove letters were sent and make sure media is saved according to your retention regulations by: a) creating a pdf ; or b) print a copy of the letters .

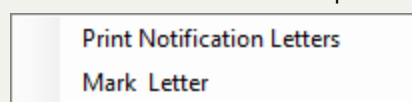
The **Letters** menu:



The **Letters** menu options:



The **Notification Letters** options:



- a. **Print Notification Letters** (frequency: as needed, whenever debtors have been entered) - prints letter(s) for authorized account codes/departments or even ALL account codes/department. Selections allow for all

debtors, new or updated debtors or a single selected debtor. Choose to list the debts on one letter or a separate letter for each debt. The generation of an optional PDF is available.

- b. **Mark Letters**(frequency: after letter(s) have been successfully printed) - will mark the letters just printed so they will not print again, so that the Print Notification Letters option to print New or Updated will function.

Print Notification Letters

The **Print Notification Letters** - is a method for generating the required due process notification letters. If the necessary set-up in the [Tools-Administrator-Account Codes](#) in the Configure section is completed in its entirety, then the notification letter will provide the requirements of the General Statutes. Be aware that the text of the letter cannot be modified as it has been approved by the N. C. Association of County Commissioners and League of Municipalities. If you choose to do your own letter be sure you adhere to the rules and regulations of the due process statutes.

Frequency: This process can be run at anytime. However, notification letters are normally done once a group of debtors are entered.



- this menu requires access rights assigned in the [User Setup](#). Account Code/Departmental controls - letters can only be generated for the account code/department that the user has access rights to. The admin user should have rights to all account codes in order to print a composite letter. Social Security Numbers are not printed on the letters.



- the first time printing letters it is recommended that this option be used:



Select Individual

SSN:

and print as many times as necessary to get the System Settings for the letters properly configured. This will test the Top and Left margins, the date location, the number of debts on the 1st page, and the debtor name and address area in the window envelope.

As the end of the year approaches, letters should be sent by mid-December at the latest in order for the debtor to have the required 30 days to pay before being submitted to the Department of Revenue and Education Lottery. The Department of Revenue normally begins processing refunds around January 15th.



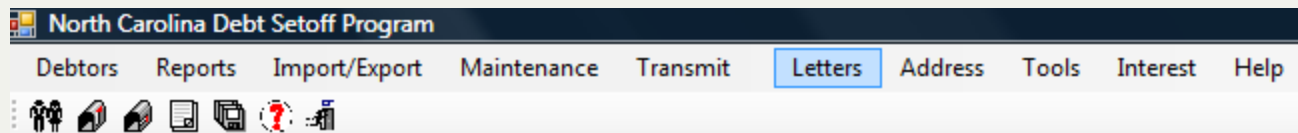
- Notification letters: 1) only need to be sent one time, unless the debt increases (unless it is by interest accrual); 2) to the last known address; 3) using regular mail, not certified mail; 4) NEVER print a Social Security Number on the letter or in any supplemental documents sent to the debtor; 5) be able to prove letters were sent and make sure media is saved according to your retention regulations by: a) creating a pdf ; or b) print a copy of the letters.

Don't forget to [Mark Letters](#) as Printed before adding additional debtors/debts so that the same debtors do not print in the next batch.

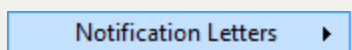


- the Print Notification Letters does NOT utilize the [Print Preview](#) that all of the other reports do. There is a Test Print option that prints three letters to check the formatting and information.

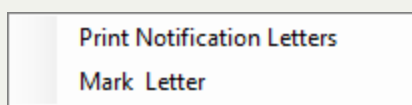
1. From the Main Menu click **Letters**:



There is only one function within Letters:



2. Move the mouse over the **Notification Letters** function to view the two options:



3. Move the mouse over **Print Notification Letters** and click this option to view all of the settings and selections:

- A default list of All Debtors, all debts with Account Number and Account Code Type in Last Name order appears:

Notification Letters

Choose Recipients: ☒ All Debtors ☐ New or Updated ☐ Select Individual SSN:

☒ Name Order ☐ SSN Order ☐ Zip Order ☐ Account Number Order PDF File Name:

☐ Select by Range To Account Codes:

	SSN	First Name	Last Name	Setoff Amount	Current Amount	Account Number	Zip Code
▶*							

List Recipients Merge Recipients Exit

- To change, choose another of the selections:

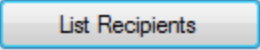

Choose Recipients: ☒ All Debtors ☐ New or Updated ☐ Select Individual SSN:

- All Debtors - selects all debtors that have access rights to
- New or Updated - selects only debtors added or edited since last time All Debtors was selected and Mark Letters as Printed was executed
- Select Individual - selects only a particular debtor's SSN

- Choose the Debt option:


☐ Sum Debts ☒ Single Debt

- ☒ Sum Debts - combines ALL debts for debtors so that each debtor receives only ONE letter
- ☐ Single Debt - generates a letter for EACH debt

- Note: when you click one of the above options you will not see the changes in the list of debtors but clicking  and then  will convert them to a summed (combined) format


- Choose one of the four sort orders which lists the selected group in the order selected:

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

- Note: when you click one of the above options and then click  you will immediately see the effect in the debtors on the screen

- To create an electronic copy of the generated letters use the PDF file (portable document format) option. This can serve as a manifest and proof that debtors were sent notification letters in the event of a debtor appeal:

PDF File Name:


- Enter a file name, an example: PDF File Name: 
- The file will be stored in the Report folder under the software location on your workstation

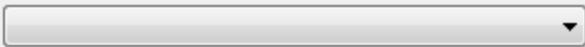


- be sure to save a copy of the pdf to another media, such as a CD or DVD or to a server location that is backed up. Leaving on your workstation could be a problem in the event of a hard drive failure or a new computer is installed and the previous taken or salvaged before the file was saved


- To select just a range of names, such as "A" through "L", click the

☐ Select by Range To **(THIS OPTION IS NOT YET FUNCTIONAL)**

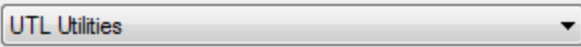
- To select a particular Account Code/Department: click the  of

Account Codes:  to view the list of authorized account codes:

EMS Emergency Medical Services
 HLT Health
 PKT Parking Tickets
 TAX Taxes
 UTL Utilities

- To initiate the selections, click 

- An example of All Debtors in SSN order:

Account Codes: 

	SSN	First Name	Last Name	Setoff Amount	Current Amount	Account Number	Zip
▶	999-00-2255	Eugene	Abbott	0.00	100.00	WS-908761	2752
	999-00-2780	Rossmore	Abbott	0.00	200.00	WS-1021-2009	2752
	999-00-2339	Ahmed	Ali	0.00	163.52	9569504	2754
	999-00-2843	Helen	Allison	0.00	169.08	5307720	2756
	999-00-6469	Hudson	Allison Jr	0.00	100.24	5489098	2721
	999-00-1394	Alfrida	Andersson	0.00	324.85	8411553	2752
	999-00-6350	Eugenie	Baclini	0.00	111.37	5425656	2723

- Once the desired group is selected based on all of the above selection criteria, click

Merge Recipients

- The first merged letter appears on the screen:

Setoff Letters Preview

Date: 11/27/2010

Debtor:

Account Number(s):

Dear:

Body:

Print

Test Print

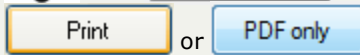
Load Letters

PDF Only

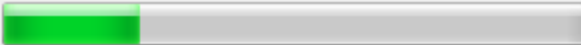
Exit



- the **Load Letters** option must be executed FIRST, before the other options will function:



- Click **Load Letters** for the progress bar as each debtor is merged into the letter text:



- Once all debtors are merged, the first debtor is displayed:

Date: 11/27/2010 ▾

Debtor: Public Jonathon

3200 West Boundary Blvd

Apt 109D

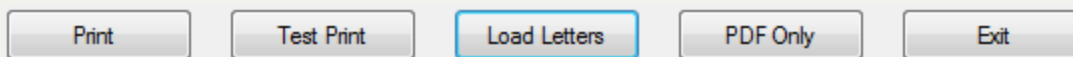
Central NC 29876

Account Number(s): 2009-PT10298

Dear: Public Jonathon

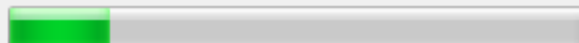
Body: Our records indicate that you owe the following past due amount of \$300.00

- There are several options once the **Load Letters** has been executed:

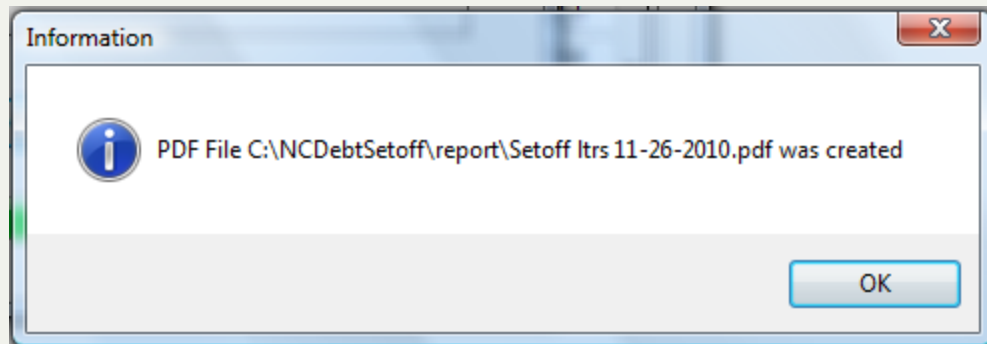


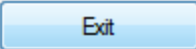
- a. **Print** - prints ALL merged debtor letters to the printer
- b. **Test Print** - prints the first 3 merged debtor letters to the printer
- a. **PDF only** - will not send to the printer but will create a pdf file with the name used in the selections, PDF File Name: **Setoff Ltrs 11-26-2011**
 - Shows a progress bar:

Creating PDF



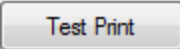
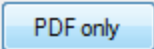
- When done, the file name and folder location of the file is displayed:



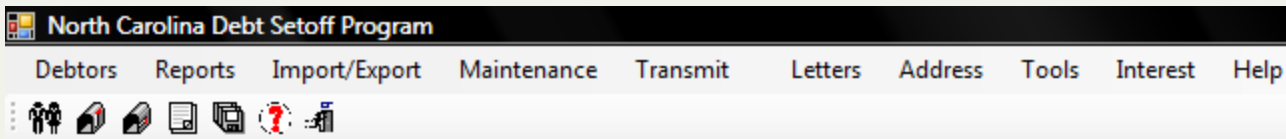
- c.  - returns to the Notification Letter selection screen



- until familiar with the Notification letter process, it is recommended that both of these be done in order:

- A.  - to view the Top Margin, Left Margin, Date, and Address area. Be sure to fold and be sure the name and address will fit in the window envelope
- B.  - if the test print looks fine, create the pdf

4. Click  to return to the main menu:



Mark Letters

The **Mark Letters** will mark the letters just printed so they will not print again, so that the Print Notification Letters option, New or Updated will function.

Frequency: This process can be run at anytime. However, it should be done once a group of notification letters have been printed.



- this menu requires access rights assigned in the [User Setup](#). Account Code/Departmental controls - letters can only be Marked as Printed for the account code/department that the user has access rights to. The admin user should have rights to all account codes in order to print a composite letter.

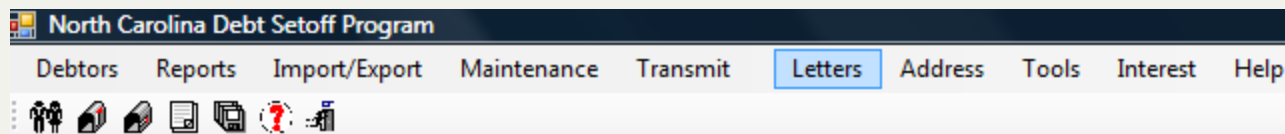


- if a local government has already printed letters for all debtors in the software, either from the previous software version or done their own external letters it is a good idea to run this Mark Letters option. Then if planning to letters from this new software, any new debtors added or imported will have a letter created in the [Print Notification Letters](#) with the option of New or Updated.



- Performing this function BEFORE printing the letters may require support from the Clearinghouse to correct. If all have been marked, all can be unmarked as an option.

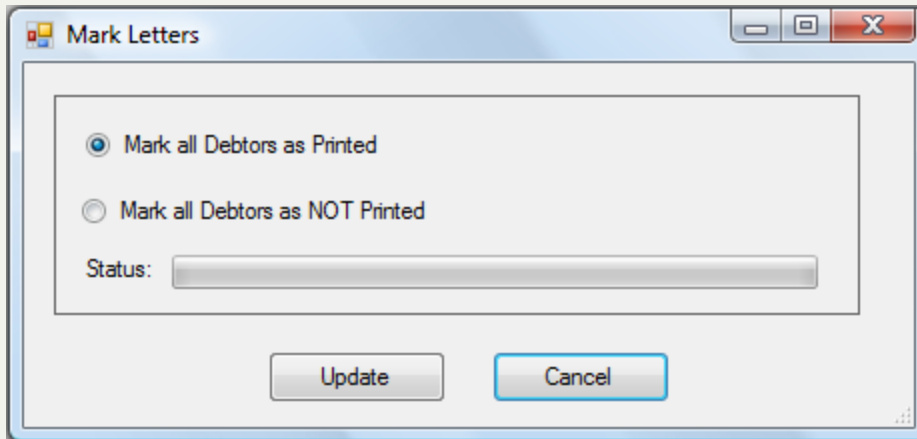
1. From the Main Menu click **Letters**:



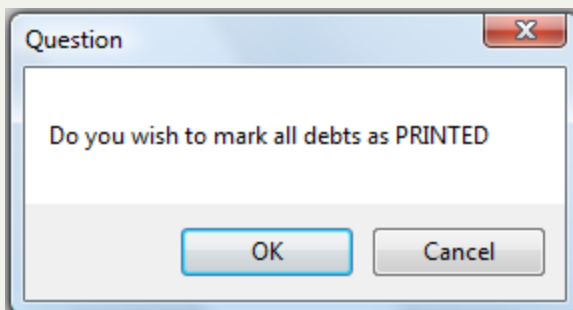
There is only one function within Letters:

Notification Letters ▶

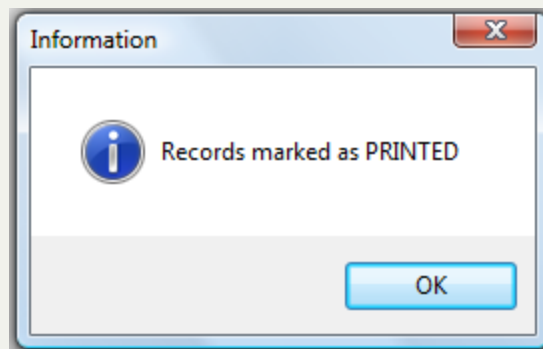
2. Move the mouse over **Mark Letters** and click this option to view all of the settings and selections:



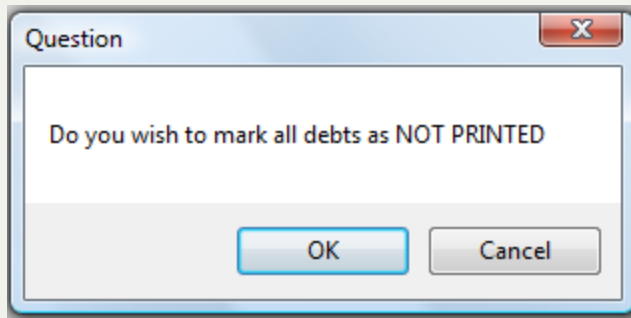
- To Mark letters as printed click ☒ Mark all Debtors as Printed and click for the following:



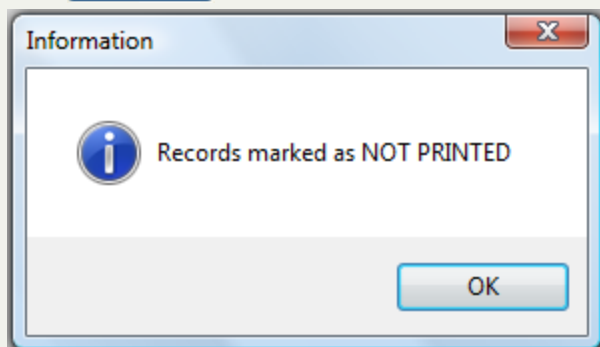
- Click to begin the process, when completed the following appears:



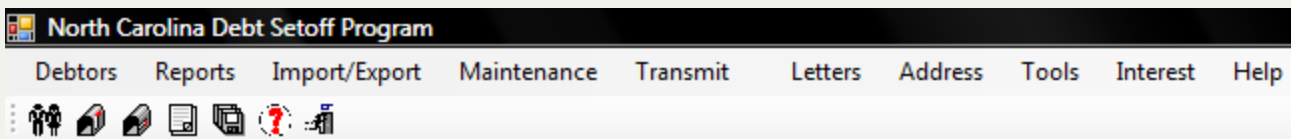
- To Mark as NOT printed click ☒ Mark all Debtors as NOT Printed and click for the following:



-
- Click to begin the process, when completed the following appears:



3. Returns to the main menu:



PDFOnly

The **PDF Only**function created a pdf file of the notification letter.

Sample view of different debtor letters:

- 1. Debtor with one debt:

Date: 11/27/2010

Eugene Abbott
302 Wheat Street
CHARLOTTE, NC 27520

RE: Notice of Debt to: Sample Local Govt Revenue Dept
Intent to setoff debt against N.C. STATE TAX REFUND for: Eugene Abbott

Our records indicate that you owe the following past due amount of \$626.07
to Sample Local Govt Revenue Dept for:

TAX-delinquent taxes 5836013 \$626.07

As authorized by North Carolina General Statutes, Chapter 105A, The Setoff Debt Collection Act, Sample Local Govt Revenue Dept 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 Local Govt Revenue Dept. 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 Local Govt Revenue Dept or by delivering it for mailing with postage prepaid and properly addressed to the following address:

Sample Local Govt Revenue Dept
ATTN: Terry Taxcollector
1289 Government Drive
Suite 202
Central, NC 27699

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 Terry Taxcollector at (919) 555-6512.

Sincerely,

Terry Taxcollector
Tax Administrator

2. Debtor with multiple debts, one page:

Date: 11/27/2010

Eugene Abbott
302 Wheat Street
CHARLOTTE, NC 27520

RE: Notice of Debt to: Sample Local Govt Revenue Dept
Intent to setoff debt against N.C. STATE TAX REFUND for: Eugene Abbott

Our records indicate that you owe the following past due amount of \$1,646.41
to Sample Local Govt Revenue Dept for:

TAX-delinquent taxes	5836012	\$525.00
TAX-delinquent taxes	5836011	\$495.34
TAX-delinquent taxes	5836013	\$626.07

As authorized by North Carolina General Statutes, Chapter 105A, The Setoff Debt Collection Act, Sample Local Govt Revenue Dept 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 Local Govt Revenue Dept. 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 Local Govt Revenue Dept or by delivering it for mailing with postage prepaid and properly addressed to the following address:

Sample Local Govt Revenue Dept
ATTN: Connie Collector
1289 Government Drive
Suite 202
Central, NC 27699

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 Connie Collector at (919) 555-6512.

Sincerely,

Connie Collector
Tax Administrator

3. Debtor with multiple debts, with overflow page:

Date: 11/27/2010

Rhoda Abbott
40 Heritage Lane
Asheboro, NC 27203

RE: Notice of Debt to: Sample Local Govt EMS Billing
Intent to setoff debt against N.C. STATE TAX REFUND for: Rhoda Abbott

Our records indicate that you owe the following past due amount of \$1,260.00
to Sample Local Govt EMS Billing for:

EMS-Ambulance services	E08-1902913 \$375.00
EMS-Ambulance services	E08-113133 \$325.00
EMS-Ambulance services	E09-9161213 \$325.00

Additional debts - see next page

As authorized by North Carolina General Statutes, Chapter 105A, The Setoff Debt Collection Act, Sample Local Govt EMS Billing 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 Local Govt EMS Billing. 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 Local Govt EMS Billing or by delivering it for mailing with postage prepaid and properly addressed to the following address:

Sample Local Govt EMS Billing
ATTN: Emma Billart
1900 Government Ave
Suite 119A
Central, NC 27699

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 Emma Billart at (919) 555-0912.

Sincerely,

Emma Billart
Billing Supervisor

Overflow page:

Date: 11/27/2010

Rhoda Abbott
40 Heritage Lane
Asheboro, NC 27203

EMS-Ambulance services E09-7169443 \$235.00

Address

The **Address** menu allows for the printing and updating of address changes from the Department of Revenue. The address that the Department of Revenue provides is the address the debtor provided on their tax return. Account Code/Departmental controls - there are no account code/departmental controls.

Frequency: These processes can be run at anytime. However, once the Empty DOR Address Database is executed, it cannot be restored.



- this menu requires access rights assigned in the [User Setup](#).



- Printing the Reconciliation Report at anytime will show all accumulated address changes. These reports should be shared with other departments that may have the debtor's old address.

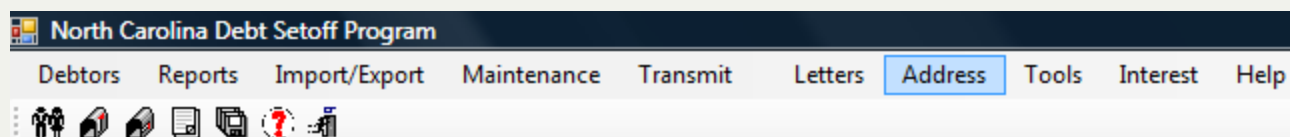


- there is no need to Apply DOR Addresses if the prompt to update after each setoff is set in [System Settings](#).

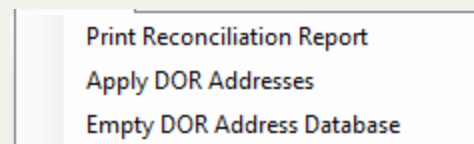


.- Apply DOR Addresses will overwrite the address in the software with that of the Department of Revenue, it is not selective by debtor. Empty DOR Address database can not be recovered.

The **Address** menu:



The **Address** menu options:



- a. **Print Reconciliation Report** (frequency: as needed, whenever setoffs have been imported) - prints a list of all accumulated address changes, for all account codes/departments, since the last time the Empty DOR Address Database option was executed.
- b. **Apply DOR Addresses** (frequency: whenever desired, can be done after each setoff) - will take all Department of Revenue address exceptions and update the addresses in the software.

- c. **Empty DOR Address Database** (frequency: whenever desired, can be done after time Apply DOR Addresses is executed) - purges all address exceptions from the Department of Revenue

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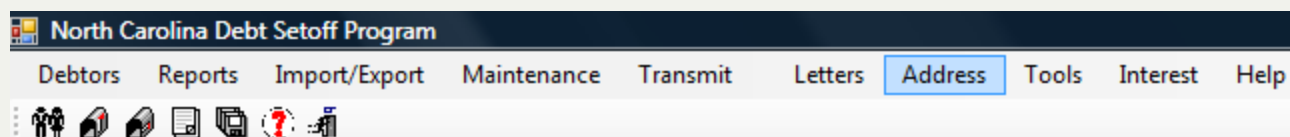


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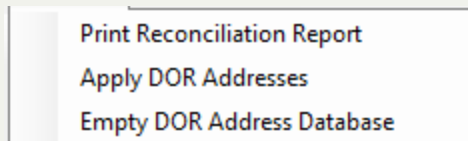


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Print Reconciliation Report

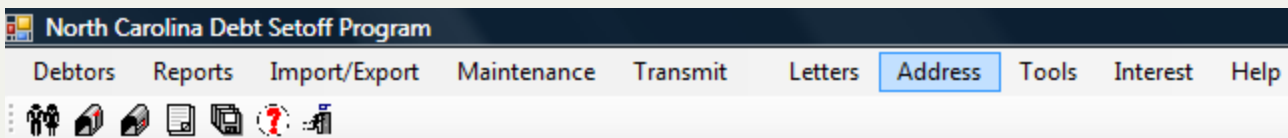
The **Print Reconciliation Report** prints a list of all accumulated address changes, for all account codes/departments, since the last time the Empty DOR Address Database option was executed.

Frequency: This process can be run at anytime and as often as desired.

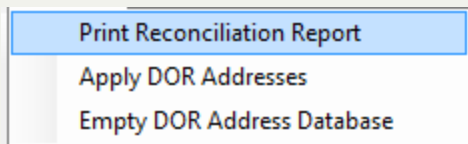


- this menu requires access rights assigned in the [User Setup](#).

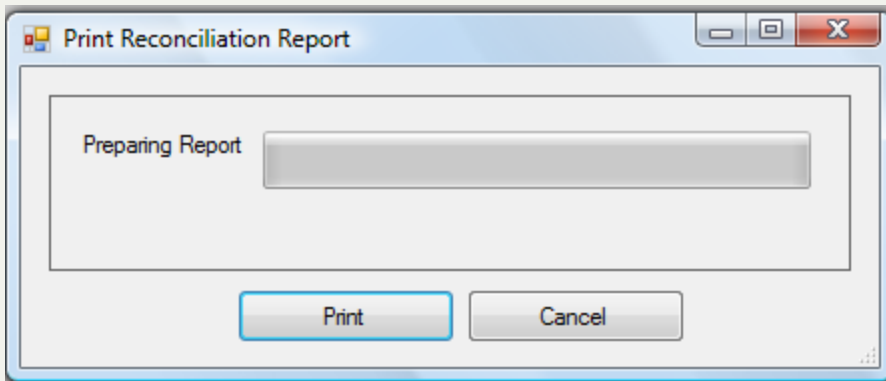
1. From the Main menu click **Address:**



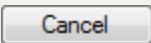

2. Move the mouse over **Print Reconciliation Report** and click this option:



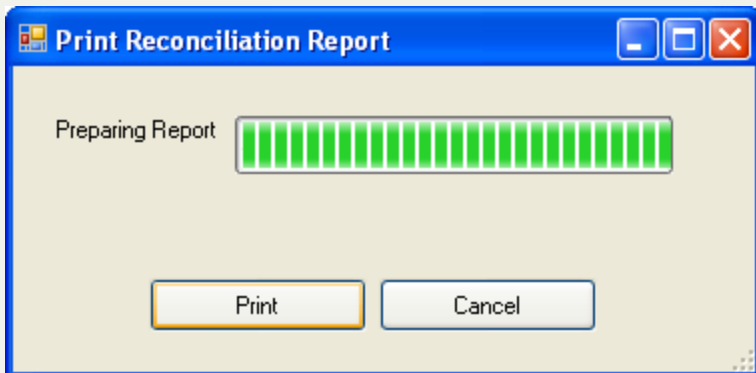
3. A dialog screen appears:



4. Select one of the two options:

- Click  to abort and return back to the Main Menu
- Click  to initiate to process and continue with the next step


5. A progress bar appears:



Sample Address Reconciliation Report


North Carolina Debt Setoff Program
C999: Sample Local Government
Address Report for All Setoffs
Date: 11/15/2012

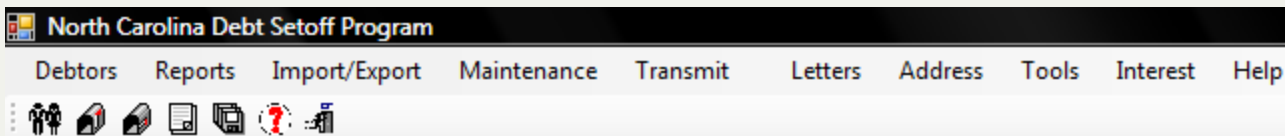
SSN	LAST NAME	FIRST NAME	ADDRESS	CITY	ST ZIP
999-00-6455	Abbott	Rhoda	40 Heritage Lane	Asheboro	NC 27203
	Abbott	Rhoda	40 Heritage Lane	Youngsville	NC 27596 [DOR]
	EMS	E08-1902913			
999-00-0344	Anderson	Ida	104 S Florence St	Whiteville	NC 27569
	Andersson	Ida	104 S Florence St	Wilmington	NC 27990 [DOR]
	TAX	8119265			
999-00-0316	Arnold	Joseph	4 Sandpine Ct	Clayton	NC 27520
	Arnold	Joseph	4 Sand Pine Ct-Apt 104A	Clayton	NC 27520 [DOR]
	EMS	6833810			
999-00-0099	Asplund	Lillian	101 Marshall Ct	FAYETTEVILLE	NC 27524
	Asplund	Lillian	1824 South Carrolton St	Fayetteville	NC 28304 [DOR]
	TAX	9047784			
999-00-6518	Dickson	Al	404 Cameron Heights St	Central	NC 27999
	Dickson	Al	101 South Elm St	Raleigh	NC 27603 [DOR]
	UTL	7596771			
999-00-1226	Hocking	Richard	114 East Calhoun St	CHARLOTTE	NC 27520
	Hocking	Richard	114 East Calhooun St	Charlotte	NC 27520 [DOR]
	TAX	6821277			
999-00-9129	Johnston	Catherine	29383 Ulysses Highway	DUNN	NC 28334
	Johnston	Kathy	928 Park Ave	Charlotte	NC 27521 [DOR]
	EMS	7569199			
999-00-0435	Oreskovic	Luke	908 Leaning Tree Rd	Raleigh	NC 27603
	Oreskovic	Lucas	1945 Chadwick Dr	Raleigh	NC 27603 [DOR]
	TAX	6783329			

- On the above report, the local government address is listed first and the DOR address is listed below. The third line is the Account Code and Account Number.
- We suggest you print this report, click , especially if you choose to update the addresses manually rather than automatically.

This report uses the [Print Preview](#) options:



 - terminates the view of the report and returns to the Main Menu:



Apply DOR Addresses

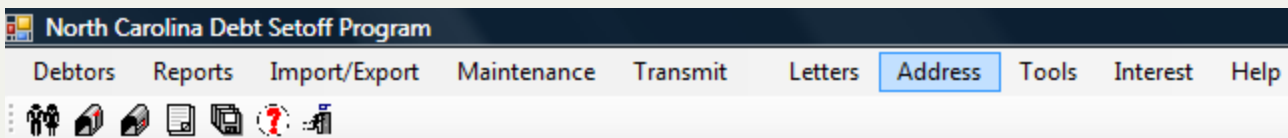
The **Apply DOR Addresses** function will take all Department of Revenue address exceptions and update the addresses in the software.

Frequency: This process can be run at anytime, normally after each setoff.

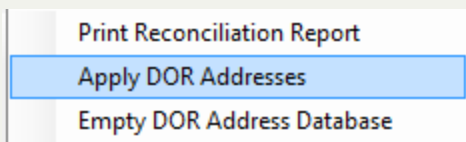


- this menu requires access rights assigned in the [User Setup](#).

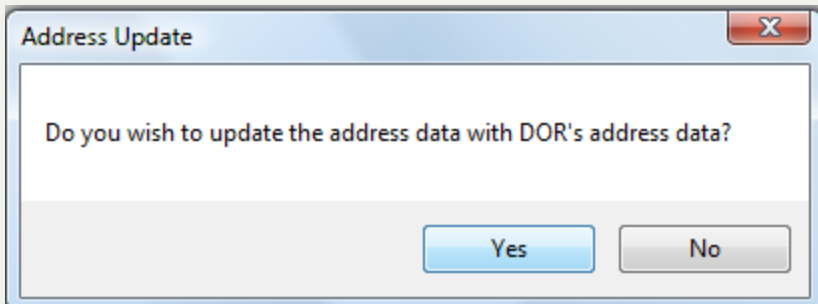
1. From the Main menu click **Address:**



2. Move the mouse over **Apply DOR Addresses** and click this option:



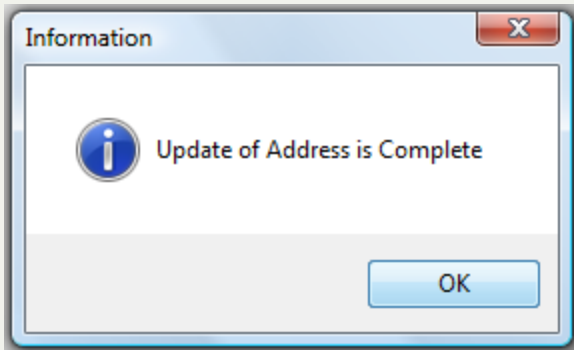
3. A dialog screen appears:



4. Select one of the two options:

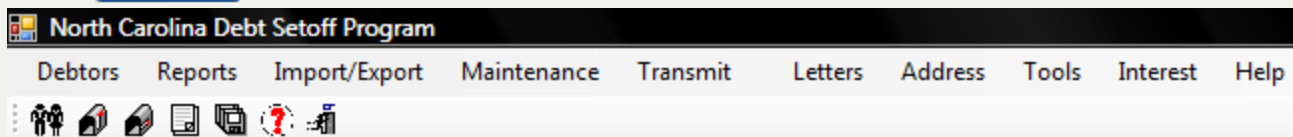
- Click to abort and return back to the Main Menu
- Click to update the addresses with DOR's addresses and continue with the next step

5. When complete the following appears:



- Verify a few debtors from the [Print Reconciliation Report](#) to make sure the DOR Addresses were applied

6. Click to return to the main menu:



Empty DOR Address Database

The **Empty DOR Address Database** purges all address exceptions from the Department of Revenue.

Frequency: This process can be run at anytime, normally after the Apply DOR Addresses option is executed.

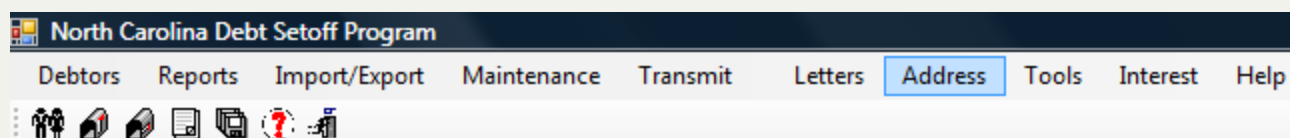


- this menu requires access rights assigned in the [User Setup](#).

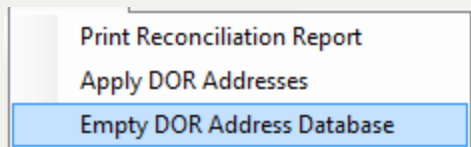


- executing this option before Printing the Reconciliation and the Apply DOR Addresses will purge the address exceptions which cannot be recovered.

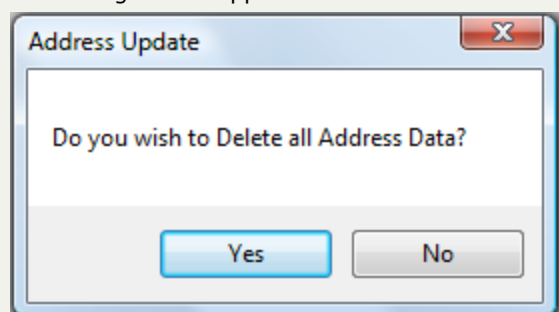
1. From the Main menu click **Address:**



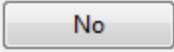
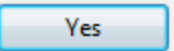
2. Move the mouse over **Apply DOR Addresses** and click this option:



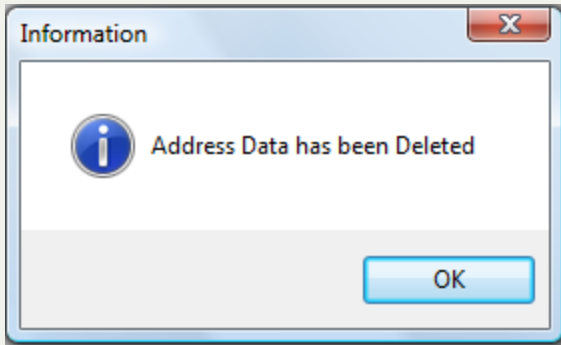
3. A dialog screen appears:



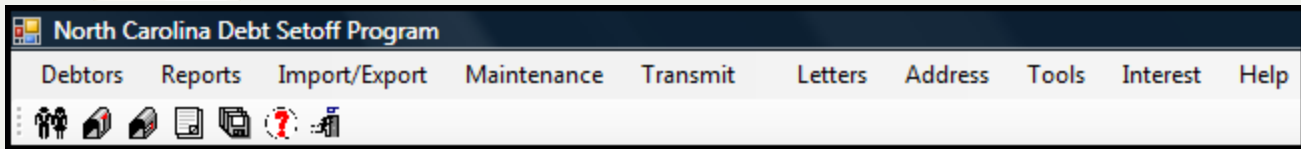
4. Select one of the two options:

- Click  to abort and return back to the Main Menu
- Click  to empty the accumulated DOR addresses and continue with the next step

5. When complete the following appears:



6. Click to return to the main menu:



Tools Menu

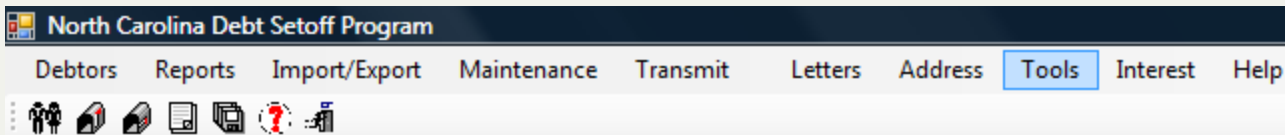
The **Tools Menu** contains the miscellaneous functions associated with the operations of this application, rather than the functions associated with debtors and debts. The local government's account information for connectivity with the Clearinghouse, Users and Access rights, Year-end Clean-up, Notification Letter settings and more.



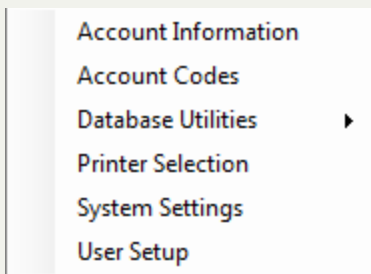
- only the Administrator Account can access these menu options.

Frequency: These processes can be run at anytime. However, these are not normal day-to-day functions.

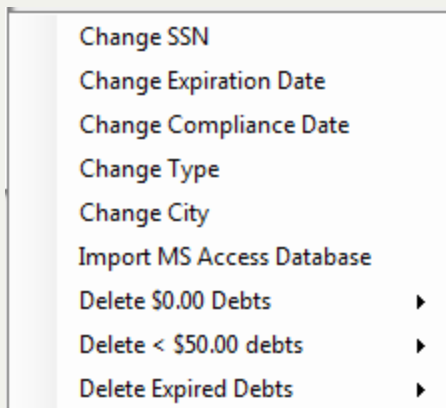
The **Tools** menu:



The **Tools** menu options:



The **Database Utilities** function has nine options:



The **Delete \$0.00 Debts** function has two options:

All \$0.00
\$0.00 Not Setoff

The **Delete < \$50.00 Debts** function has two options:

All < \$50.00
< \$50.00 Not Setoff

The **Delete Expired Debts** function has three options:

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

The **Tools** menu:

- a. **Account Information** (frequency: seldom, only if requested by the Clearinghouse) - maintains the information needed to connect to the Clearinghouse: User Name, Password, Local Government Name, Agency/Entity Code, Folder and Secure website.
- b. **Account Codes**(frequency: as needed) - to add new or update existing participating account codes/departments, and the associated contact information and addresses.
- c. **Database Utilities** (frequency: as needed) - change SSN, change Expiration and Compliance Dates, assign an account code/department based on account number, change/fix city names, clean-up \$0.00 debts, less than \$50.00 debts and expired debts.
- d. **Printer Selection** (frequency: as needed) - select an accessible local or network printer
- e. **System Settings**(frequency: as needed) - select starting Search cursor position, SSN masking for reports, main contact name and address information, Operating System settings, debt maximum amount, proxy server settings and notification letter settings
- f. **User Setup**(frequency: as needed) - set-up users of the software and account code/departmental rights.

Tools Menu

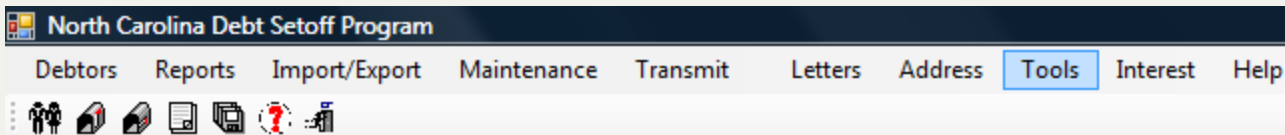
The **Tools Menu** contains the miscellaneous functions associated with the operations of this application, rather than the functions associated with debtors and debts. The local government's account information for connectivity with the Clearinghouse, Users and Access rights, Year-end Clean-up, Notification Letter settings and more.



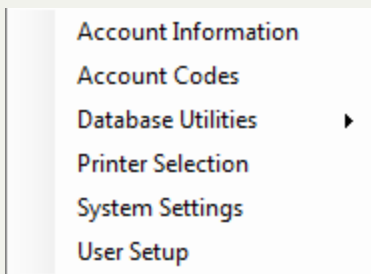
- only the Administrator Account can access these menu options.

Frequency: These processes can be run at anytime. However, these are not normal day-to-day functions.

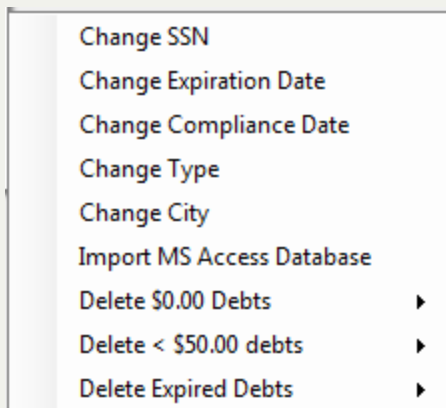
The **Tools** menu:



The **Tools** menu options:



The **Database Utilities** function has nine options:



The **Delete \$0.00 Debts** function has two options:

All \$0.00
\$0.00 Not Setoff

The **Delete < \$50.00 Debts** function has two options:

All < \$50.00
< \$50.00 Not Setoff

The **Delete Expired Debts** function has three options:

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

The **Tools** menu:

- a. **Account Information** (frequency: seldom, only if requested by the Clearinghouse) - maintains the information needed to connect to the Clearinghouse: User Name, Password, Local Government Name, Agency/Entity Code, Folder and Secure website.
- b. **Account Codes**(frequency: as needed) - to add new or update existing participating account codes/departments, and the associated contact information and addresses.
- c. **Database Utilities** (frequency: as needed) - change SSN, change Expiration and Compliance Dates, assign an account code/department based on account number, change/fix city names, clean-up \$0.00 debts, less than \$50.00 debts and expired debts.
- d. **Printer Selection** (frequency: as needed) - select an accessible local or network printer
- e. **System Settings**(frequency: as needed) - select starting Search cursor position, SSN masking for reports, main contact name and address information, Operating System settings, debt maximum amount, proxy server settings and notification letter settings
- f. **User Setup**(frequency: as needed) - set-up users of the software and account code/departmental rights.

Users Setup

The **Users Setup** function is a method for setting up users of the application and grant various accesses and responsibilities.

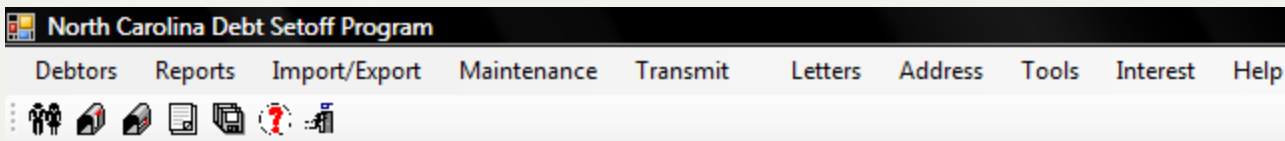


- only the Administrator can access the Tools function.

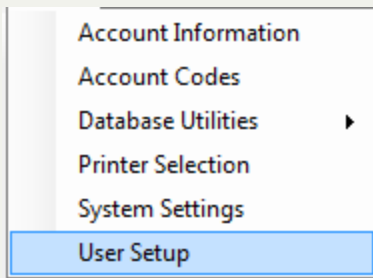


- Account Codes should be set up before Users as the Users will be assigned the various rights to functions and account codes. However, if Users are set-up first, once Account Codes are defined then return to User Setup and assign the users to the various account codes.

1. From the Main menu click **Tools**:



2. Move the mouse over **Users Setup** and click this option:



3. The configuration screen appears with the Administrator, the Functions and the Account Codes:

User Setup

	Last Name	First Name	Login Name
▶	Administrator	System	Admin
*			

Debtors
☒ Update
☐ View

Reports
☒ Yes
☐ No

Imports
☒ Yes
☐ No

Maintenance
☒ Yes
☐ No

Transmit
☒ Yes
☐ No

Letter
☒ Yes
☐ No

Address
☒ Yes
☐ No



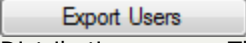

Tools
☒ Yes
☐ No

Interest
☒ Yes
☐ No

	Account Code	Account Description	Access
▶	DSO	Debt Setoff	... ACCESS
	EMS	Emergency Medical Services	... ACCESS
	HLT	Health	... ACCESS
	PKT	Parking Tickets	... ACCESS
	TAX	Taxes	... ACCESS


◦ There are several options:

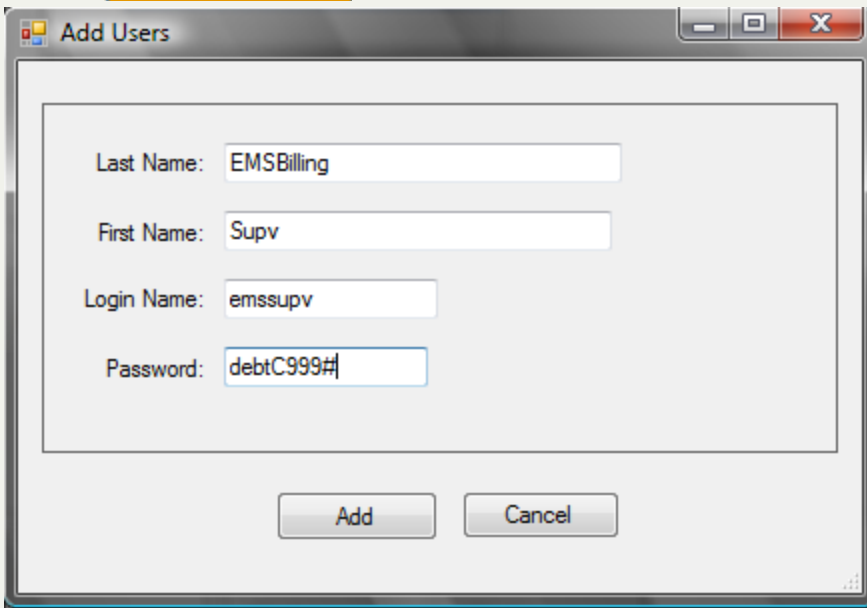
- add a new User - Name, Login name and Password
- edit an existing User - Name, Login name and Password

- c.  - delete an existing User
- d.  - change the rights to the different function groups and account codes
- e.  - creates an excel file of the Users Names, Department, Title, Email Address and Email Distribution groups. The password is not included.
- f.  - returns to the main menu

4. User Options;

a) **Add Users:**

- Click  for the following:



- Enter the following items:



- Advance to the next item by pressing the Tab key or move the mouse and click

- **Last Name** [REQUIRED] [25 characters maximum]
- **First Name** [REQUIRED] [25 characters maximum]
- **User Name** [REQUIRED] [10 characters maximum] - recommend using the network access login
- **Password** [REQUIRED] [10 characters maximum]

- User Name and Password are used on the Sign In screen



NORTH CAROLINA LOCAL GOVERNMENT

DEBT SETOFF CLEARINGHOUSE

NO

User Name:

Password:

Login

Exit

- An example of an Add User:

Add Users

Last Name: EMSBilling

First Name: Supv

Login Name: emssupv

Password: debtC999#

Add Cancel

- Click **Add** to add this user
- Click **Cancel** to abort without adding this user

b) **Edit User:**

- Click to highlight the desired User to edit and click **Edit User**

	Last Name	First Name	Login Name
	Administrator	System	Admin
▶	EMSBilling	Supv	emssupv
*			

- The following dialog appears:

Edit Users

Last Name: EMSBilling

First Name: Supv

Login Name: emssupv

Password: debtC999#

Department:

Title:

Phone Number: () -

Email Address:

☐ Upload File Confirmation

☐ Funds Received Notification

☐ Setoff Files Not Downloaded Reminder

☐ Information/Newsletters

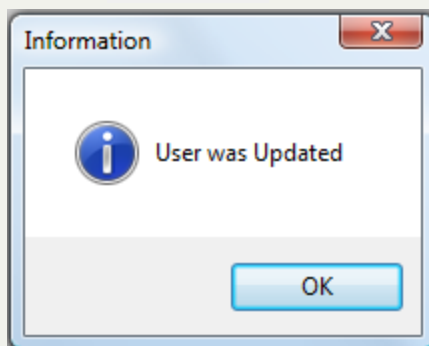
Update **Cancel**

- Change any of the following:
 - **Last Name** [REQUIRED] [25 characters maximum]
 - **First Name** [REQUIRED] [25 characters maximum]
 - **User Name** [REQUIRED] [10 characters maximum] - recommend using the network access login
 - **Password** [REQUIRED] [10 characters maximum]
- Add the other information:
 - **Department** [REQUIRED] [48 characters maximum]
 - **Title** [REQUIRED] [48 characters maximum]
 - **Phone Number** [REQUIRED] [10 characters maximum]

- **Phone Number Extension** [OPTIONAL] [5 characters maximum]
- **Email Address** [REQUIRED] [50 characters maximum]
- Check all boxes for the desired types of email distribution groups:
 1. Upload File Confirmation -when a file is uploaded via the transmit-Export to Clearinghouse option
 2. Funds Received Notification - when a setoff file is ready from the Dept. of Revenue/Education Lottery
 3. Setoff Files Not Downloaded Reminder - when a setoff file has not been downloaded within 7 days
 4. Information/Newsletters - for workshop information, newsletters/guides, software upgrades, etc.
- A sample of someone who will not need access to the software but wants various email types:

Last Name:	Powers	
First Name:	Jonathan	
Login Name:		
Password:		
Department:	Administration	
Title:	Town Manager	
Phone Number:	(919) 555-1234	2287
Email Address:	townmanager@samplelocal.gov	
	<input type="checkbox"/> Upload File Confirmation	
	<input checked="" type="checkbox"/> Funds Received Notification	
	<input type="checkbox"/> Setoff Files Not Downloaded Reminder	
	<input checked="" type="checkbox"/> Information/Newsletters	

- Click to apply the changes and receive a confirmation screen:



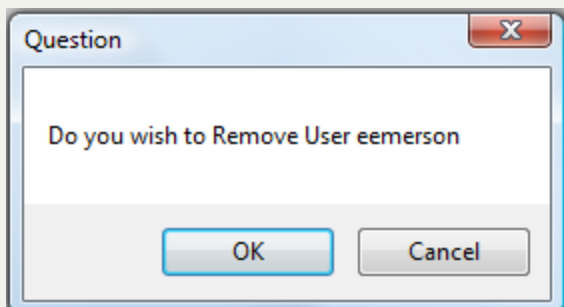
- Click to abort without saving the changes

c) Delete User:

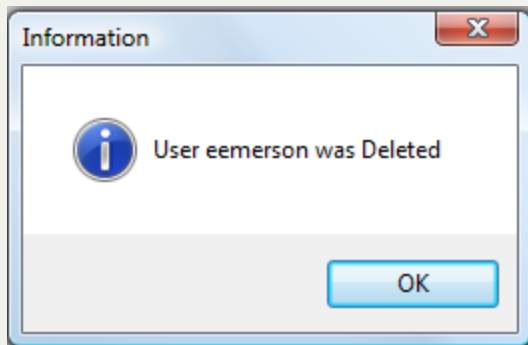
- Click to highlight the desired User to delete and click

Last Name	First Name	Login Name	Password
Administrator	System	Admin	Admin1
Emerson	Emma	eemerson	debt1
Taylor	Tammy	ttaylor	debt1

- The following dialog appears:



- Click to delete this user, a confirmation screen:



- Click to abort without deleting this user

d) Update Rights:



- when a User is Added, there are no rights to any functions or Account codes, so they are defined in the Update Rights

- Click to highlight the desired User

Last Name	First Name	Login Name	Password
Administrator	System	Admin	Admin!!
Taylor	Tammy	ttaylor	X3m4!HT

- The User's functions and Account Code rights appear:

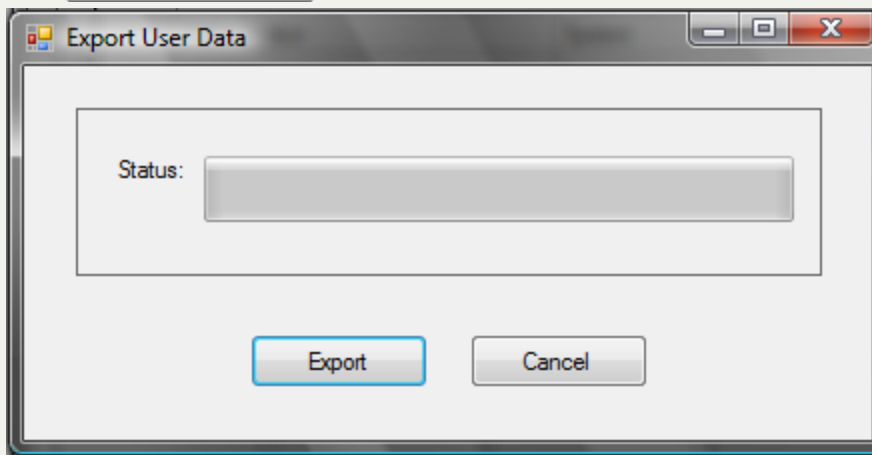
Debtors <input type="radio"/> Update <input checked="" type="radio"/> View	Reports <input type="radio"/> Yes <input checked="" type="radio"/> No	Imports <input type="radio"/> Yes <input checked="" type="radio"/> No	Maintenance <input type="radio"/> Yes <input checked="" type="radio"/> No	Transmit <input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

	Account Code	Account Description	Access
▶	DSO	Debt Setoff	... RESTRICTED ...
	EMS	Emergency Medical Services	... RESTRICTED ...
	HLT	Health	... RESTRICTED ...
	TAX	Taxes	... RESTRICTED ...

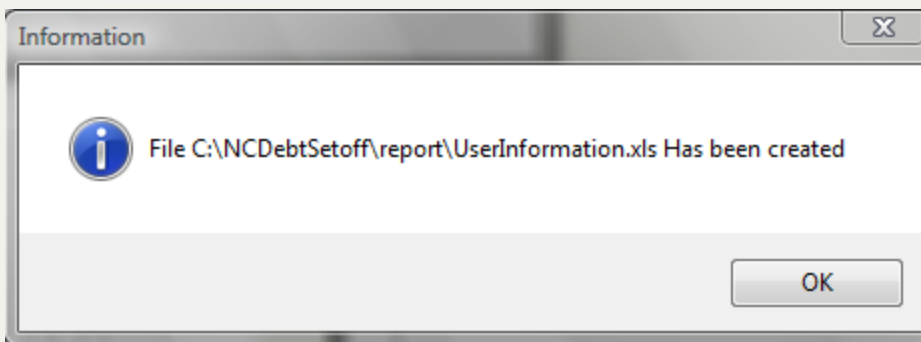
- All nine of the functions categories can be edited individually:
 - Debtors
 - Click ☒ Update to set this user to have full access (add,edit, delete) to this function
 - Click ☒ View to restrict user from adding, .editing or deleting debtors
 - Tools - only the Administrator can perform these functions, even if click Yes
 - All Others - Yes (access to the menu options) or No (NO access to the menu options)
 - Reports
 - Imports
 - Maintenance
 - Transmit
 - Letters
 - Address
 - Interest

e) Export Users

- Click **Export Users** for the following:

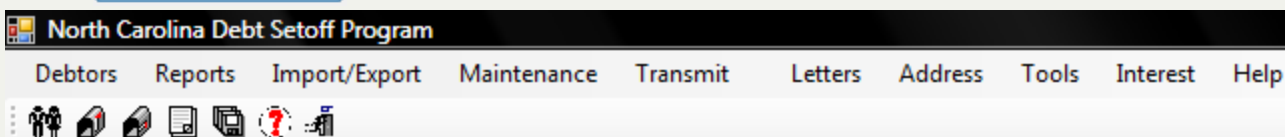


- Click **Export** to create an Excel file and for the following:



- The following items are included in the Excel file:
 - Last name
 - First Name
 - Login Name
 - Phone Number
 - Department
 - Title
 - Email Address
 - Email Distribution groups
 - Password is NOT included
- Once created it needs to be transmitted to the Clearinghouse

5. Click **Exit** to return to the Main Menu:



Account Codes

The **Account Codes** - add new or update existing account codes/departments. Contact information and addresses can be entered for each account code.

Frequency: This process can be executed as often as desired. But is normally used once during initial set-up of the software.



- only the Administrator can access the Tools function.

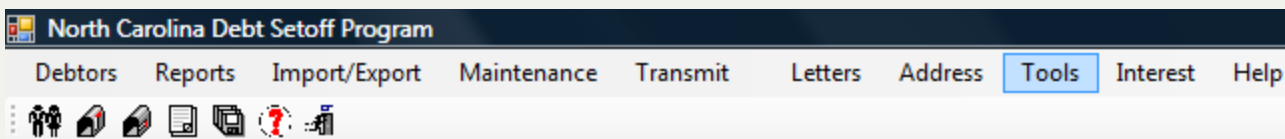


- debts that are imported into the software without an account code are assigned to the default account code "DSO".

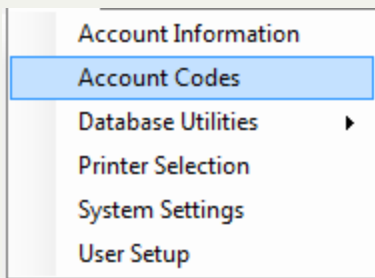


- before printing Notification Letters for a particular account code the address information must be set-up.

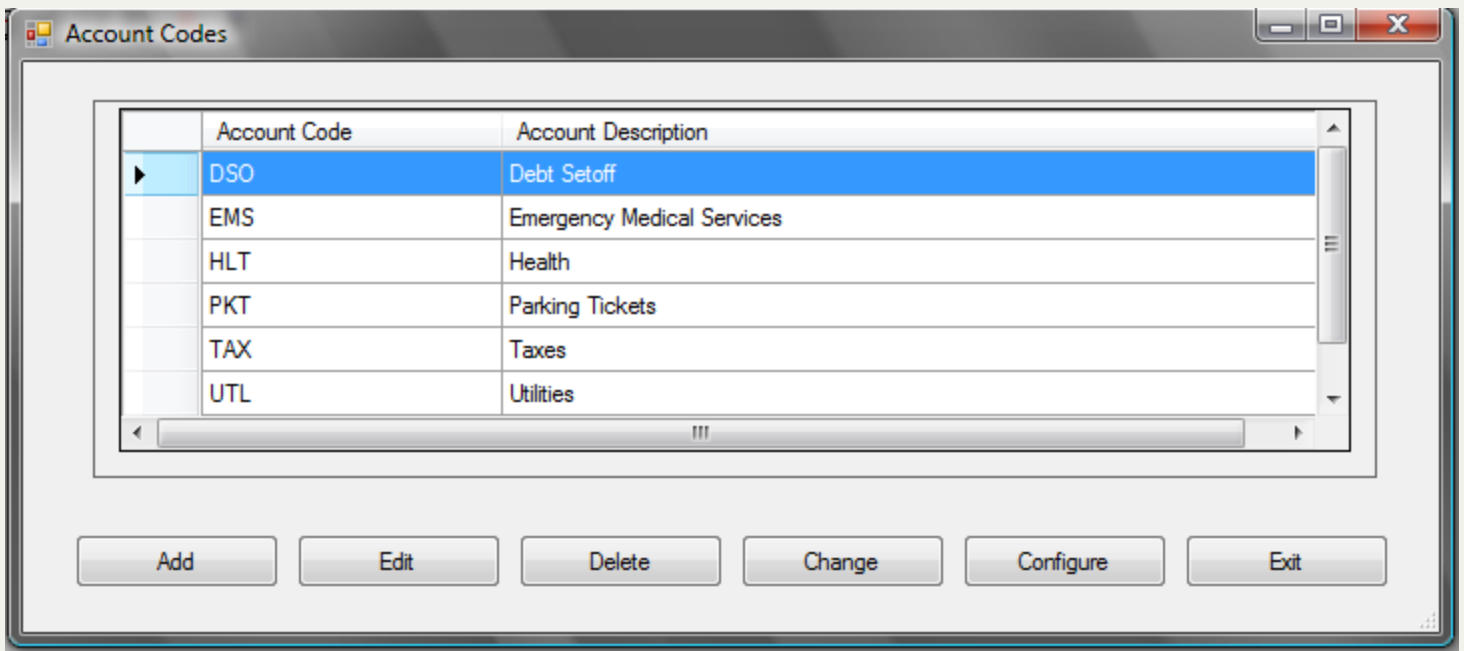
1. From the Main menu click **Tools**:




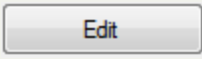
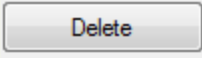
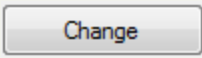
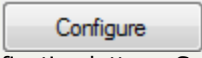
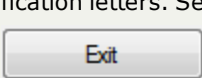
2. Move the mouse over **Account Codes** and click this option:



3. The current **Account Codes** appear:




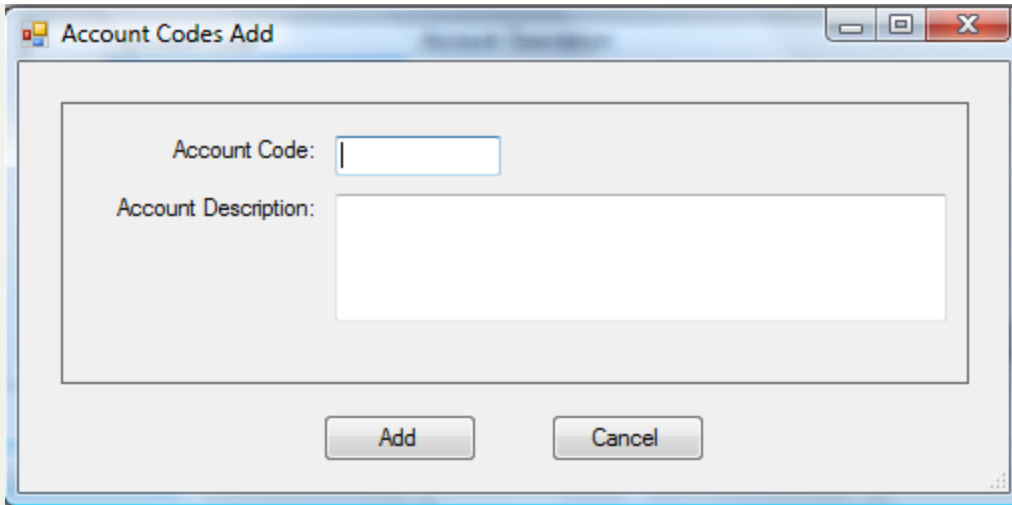
- There are several options:

-  - add a new account code
-  - edit an existing account code
-  - delete an existing account code
-  - change an existing account code to another existing account Code
-  - add or edit the contact information and address information to be used in generating notification letters. Set default number of years for Expiration Dates and Set to Accrue Interest.
-  - returns to the main menu

4. Account Code Options:

a) **Adding a New Account Code:**

- Click  for the following:



Account Codes Add

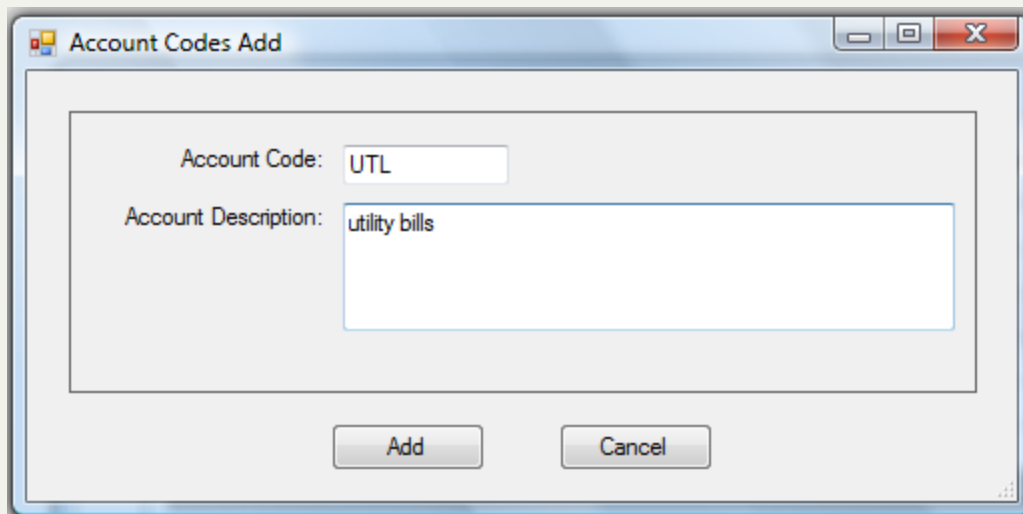
Account Code:

Account Description:

Add Cancel

- **Account Code** [REQUIRED] [3 characters] three character code (ex. A/C, EMS, HLT, PKT, TAX, UTL) - cannot have a blank space
- **Account Description** [REQUIRED] [ample characters] description of type of debt services, used in the Notification Letters to further describe the type of debt

A sample entry:



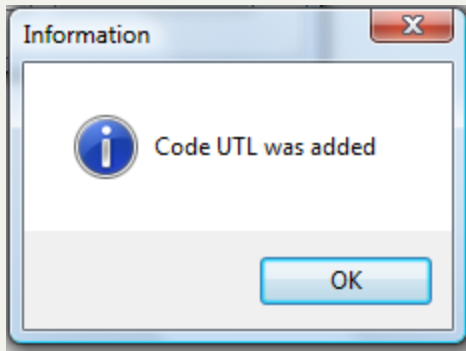
Account Codes Add

Account Code:

Account Description:

Add Cancel

- Select one of the two options:
 - Click to abort and return back to the Main Menu
 - Click to add this account code to the list of existing account codes, for the following:



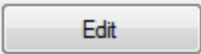
- Continue adding as many account codes as needed, a sample of several account codes:

	Account Code	Account Description
	DSO	Debt Setoff
	EMS	Emergency Medical Services
	HLT	Health
	TAX	Taxes
	UTL	utility bills
*		

b) Editing an Account Code:



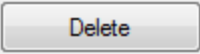
- the Account Code cannot be edited, only the description. If the Account Code needs to be edited, it must be deleted then added back with the desired code.

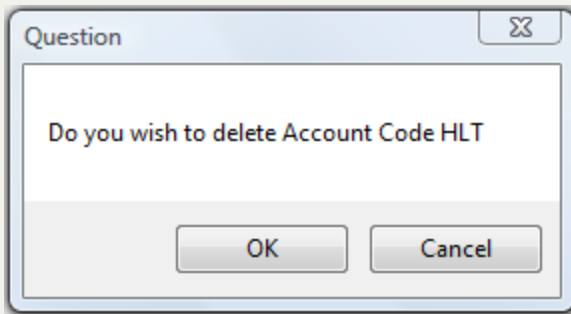
- Click to highlight the desired account code and click  for the following:

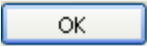
 A dialog box titled 'Account Codes Edit' with standard window controls (minimize, maximize, close). It contains two input fields: 'Account Code:' with the value 'UTL' and 'Account Description:' with the value 'utility bills'. At the bottom, there are two buttons: 'Update' and 'Cancel'.

- Make any changes to the Account Description and click  to save and return to the account code list

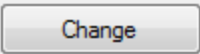
c) **Deleting an Account Code:**

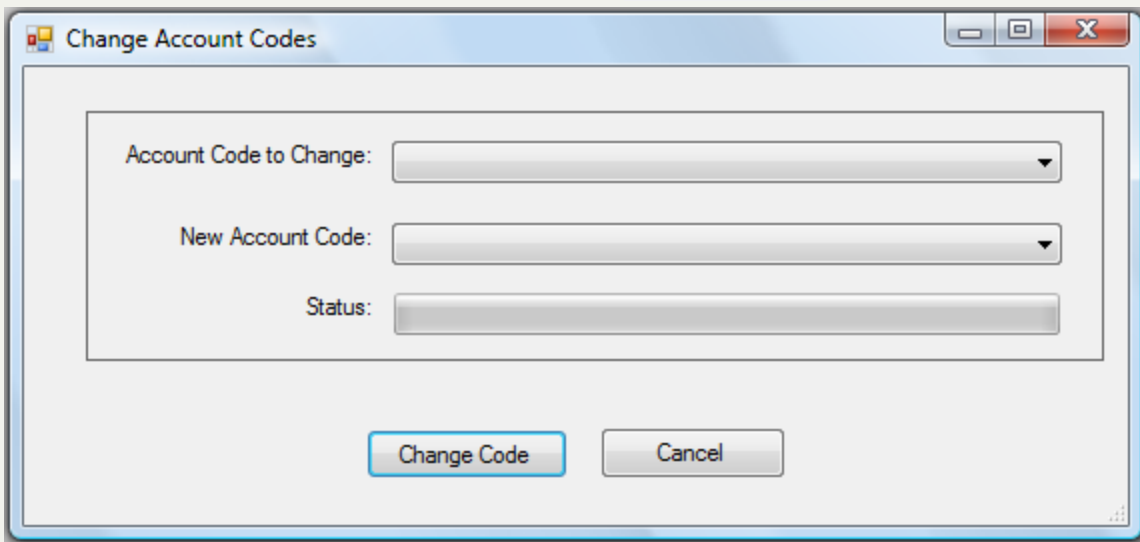
- Click to highlight the desired account code and click  for the following:



- Click 

d) **Changing an Account Code:**

- Click to highlight the desired account code and click  for the following:



- if there are accounts already set-up the following may appear:

Change Account Codes

Account Code to Change: DSO Debt Setoff

New Account Code: DSO Debt Setoff

Status:

Change Code Cancel

- Click the down arrow for **Account Code to Change**: to view the available account codes, and click the account code to change, an example of changing DSO Debt Setoff (default account code):

Account Code to Change: DSO Debt Setoff

New Account Code:

Status:

DSO Debt Setoff
EMS Emergency Medical Services
HLT Health
TAX Taxes
UTL Utilities

- Click the down arrow for **New Account Code**: to view the available account code and click the desired account code, an example of selecting HLT Health

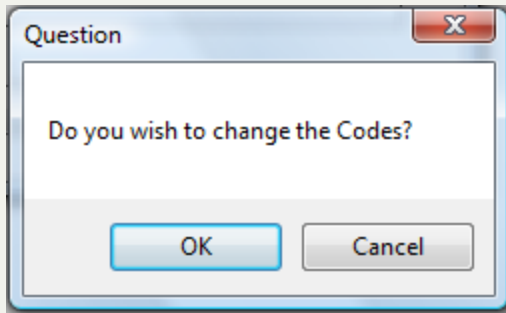
Account Code to Change: DSO Debt Setoff

New Account Code: UTL Utilities

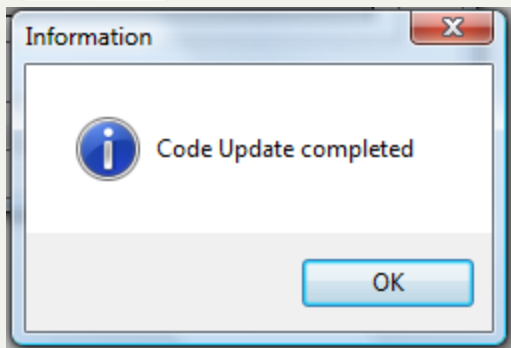
Status:

DSO Debt Setoff
EMS Emergency Medical Services
HLT Health
TAX Taxes
UTL Utilities

- Click for the following:



- Select one of the two options:
 - Click to abort and return back to the Change Account Codes
 - Click to change the Account Codes and the following appears:



- Check a debt with the old account code to see that it is now the new account code

e) **Configure an Account Code**

- this option allows for the configuration/set-up of an account code for:
 - Notification letters
 - Default number of years before Expiration Date when adding a new debt
 - Interest Accruable
- Click to highlight the desired account code and click for the following, if blank it has not yet been set-up:

Account Codes Address

Department:

Contact:

Signature:

Title:

Phone Number: () -

Address 1:

Address 2:

City: State: Zip Code: -

Years before Expires: Interest Accrual:

Description:

- Enter the following items, can be upper, lower or mixed case. Suggest mixed case as this information appears on the notification letters.

Tips:

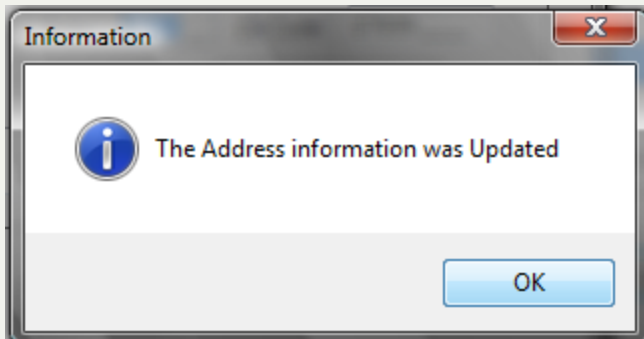
- Advance to the next item by pressing the Tab key or move the mouse and click
- If you cannot completely enter the required data for any of the below items, press the Delete key at the end several times and then try typing again
- **Department** [REQUIRED] [40 characters maximum] - Contains the local government and the department so the debtor will know exactly who is submitting the debt. This information is placed in several locations throughout the letter.
- **Contact** [REQUIRED] [40 characters maximum] - Contains the name of the person the debtor should contact to set-up an Appeal/Hearing.
- **Signature** [REQUIRED] [50 characters maximum] - Contains the name of the person who's name will appear as the Signature name at the bottom of the letter.
- **Title** [OPTIONAL] [40 characters maximum] - Contains the title/position of the person in the Signature entry
- **Phone Number** [REQUIRED] [10 characters maximum] - Contains the phone number for the Contact for an Appeal/Hearing.
- **Phone Number Extension** [OPTIONAL] [5 characters maximum]
- **Address 1** [REQUIRED] [40 characters maximum]

- **Address 2** [OPTIONAL] [40 characters maximum]
- **City** [REQUIRED] [25 characters maximum]
- **State** [REQUIRED] [2 characters maximum]
- **Zip Code** [REQUIRED] [5 characters maximum]
- **Zip+4** [OPTIONAL] [4 characters maximum]
- **Years before Expires** [REQUIRED] [2 characters maximum] - put in the number of years to automatically generate an Expiration Date when adding a debt in the Debtor screen. It will generate a date that many years from the Compliance Date.
- **Interest Accrual** [REQUIRED] - set to "Yes" to make this account code able to do interest accrual, set to "No" if this account code will not be able to accrue interest. Probably only Tax debts, property and vehicle, would be set to "Yes", but any account code can be set to "Yes".
- **Description** [OPTIONAL] [65 characters maximum] - Contains the more descriptive explanation of the account code. Some examples: delinquent tax; Emergency Services; Health Department Services; delinquent utilities, etc.



- All of the above except for Years before Expires and Interest Accrual appear in the notification letter.

- Press to abort without saving the entries/changes OR
- Make any entries/changes and click to save and the following appears:



- Click to return to the Account Code list

Account Codes

	Account Code	Account Description
▶	DSO	Debt Setoff
	EMS	Emergency Medical Services
	HLT	Health
	PKT	Parking Tickets
	TAX	Taxes
	UTL	Utilities

Add Edit Delete Change Configure Exit

Account Information

The **Account Information** - maintains the information needed to connect to the Clearinghouse: User Name, Password, Local Government Name, Agency/Entity Code, Folder and Secure website..

Frequency: This process will be used very seldom and normally only at the request of the Clearinghouse.



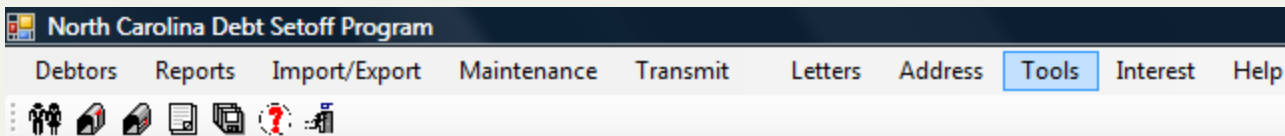
- only the Administrator can access the Tools function.



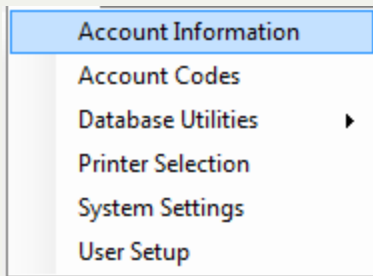
- under normal situations, there is no reason for accessing this option unless the Clearinghouse requires you to change your password. Be aware that making changes without direction from the Clearinghouse may result in connectivity issues associated with the [Transmit](#) menu.

The local government cannot change their own Smart Password. Changing it will result in a loss of connectivity with the Clearinghouse server. If requested, the Clearinghouse can change and provide a new one.

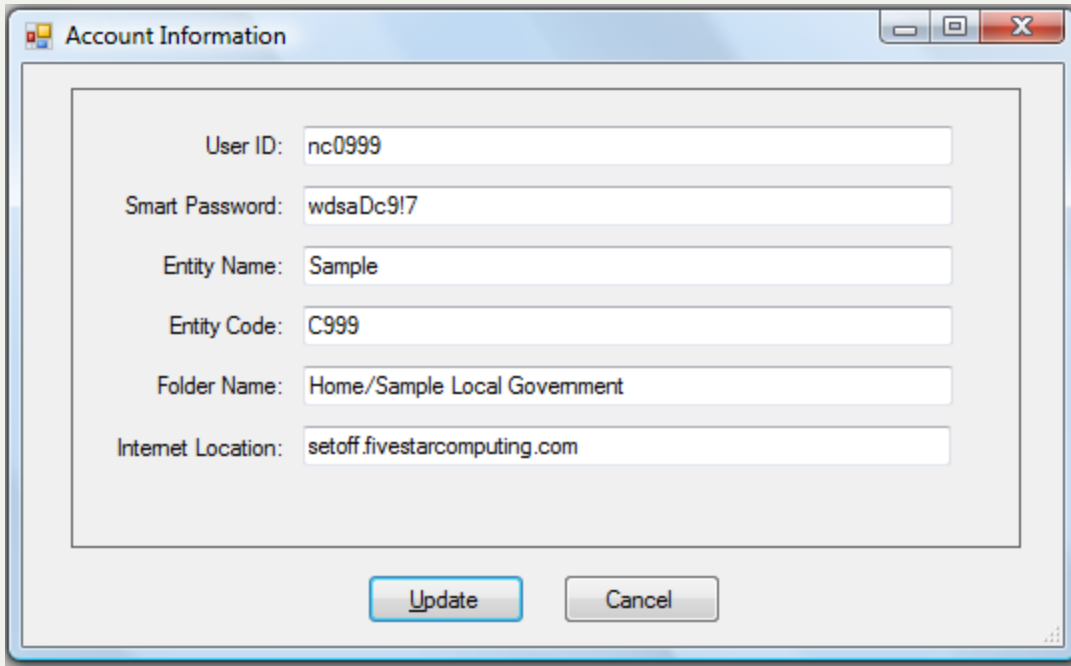
1. From the Main menu click **Tools**:



2. Move the mouse over **Account Information** and click this option:



3. The current defined **Account Information** appears:



Account Information

User ID: nc0999

Smart Password: wdsaDc9!7

Entity Name: Sample

Entity Code: C999

Folder Name: Home/Sample Local Government

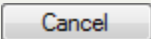

Internet Location: setoff.fivestarccomputing.com

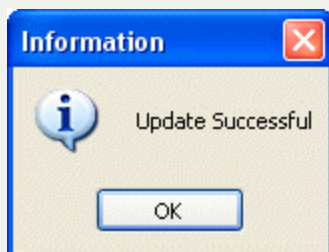
Update Cancel

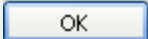
4. Enter the changes, if directed by the Clearinghouse:


- **User ID:** [REQUIRED, not case sensitive] [6 characters, beginning with "ncc" (county and county agencies) or "ncm" (municipalities) and three digit assigned code]
- **Smart Password:** [REQUIRED] [8-9 characters maximum, combination of alphabetics, digits and special characters]
- **Entity Name:** [REQUIRED] [25 characters maximum, assigned by the Clearinghouse]
- **Entity Code:** [REQUIRED] [4 characters, "C" (county and county agencies) or "M" (municipalities) and three digit assigned code assigned by the Clearinghouse]
- **Folder Name:** [REQUIRED] [assigned by the Clearinghouse]
- **Internet Location:** [REQUIRED] [must be **setoff.fivestarccomputing.com** - automatically links to this secure website for uploading and downloading files]

5. Select one of the two options:

- Click  to abort and return back to the Main Menu
- Click  to save the changes and display the following:



- Click  to return to the main menu:

 **North Carolina Debt Setoff Program**

Debtors

Reports

Import/Export

Maintenance

Transmit









Letters

Address

Tools

Interest

Help



Change City

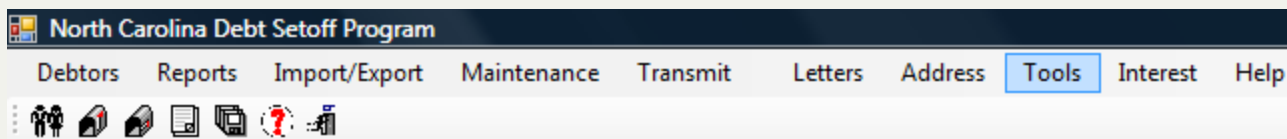
The **Change City** - function is a global method to correct misspelled or shortened city names.

Frequency: This process can be executed as often as desired. But it is normally a one-time fix to correct the city, town, village name that may have been truncated due to size limitations.

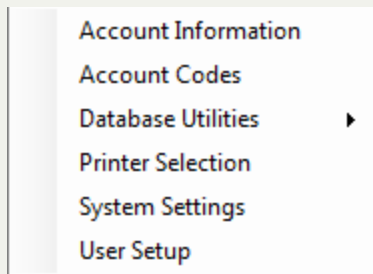


- only the Administrator can access the Tools function.

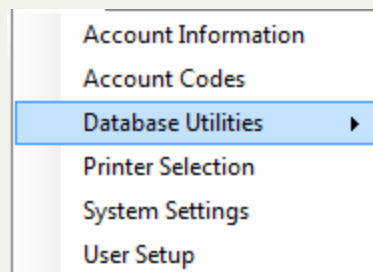
1. From the Main Menu click **Tools**:



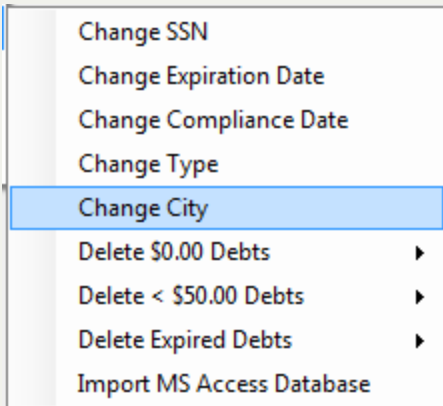
2. The **Tools** menu options:



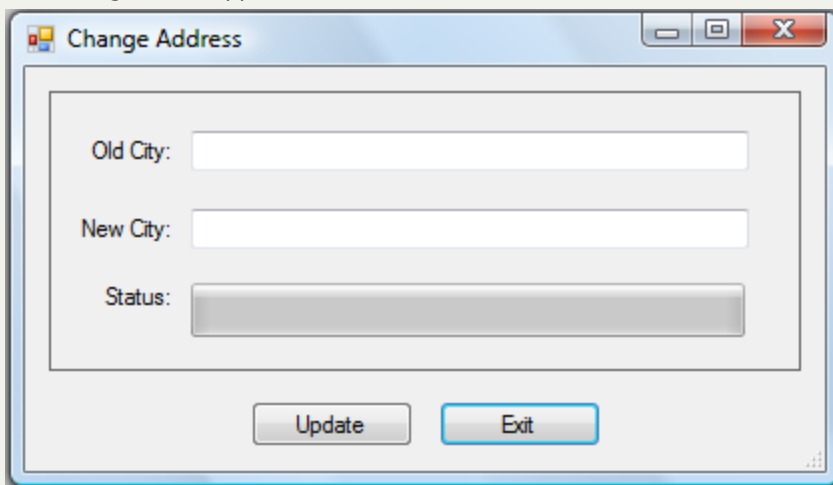
3. Move the mouse over **Database Utilities** and click this option:



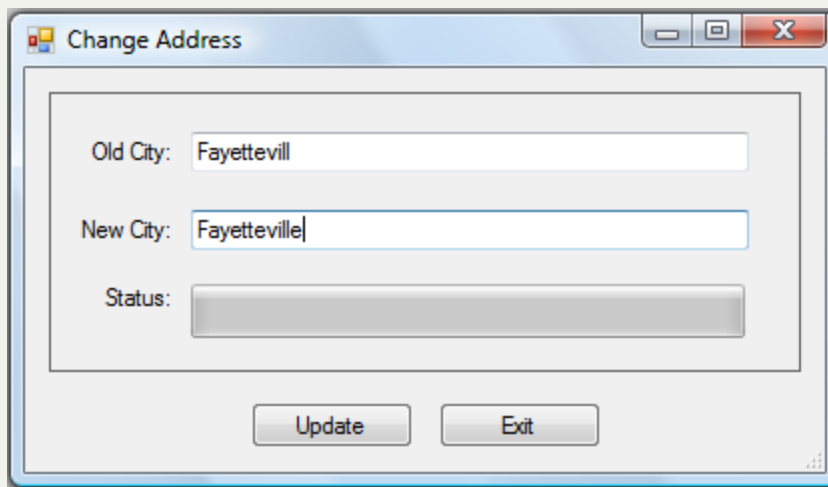
4. Move the mouse over **Change City** and click this option:



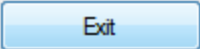

5. A dialog screen appears:

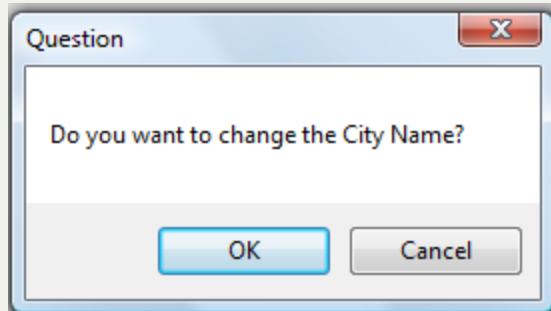


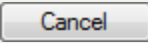
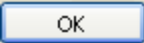
- Enter a City to changed in the Old City
- Enter the desired City in the New City
- A sample City to change:

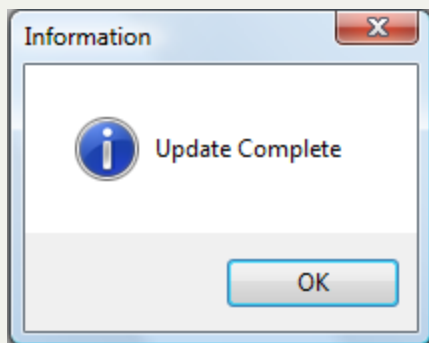


- Select one of the two options:

- Click  to abort and return back to Change City
- Click  to update these Account Numbers to the Account Code, for the following:



- Click  to abort and return
- Click  to change the old City to the new City and the following confirmation:



Change Compliance Date

The **Change Compliance Date** - will update a selected Compliance Date. Compliance Dates determine whether a debt goes to the Department of Revenue and Education Lottery. During the weekend processing only those debts whose Compliance Dates have passed are submitted. It is the Starting Date for authorizing the collection of debts. Compliance Dates are often dates in the future, as the notification letters require 30 days before debts can be submitted to the Department of Revenue and Education Lottery. There is no 30 day rule on submitting to the Clearinghouse. Putting a Compliance Date in the future is like post-dating a check, it is held until the date is reached.

Frequency: This process can be run at anytime. Whenever a group of debts, or even all debts, have the wrong Compliance Date.



- only the Administrator can access the Tools function.



- In the event that a group of debts needs the Compliance Date moved forward or backward, this powerful option simplifies the process. Don't use the Edit Debtors screen to manually change each Compliance Date when this function will do it much quicker.

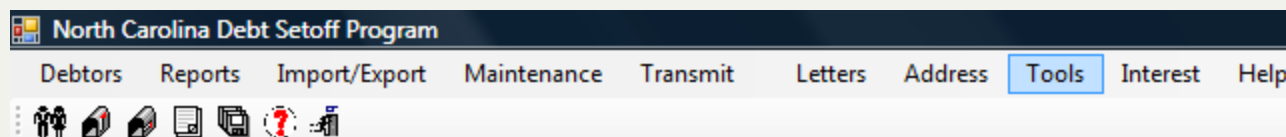


- To see a selected list of debts with specific Compliance Dates, run a [Compliance Report](#). This will assist in determining what dates need to be changed.

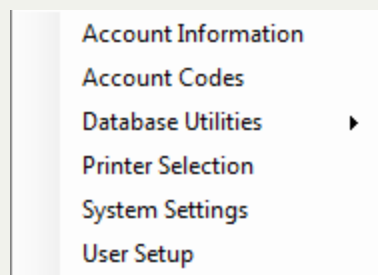


- this powerful function has one option that will change ALL debts to one Compliance Date. This cannot be un-done so be sure if you use that option it is what you intend to do. Changing all Compliance Dates is not as serious as changing ALL Expiration Dates.

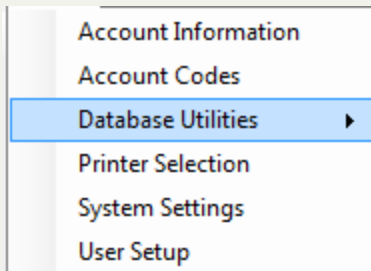
1. From the Main Menu click **Tools**:



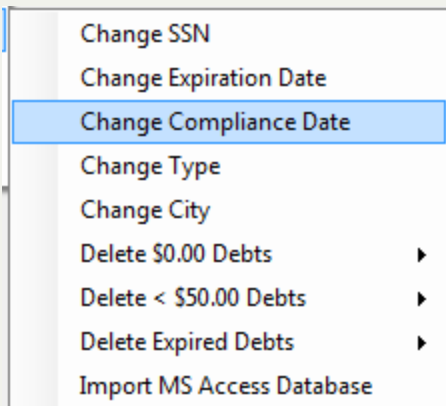
2. The **Tools** menu options:



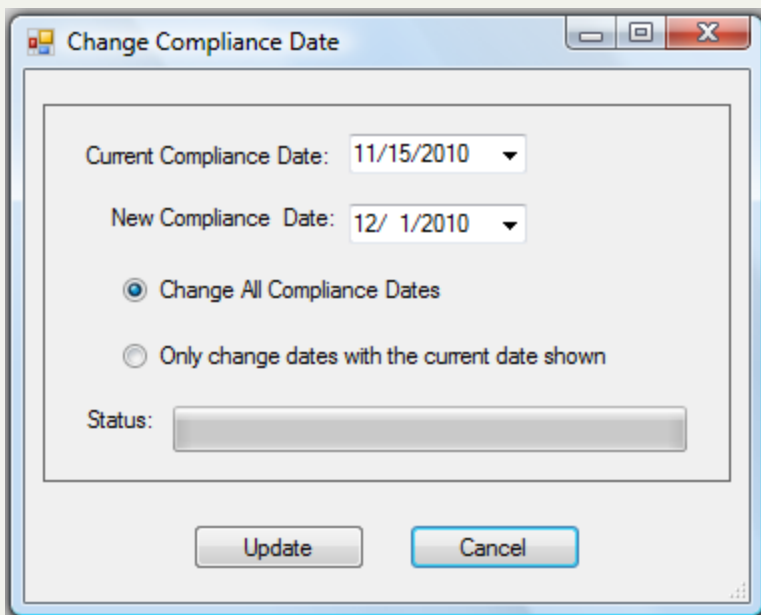
3. Move the mouse over **Database Utilities** and click this option:



4. Move the mouse over **Change Compliance Date** and click this option:



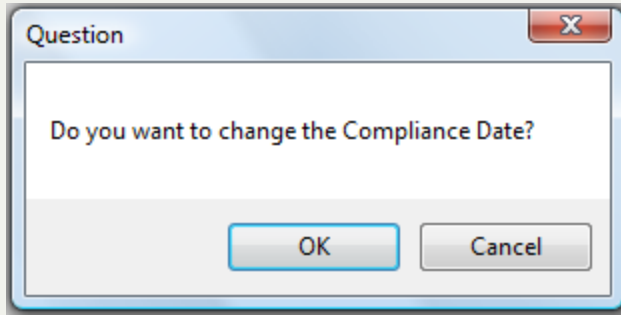
5. A dialog screen appears:

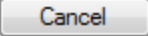
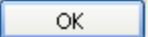


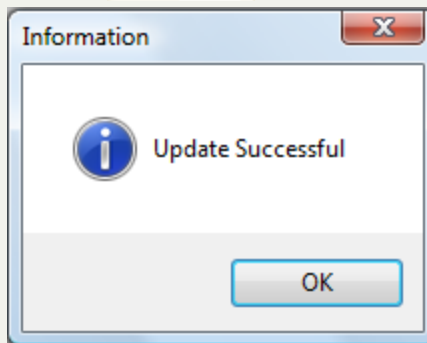
- To Change One Compliance Date to a different Compliance Date:
 - Enter a Current Compliance Date (or click the down arrow for the Calendar) for one or more debts, such as:

Current Compliance Date: 11/15/2010 ▼

- Enter a New Compliance Date, such as: New Compliance Date: 12/ 1/2010 ▼
- To only change the debts for the selected Current Compliance Date click
☒ Only change dates with the current date shown
- This changes any Compliance Date of debts 11/15/2010 to a Compliance Date to 12/1/2011
- The following appears:

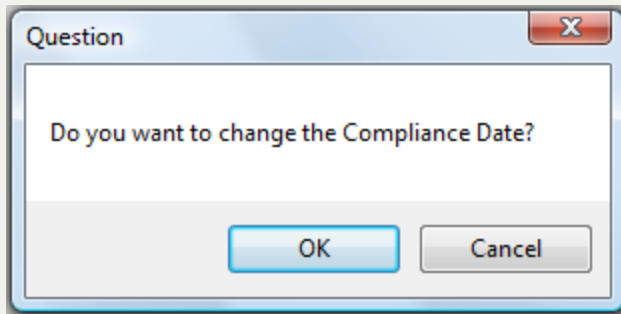


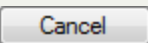
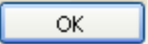
- Click  to abort the change and return to the selection screen
- Click  to begin the process and when completed the following appears:

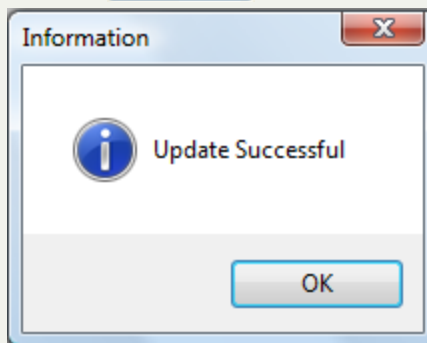


■ To change ALL Compliance Dates to a single new Compliance Date:

- Enter a New Compliance Date: 12/ 1/2010 ▼
- Click ☒ Only change dates with the current date shown for the following:



- Click  to abort the change and return to the selection screen
- Click  to begin the process and when completed the following appears:



Change Expiration Date

The **Change Expiration Date** - will update a selected Expiration Date. Expiration Dates determine whether a debt goes to the Department of Revenue and Education Lottery. During the weekend processing only those debts whose Expiration Dates have NOT passed are submitted. It is the Ending Date for authorizing the collection of debts.

Frequency: This process can be run at anytime. Whenever a group of debts, or even all debts, have the wrong Expiration Date or can be extended to a new Expiration Date change to.



- only the Administrator can access the Tools function.



- if the Clearinghouse provides a Year-end Expiration Report or an Import Status Error Report that identifies debt(s) that have expired they should be reviewed. In the event that a group of expired debts can be changed/extended for whatever reason, this powerful option simplifies the process. Don't use the Edit Debtors screen to manually change each Expiration Date when this function will do it much quicker.

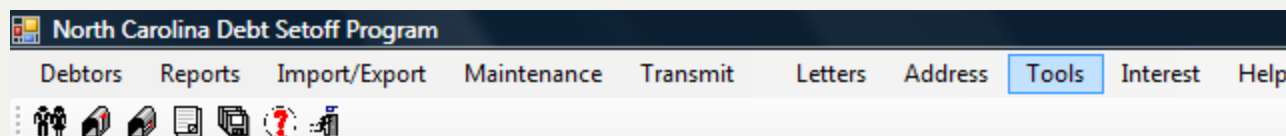


- To see a selected list of expired debts, run an [Expiration Report](#). This will assist in determining what dates need to be changed.

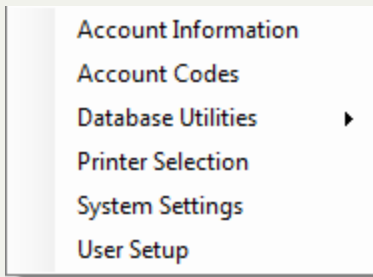


- this powerful function has one option that will change ALL debts to one Expiration Date. This cannot be un-done so be sure if you use that option it is what you intend to do. You may have a large range of Expiration Dates as debts were submitted to the Clearinghouse over a period of time.

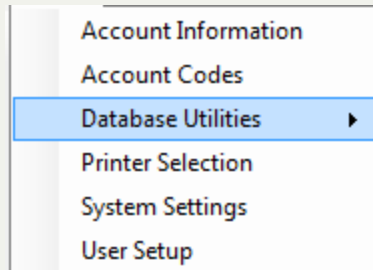
1. From the Main Menu click **Tools**:



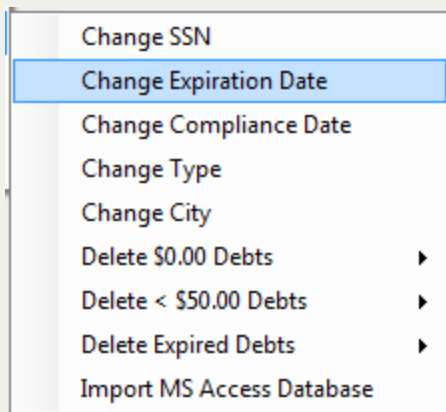
2. The **Tools** menu options:



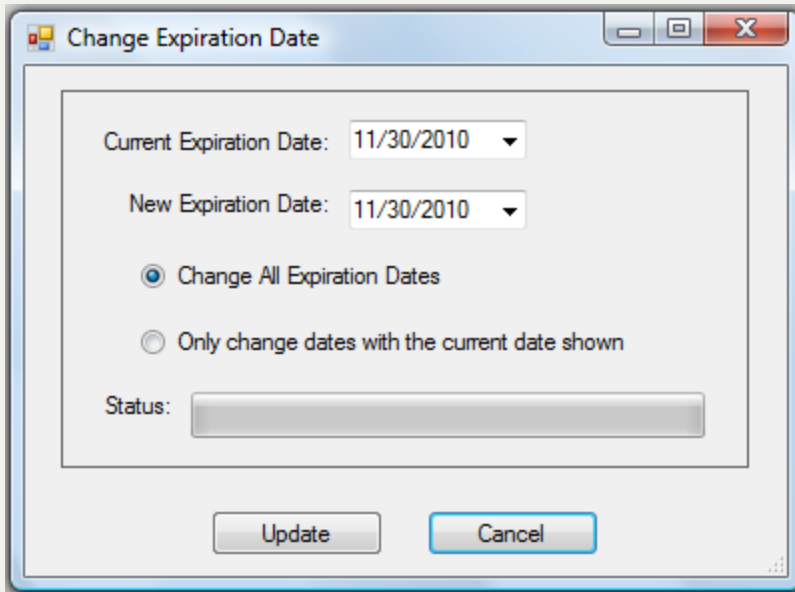
3. Move the mouse over **Database Utilities** and click this option:



4. Move the mouse over **Change Expiration Date** and click this option:



5. A dialog screen appears:

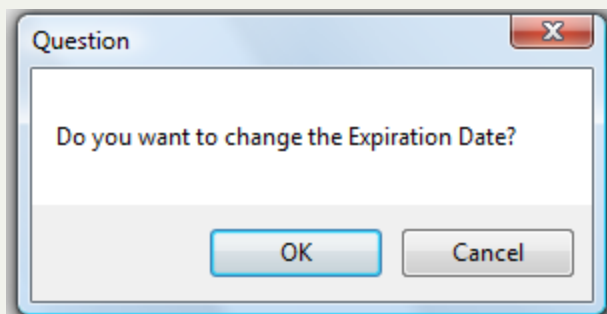


■ To Change One Expiration Date to a different Expiration Date:

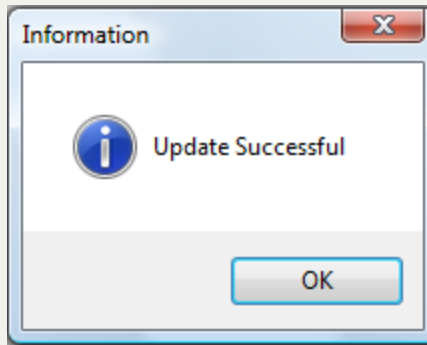
- Enter a Current Expiration Date (or click the down arrow for the Calendar) for one or more debts, such as:

Current Expiration Date: 12/31/2010 ▼

- Enter a New Expiration Date, such as: New Expiration Date: 12/31/2011 ▼
- To only change the debts for the selected Current Expiration Date click:
 - ☒ Only change dates with the current date shown
- This changes any Expiration Date of 12/31/2010 to 12/31/2011
- The following appears:

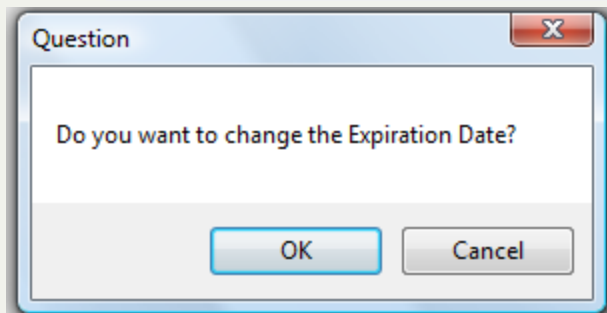


- Click to abort the change and return to the selection screen
- Click to begin the process and when completed the following appears:

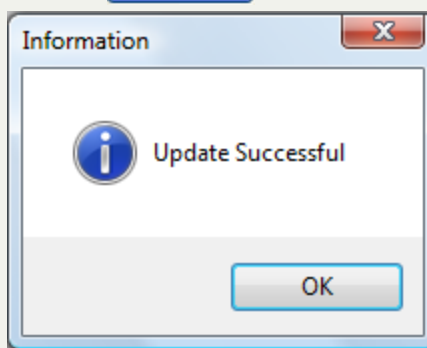


■ To change ALL Expiration dates to a single new Expiration Date:

- Enter a New Expiration Date: 12/31/2011 ▾
- Click ☒ Only change dates with the current date shown for the following:



- Click to abort the change and return to the selection screen
- Click to begin the process and when completed the following appears:



Change SSN

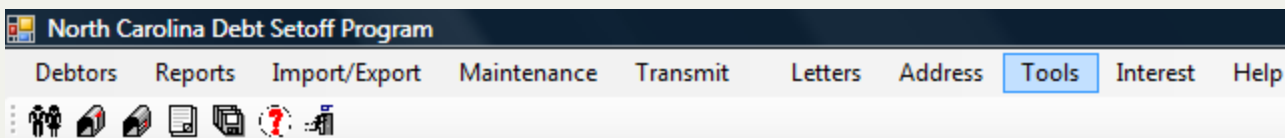
The **Change SSN** - function will change an SSN rather than deleting debts for the incorrect one and re-adding the new corrected SSN.

Frequency: This process can be run at anytime, whenever a debtor with an incorrect Social Security Number needs to be corrected) - put in an incorrect SSN and the SSN to change to.

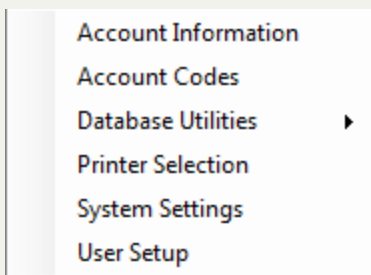


- only the Administrator can access the Tools function.

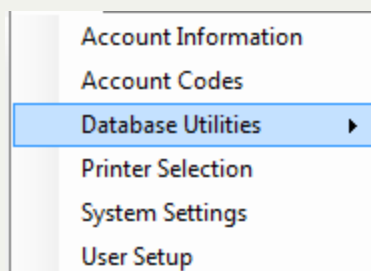
1. From the Main Menu click **Tools**:



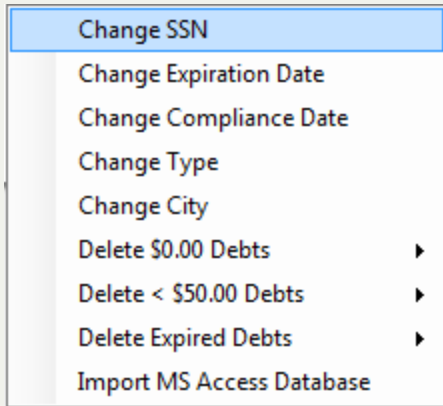
2. The **Tools** menu options:



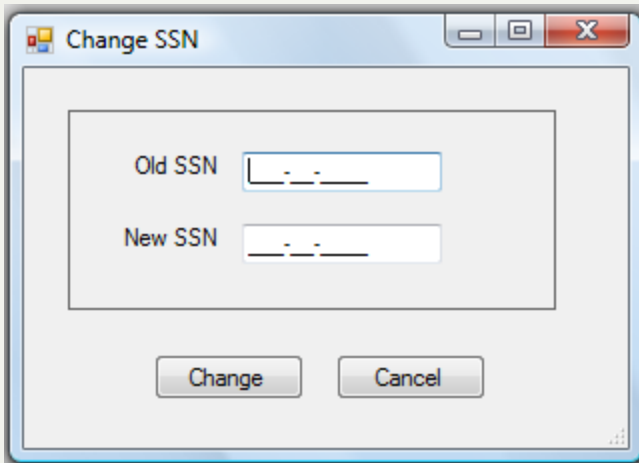
3. Move the mouse over **Database Utilities** and click this option:



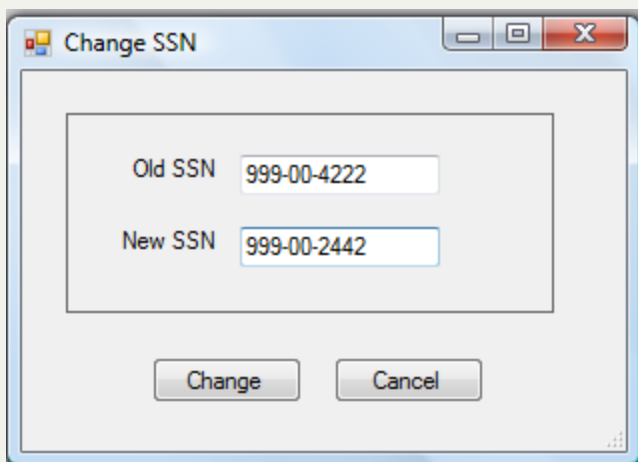
4. Move the mouse over **Change SSN** and click this option:

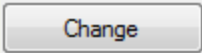


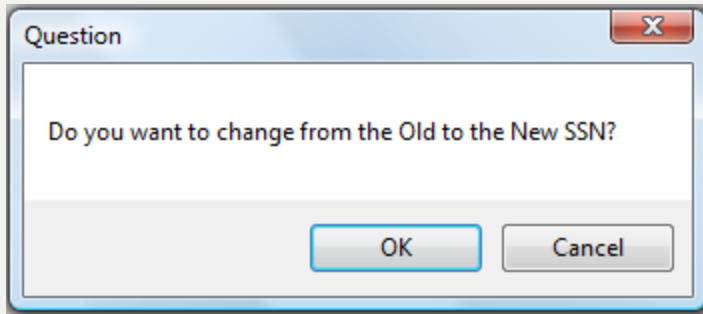
5. A dialog screen appears:

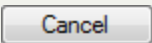
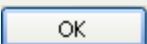


- Enter a valid existing SSN to be changed in the Old SSN
- Enter the desired SSN in the New SSN
- A sample debtor for an SSN change:



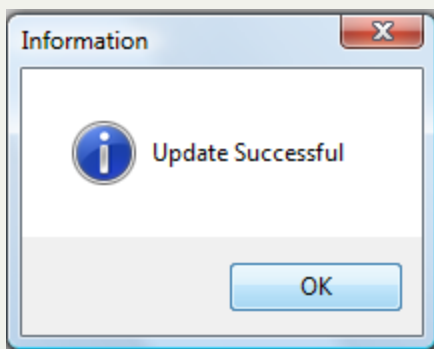
- Click  and the following dialog screen appears for a confirmation:

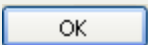


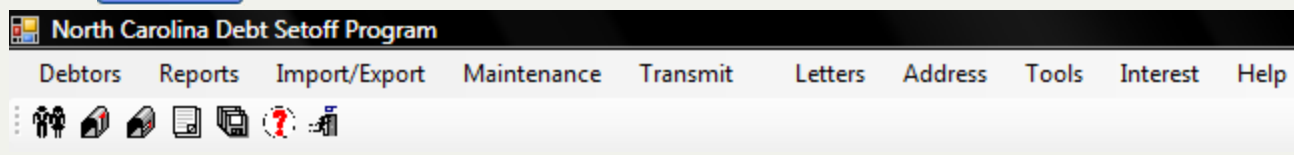
- Click  to abort and return
- Click  to change the old SSN to the new SSN and the following confirmation:
- If the New SSN already exists, the following dialog screen appears:



- An acknowledgement screen appears showing the SSN was changed:



6. Click  to return to the Main Menu:



Change Type

The **Change Type** - used to departmentalize debts. This function converts debts with an Account Number prefix to a particular Account Code/Department. This normally for debts as they are imported from the previous software or from an ASCII/Excel file.

Frequency: This process can be executed as often as desired.



- only the Administrator can access the Tools function..



- debts that are imported into the software without an account code are assigned to the default account code "DSO". If account numbers previously started with a departmental identifier as recommended by the Clearinghouse it will be easier to convert. Account Numbers that start with "T", "TX", "TAX", "E", "EM", "EMS", "H", "HD", "HLT" etc are simple to convert. Those that start with number/digits may have to be converted one digit selection at a time.

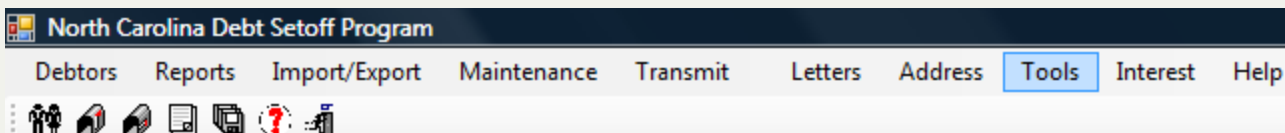


- the Account Codes/departments need to be created first before executing this function. They can be created in [Account Codes](#).

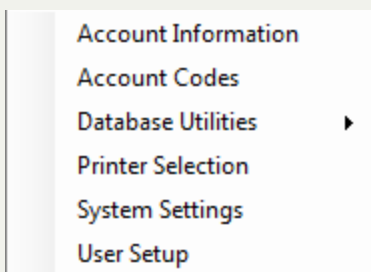


- this powerful option sets the account codes/departments which determine User Access rights. Changing debts to the wrong account code could restrict users from viewing debts they should be able to access.

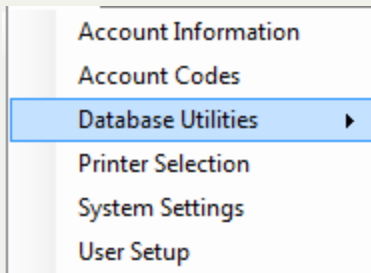
1. From the Main Menu click **Tools**:



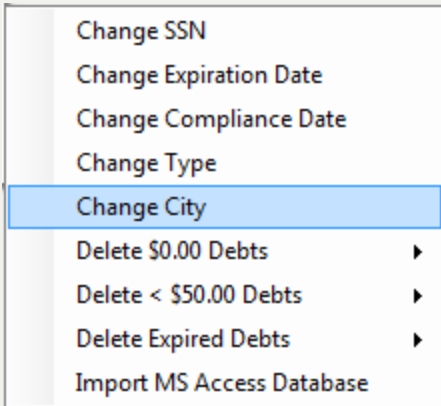
2. The **Tools** menu options:



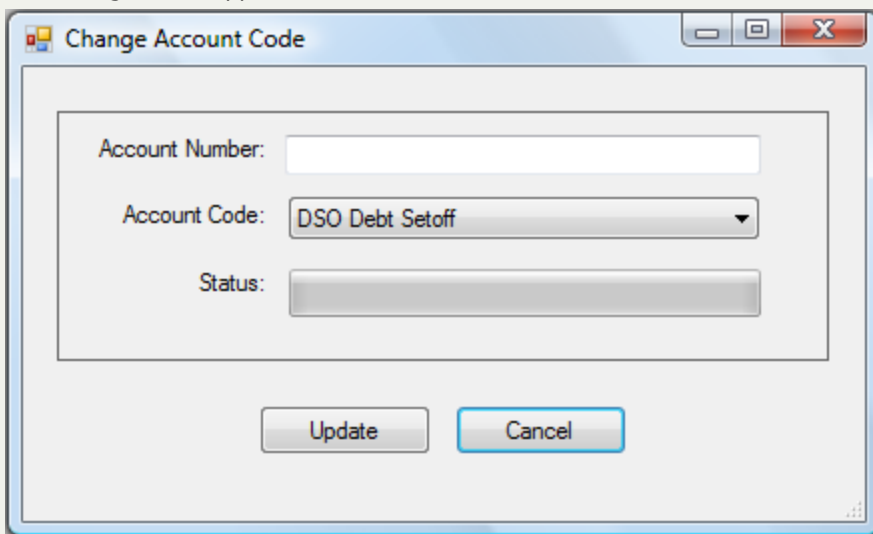
3. Move the mouse over **Database Utilities** and click this option:



4. Move the mouse over **Change Type** and click this option:




5. A dialog screen appears:



Sample Conversions:

A. Account numbers start with "T" to Account Code: TAX

- Click the  and select Account Code TAX from the list

Account Number: T

Account Code: DSO Debt Setoff

Status: DSO Debt Setoff
EMS Emergency Medical Services
HLT Health
TAX Taxes
UTL Utilities

- The following appears:

Change Account Code

Account Number: T

Account Code: TAX Taxes

Status:

Update Cancel

B. Account numbers start with "E" to Account Code: EMS

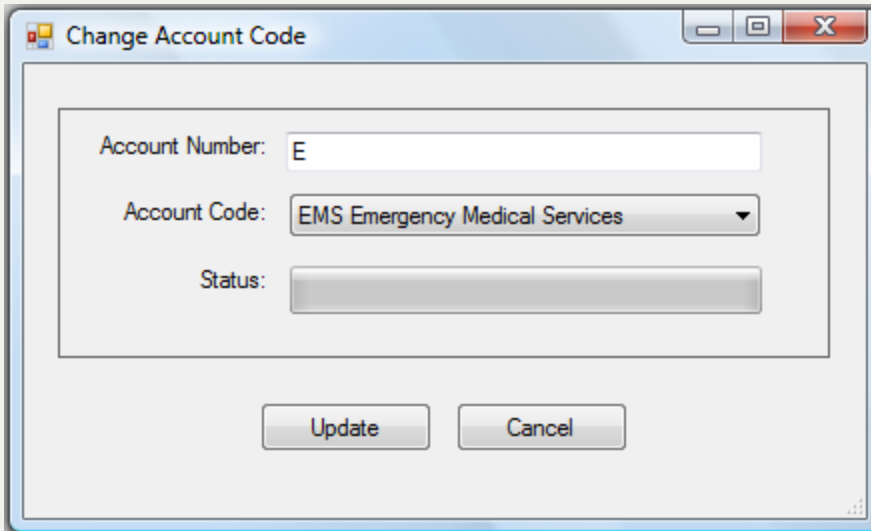
- Click the ▼ and select Account Code EMS from the list

Account Number: E

Account Code: HLT Health


Status: DSO Debt Setoff
EMS Emergency Medical Services
HLT Health
TAX Taxes
UTL Utilities

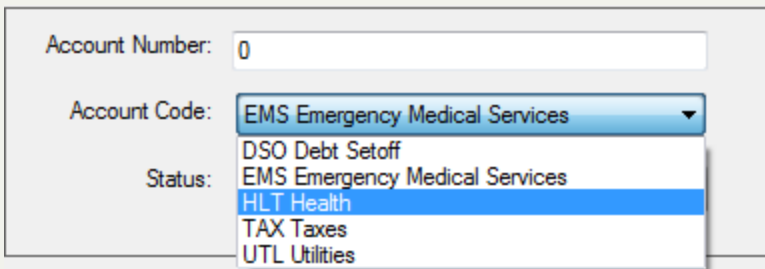
- The following appears:



A screenshot of a Windows-style dialog box titled "Change Account Code". It contains three input fields: "Account Number" with the value "E", "Account Code" with a dropdown menu showing "EMS Emergency Medical Services", and "Status" which is empty. At the bottom are "Update" and "Cancel" buttons.

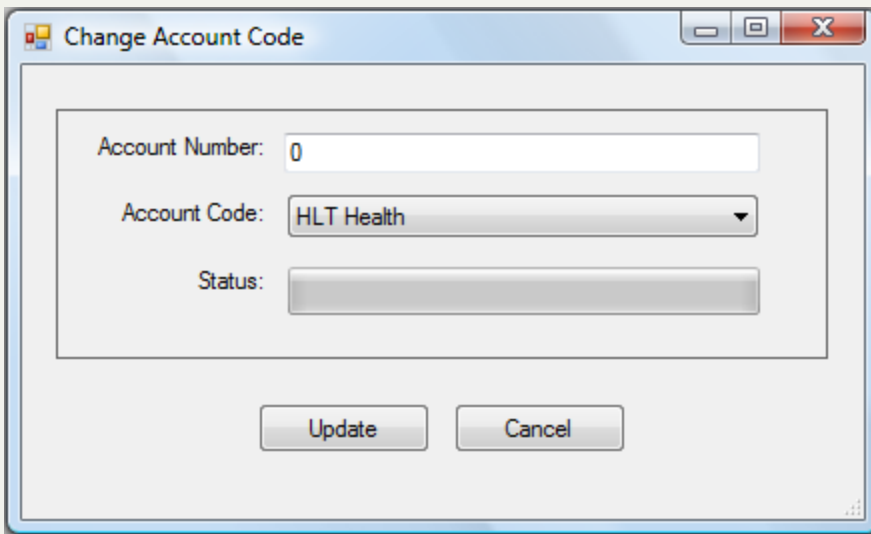
C. Account numbers start with "0" to Account Code: HLT

- Click the  and select Account Code HLT from the list



A screenshot of the "Change Account Code" dialog box. The "Account Number" field contains "0". The "Account Code" dropdown menu is open, showing a list of options: "EMS Emergency Medical Services", "DSO Debt Setoff", "EMS Emergency Medical Services", "HLT Health" (highlighted in blue), "TAX Taxes", and "UTL Utilities". The "Status" field is empty.

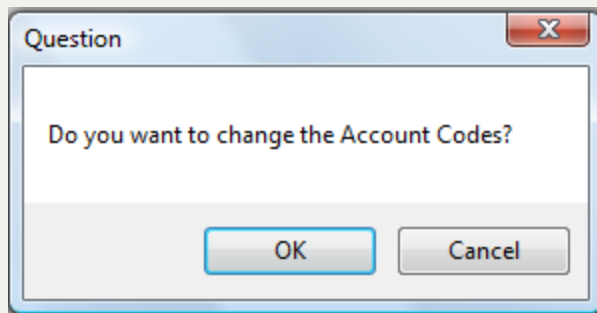
- The following appears:



A screenshot of the "Change Account Code" dialog box. The "Account Number" field contains "0". The "Account Code" dropdown menu now shows "HLT Health" as the selected option. The "Status" field is empty. The "Update" and "Cancel" buttons are at the bottom.

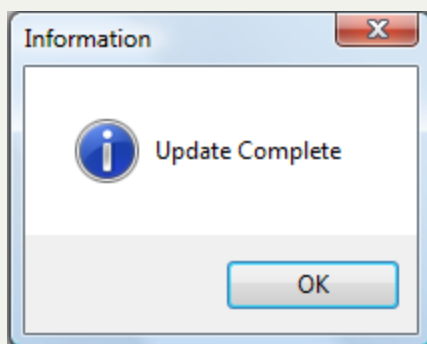
- Select one of the two options:

- Click to abort and return back to the Change Account Codes
- Click to update these Account Numbers to the Account Code, for the following:



- Select one of the two options:

- Click to abort and return back to the Change Account Codes
- Click to change the Account Codes and the following appears:



Delete \$0.00 Debts

The **Delete \$0.00 Debts** - is a clean-up tools to remove debts that are \$0.00. This function removes debts that are no longer desired in the software. There are two options: delete all debts that are \$0.00 or delete only those debts that are \$0.00 but not setoff.

Frequency: This process can be executed as often as desired but is normally a year-end process in late December before the new tax year.



- only the Administrator can access the Tools function.



- removing debts that are \$0.00 keep the debt setoff system leaner by not having to view debts that will not be setoff again or for even the first time. Many of the reports will print these \$0.00 debts if they reside in the software.

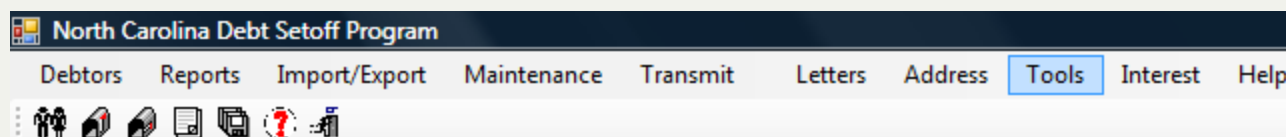


- December is the ideal time to perform this function. It will reduce the chance of getting telephone calls from debtors the following tax season.

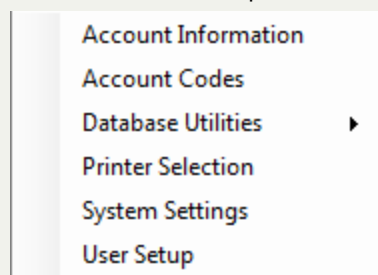


- this powerful option permanently removes these debts, they cannot be restored without restoring all debtors and debts.

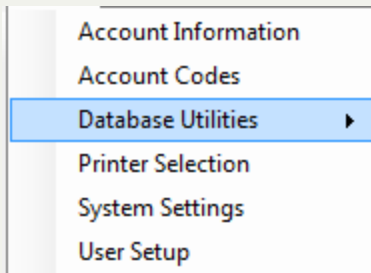
1. From the Main Menu click **Tools**:



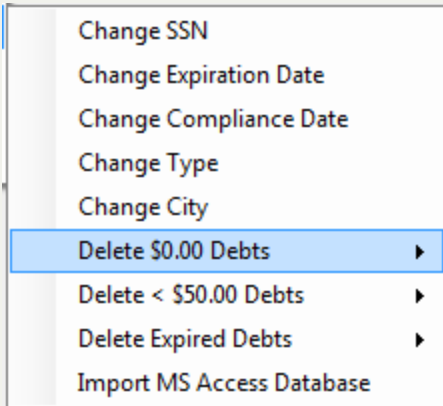
2. The **Tools** menu options:



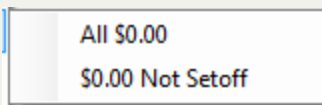
3. Move the mouse over **Database Utilities** and click this option:



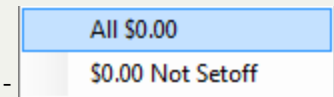
4. Move the mouse over **Delete \$0.00 Debts** and click this option:



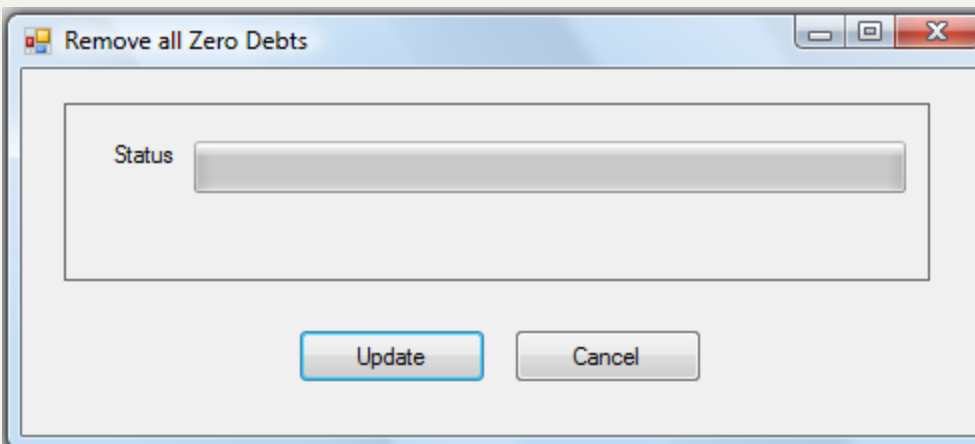
5. There are two options:



A. **Delete All \$0.00:**

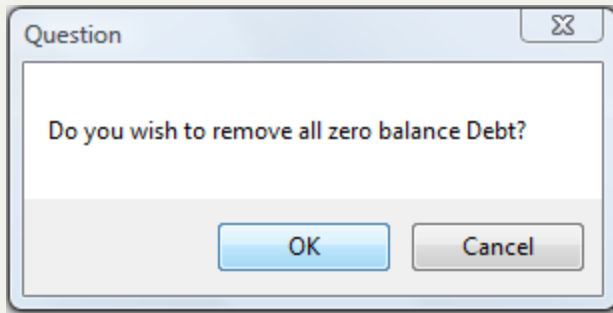


◦ The following appears:



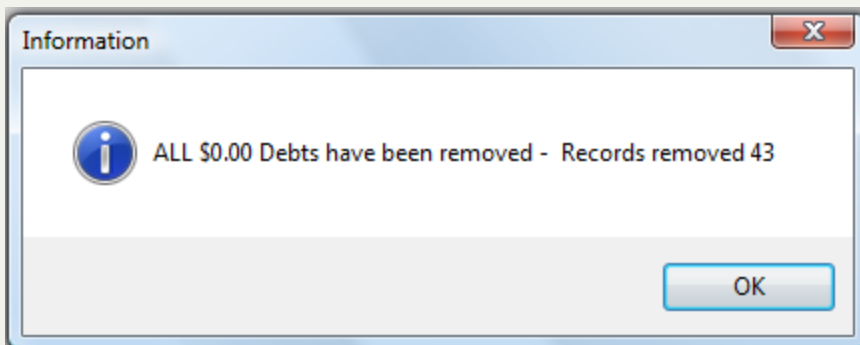
■ Select one of the two options:

- Click to abort and return back to the main menu
- Click to update to permanently remove all debts \$0.00

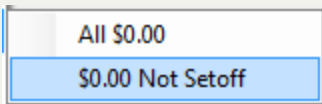


■ Select one of the two options:

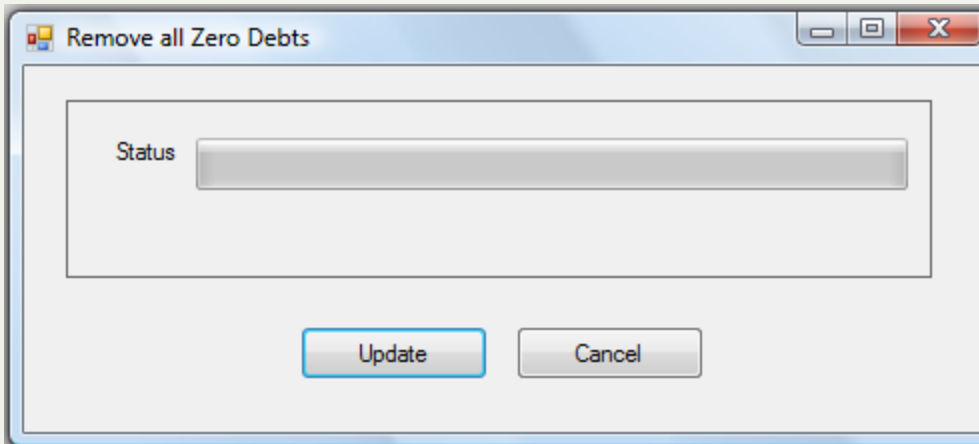
- Click to abort and return back to the main menu
- Click to permanently remove \$0.00 debts and the following appears, identifying the number of debts deleted



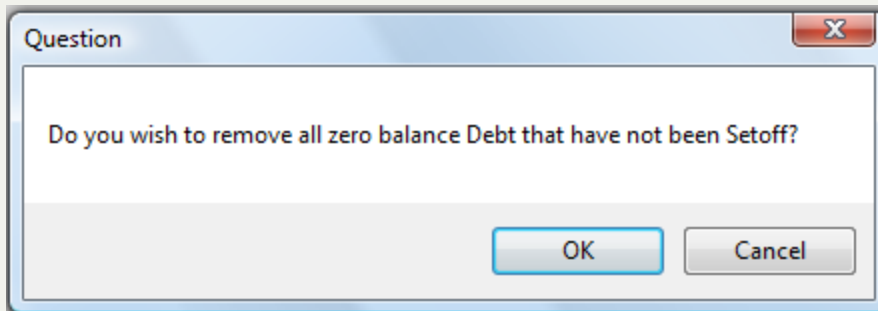
B. Delete All \$0.00 Not Setoff:-



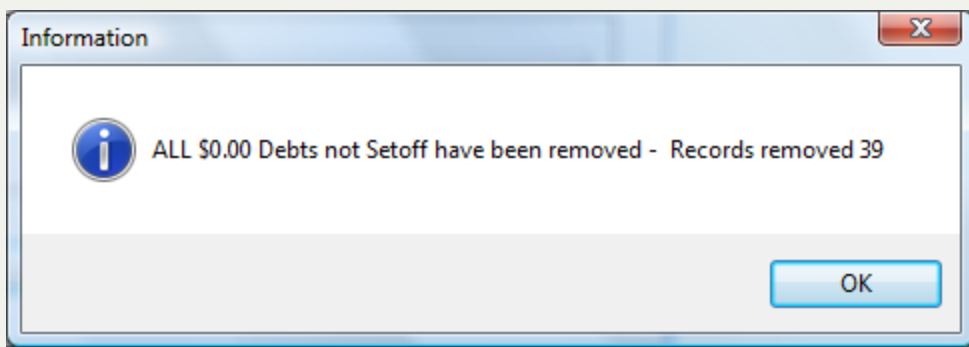
- The following appears:



- Select one of the two options:
 - Click to abort and return back to the main menu
 - Click to update to permanently remove all debts \$0.00



- Select one of the two options:
 - Click to abort and return back to the main menu
 - Click to permanently remove \$0.00 debts and the following appears, identifying the number of debts deleted



Delete <\$50.00 Debts

The **Delete < \$50.00 Debts** - is a clean-up tools to remove debts that are less than \$50.00. This function removes debts that are no longer desired in the software. There are two options: delete all debts that are less than \$50.00 or delete only those debts that are \$50.00 but not setoff.

Frequency: This process can be executed as often as desired but is normally a year-end process in late December before the new tax year.



- only the Administrator can access the Tools function.



- removing debts that are < \$50.00 keep the debt setoff system leaner by not having to view debts that will not be setoff again or for even the first time. Many of the reports will print these < \$50.00 debts if they reside in the software.

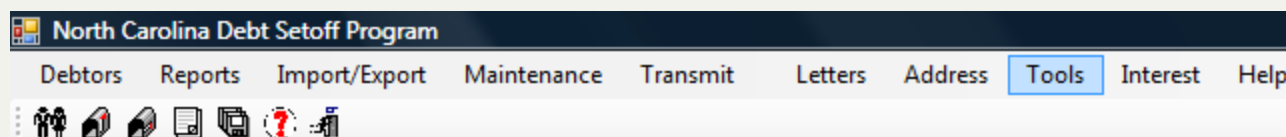


- December is the ideal time to perform this function. It will reduce the chance of getting telephone calls from debtors the following tax season.

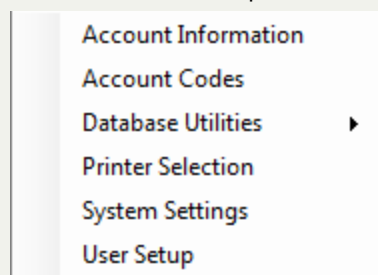


- this powerful option permanently removes these debts, they cannot be restored without restoring all debtors and debts.

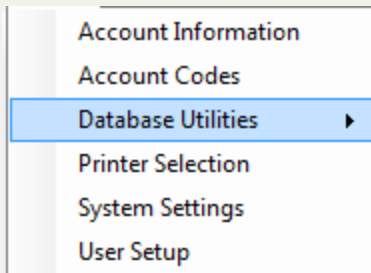
1. From the Main Menu click **Tools**:



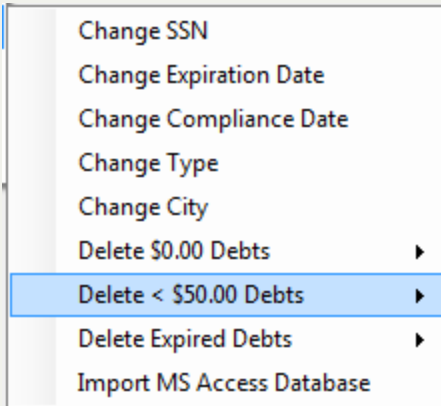
2. The **Tools** menu options:



3. Move the mouse over **Database Utilities** and click this option:



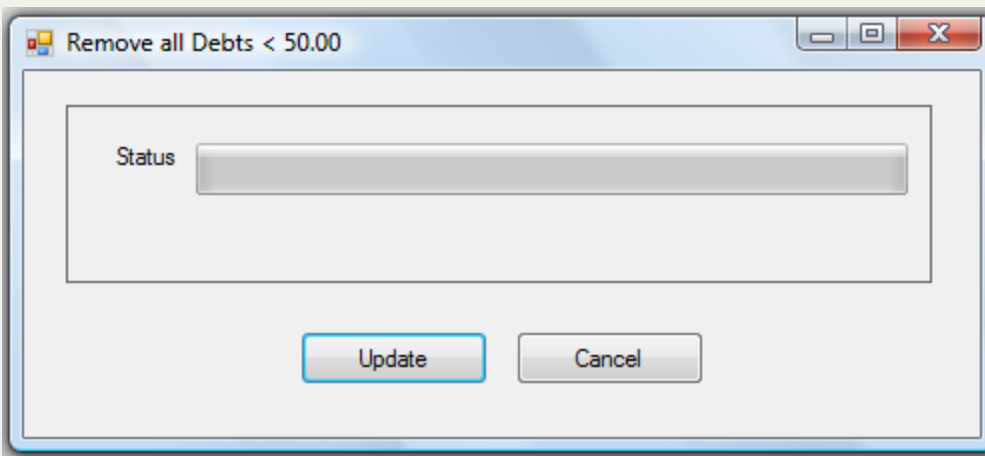
4. Move the mouse over **Delete < \$50.00 Debts** and click this option:



5. There are two options:

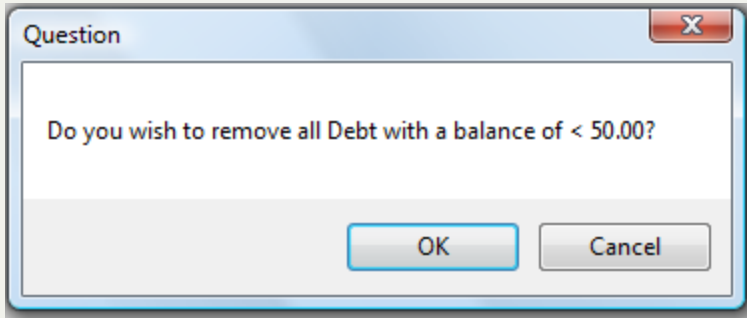


A. **Delete All <\$50.00:**



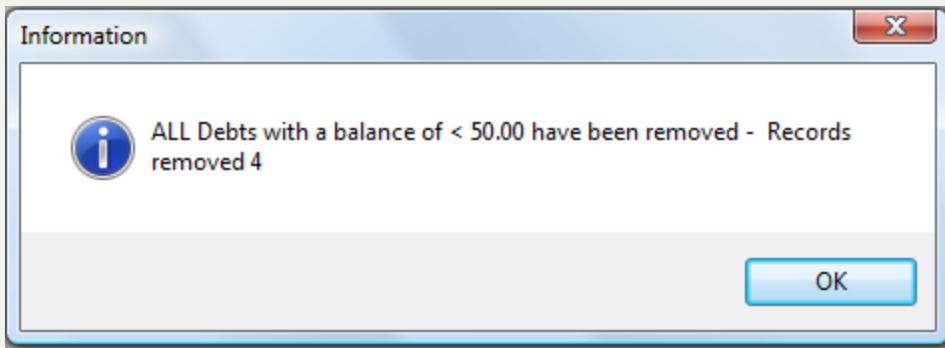
- Select one of the two options:
 - Click to abort and return back to the main menu

- Click to update to permanently remove all debts < \$50.00

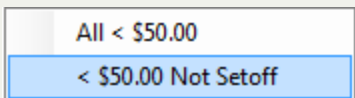


■ Select one of the two options:

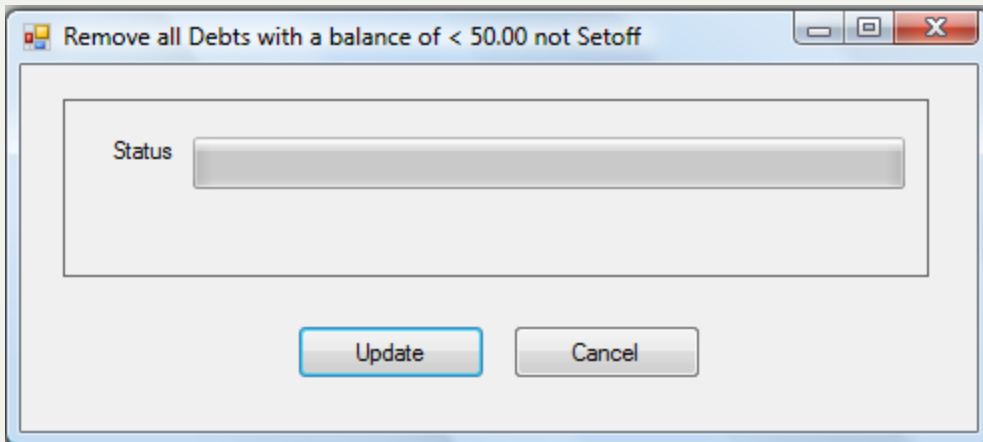
- Click to abort and return back to the main menu
- Click to permanently remove all < \$50.00 debts and the following appears, identifying the number of debts deleted



B. Delete All < \$50.00 Not Setoff:-

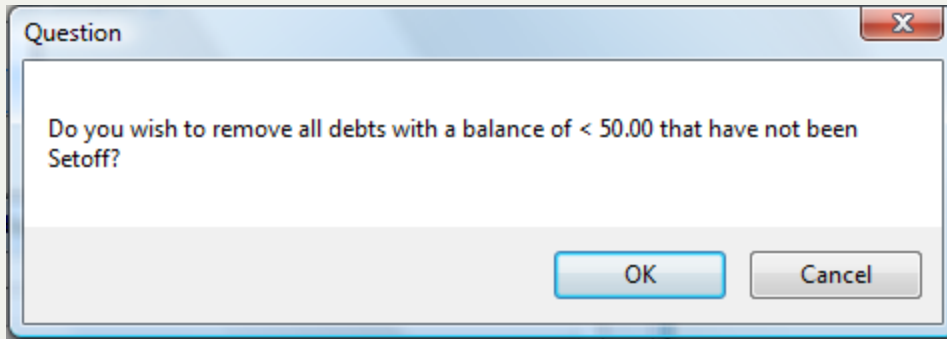


- The following appears:



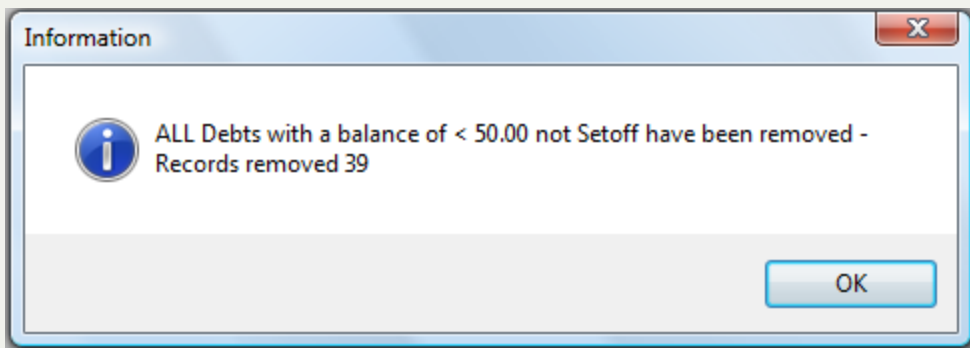
■ Select one of the two options:

- Click to abort and return back to the main menu
- Click to update to permanently remove all debts < \$50.00



■ Select one of the two options:

- Click to abort and return back to the main menu
- Click to permanently remove < \$50.00 debts and the following appears, identifying the number of debts deleted



Delete Expired Debts

The **Delete Expired Debts** - is a clean-up tools to remove debts that are expired and no longer eligible for debt submission. This function removes debts that are no longer desired in the software. There are three options: delete all expired debts, expired debts \$0.00 and expired debts < \$50.00.

Frequency: This process can be executed as often as desired but is normally a year-end process in late December before the new tax year.



- only the Administrator can access the Tools function.



- removing debts that are expired keep the debt setoff system leaner by not having to view debts that will not be setoff again or for even the first time. Many of the reports will print these expired debts if they reside in the software.

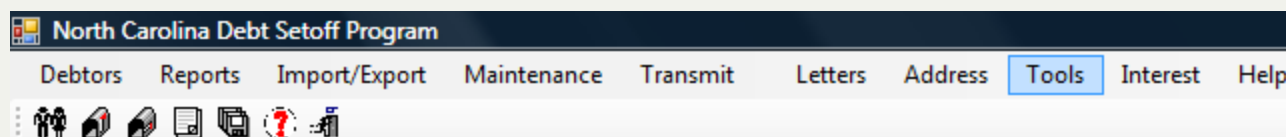


- December is the ideal time to perform this function. It will reduce the chance of getting telephone calls from debtors the following tax season.

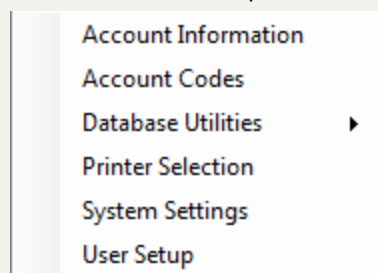


- this powerful option permanently removes these debts, they cannot be restored without restoring all debtors and debts.

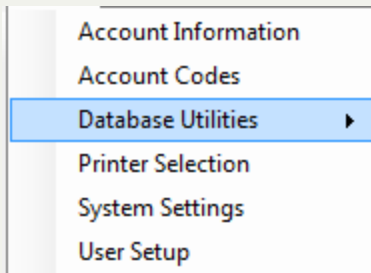
1. From the Main Menu click **Tools**:



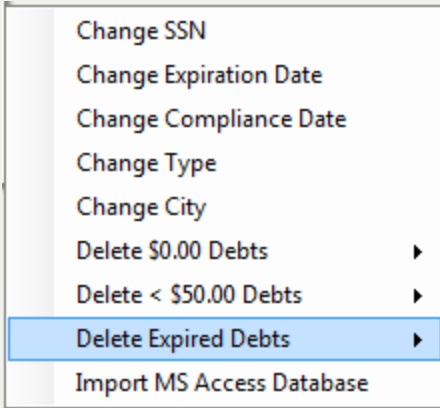
2. The **Tools** menu options:



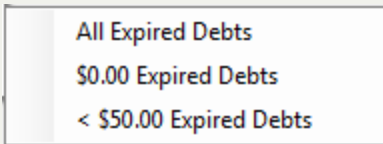
3. Move the mouse over **Database Utilities** and click this option:



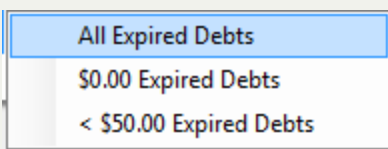
4. Move the mouse over **Delete Expired Debts** and click this option:

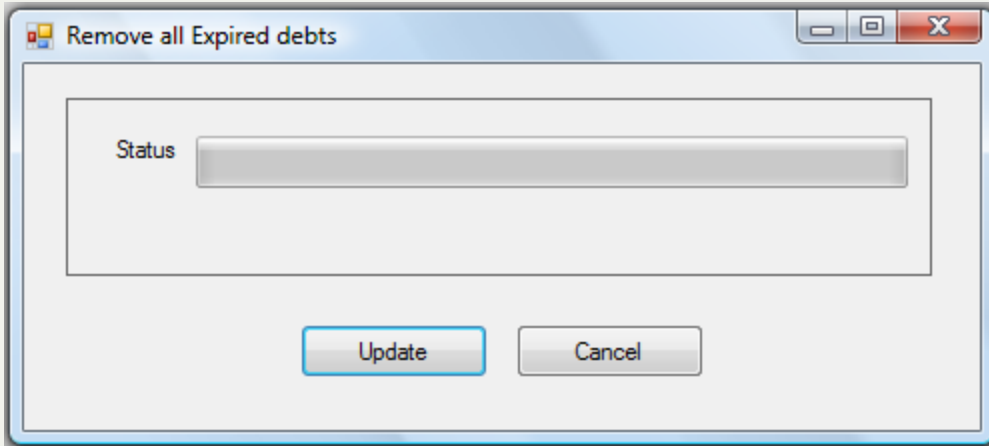


5. There are three options:

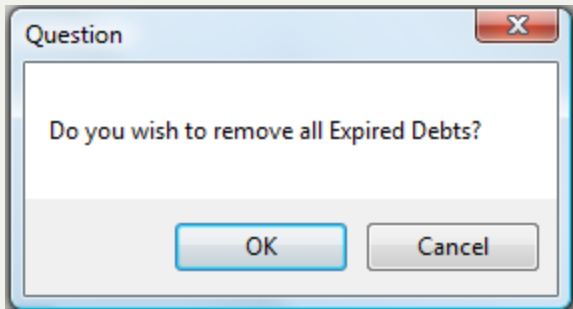


A. **All Expired Debts**

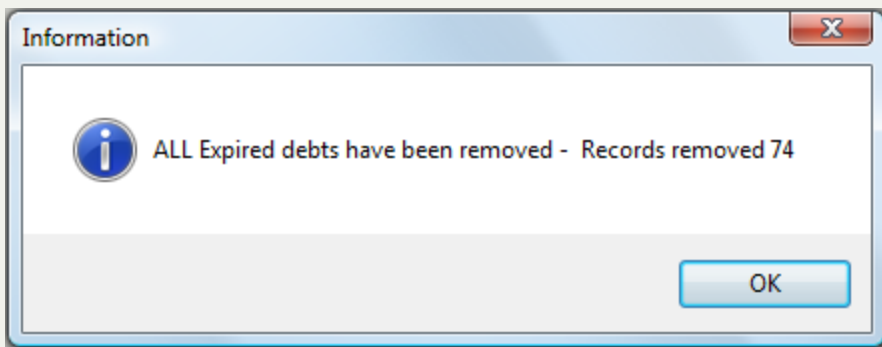




- Select one of the two options:
 - Click to abort and return back to the main menu
 - Click to update to permanently remove all Expired Debts



- Select one of the two options:
 - Click to abort and return back to the main menu
 - Click to permanently remove all Expired Debts and the following appears, identifying the number of debts deleted



B. **\$0.00 Expired Debts**

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

Remove all Expired debts with a zero balance

Status

Update Cancel

- Select one of the two options:
 - Click to abort and return back to the main menu
 - Click to update to permanently remove all \$0.00 Expired Debts

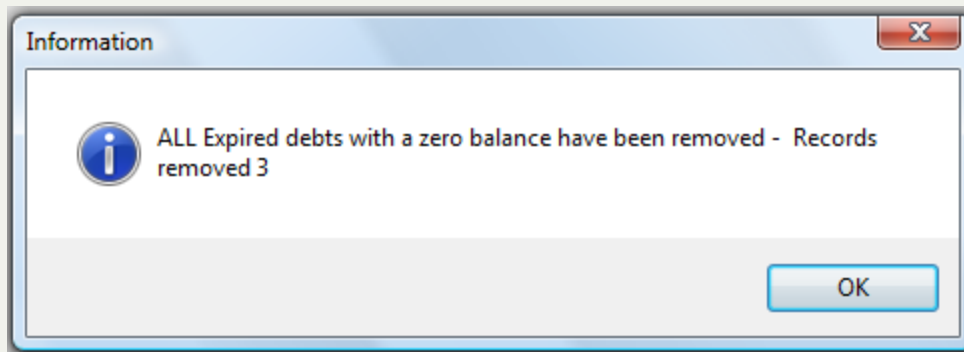
Question

Do you wish to remove all Expired Debts with a zero balance?

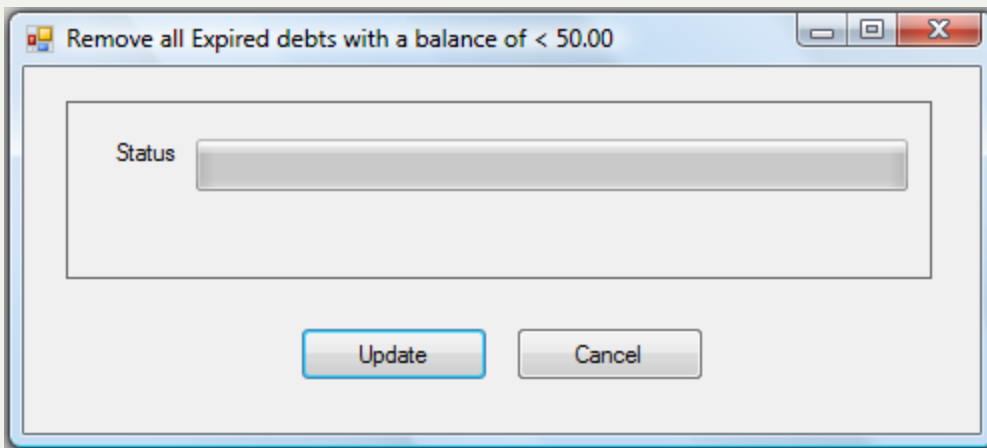
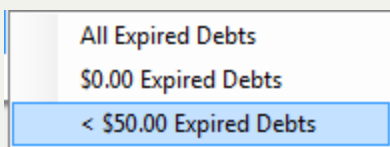
OK Cancel

- Select one of the two options:
 - Click to abort and return back to the main menu
 - Click to permanently remove all \$0.00 Expired Debts and the following appears, identifying the number of

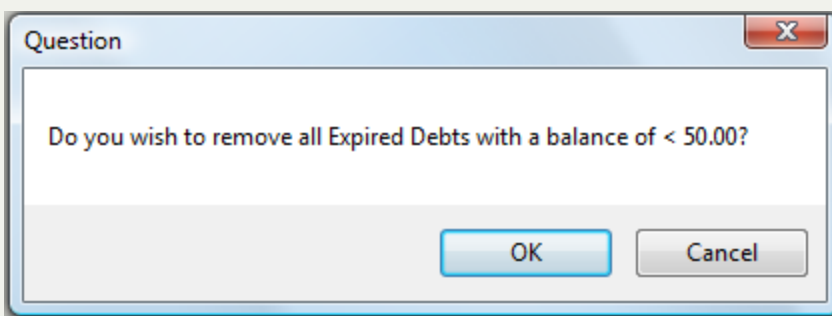
debts deleted



C. < \$50.00 Expired Debts

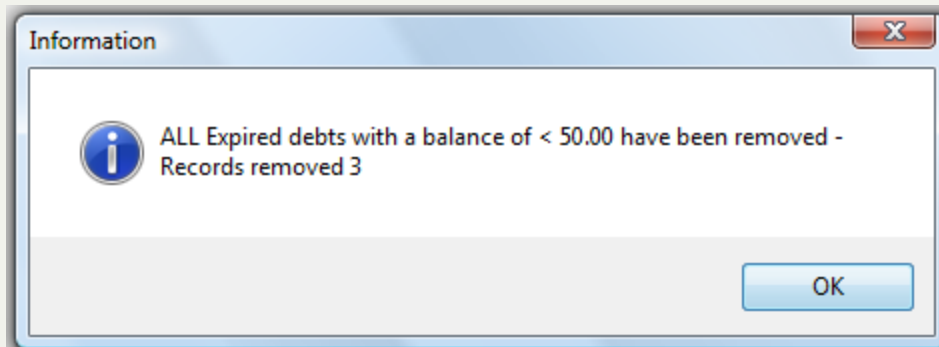


- Select one of the two options:
 - Click to abort and return back to the main menu
 - Click to update to permanently remove all < \$50.00 Expired Debts



■ Select one of the two options:

- Click to abort and return back to the main menu
- Click to permanently remove all < \$50.00 Expired Debts and the following appears, identifying the number of debts deleted



Import MS Access Database

The **Import MS Access Database** - is a function that only the Clearinghouse can perform (a password is required) to load the current data from the previous software, version 2007, into this software. If the local government does not use the previous software, a Microsoft access database can be generated and imported. Other options such as an ASCII or Excel file can also populate this software with existing debtors and debts.

Frequency: This process should only be executed once by the Clearinghouse or in the event of a disaster.

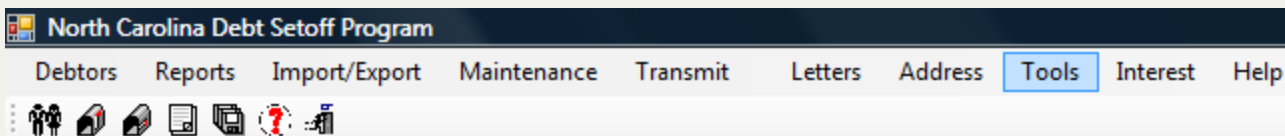


- if a data format is available, Microsoft Access, ASCII or Excel, to import into the software it will reduce the amount of time in getting operational with this software.

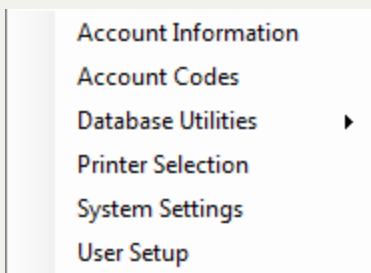


- this powerful option overwrites all existing data in the software.

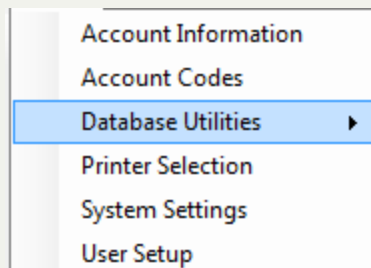
1. From the Main Menu click **Tools**:



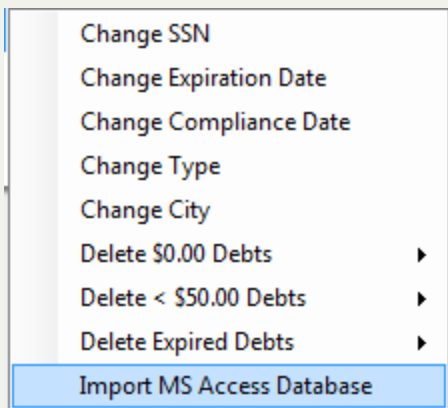
2. The **Tools** menu options:



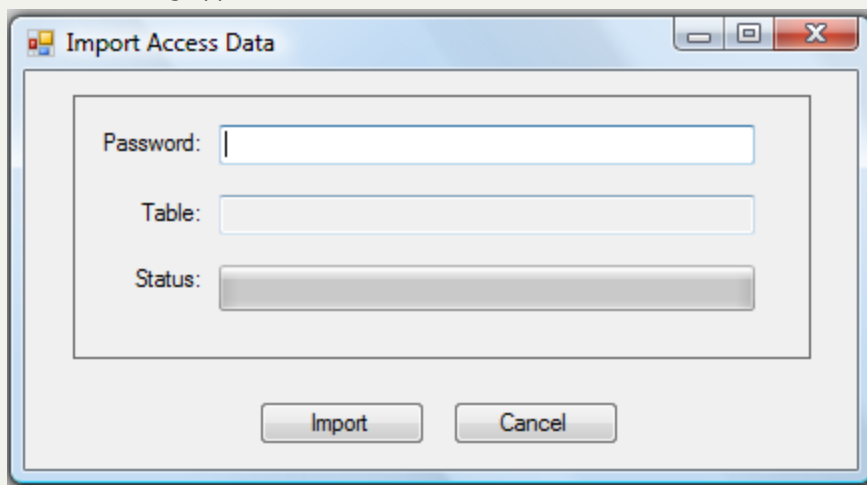
3. Move the mouse over **Database Utilities** and click this option:



4. Move the mouse over **Import MS Access Database** and click this option:



5. The following appears:



6. The Clearinghouse will enter the password and do the Import, configure the Users, Account Codes and test before turning over to the local government.

Printer Selection

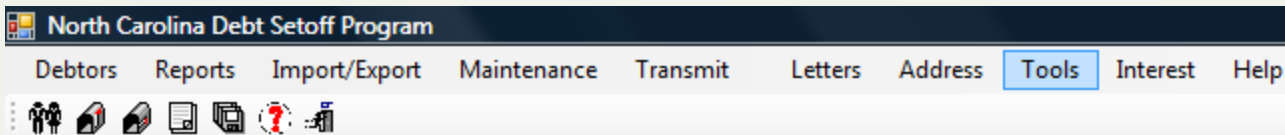
The **Printer Selection** function allows for the setting of any attached printer for any reports or output.

Frequency: This process can be executed at any time, whenever a different printer is needed to direct printed output.

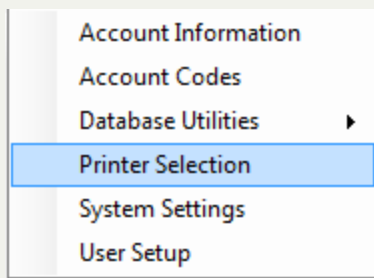


- only the Administrator can access the Tools function.

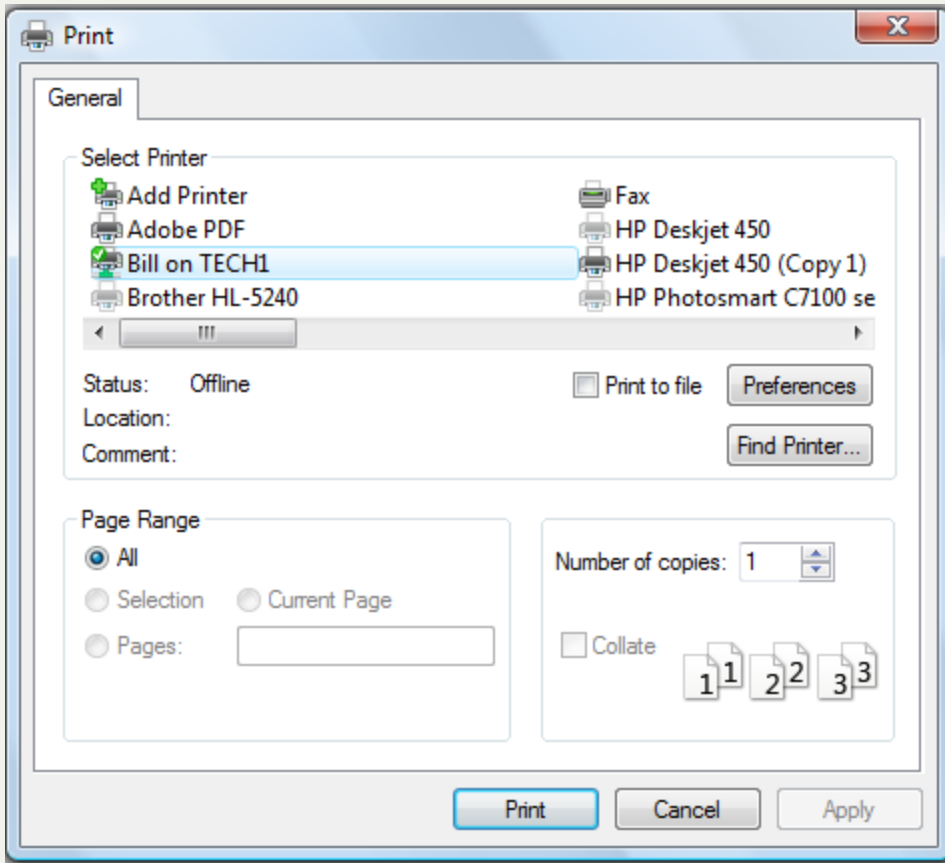
1. From the Main menu click **Tools**:



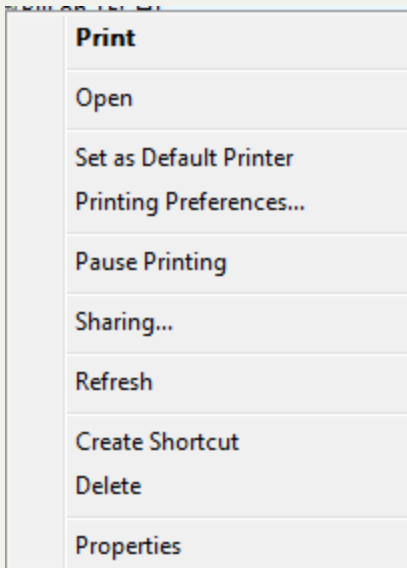
2. Move the mouse over **Printer Selection** and click this option:



3. The attached printers are displayed:



4. Move the mouse over the different printer desired and right click for the following:



5. Click **Set as Default Printer**

6. Click **Apply**

7. Click



System Settings

The **System Settings** function is a control center for various configuration settings.

Frequency: This process can be run at anytime.



- only the Administrator can access the Tools function. The control of the printing of Social Security Numbers is maintained here. Only the system administrator can access these powerful control functions.



- save time by setting the Search Cursor Position to the choice most used to find debtors: SSN, Name or Account Number

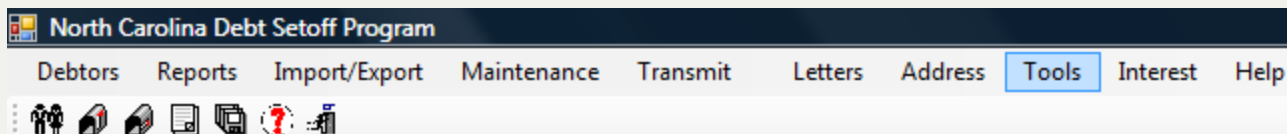


- To see a selected list of expired debts, run an [Expiration Report](#). This will assist in determining what dates need to be changed.

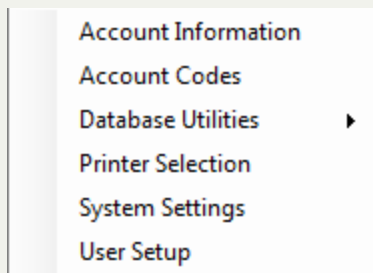


- this powerful function has one option that will change ALL debts to one Expiration Date. This cannot be un-done so be sure if you use that option it is what you intend to do. You may have a large range of Expiration Dates as debts were submitted to the Clearinghouse over a period of time.

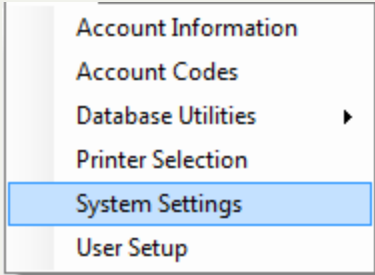
1. From the Main Menu click **Tools**:



2. The **Tools** menu options:



3. Move the mouse over **System Settings** and click this option:



4. The current settings appear:

System Settings

Search Cursor Position

☐ SSN
☒ Name
☐ Account Number

Report Security Options

Report

☒ Full SSN
☐ Partial SSN
☐ No SSN

Proxy Server

☐ User Proxy Server

User Name: 3
User Password: 2
Proxy Server Name: 3
Proxy Server Port: 4

☒ Prompt for User Name and Password
☐ DO NOT Prompt for User Name and Password

Mailing Address

Entity Name: Sample Local Govt
Coordinator Name: Connie Coordinator
Address 1: 1234 Government Blvd
Address2: Suite 101C
City: Central
State: NC
Zip Code: 29123__

Operating System

☐ Windows Vista
☒ Windows 7
☒ 32 Bit
☐ 64 Bit

Letters/Addresses

Top Margin: 100
Left Margin: 2
Date: 2
Debts: 3

Caryover Desc: Additional debts - see next page

☒ Automatically Update Address with Revenue Address

Debt Controls

Maximum Debt Amount: 5000
Initiate Adjustment Report: ☐ Yes ☒ No

User

Default Account Code: DSO Debt Setoff

Update
Cancel

4. Modify any desired Configuration Settings:

A. **Search Cursor Position** - defaults where the cursor is positioned on the Search within the Debtor Information screen. Set it to the option that is most used to search for debtors. This option can be changed as often as necessary. A debtor can still be searched by any of the three options by will have to use the TAB key or click with the mouse to select:

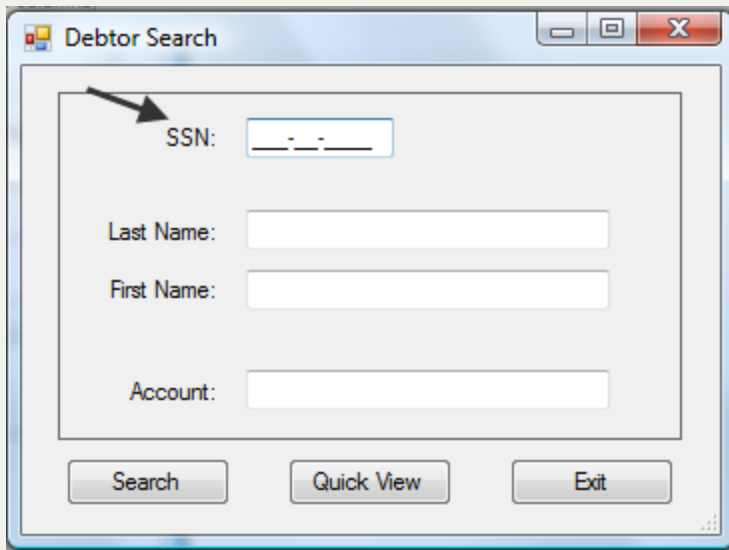
Search Cursor Position

- ☒ SSN ☐ Name
☐ Account Number

Click the ☐ to choose where the cursor/mouse location defaults to in the Debtor Information Search

- **SSN** - sets the cursor/mouse position in the SEARCH of Debtor Information to SSN
- **Name** - sets the cursor/mouse position in the SEARCH of Debtor Information to Last Name
- **Account Number** - sets the cursor/mouse position in the SEARCH of Debtor Information to Account Number

An example of a selecting SSN and accessing the Debtor Information Search:



B. **Report Security Options** - defaults to the format of printing of SSNs.

Report Security Options

Report

- ☒ Full SSN
☐ Partial SSN
☐ No SSN

Click the ☐ to choose the format that SSNs appear on any report until changed:

- **Full SSN** - prints the entire nine digit SSN on the letter in the format: 123-45-6789 (NO SECURITY)
- **Partial SSN** - prints the last four digits only of the SSN in the format: ***-**-6789 (MEDIUM SECURITY)
- **No SSN** - prints none of the SSN in the format: ***-**-**** (HIGH SECURITY)

C. **Mailing Address** - the default name and address used for Notification Letters . Complete the information if all letters will refer debtors to just one name and address .

Mailing Address

Entity Name: Sample Local Govt
Coordinator Name: Connie Coordinator
Address 1: 1234 Govenment Blvd
Address2: Suite 101C
City: Central
State: NC
Zip Code: 29123 .

D. **Operating System** - the operating system if not Microsoft Office XP. Windows Vista and 7 require some different file transfer settings. Windows 7 64-bit also requires a special file transfer different than Vista and Windows 7 32-bit.

Operating System

☐ Windows Vista
☐ Windows 7 ☒ 32 Bit ☐ 64 Bit

Click the ☐ to choose the Operating System of any computers that are not Microsoft XP.

- **Windows Vista** - if one or more computers have Vista
- **Windows 7** - if one or more computers have Vista

Click the ☐ to choose the type of Windows 7, 32-bit or 64-bit.

- **32 Bit** - if one or more computers have Windows 7 32-bit
- **64 Bit** - if one or more computers have Windows 7 64-bit (overrules the 32-bit, use this one if any computers are 64-bit)

E. **Debt Controls** - settings for debts that are entered and edited

Debt Controls

Maximum Debt Amount: 50000.00
Initiate Adjustment Report: ☐ Yes ☒ No

- Enter the maximum debt amount that should be entered for a debt. A warning prompt will appear if a debt amount being entered is more than this Maximum Debt Amount. This protects submitting someone with a larger debt than possible, such as inadvertently entering an account number or SSN in the debt amount field.

Click the ☐ to choose if an [Adjustment Report](#) will print after entering one or more debts.



- **Yes**- automatically prints an Adjustment Report when exiting the Debtor Information screen after one or more debts have been entered
- **No** - will not automatically print an Adjustment Report after exiting the Debtor Information screen after one or more debts have been entered. Note - an Adjustment Report can be manually selected at any time by executing the [Adjustment Report](#).




F. Proxy Server Options: - allows the Transmit menu to function ONLY if you go through an internal Proxy Server. These controls are NOT normally implemented by I.T. departments. However, if a local government is using a Proxy Server, these settings must be done in order to do the [Transmit](#) functions. The local government I.T. group should contact the [Clearinghouse](#) to configure and test.

Proxy Server
☐ User Proxy Server
User Name:
User Password:
Proxy Server Name:
Proxy Server Port:
☒ Prompt for User Name and Password
☐ DO NOT Prompt for User Name and Password



G. Letters/Addresses: - configure the Notification Letters.

Letters/Addresses
Top Margin: Left Margin:
Date: Accounts:
Carryover Desc:
☒ Automatically Update Address with DOR Address

- **Top Margin** - [OPTIONAL] click the  and select a number for a top margin for a top-side letterhead. This is not a line number but a distance in pixels. Select the appropriate number for the desired letterhead size:
 - 50 - 1/2 inch top-side letterhead
 - 100 - 1 inch top-side letterhead
 - 150 - 1 1/2 inch top-side letterhead
 - 200 - 2 inch top-side letterhead
- **Left Margin** - [OPTIONAL] click the  and select a number for a left margin for a left-side letterhead. This is not a line number but a distance in pixels. Select the appropriate number for the desired letterhead size:
 - 50 - 1/2 inch left-side letterhead
 - 100 - 1 inch left-side letterhead
 - 150 - 1 1/2 inch left-side letterhead
 - 200 - 2 inch left-side letterhead

- **Date** - [OPTIONAL] click the  and select a number for a left margin for the date that appears on the letter. This is not a line number but a distance in pixels. Select the appropriate number for the desired letterhead size:
 - 50 - 1/2 inch left-side letterhead
 - 100 - 1 inch left-side letterhead
 - 150 - 1 1/2 inch left-side letterhead
 - 200 - 2 inch left-side letterhead
 - 375 - near center of the page
- **Debts**: click the  and select a number from 1 to 6 of the number of different debts that appear in the debt section of the letter. There is a limit, if not the letter content would overflow to a second page. This method of configuration causes the overflow debts to print on the second page.
- **Carryover Desc**: enter the description that will appear at the end of the debt section of the letter if there are still more debts to be listed beyond the number in the Accounts option . For example, if the Accounts was set to 3 and the debtor has 5 debts, the wording in this Carryover Desc. will print after the 3 debts and the other two debts will appear on the next page.
- Automatically Update Address with Revenue Address
 - Click the  to automatically update all addresses from the Department of Revenue for an [Import Setoffs](#) .

■ Select one of the two options:

- Click  to save the System Settings changes
- Click  to abort and return back to the Main Menu

Printer Selection

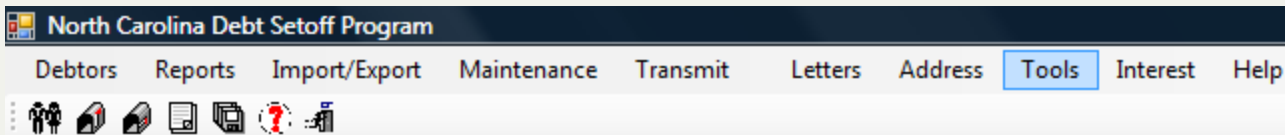
The **Printer Selection** function allows for the setting of any attached printer for any reports or output.

Frequency: This process can be executed at any time, whenever a different printer is needed to direct printed output.

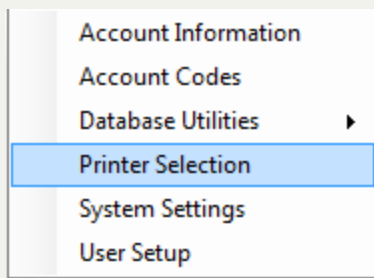


- only the Administrator can access the Tools function.

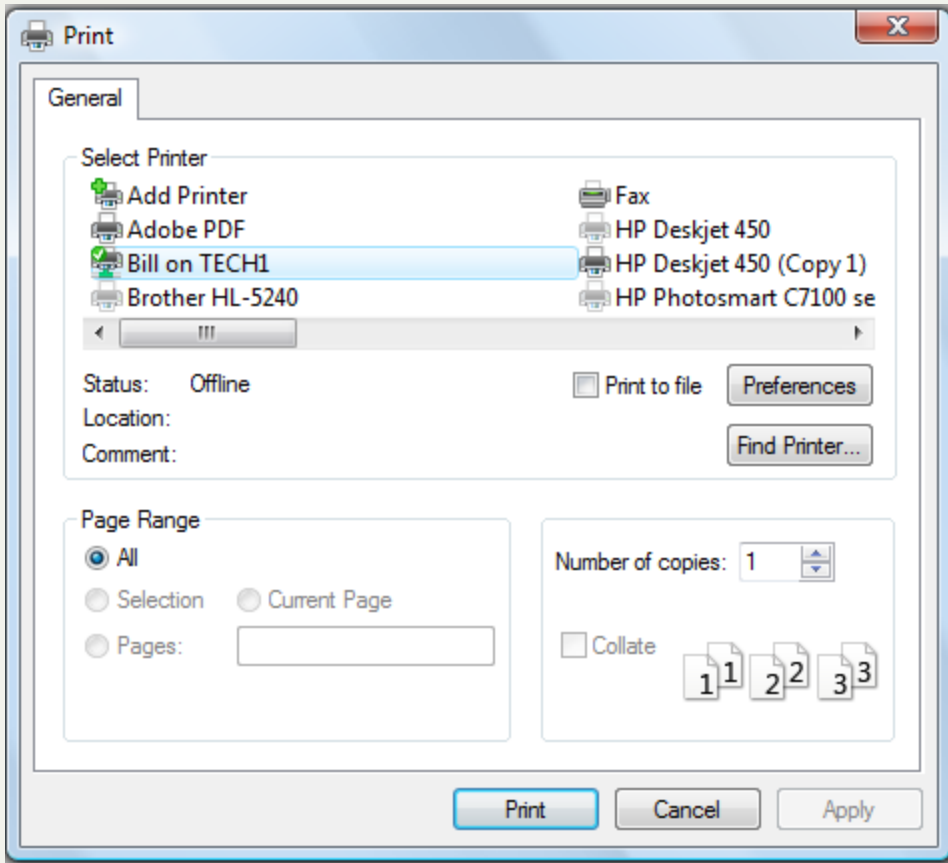
1. From the Main menu click **Tools**:



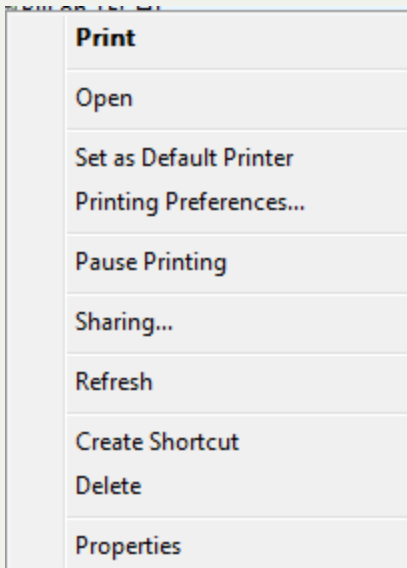
2. Move the mouse over **Printer Selection** and click this option:



3. The attached printers are displayed:



4. Move the mouse over the different printer desired and right click for the following:



5. Click **Set as Default Printer**

6. Click **Apply**

7. Click



Interest Menu

The **Interest Menu** allows for the ability to handle interest accrual for tax debts that accrue interest. Not accruing interest means losing funds. A local government can accrue interest within this software it does not have to be done by an internal I.T. group or external vendor or accounting system.

Frequency: The interest accrual process needs to be done monthly. However, if it is missed it can still be done to get up-to-date.



- this menu requires access rights assigned in the [User Setup](#).

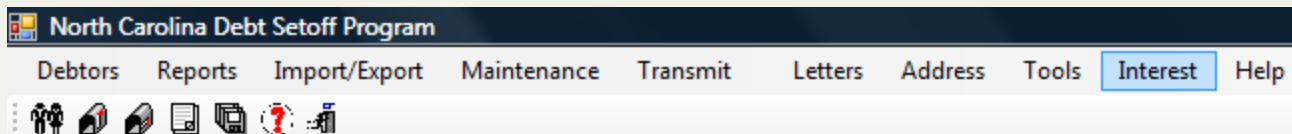


- create some kind of reminder to execute this monthly to stay current and attempt to collect the highest amount of debts possible.

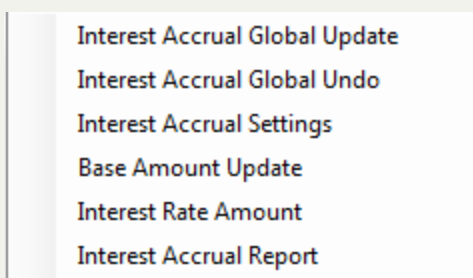


- if a debt is marked as interest accruing by mistake too much could be taken from their tax refund or lottery winnings.

The **Interest** menu:



There are five functions within Interest:



- Interest Accrual Global Update** (frequency: monthly) - the main interest option and must be executed in order to accrue interest. Interest WILL NOT accrue without this.
- Interest Accrual Global Info** (frequency: as needed, not a normal option) - this function will retract/undo, the interest that was accrued by executing the Interest Accrual Global Update.
- Interest Accrual Settings** -(frequency: as needed, not a normal option) - will set ALL debts with the Account Code of "TAX" as Interest Accruing or set ALL debts, not just "TAX" as NOT interest accruing.

- d. **Base Amount Update** (frequency: as needed, not a normal option) - will make the Base Amount (Debt Principal) the same as the Current Debt Amount.
- e. **Interest Rate Amount** - set the rate for the monthly interest rate calculation.
- f. **Interest Accrual Report** - prints a report of all debts that had interest accrual generated.

Interest Accrual Report

The **Interest Accrual Report** - is an optional report that provides a list of the debtors that had interest accrual processed via the Interest Accrual Global Update. The report will only print if the Interest Accrual Global Update has been processed for the desire month.

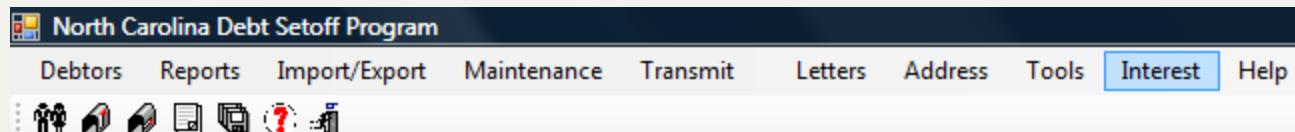
Only account codes/departments that were configured as Interest Accruable. These are most probably only TAX and/or VTAX.

Frequency: This process can be run at anytime, but is recommended immediately following the Interest Accrual Global Update.

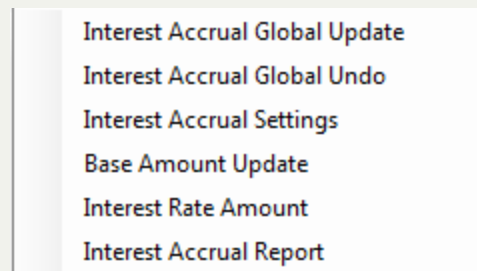


- this menu requires access rights assigned in the [User Setup](#).

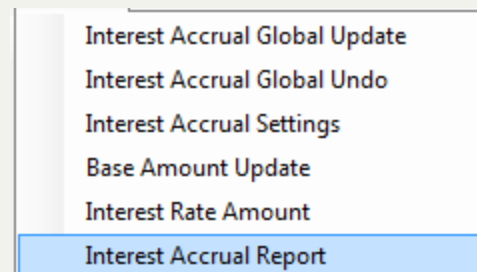
1. From the Main Menu click **Interest**:



2. The **Interest** menu options:



3. Move the mouse over **Interest Accrual Report** and click this option:



4. A dialog screen appears with the Account Code(s) configured as Interest Accruable in the Tools-Administrator-Account Codes, Configure setting:

Print Interest Report

Select Month: Jan

Account Codes: TAX Taxes

Status:

Print Cancel

- Click the down arrow ▼ and select the desired Month.

Jan
Feb
Mar
Apr
May
June
July
Aug
Sep
Oct
Nov
Dec



- can go back as far as eleven months. The Interest Accrual Report information begins to overwrite after twelve months.

- Select the desired Account Code, which only appears if it was configured as Interest Accruable:

Account Codes: TAX Taxes

- Click to abort and return back to the main menu
- Click to update to permanently remove all debts \$0.00

Sample Interest Report - for November

North Carolina Debt Setoff Program
C999: Sample Local Government
Interest Report
Month: Nov
Date: 11/15/2012

SSN	LAST NAME	FIRST NAME	DATE OF UPDATE	INTEREST	CURRENT DEBT
944-33-5678	Public	Jonathon	11/13/2012	3.00	303.00
949-82-8151	Wallcroff	Henrick	11/13/2012	6.75	952.25
949-82-8151	Wallcroff	Henrick	11/13/2012	2.48	352.48
991-00-9876	Wallcroft	William	11/13/2012	3.75	403.75


Total records updated: 4

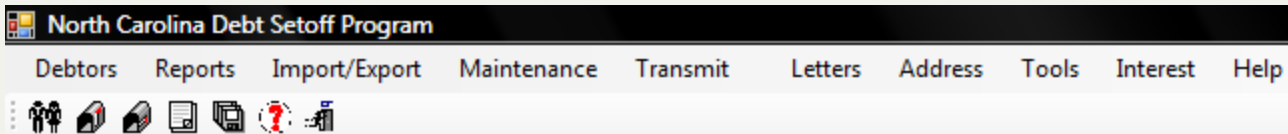
15.98

2,011.48

This report uses the [Print Preview](#) options:



 - terminates the view of the report and returns to the Main Menu:



Interest Menu

The **Interest Menu** allows for the ability to handle interest accrual for tax debts that accrue interest. Not accruing interest means losing funds. A local government can accrue interest within this software it does not have to be done by an internal I.T. group or external vendor or accounting system.

Frequency: The interest accrual process needs to be done monthly. However, if it is missed it can still be done to get up-to-date.



- this menu requires access rights assigned in the [User Setup](#).

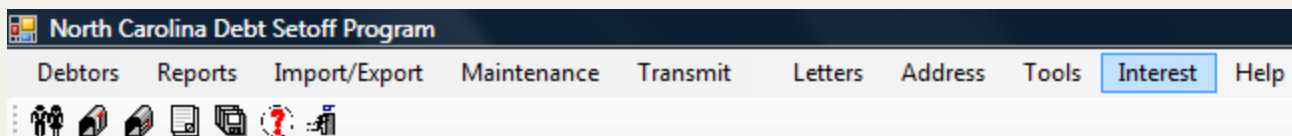


- create some kind of reminder to execute this monthly to stay current and attempt to collect the highest amount of debts possible.

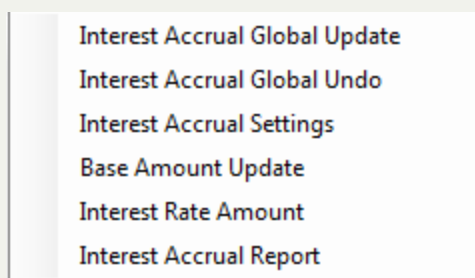


- if a debt is marked as interest accruing by mistake too much could be taken from their tax refund or lottery winnings.

The **Interest** menu:



There are five functions within Interest:



- Interest Accrual Global Update** (frequency: monthly) - the main interest option and must be executed in order to accrue interest. Interest WILL NOT accrue without this.
- Interest Accrual Global Info** (frequency: as needed, not a normal option) - this function will retract/undo, the interest that was accrued by executing the Interest Accrual Global Update.
- Interest Accrual Settings** -(frequency: as needed, not a normal option) - will set ALL debts with the Account Code of "TAX" as Interest Accruing or set ALL debts, not just "TAX" as NOT interest accruing.

- d. **Base Amount Update** (frequency: as needed, not a normal option) - will make the Base Amount (Debt Principal) the same as the Current Debt Amount.
- e. **Interest Rate Amount** - set the rate for the monthly interest rate calculation.
- f. **Interest Accrual Report** - prints a report of all debts that had interest accrual generated.

Interest Accrual Global Update

The **Interest Accrual Global Update** - is the main interest option and must be executed in order to accrue interest. It will only accrue interest to TAX debts marked as Interest Accruable.

Frequency: This process can be run at anytime, but is recommended the first business day of the month. If it is not, it can be run any day in the future and a retroactive date entered.

Before Interest Accrual can be executed, the [Tools-Administrator-Account Code](#) - Address setting for this Account Code, probably named TAX, must be configured as Interest Accruing.

Interest Accrual:



- this menu requires access rights assigned in the [User Setup](#).



- if a debt can accrue interest but is not marked as Interest Accruable, local governments are losing funds as debts may be setoff for less than they could be.

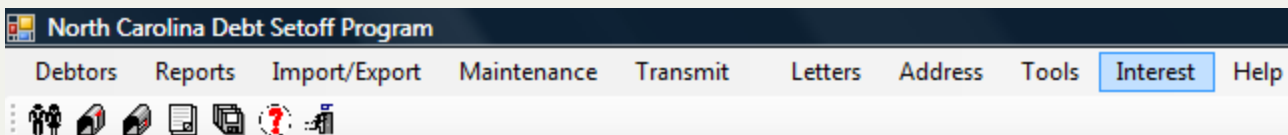


- create some kind of reminder to execute this monthly to stay current and attempt to collect the highest amount of debts possible. If a month is missed, it can be still be done. Just run and select a day with that month missed. But be sure that month was actually missed.



- if a debt is marked as interest accruing by mistake too much could be taken from their tax refund or lottery winnings.

1. From the Main Menu click **Interest**:



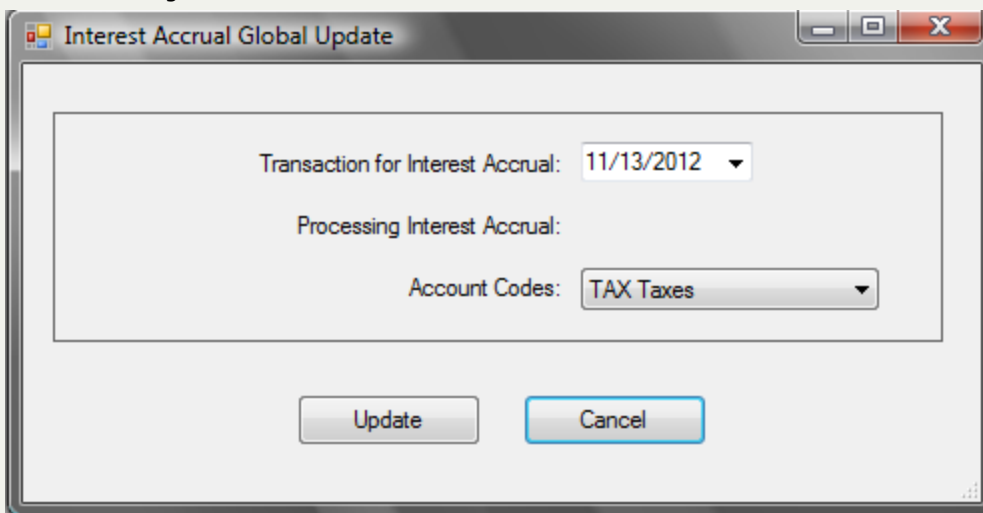
2. The **Interest** menu options:

Interest Accrual Global Update
Interest Accrual Global Undo
Interest Accrual Settings
Base Amount Update
Interest Rate Amount
Interest Accrual Report

3. Move the mouse over **Interest Accrual Global Update** and click this option:

Interest Accrual Global Update
Interest Accrual Global Undo
Interest Accrual Settings
Base Amount Update
Interest Rate Amount
Interest Accrual Report

4. A dialog screen appears with the Account Code(s) configured as Interest Accruable in the Tools-Administrator-Account Codes, Address setting:

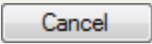
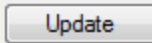


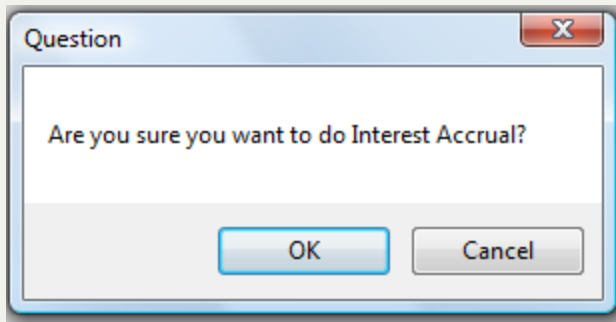
The dialog box titled "Interest Accrual Global Update" contains the following fields and buttons:


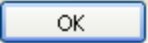
- Transaction for Interest Accrual: 11/13/2012
- Processing Interest Accrual:
- Account Codes: TAX Taxes
- Update button
- Cancel button

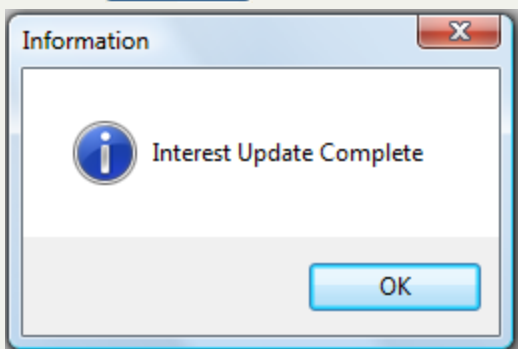


- it makes no difference in the amount of interest calculated as to what day of the month. as long as the date is in the as to the process or the amount.

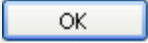
- Leave the date as shown or enter another date, such as the 1st day of the month.
 - Click  to abort and return back to the main menu
 - Click  to update to permanently remove all debts \$0.00
 - The following appears:

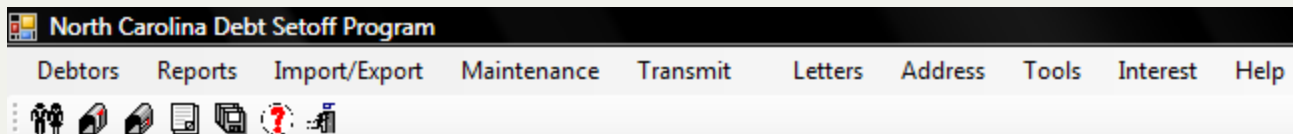


- Click  to abort the change and return to the selection screen
- Click  to begin the process and when completed the following appears:



- Remember to Print the Interest Accrual Report

6. Click  to return to the Main Menu:



Interest Accrual Global Undo

The **Interest Accrual Global Update Undo** -this function will retract/undo, the interest that was accrued by executing the Interest Accrual Global Update. It will do the most recent month, any month or even ALL months.

Frequency: This process can be run at anytime, but is recommended as soon as possible once the undo is determined to be needed.



- this menu requires access rights assigned in the [User Setup](#).

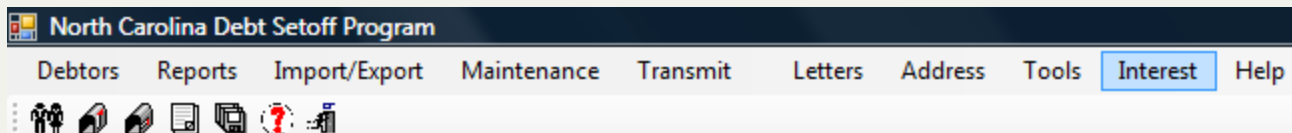


- Be sure to run the Interest Accrual Global Update once the situation that caused this function to be run it corrected.

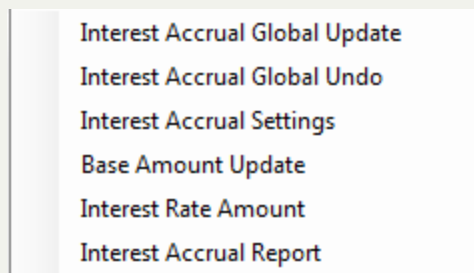


- this option will reduce the debt amount that will be collected for debts.

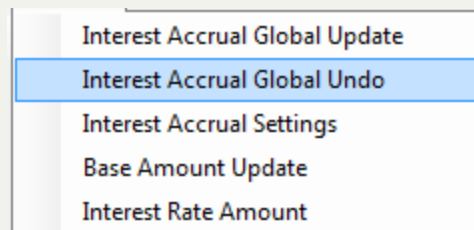
1. From the Main Menu click **Interest**:



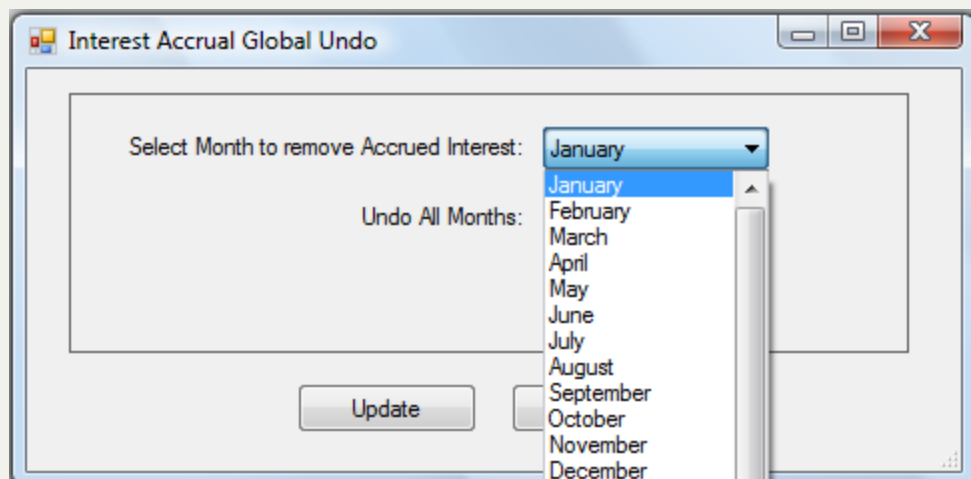
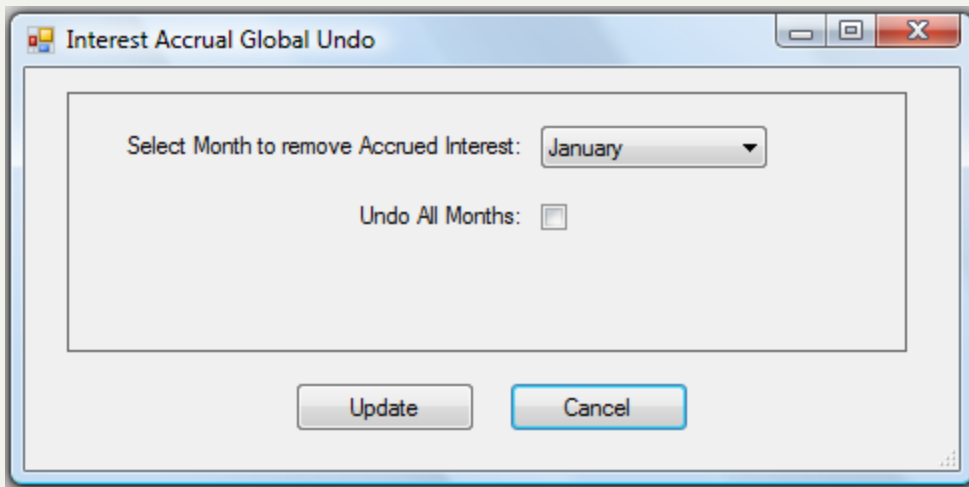
2. The **Interest** menu options:


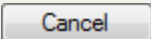
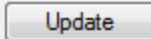


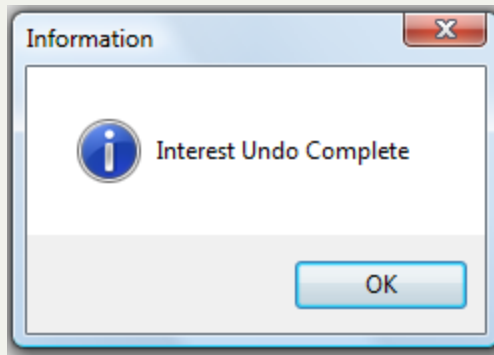
3. Move the mouse over **Interest Accrual Global Undo** and click this option:



4. A dialog screen appears:



- Click the  for the list of months:
- Select the desired month or to undo ALL months of interest click the **Undo All Months:** ☒
 - Click  to abort and return back to the main menu
 - Click  to update to undo the interest for the selected month or All months
 - The following appears once complete:



Interest Accrual Settings

The **Interest Accrual Settings** -will set ALL debts with the Account Code of "TAX" as Interest Accruing or set ALL debts, not just "TAX" as NOT interest accruing.

Frequency: This process can be run at anytime, but is normally done only once, after the import of tax debts or the data entry of tax debts and the interest accruable not set.



- this menu requires access rights assigned in the [User Setup](#).

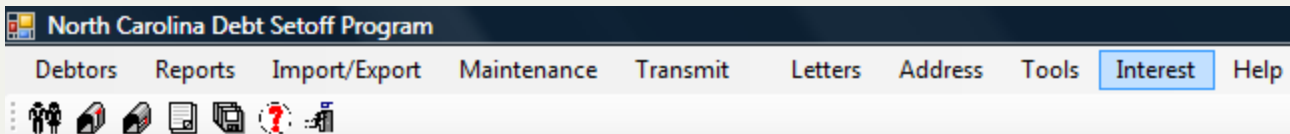


- if setting all Account Code "TAX" to Interest Accruing then the Base Amount and Base Interest must be loaded and correct in order to begin calculating monthly interest.

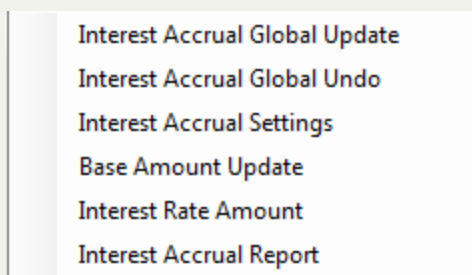


- LOCAL GOVERNMENTS SHOULD CONSULT WITH THE CLEARINGHOUSE BEFORE EXECUTING THIS FUNCTION!

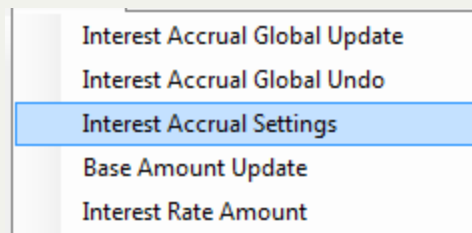
1. From the Main Menu click **Interest**:



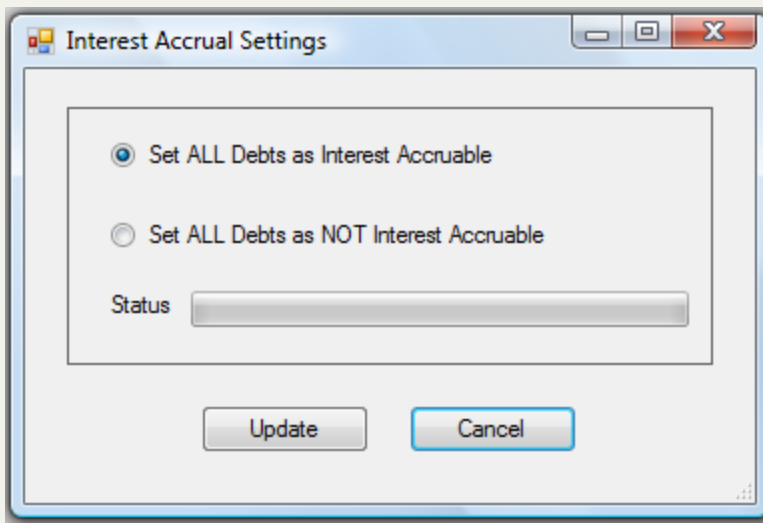
2. The **Interest** menu options:



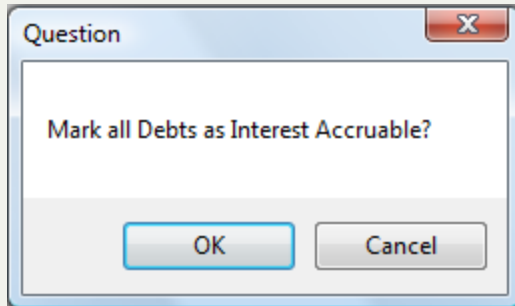
3. Move the mouse over **Interest Accrual Settings** and click this option:



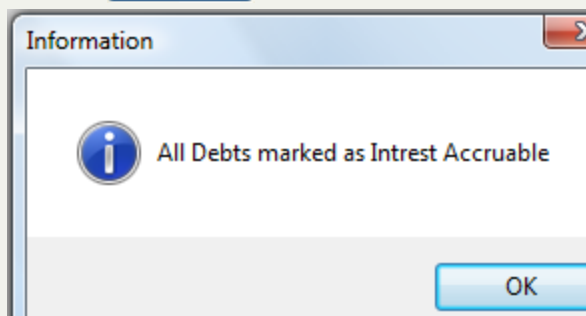
4. A dialog screen appears:



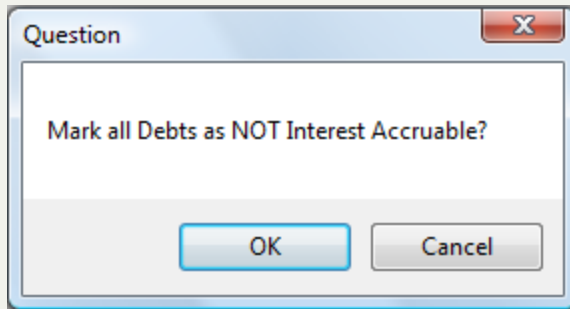
- Click the ☒ Set ALL Debts as Interest Accruable to set Account Code "TAX" debts as interest accruing
 - Click to abort and return back to the main menu
 - Click for the following appears:
 - The following appears:



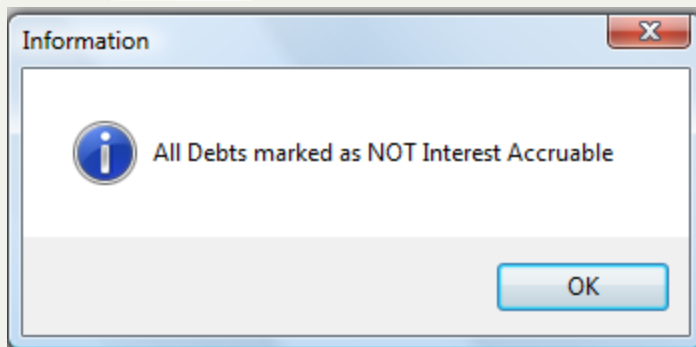
- Click to abort the change and return to the selection screen
- Click to begin the process and when completed the following appears:



- Click the ☒ **Set ALL Debts as NOT Interest Accruable** to set all debts as NOT interest accruing
 - Click to abort and return back to the main menu
 - Click for the following appears:



- Click to abort the change and return to the selection screen
- Click to begin the process and when completed the following appears:



Base Amount Update

The **Base Amount Interest** -will set the Base Amount to be the Current Debt Amount for all debts with the Account Code = "TAX"

Frequency: This process can be run at anytime, but is normally done only once, after the import of tax debts or the data entry of tax debts and the interest accruable not set and the Base Amount was not populated.



- this menu requires access rights assigned in the [User Setup](#).

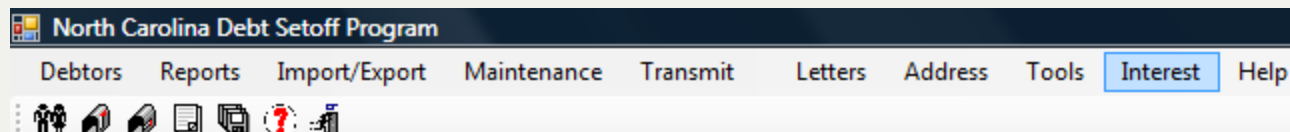


- if setting all Base Amounts to be the value of Current Debt Amount for debts with Account Code "TAX", check the Base Interest to be sure if those amounts are populated.

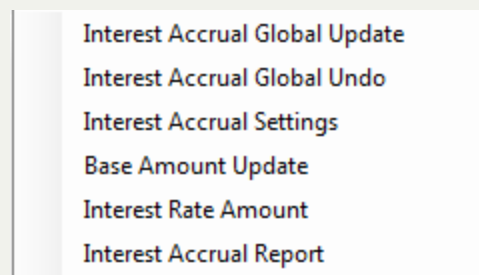


- LOCAL GOVERNMENTS SHOULD CONSULT WITH THE CLEARINGHOUSE BEFORE EXECUTING THIS FUNCTION!

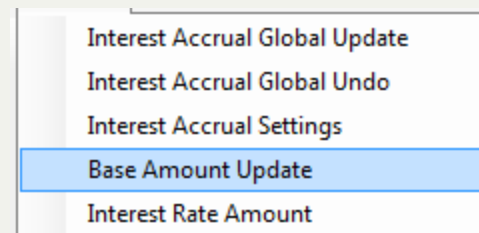
1. From the Main Menu click **Interest**:



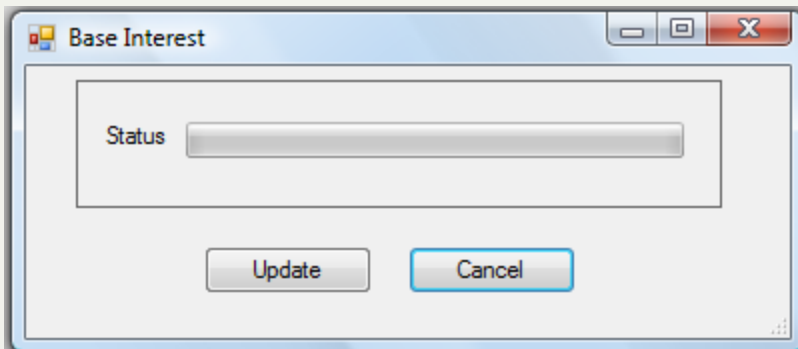
2. The **Interest** menu options:



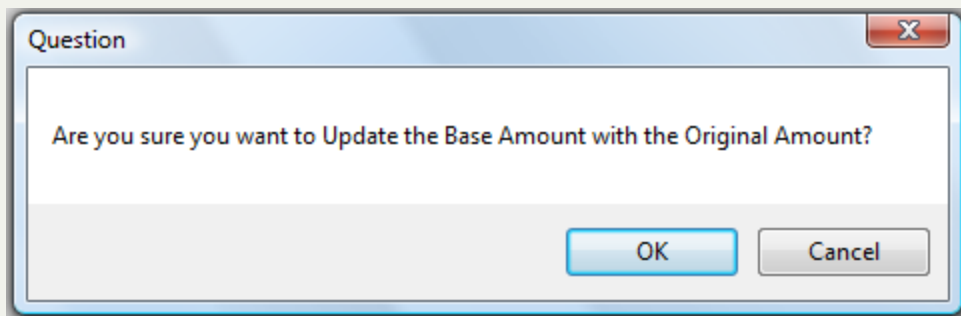
3. Move the mouse over **Base Update Update** and click this option:



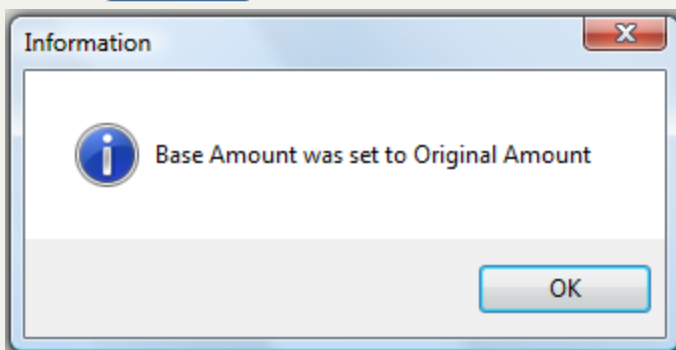
4. A dialog screen appears:



- Click to abort and return back to the main menu
- Click for the following appears:
- The following appears:



- Click to abort the change and return to the selection screen
- Click to begin the process and when completed the following appears:



Interest Rate Amount

The **Interest Rate Amount** -will set the Interest Rate for the formula of calculating monthly interest accrual. The default and standard rate for local governments is .0075 (3/4 of 1%).

Frequency: This process can be run at anytime, but is normally done only once as this rate is not likely to change.

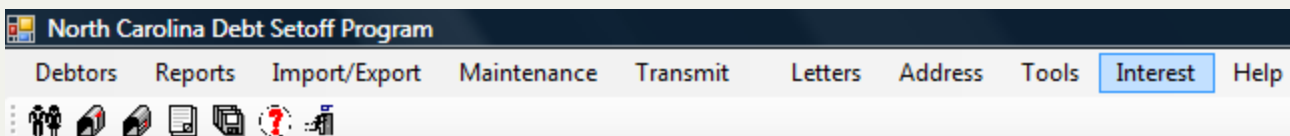


- this menu requires access rights assigned in the [User Setup](#).

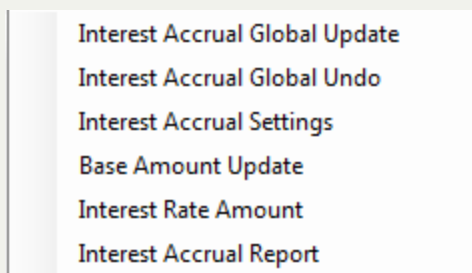


- LOCAL GOVERNMENTS SHOULD CONSULT WITH THE CLEARINGHOUSE BEFORE EXECUTING THIS FUNCTION!

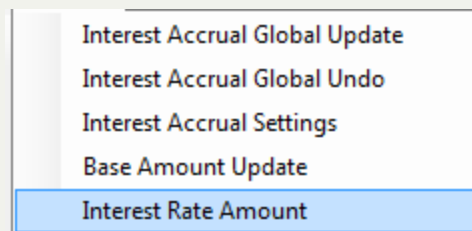
1. From the Main Menu click **Interest**:



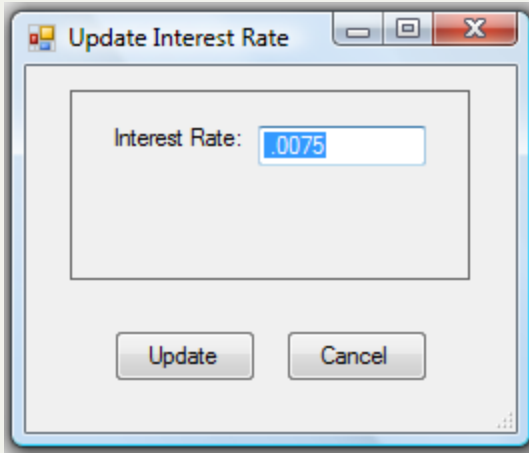
2. The **Interest** menu options:



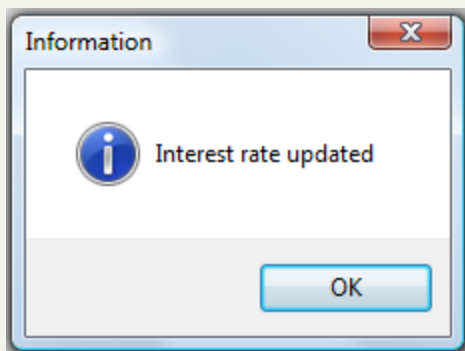
3. Move the mouse over **Base Update Update** and click this option:



4. A dialog screen appears:



- Click to abort and return back to the main menu
- Click for the following appears:
- The following appears:



About Five Star Computing, Inc.

Company Information

Five Star Computing, Inc. provides software development and support to the North Carolina Local Government Debt Setoff Clearinghouse for the Debt Setoff program.

Five Star Computing, Inc. has provided these functions to the Clearinghouse since the inception of the Debt Collection program in 2002.

Contact Information

Phone:

(866) 265-1668

Email:

ncsetoff@ncsetoff.org

President:

Bill Walsh

billwalsh@fivestarcomputing.com

Alternate:

Fran McClary

franmcclary@fivestarcomputing.com

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