

Disclaimer

- We recommend not printing this before October 8 (one week prior to first workshop, as it may change)
- Some of the following slides may be changed or even removed before first workshop on October 13 to fit in the allowed timeframe of 2.5 hours
- Additional slides may be added prior to the workshops
- Some slides may appear in the actual presentation that are not in this document for security reasons – as presentations and pdfs are posted on the website

Date of this version – September 29, 2026

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2026 Debt Setoff Training Workshops (26th Year)

Western – Week #1

- Oct. 13 • Waynesville
- Oct. 14 • Hickory
- Oct. 15 • Asheboro

Eastern – Week #2

- Oct. 27 • Washington
- Oct. 28 • Wilmington
- Oct. 29 • Raleigh



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Presenters

- NC Association of County Commissioners
 - Matt Bigelow
- NC Debt Setoff Clearinghouse (SC Association of Counties)
 - Bill Walsh
 - Alex Smith

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**2025 Debt Setoff Training Workshops
(25th Year)**

Tentative Schedule

- ☐ 9:30 – 10:50 a.m.
- ☐ 10:50 – 11:00 a.m. (Break)
- ☐ 11:00 – 11:50
- ☐ 11:50 – noon (Questions)

Will not go beyond 12:00 – but will stay for questions/conversation



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Virtual Version of Today's Workshop

- Online meeting for counties, agencies, municipalities, housing authorities and vendors
 - Wednesday, November 4, 2026: 9:30 – 11:30 a.m.
 - Requires online registration
 - <https://form.jotform.com/252386044788973>

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Excluded From Today's Agenda

- Client Software
 - Special 1 ½ hour online meeting for counties, agencies, municipalities and housing authorities
 - Tuesday, November 10: 10:00 – 11:30 a.m.
 - Requires online registration
 - <https://form.jotform.com/252386044788973>

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New Participants

- **No Longer a Separate Workshop Session:**
 - Did for nearly 20 years – very few new municipalities, agencies and Housing Authorities remain
 - New Participant Checklist:
<http://www.ncsetoff.org/NewParticipantChecklist.pdf>
 - Audio workshops on <http://www.ncsetoff.org/Training.htm>

21 New Participants - Startup (audio presentation 10:11 - 11/7/2026) 22 New Participants - Startup (audio presentation 10:11 - 11/7/2026)
23 New Participants - Technical (audio presentation 10:50 - 11/7/2026) 24 New Participants - Technical (audio presentation 10:50 - 11/7/2026)
25 New Participants - Technical (audio presentation 10:50 - 11/7/2026) 26 New Participants - Technical (audio presentation 10:50 - 11/7/2026)

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Training Workshop Purpose

- Once a year opportunity for both new and returning users of debt setoff
 - Discuss security
 - Reiterate hearings, laws, regulations and requirements
 - Preparing for 2026 year-end
 - Preparing for upcoming 2027 tax year
 - Reconciling setoffs
 - Avoiding disaster

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Discuss Major Announcements



SOUTH CAROLINA
ASSOCIATION OF COUNTIES

South Carolina Association of Counties
Terminating Debt Setoff Clearinghouse
Services – effective July 31, 2027
(Bill Walsh and Fran McClary retirements)

NC Association of County Commissioners
and League of Municipalities have plans to
continue

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Focus (1 of 9)



HEARINGS

Hearing Officer
Procedures
Requirements
Guidance

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Hearings – Basics (1 of 3)

- **Hearing Officer:**
 - Is rarely needed (most debtors do not receive and/or respond to letter)
 - Is required to be identified on the annual participation form
 - Can be the Debt Setoff Coordinator but an Attorney is recommended
 - Should be known to each participating department



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Hearings – Basics (2 of 3)

- **Hearing Officer:**
 - Must be Impartial
 - Knows the Procedures
 - Authority to compromise the debt
 - No conflict
 - Should not research the debtor or the debt
 - Consider only evidence presented at the hearing to render decision
 - Provide written decision to all parties



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Hearings – Basics (3 of 3)

Hearing – Audio Presentation:

- <http://www.ncsetoff.org/Training.htm>

4) Hearings (audio presentation 6:49 - 11/16/2020)

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FOCUS (2 of 9)



DUE PROCESS

Rules
Requirements
Retention

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Due Process (1 of 6)

• Letters:

- Must be sent to last known address
 - Even if know letter will be returned
 - Should forward to new address if obtained (creates new 30 day appeal period)
- Does not have to be sent certified
- Do NOT send BEFORE 60 days delinquent



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Due Process (2 of 6)

- **Letters:**

- Only have to be sent ONCE
 - Regardless of time debt remains in for collection
 - Amount can change, due to interest/fees
 - If send again, or include with new debt, debtor may believe they have new appeal period



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Due Process (3 of 6)

- **Letters:**

- Letterhead/envelope
 - Must be of local government's, not third-party
 - Contact information must be local government's
 - Local government can refer callers to third-party
- Spanish version not required



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Due Process (4 of 6)

- **Letters:**

- Retain a copy of the letter for future proof (for as long as the debt is being submitted (even if using a vendor)
- Pdf recommended and save to external media and save according to retention records (debtors may ask/demand proof once setoff)

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Due Process (5 of 6)

• Letters:

- The Clearinghouse does NOT retain a copy of the due process letter, even if using our client software!
- Generated pdf resides on the local government computer
- Local governments are responsible for the proof of due process!



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Due Process (6 of 6)

• Due Process – Audio Presentation:

- <http://www.ncsetoff.org/Training.htm>

5) Due Process (audio presentation 6:30 - 11/16/2020)

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Focus (3 of 9)



DEBTS/DEBTORS

Fees
Issues
Requirements
Priority
Statute of Limitations

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Methods of Collection (1 of 1)



Can do multiples, even simultaneously. Be sure to modify balances in other methods if collect in any one.

Clearinghouse does NOT send information to any credit reporting entities.

Clearinghouse ONLY makes debts available for secure access by the NC Department of Revenue who then shares with NC Education Lottery every other Thursday.

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Department of Revenue - Requirements (1 of 1)

NCDOR NORTH CAROLINA DEPARTMENT OF REVENUE

- The accuracy of the data (debtor and debt) submitted to Department of Revenue is critical for the possibility of being setoff
 - SSN (critical) Entire 9 digits and first four of Last Name must match – otherwise requires manual intervention to be setoff.
 - Last Name (critical) Cannot be blank – Suffix (Jr, Sr, III, etc.) also helps
 - First Name (important) Cannot be blank – Middle initial optional

Cannot collect on a business name, even though the law allows (ONE EXCEPTION – another local government previously submitted same SSN with Last and First Name)
No Drivers License Numbers nor Business IDs will be setoff !

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Debtors (1 of 2)

- ONLY methods for collection:**
 - Social Security Numbers 
 - Individual Tax Identification Numbers (ITINs) 
 - Start with 9 and second section range of 50 – 99
 - i.e.: 9xx-50-xxxx or 9xx-99-xxxx
 - Currently 3,452 ITINs setoff since 2019 for \$552,191
 - Large setoffs: \$1,287 (TAX); \$1,219 (UTL); \$1,199 (HLT); \$978 (EMS)

Can't submit for owners in corporation, only individual owner against their SSN, not business ID number

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Debtors (2 of 2)

- **Acquiring Social Security Numbers (SSNs):**

- Clearinghouse cannot assist in acquisition
- Vendors available for acquisition (contact us for recommendations)
- Many local governments, especially counties, have contracts (check with Finance, Tax, Police)

Local governments are allowed to acquire/contract to obtain SSNs.

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Debts (1 of 21)



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Debts (2 of 21)

Any type of debt

DEBT



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Debts (3 of 21)

DEBT





At Least 60 Days
Delinquent



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Debts (4 of 21)

DEBT



Must Be an Individual's
Debt - not a
corporation



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Debts (5 of 21)

DEBT





Must Be \$50 or more



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Debts (6 of 21)

Debt Requirements:

- Debts \$50 or more need to be submitted separately
- Debts can be combined to meet the \$50
 - Should not combine tax debts with non-tax debts, especially if accruing interest
 - Clearinghouse DOES NOT combine debts, all debts stand alone!

Over \$50 if combined - \$50.94

Original Account	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date
45.00	45.00	0.00	09/23/2025	H.L.T	8965228-24	06-15-2021	06-15-2021

Will not go to Dept. of Revenue unless combined

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Debts (7 of 21)

Debt Requirements:

- Debts \$50 or more need to be submitted separately
- Debts can be combined to meet the \$50
 - Should not combine tax debts with non-tax debts, if accruing interest
 - Clearinghouse DOES NOT combine debts, all debts stand alone!

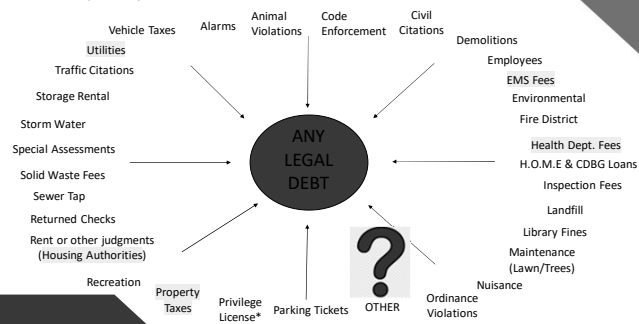
Combined and made stand out with **

Original Account	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date
45.04	75.94	30.12	09/23/2025	H.L.T	8965228-21	06-15-2021	06-15-2021

Will go to Dept. of Revenue since combined

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Debts (8 of 21)



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Debts (9 of 21)

- **Debt Characteristics** (required for each debt):
 - **Compliance Date (Start)** – date local government certifies that due process letter generated/sent and at least 30 days passed
 - **Expiration Date (End)** – date local government chooses to cease the attempt to collect for this debt in the debt setoff program

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Debts (10 of 21)

• Statute of Limitations:

- Clearinghouse requires that debts submitted to the debt setoff program adhere to the following:
 - When the due process letters are generated and sent, there is some type of proven activity (invoice/bill, payment) within 3 years for non-tax debts and 10 years for tax debts
 - If so, debt does not have to expire
- Local government has discretion to be more restrictive and choose not to submit debts as far back or keep in for as long



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Debts (11 of 21)

• Statute of Limitations – Audio Presentation:

- <http://www.ncsetoff.org/Training.htm>

6) Statute of Limitations (audio presentation 6:34 - 11/16/2020)

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Debts (12 of 21)

- Criteria for Sending Weekly to Dept. of Revenue

Amount
Minimum of
\$50

Compliance
Date
Must have
passed

Expiration
Date
Must NOT have
passed

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Debts (12 of 21)

- Criteria for Sending Weekly to Dept. of Revenue

\$

Amount
Minimum of
\$50

Compliance
Date
Must have
passed

Expiration
Date
Must NOT have
passed

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Debts (12 of 21)

- Criteria for Sending Weekly to Dept. of Revenue

\$

Amount
Minimum of
\$50



Compliance
Date
Must have
passed

Expiration
Date
Must NOT have
passed

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Debts (12 of 21)

- Criteria for Sending Weekly to Dept. of Revenue



Amount

Minimum of \$50



Compliance Date

Must have passed



Expiration Date

Must NOT have passed

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Debts (13 of 21)

- Fees:**
 - Clearinghouse adds \$15 to EACH debt BEFORE sending weekly to the Dept. of Revenue (who forwards every two weeks to Education Lottery)
 - Once a \$15 fee has been taken in a calendar year, no additional fee is added (reset to \$15 next year)
 - DOR and Lottery legislated to take \$5 for EACH setoff
 - Local governments cannot add their own collection fee!

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Debts (14 of 21)

- Priority:**
 - New debts (by SSN/ITIN and Unique Id) are marked with date and time
 - Existing debts retain their priority order
 - Debts below \$50 and/or expired are deleted at year-end, losing priority

Entity Name	Account Number	Original Amount	Current Amount	Self Amount	Fee Amount	Balance After Setoff	Debt	Compliance Date	Expiration Date	Load Date
County	EX4-310018	500.00	0.00	500.00	15.00	0.00	EMM	01/01/2015	12/31/2025	01/01/2015
Number of Debts 1		500.00	0.00	500.00	15.00					
County	348	544.61	249.95	300.04	15.00	249.95	DNT	08/21/2015	08/01/2035	02/04/2016
Number of Debts 1		544.61	249.95	300.04	15.00					
Number of Debts 2		1,104.61	249.95	900.04	30.00					

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Debts (15 of 21)

Details for Debts at
Dept. of Revenue and
Lottery:

- Each SSN/ITIN sent with one combined debt amount, including fees
 - ONLY ONE First Name, Middle Initial, Address and Debt Amount (no local govt. info provided)
 - Clearinghouse uses oldest CURRENT submission of the Full Name with SSN/ITIN
 - May not be the correct Name with this SSN/ITIN
 - Dept. of Revenue no longer provides rejected lists

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Debts (16 of 21)

• Example of Debts for a Debtor:

- 5 debts (2 counties, 2 municipalities)

SSN	LAST NAME	FIRST NAME	INIT	ADDRESS	CITY	STATE	ZIP	DEBT AMOUNT	DEPT TYPE	DATE LOADED	ENTITY
949-12-3456	STONE	MARTHA	E	1014 WEST SINGLE STREET	CENTRAL	NC	28991	100.00 TAX		5/1/2018	COUNTY 1
949-12-3456	STONE	MARTHA	E	1014 WEST SINGLE STREET	CENTRAL	NC	28991	100.00 UTL		7/30/2020	COUNTY 1
949-12-3456	STONE	MARTY		318 CIRCLE DRIVE	WESTERN	NC	28103	100.00 EMPS		6/18/2022	COUNTY 2
949-12-3456	ARCHIBALD	MARTHA	S	980 BALMY BRUSH RD	FAR WESTERN	NC	28065	100.00 TAX		12/15/2023	CITY 1
949-12-3456	DAILY	EUGENE		19635 HWY 164 EAST	BRUSHTON	NC	28123	100.00 PAG		2/16/2024	CITY 2

- Combined in preparation for Dept. of Revenue

SSN	LAST NAME	FIRST NAME	INIT	ADDRESS	CITY	STATE	ZIP	DEBT AMOUNT
949-12-3456	STONE	MARTHA	E	1014 WEST SINGLE STREET	CENTRAL	NC	28991	500.00

(5) \$100 debts

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Debts (17 of 21)

• Example of Debts for a Debtor:

- 5 debts (2 counties, 2 municipalities)

SSN	LAST NAME	FIRST NAME	INIT	ADDRESS	CITY	STATE	ZIP	
949-12-3456	STONE	MARTHA	E	1014 WEST SINGLE STREET	CENTRAL	NC	28991	1
949-12-3456	STONE	MARTHA	E	1014 WEST SINGLE STREET	CENTRAL	NC	28991	2
949-12-3456	STONE	MARTY		318 CIRCLE DRIVE	WESTERN	NC	28103	3
949-12-3456	ARCHIBALD	MARTHA	S	980 BALMY BRUSH RD	FAR WESTERN	NC	28065	4
949-12-3456	DAILY	EUGENE		19635 HWY 164 EAST	BRUSHTON	NC	28123	5

2) Same person? YES

3) Same person? HIGHLY LIKELY

4) Same person? PROBABLY (MARITAL STATUS CHANGE?)

5) Same person? HIGHLY DOUBTFUL (SSN ERROR?)

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Debts (18 of 21)

- Example of Debts for a Debtor:

- Original debts

SSN	LAST NAME	FIRST NAME	INIT	ADDRESS	CITY	STATE	ZIP	DEBT AMOUNT	DEPT TYPE	DATE LOADED	ENTITY
949-12-3456	STONE	MARTHA	E	1034 WEST SINGLE STREET	CENTRAL	NC	28991	100.00	TAX	5/1/2018	COUNTY 1
949-12-3456	STONE	MARTHA	E	1034 WEST SINGLE STREET	CENTRAL	NC	28991	100.00	UTL	7/20/2020	COUNTY 1
949-12-3456	STONE	MARTY		108 CIRCLE DRIVE	WESTERN	NC	28100	100.00	TMS	6/18/2022	COUNTY 2
949-12-3456	ARCHIBALD	MARTHA	S	980 BALMY BRUSH RD	FAR WESTERN	NC	28060	100.00	TAX	12/15/2023	CITY 1
949-12-3456	DALY	EUGENE		19635 HWY 164 EAST	BRUSHYTON	NC	28123	100.00	PKG	2/16/2024	CITY 2

- Combined debts and fees (5 x \$15) for Dept. of Revenue

SSN	LAST NAME	FIRST NAME	INIT	ADDRESS	CITY	STATE	ZIP	DEBT AMOUNT (with fees)	AGENCY
949-12-3456	STONE	MARTHA	E	1034 WEST SINGLE STREET	CENTRAL	NC	28991	\$75.00	0159

\$500 +
(5) \$15
fees

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Debts (19 of 21)

- What Can Department of Revenue answer if called by Debtor?

SSN	LAST NAME	FIRST NAME	INIT	ADDRESS	CITY	STATE	ZIP	DEBT AMOUNT (with fees)	AGENCY
949-12-3456	STONE	MARTHA	E	1034 WEST SINGLE STREET	CENTRAL	NC	28991	\$75.00	0159

Only This
Combined
Information

Agency 0159 - Local Government debt setoff Clearinghouse

- Department of Revenue has no idea it is County 1 or 2, nor City 1 or 2
- They only know it is agency 0159 – local government Clearinghouse
- Cannot tell Martha Stone/Archibald any other details:
 - No way to know of a debt in name of Eugene Daly being taken

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Debts (20 of 21)

- Example of Debts for a Debtor:

- Setoff occurs for \$500.00 from Dept of Revenue

SSN	LAST NAME	FIRST NAME	DEBT AMOUNT	ACCOUNT NUMBER	ENTITY	Setoff Amount	Fee	Balance after Setoff	Remains Setoff
949-12-3456	STONE	MARTHA	100.00	PT-2017-91531	COUNTY 1	100.00	15.00	0	385.00
949-12-3456	STONE	MARTHA	100.00	W-100973-N	COUNTY 1	100.00	15.00	0	270.00
949-12-3456	STONE	MARTY	100.00	E21-109876	COUNTY 2	100.00	15.00	0	155.00
949-12-3456	ARCHIBALD	MARTHA	100.00	T-10345-2022	CITY 1	100.00	15.00	0	40.00
949-12-3456	DALY	EUGENE	100.00	USD-1012	CITY 2	40.00	0.00	60	0.00

- Remaining debts

SSN	LAST NAME	FIRST NAME	INIT	ADDRESS	CITY	STATE	ZIP	DEBT AMOUNT (with fees)	AGENCY
949-12-3456	STONE	MARTHA	E	1034 WEST SINGLE STREET	CENTRAL	NC	28991	75.00	0159

\$60 + \$15

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Debts (21 of 21)

- **Submission to Clearinghouse:**
 - Can be submitted daily, file overwrites and remains on secure folder until Friday (or whenever download by Clearinghouse for weekly processing)
 - Recommend at least weekly (every Friday afternoon suggested)
 - Processed beginning early Sunday evening or Monday morning, ends before 11 a.m.
 - Status results provided by email by Monday late morning to early afternoon
 - Changes at local government MUST be transmitted to Clearinghouse to be adjusted at Dept. of Revenue (then shared with Education Lottery)

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FOCUS (4 of 9)



SETOFFS
Calendar
Process
Requirements
Refunds and Surplus

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Setoffs (1 of 10)

- Occur 21 – 23 times per year
- Always on Tuesday: can be 1st and 3rd (occasionally 1st, 3rd and 5th) OR 2nd and 4th.
- Dept. of Revenue starts in February, ends mid-December,
- Separate Lottery in January (both on Tuesdays, two weeks apart)
- Deposits from Dept. of Revenue and Education Lottery go directly into Capital Mgt.
- Clearinghouse informs Capital Mgt. how much to deposit into each local govt. account
- Must have a Capital Management account (starts with 47) to participate
 - Clearinghouse can only direct deposits into ONE Capital management account
 - Local governments can use reports and files to internally make deposits if multiple department/account codes

2026 DOR Setoff Calendar:
<http://www.ncsetoff.org/calendar.htm>

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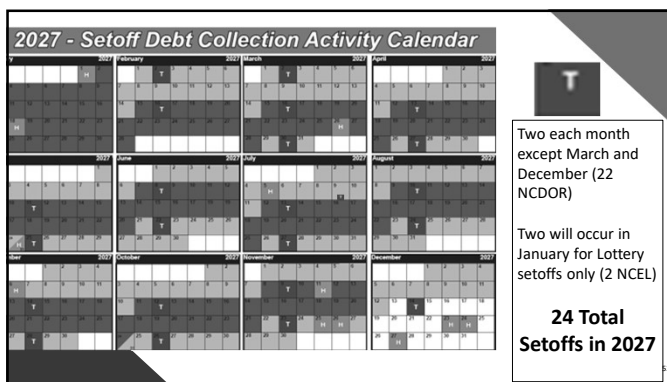
Setoffs (2 of 10)

• Setoff Information timeline:

- File information provided by Dept. of Revenue and Education Lottery (Tuesday) – usually 2nd and 4th of the month
- Setoff files and reports available to local governments (Tuesday)
 - Remain for 10 days – please download as same file names used for next setoff!
- Deposit information provided to Capital Management (Wednesday)
- Deposit from Dept. of Revenue and Lottery to Capital Mgt. (Friday)
- Funds available to local governments from Capital Management – (following Tuesday)

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Setoffs (4 of 10)

• Setoff Files Availability Email:

REMINDERS: ncsetoff@ncsetoff.org
NC Local Govt Debt Setoff Clearinghouse has processed a file from NCDOR & NCEL

SECURITY REMINDERS

SURPLUS REMINDERS

PASSWORD REMINDERS

SETOFF IMPORT REMINDERS

Each email recipient sees the other recipient email addresses – please reply if additions/edits needed

SECURITY REMINDERS:

1. BE CAREFUL PRINTING REPORTS WITH FULL SOCIAL SECURITY NUMBERS (SSNs) - OUR SOFTWARE HAS SETTINGS TO MASK SSNs.
2. DO NOT SEND UNSECURED EMAILS WITH SOCIAL SECURITY NUMBERS, EVEN TO THE CLEARINGHOUSE!
3. VIOLATING THIS SECURITY MAY RESULT IN YOUR LOCAL GOVERNMENT BEING SUSPENDED FROM THE DEBT SETOFF PROGRAM!

PASSWORD REMINDERS:

1. If the TRANSMIT IMPORT FROM CLEARINGHOUSE SETOFF option fails, it is probably the TRANSMIT password has expired.
2. None of the TRANSMIT menu options will function if the 7 day password warning message has been sent but the password was not changed.
3. Please change this TRANSMIT password, if have ADMIN user and password (immediately upon receiving the password warning message).
4. TRANSMIT password does NOT affect the user and password for signing on. ONLY the TRANSMIT menu.
5. Using the ADMIN user and password will allow for the changing of the signed TRANSMIT password.

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Setoffs (5 of 10)

- **Setoff Files (client software users):**
 1. C/Mnnn-yyyymmdd.pdf
 2. C/Mnnn-yyyymmdd.xlsx
 3. setoff.txt ⚠
 4. C/Mnnn-Surplus-yyymmdd.xlsx (if any identified)

These 3 files Always provided

Contains FULL nine-digit SSNs/ITINs ⚠ DELETED once processed

All files have the date appended to the filename, except for setoff.txt

Files remain for only 10 days – but can be restored. Please download – part of DUE PROCESS

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Setoffs (6 of 10)

Used for importing into another billing system

- **Additional Setoff Files (client software users):**
 1. Match-yyyymmdd.dat ⚠
 2. Match-AcctCode-yyyymmdd.dat ⚠

Contains FULL nine digit SSNs/ITINs ⚠

Match-20261006.dat Match-TAX-20261006.dat

These must be requested

Files remain for only 10 days – but can be restored. Please download – part of DUE PROCESS

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Setoffs (7 of 10)

- **C/Mnnn-yyymmdd.xlsx:**
 - Contains each debt setoff
 - Identifies account number, department, amount setoff, remaining balance and fee
 - Shows multiple debts setoff for one person
 - Even debts deleted from local government
 - Shows surplus amount
 - Identifies if a different name was sent to Dept. of Revenue
 - Can sum setoff amount column to match Capital Mgt. deposit

matches Capital Mgt. deposit

SETOFF AMOUNT
110.00
65.00
40.00
108.50
320.00
51.50
695.00

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Setoffs (8 of 10)

• C/Mnnn-yyyymmdd.xlsx - sample:

SSN	LAST NAME	FIRST NAME	INIT	ADDRESS	CITY	STATE	ZIP	DEBT AMOUNT	SETOFF AMOUNT	SETOFF DATE	SETOFF SURPLUS	ACCOUNT NBR	DEPT	
***-**-7314	ALDEN	JOHN		1307 Christopher Ln	Carry	NC	27127	0.00	151.54	10/06/2026	0.00	151.54	EMA 800773	EMA
***-**-2713	ALLERTON	BARINNER	L	9182 Percival Street	Hickory	NC	27601	166.23	127.77	10/06/2026	15.00	EMA 116547	EMA	
***-**-4096	ALLERTON	BRITTANY		1053 Bentley Road	Concord	NC	27217	0.00	295.46	10/06/2026	15.00	SCBNC 599482	TAX	
***-**-4046	BRADFORD	HEATHLE		876 Elm Street	High Point	NC	27217	139.72	17.28	10/06/2026	15.00	201181301421	TAX	
***-**-1343	COOKE	HARRIETT		1824 W Oakland St	Chapel Hill	NC	27523	0.00	278.81	10/06/2026	15.00	201201260167	TAX	
***-**-7140	GARDNER	REBECCA		159 Barry Tree Ln	Statesville	NC	28156	91.88	47.00	10/06/2026	0.00	6302469.00 97	UPL	
***-**-6371	WILLET	ALICIA		1118 Sara Dr	Concord	NC	27203	426.31	92.69	10/06/2026	15.00	56496	UPL	

Dept. of Revenue no longer provides name and address

Above names are from public list from Mayflower and/or Titanic

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Setoffs (9 of 10)

• C/Mnnn-yyyymmdd.xlsx - sample

SSN	LAST NAME	FIRST NAME	DEBT AMOUNT	SETOFF AMOUNT	SETOFF DATE	SETOFF SURPLUS	UNIQUE KEY	COMPLIANCE	EXPIRATION	DATE	DATE SOURCE	CLEARINGHOUSE SUBMITTED	LAST NAME FIRST NAME
***-**-4875	ANDERSON	Anders	0.00	480.30	10/06/2026	15.00	EMA 800893	EMA	10/07/2026	10/07/2026	10/07/2026	10/07/2026	Anders
***-**-2881	Bahr	Karl	351.44	40.33	10/06/2026	0.00	121-58138	EMA	12/31/2026	12/31/2026	12/31/2026	12/31/2026	Bahr
***-**-4882	Bailey	Neuradine	0.00	90.80	10/06/2026	15.00	121-58138	EMA	12/31/2026	12/31/2026	12/31/2026	12/31/2026	Bailey
***-**-2881	Caran	Maria	680.90	40.33	10/06/2026	15.00	121-58138	EMA	12/31/2026	12/31/2026	12/31/2026	12/31/2026	Caran
***-**-4882	Caran	Maria	680.90	40.33	10/06/2026	15.00	121-58138	EMA	12/31/2026	12/31/2026	12/31/2026	12/31/2026	Caran
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***-**-4882	Caran	Maria	680.90	40.33	10/06/2026	15.00	121-58138	EMA	12/31/2026	12/31/2026	12/31/2026	12/31/2026	Caran
***-**-2881	Caran	Maria	680.90	40.33	10/06/2026	15.00	121-58138	EMA	12/31/2026	12/3			

Refunds and Surpluses (1 of 2)

- Clearinghouse provides information regarding surpluses
- Excel file: *C/M-Surplus-yyyyymmdd.xlsx*

SSN	LAST NAME	FIRST NAME	INIT	SURPLUS AMOUNT	FEE	UNIQUE KEY	ADDRESS	CITY	STATE	ZIP	INPT
***-**-3229	ANDERSEN	ALBERT	K	283.00	15.00	26999	8953 HOLLOW PINE DRIVE	WINGHAM	NC	27545	AKC
***-**-8133	CLARKE	ADA	E	130.00	0.00	64194	6439 INDIGO BUNTING RD	RALEIGH	NC	27604	TAX
***-**-6223	WAELENS	ACHILLE		81.22	15.00	34017	1349 BARRISTER PASS RD	CHARLOTTE	NC	27813	UTL

If a Lottery surplus – the address provided by the NCEL

- If a surplus-yyyyymmdd.xlsx is provided, be sure someone downloads and researches
- Probably no need to refund the fee, if timing. However, if local government made an error, probably also need to refund Dept. of Revenue or Lottery \$5 fee

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Refunds and Surpluses (2 of 2)

- **SURPLUS occurs when more than amount owed by debtor was taken by Dept. of Revenue and/or Education Lottery (old legacy systems don't check to see if taken already)**
 - Debtor files multiple tax refunds in short period of time
 - Debtor claims more than one lottery winning of \$600 or more in short period of time
 - Debtor pays debt too soon (even AFTER) filing tax refund/claiming lottery winning
 - Debt is setoff soon after debt expired (review before automatically refunding)
 - Debtor has tax refund setoff AND lottery claim
 - Surpluses (except \$15 fee only) provided in separate excel file with setoff information
 - No longer includes Department of Revenue name or address, although Lottery provides address
 - Verify before sending surpluses
- **Cannot apply surplus to other debts that haven't been given due process! REFUNDS are requested through NCACC or NCLM on behalf of the NC DEPARTMENT OF REVENUE**
 - Local government returns amount received (can restore debt amount)
 - NCACC/NCLM returns fee (if taken)
 - Department of Revenue returns \$5.00 fee

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FOCUS (5 of 9)



RECONCILING

Adjustments
Deposits
Emails
Interactive Voice Response

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Adjustments - Email (1 of 6)

- Announcements
- Important Information
- Setoff Calendar
- Tips and Reminders
- Hours of Operation

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Adjustments - Email (2 of 6)

Rejected

Not Compliant

Expired

Debtors Rejected:	10
Debts Rejected:	10
Debts Not Yet Compliant:	0
Debts Expired:	36

Needs Reviewing – contact Clearinghouse to correct/remove

Informational – May Need Reviewing

Debtors Rejected:	0
Debts Rejected:	0
Debts Not Yet Compliant:	0
Debts Expired:	0

Perfect!

Debts Not Yet Compliant:	598
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Informational – May Need Reviewing

Each email recipient sees the other recipient email addresses – please reply if additions/edits needed

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Adjustments - Email (3 of 6)

Weekend Process

Previous Debt Amount

Current Debt Amount

Net Amount

Increases/Decreases result from imports and/or manual adjustments at local government. Setoffs offset if local govt. processed the setoff file. Large increases usually from Clearinghouse or internal staff processed a departmental Excel/ASCII file.

Previous Debt Amount:	\$10,996,418.66
Current Debt Amount:	\$14,115,461.71
Net Amount:	\$3,120,043.25

3 Files Received

Previous Debt Amount:	\$406,968.97
Current Debt Amount:	\$406,968.97
Net Amount:	\$0.00

If no adds/adjustments at local govt.

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Adjustments - Email (4 of 6)

• **Date Errors:**

DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
UTL	NOTICE: Compliance Date 90+ days: 09/27/2027	Debt Amount: 220.20	O'GEORGE C	Acct #: 1250883-354856-695036
UTL	NOTICE: Compliance Date 90+ days: 09/21/2027	Debt Amount: 78.45	TELLE C	Acct #: 1249684-314964-697699
DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
EMS	NOTICE: Compliance Date 1+ days: 10/16/2026	Debt Amount: 134.00	LIA PATRICIA	Acct #: SC057349
EMS	NOTICE: Compliance Date 1+ days: 10/16/2026	Debt Amount: 275.00	KEL ROBERT	Acct #: SC057308
EMS	NOTICE: Compliance Date 1+ days: 10/16/2026	Debt Amount: 999.00	WELLEITH	Acct #: SC057335
DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
FIC	NOTICE: Compliance Date 90+ days: 09/27/2027	Debt Amount: 2,242.15	PUR	Acct #: UT WATER/SEWER 2009-21812
FIC	Compliance Date must be prior to expiration	Debt Amount: 2,242.15	PUR	Acct #: UT WATER/SEWER 2009-21812
DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
TAX	DEBT REJECTED: Expired: 12/31/2025	Debt Amount: 114.49	BRADY	Acct #: 1000423 09-11
TAX	DEBT REJECTED: Expired: 12/31/2025	Debt Amount: 53.90	HENGER	Acct #: 50182449 10

Compliance Date may not be an Error – but if many months or years in future, it would be

Not an Error – but consider extending or deleting

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Adjustments - Email (5 of 6)

• **Invalid SSN Errors:**

SSN	DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
000-00-1528	UTL	DEBT REJECTED: Invalid SSN, begins with 0000	Debt Amount: 1,207.51	TJ	Acct #: 3859984973
000-00-1528	UTL	DEBT REJECTED: Invalid SSN, begins with 0000	Debt Amount: 1,215.45	TJ	Acct #: 3859984973
000-00-1787	UTL	DEBT REJECTED: Invalid SSN, begins with 0000	Debt Amount: 51.47	HE	Acct #: 567216665
000-00-2777	UTL	DEBT REJECTED: Invalid SSN, begins with 0000	Debt Amount: 183.04	HE	Acct #: 81162309
SSN	DEPT	ERROR	DEBT AMOUNT <td>NAME</td> <td>ACCOUNT NUMBER</td>	NAME	ACCOUNT NUMBER
999-99-3884	EMS	DEBT REJECTED: Invalid SSN, begins with 9999	Debt Amount: 402.00	MAC	Acct #: 2400067904
011-02-28	UTL	DEBT REJECTED: Invalid SSN, not nine digits	Debt Amount: 383.26	SCI	Acct #: 158844-12749

Cannot begin with 000- or 999-

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Adjustments - Email (6 of 6)

• **Invalid Name Errors:**

SSN	DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
1-4312	UTL	DEBT REJECTED: First Name Invalid:	Debt Amount: 105.94	PIE	Acct #: US541751
1-7257	UTL	DEBT REJECTED: First Name Invalid:	Debt Amount: 424.56	SI	Acct #: US541901
1-2949	TAX	DEBT REJECTED: Last Name Invalid: SPATRICIA	Debt Amount: 651.49	SPATRICIA MCP.	Acct #: 2021854910
1-2359	TAX	DEBT REJECTED: Last Name Invalid: SPARKS	Debt Amount: 967.87	SPARKS MALCOM	Acct #: 2017016704
011-02-28	UTL	DEBT REJECTED: Invalid SSN, not nine digits	Debt Amount: 383.26		

Cannot begin with 000- or 999-

Not an Error – but consider extending or deleting

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Focus (6 of 9)



ANALYTICS

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ANALYTICS

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ANALYTICS
ANALYTICS
ANALYTICS

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Analytics (1 of 4)

Setoffs in 2026 – By Year Debt Submitted

Year Debt Submitted	# of Setoffs/Amount Collected in 2026	Year Debt Submitted	# of Setoffs/Amount Collected in 2026
2004	0 / \$0	2015	1,874 / \$345,316
2005	0 / \$0	2016	3,326 / \$616,336
2006	2 / \$338	2017	2,389 / \$396,225
2007	3 / \$229	2018	2,899 / \$528,049
2008	1 / \$60	2019	5,231 / \$975,427
2009	0 / \$0	2020	5,154 / \$922,660
2010	9 / \$978	2021	6,683 / \$1,282,603
2011	309 / \$52,176	2022	7,634 / \$1,426,969
2012	1,643 / \$283,676	2023	8,482 / \$1,569,152
2013	1,548 / \$286,781	2024	13,414 / \$2,553,540
2014	1,892 / \$362,978	2025	26,033 / \$4,794,553
		2026	13,569 / \$2,776,926

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Analytics (2 of 4)

Setoffs in 2026 – By Year Debt Submitted

Submitted w/in 3 Years: 2024 - 2026:

- \$10,125,019 (51%)

Submitted w/in 5 Years: 2022 - 2026:

- \$13,121,142 (66%)

Submitted w/in 10 Years: 2017 - 2026:

- \$17,226,110 (86%)

Total Collected in 2026:

- \$20,019,651

Setoff in 2026

submitted 2002 - 2016:

- \$1,901,908 (9%)

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Analytics (3 of 4)

Largest Single Individual Setoff:

\$23,196 - 4/17/2019

Other Notables:

\$22,465 - 2/6/2018

\$21,083 - 9/26/2023

Same Debtor Same Year:

\$17,694 - 4/18/2017

\$16,786 - 5/2/2017

Total Setoff: \$34,480

Total Fees: \$30

Same Debtor Most Setoffs:

87 setoffs for \$7,196 - 5/2/2023

(86 EMS Trips: 2013 - 2022)

Total Fees: \$1,305

Single Debtor Most Funds Taken:

\$46,474 Taxes (5 debts)

Setoff in 2023 & 2025

Total Fees: \$75

• All Setoffs (2019 - present): 888,887

- \$0.01 - \$49.99: 91,950 (10%)
- \$50 - \$199.99: 520,544 (58%)
- \$200 - \$999.99: 272,192 (31%)
- \$1,000 - \$4,999: 4,170 (.05%)
- \$5,000 - \$9,999: 28
- \$10,000+: 3

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Analytics (4 of 4)

Largest 2026 Setoffs (Tax Setoffs):

- 1) \$5,418 (Utilities)
- 2) \$3,939 (Tax)
- 3) \$2,750 (Miscellaneous)
- 4) \$2,322 (Health)
- 5) \$1,836 (EMS)
- 6) \$1,290 (Citation)
- 7) \$1,250 (Animal Control)
- 8) \$1,107 (Parking)
- 9) \$1,106 (Housing)

Largest 2025 Setoffs (Lottery Claims):

- 1) \$5,111 (EMS)
- 2) \$4,105 (Utilities)
- 3) \$2,774 (Tax)
- 4) \$1,879 (Citations)
- 5) \$1,562 (Miscellaneous)

Same Debtor Most Setoffs in 2026:
18 FMS setoffs for \$7,633 (Fees: \$270)

• **Setoffs in 2026:**

- \$0.01 - \$49.99: 10,884
- \$50 - \$199.99: 60,621 (28,345 paid in full)
- \$200 - \$999.99: 34,010 (14,640 pd in full)
- \$1,000 - \$4,999: 582 (404 paid in full)
- \$5,000 - \$9,999: 2 (1 paid in full)
- \$10,000+: 0 setoff

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Focus (7 of 9)



YEAR-END
Participation Form for 2027

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N★C LOCAL GOVERNMENT
DEBT SETOFF CLEARINGHOUSE

2027 Annual Participation Form

This Participation Form certifies that the local government intends to participate in the North Carolina Local Government Debt Setoff Clearinghouse for the 2027 calendar year. Only ONE form is needed per local government. The participation form covers all departments.

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Local Government Name *

Entity Code(ie. C### or M###) *

Type of Participant: If you are a municipality providing utilities, select City/Town/Village, not Water & Sewer (162A Art. 1).

☐ City/Town/Village

☐ County

☐ Water & Sewer (162A Art. 1)

☐ Joint Regional Agency (160A Art. 20)

☐ Public Health Authority (130A ~ Art.2, Part 1B)

☐ Metropolitan Sewerage District (162A Art. 5)

☐ Sanitary District (130A Art. 2, Part 2)

☐ Housing Authority (157)

☐ Regional Solid Waste Authority (153A Art. 22)

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Coordinator Information

This person will be the entity's primary contact should the Clearinghouse need to reach you.

Coordinator Name:

Coordinator Phone Number

() - -

Please enter a valid phone number.

Coordinator Email Address:

example@example.com

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Debtor Contact

This person will be the primary contact when a debtor wishes to reach the entity. This may be the same person as the coordinator.

Contact Name:

Contact Phone Number:

(000) 000-0000

Please enter a direct line phone number.

Contact Email address:

example@example.com

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2026Workshop-AllAttendees-Notes.pdf

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Hearing Officer and Title/Position:

What name and/or department should debtors be referred to when calling the Interactive Voice Response (IVR)?

What telephone number should debtors be referred to when calling the Interactive Voice Response (IVR)?
 Phone Number must be to the local government, NOT the vendor!

Please enter a valid phone number.

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

☐ No - just 1 needed
☐ Yes - please contact Clearinghouse to discuss
☐ Already set up - No changes needed at this time
☐ Already set up - Changes needed; please contact Clearinghouse

Can have separate contact (names or departments/groups for each debt type. Will assist callers and each frustration if can't reach someone can answer questions about their debt.

EMS	Customer Services	919-555-1012
Tax	Tax Office	919-555-1014
HLT	Patient Billing	999-555-1061 ext. 345
UTL	Susan	919-555-1876

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What is your current method for transmitting debts (if already participating)? OR What would you like to choose if you are not yet participating?

☐ Client Software: Encrypted Data and Encrypted File Transfer (No Cost)
☐ Secure Web Access: Encrypted File Transfers: ASCII ONLY (No Cost)
☐ Hardcopy Forms by Secure Fax (No Cost)

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Type of Debt(s) currently being submitted (for information only):

☐ Taxes - Property
☐ Taxes - Vehicle
☐ Utilities
☐ EMS
☐ Health
☐ Alarms
☐ Animal Violations
☐ Assessments
☐ Civil Citations
☐ Code Enforcement
☐ Demolitions
☐ Employees
☐ Environmental

☐ Fines (library/other)
☐ Housing
☐ Inspections
☐ Landfill
☐ Loans
☐ Maintenance (lawn,trees)
☐ Nuisance
☐ Ordinance Violations
☐ Parking Tickets
☐ Privilege license (debts prior to 6/30/2015)
☐ Recreation
☐ Returned Checks
☐ Sewer Tap
☐ Solid Waste
☐ Storage Rental
☐ Storm Water
☐ Traffic Citations
☐ None (a new participant)

Check what currently being submitted or anticipated soon, no need to resubmit if add or delete before next year's participation form.

Other types of debt not listed above:

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Name of person completing this form:

Title of person completing this form:

Email address of person completing this form:

example@example.com

Since 2026
 No separate electronic signature form – only one form

Due by end of December or debts will be removed in early January and priority lost.

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FOCUS (8 of 9)



YEAR-END
 Expired Debts
 Close Current Year
 Prepare for New Year

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Year-end Clean-up/Expired Debts (1 of 6)

- Clearinghouse will provide an Excel file of already expired debts or those that will expire by 12/31/2026
 - Only last four of SSN/ITIN is provided
 - Client software users can view entire SSN/ITIN (with access rights) using Report-Expiration
 - We will send an email, with instructions, after placing in your secure folder (automatically deleted after 10 days but can be restored)
 - All Departments in same file
 - sort/separate/distribute if necessary
 - Estimated availability– Monday, Nov.9, 2026 (1 day prior to virtual software training)

Currently 180 local govts.
 Counties: 55
 Agencies: 15
 Municipalities: 102
 Housing Auth.: 8

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Year-end/Expired Debts (5 of 6)

- Avoid the need for a list from Clearinghouse. Run report to see debts expiring by end of this year (client software users)

Some expired debts may be \$0.00

SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	EXPIRATION DATE
***-9136	Parke Edward F	0.00	H/T	7941359	12/31/2026
***-8765	Pineas Patrick	49.86	H/T	6792021	12/31/2026
***-8544	Rhys John	0.00	H/T	6852773	12/31/2026
***-4309	Rodblom Anna R	100.00	H/T	6844207	12/31/2026
***-0062	Rothschild John J	222.25	H/T	4783344	12/31/2026

Select many years prior – to be sure. Recommend 1/1/2000 and go to end of this year 12/31/2025

Above names are from public list from Mayflower and/or Titanic

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Year-end/Expired Debts (6 of 6)

- Also run report to see debts expiring by next year major Tax season (client software users)

Expiration Start Date: 01/01/2000
Expiration End Date: 04/30/2027

Account Codes: TAX Taxes

SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	EXPIRATION DATE
***-4884	Abeloff Karen M	315.25	TAX	2054483284	04/30/2027
***-1514	Abeloff Charles A	65.12	TAX	2055493702	04/29/2027
		380.37			

Select many years prior – to be sure. Recommend 1/1/2000 and go to end of major tax season 04/30/2026. Even consider choosing end of next year: 12/31/2026

Above names are from public list from Mayflower and/or Titanic

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Year-end Clean-up Requirements (1 of 1)

- **Remove debts no longer attempting to collect:**
 - 1) Debts \$0 not setoff (GOOD) – (MINIMUM)
 - Debtors who paid, entered incorrectly, bankruptcy or deceased
 - Client software users can view entire SSN/ITIN (with access rights) using Report-Expiration
 - 2) All debts less than \$50 not setoff (GOOD)
 - 3) All \$0 debts (BETTER)
 - 4) All debts less than \$50 (BEST)

For any cleanup option, Setoff report history still retained

Our software has options for each of the above, BY DEPARTMENT

The Clearinghouse will connect and execute one or more of these – email us with your request in December

Create Excel export file PRIOR to any clean-up/deletion. Consider unmasking SSNs/ITINs.

Import/Export | Transmit
Excel File Export

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2026 Year-end Requirements (started in 2024)

Year-end cleanup procedures for the purpose of Personal Identifiable Information (PII) are no longer optional.

Local governments can do manual edits as any User or mass edits via menu as Administrator).

Instructions and reminders will be sent by late November. The Clearinghouse staff will assist.

- Client Software Users
 - DELETIONS:
 1. DELETE ALL \$0.00 NOT SETOFF (minimum)
 2. DELETE ALL \$0.00 (better)
 3. DELETE ALL < \$50 (BEST)
 - EXPIRED DEBTS
 1. EXTEND (BEST) OR
 2. DELETE (minimum if don't extend)
 - a) \$0.00 EXPIRED DEBTS (minimum)
 - b) < \$50 EXPIRED DEBTS (better)
 - c) ALL EXPIRED DEBTS (BEST)

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FOCUS (9 of 9)



AVOIDING DISASTER

Backups
File Submission
Refunds from Dept of Revenue

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Avoiding Disaster/Refunds (1 of 3)

- Check Weekly Import Status Reports
 - Contact us if a substantial increase or decrease
- Process your setoff files – check setoff calendar
- Transmit Updated Balances to Clearinghouse after changes to balances
 - Export to Clearinghouse-Debtor Information
- Check/reconcile Capital Mgt. deposits with Setoff Reports

Changes in your client software DOES NOT update at Clearinghouse unless TRANSMIT executed

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[illegible]

Avoiding Refunds Scenario (1 of 2)

The diagram shows a vertical timeline with four downward-pointing chevrons labeled Day 1, Day 2, Day 7, and Day 7. The events are as follows:

- Day 1**: Debtor comes in to pay balance on a Monday
- Day 2**: Local government TRANSMITS balances to Clearinghouse next day (Tuesday)
- Day 7**: Clearinghouse processes local government balance file on following Monday morning
- Day 7**: Clearinghouse creates weekly file for Dept. of Revenue on following Monday

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**Avoiding Refunds Scenario (2 of 2)

The diagram shows a vertical timeline with four downward-pointing chevrons labeled Day 8, Day 8, Day 9, and Day 15. The events are as follows:

- Day 8**: Clearinghouse transmits to Dept. of Revenue prior to the weekly Tuesday deadline (10 a.m.)
- Day 8**: Dept. of Revenue loads Clearinghouse file Tuesday evening
- Day 9**: Debtor who paid balance the previous Monday can now file tax refund (9 days later)
- Day 15**: Debtor who paid balance the previous Monday can now claim a \$600+ lottery ticket

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Interactive Voice Response (IVR)

- Debtor receives letter from N.C. Department of Revenue with local government toll free number (877) 843-0330 to find out who has submitted debts
- Local governments can list as many contacts as have debt types
 - Suggest a department/section or just first name

Debtors often do not listen to entire recording (listed at random)

The organizational chart shows a central box labeled 'Local government' connected to four surrounding boxes: 'ALL-Debt Setoff Coordinator' (top-left), 'EMS-Billing' (top-right), 'UTL-Mary' (bottom-left), and 'TAX-Finance Department' (bottom-right). To the left of this chart is a larger, more complex flowchart showing various departments and their interactions with the IVR system.

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Email (1 of 4)

- **Main Distribution List:**
 - Setoff Notification (NCDOR and/or NCEL)
 - Weekly Import Status reports
 - Workshop Reminders
 - Participation Form Reminders
 - Expired Debts Notification
 - Year-end Instructions
- **MoveIt Transfer Folder List:**
 - File Upload Confirmation
 - Transmit Password Expiration Notification

Above emails now show ALL recipients – click REPLY if changes needed



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Email (2 of 4)

- **MoveIt Transfer Folder:**
 - Password Expiration Warning (7 day warning before Locked, must be changed before able to connect)

Can change if sign on as admin within 7 days

Your Password Has Expired and Must Be Changed Now

We require that passwords be changed every 90 days and your password has now expired. Your "non355" account will not enjoy full access to our system until you sign on with your old credentials and change your password.

If you do not change your password using this procedure in the next 8 days your "non355" account will be automatically suspended and you will not be allowed to change your password using your old credentials.

If you need assistance, please contact Five Star Computing, Inc. at (803) 561-0056 / ncsetoff@ncsetoff.org

Client software users: Transmit password only – not login to software

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Email (3 of 4)

- **MoveIt Transfer Folder:**
 - Password Expiration Notification (7 day warning passed without change – account is locked and requires Clearinghouse reset)

Password Expiration Notification

Your "non355" account has been suspended because you have not changed your password in the last 97 days.

If you need to reactivate your account, you will need to contact Five Star Computing, Inc. at (803) 561-0056 / ncsetoff@ncsetoff.org

Client software users: Transmit password only – not login to software

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Email (4 of 4)

- **To update either or both of these email lists:**
 - send email to ncsetoff@ncsetoff.org with additions, edits or deletions OR request a list of either or both
 - If emails cease, ask your I.T. to whitelist:
 - ncsetoff.org

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Clearinghouse Technical Support

- **Monday – Thursday: 9:00 a.m. to 5 p.m. - Fridays until 1 p.m.**
 - Live toll-free support: (866) 265-1668
 - Conference calls (3 way) with Dept. of Revenue, vendors, I.T., etc.
 - Free remote support using only SplashTop
 - Debtor Inquiries – current and past years (2019 – present)
 - Client Software Support includes these and more:
 - Change TRANSMIT password
 - Import ASCII/Excel files from internal and/or vendors
 - Generate notification letters and pdfs – STORED ONLY AT YOUR LOCATION!
 - Change Expiration and Compliance Dates, process Year-end clean-up
 - Install software, upgrades, provide instructions and training
 - Set-up and train new users
 - Transfer encrypted database to new server (certification keys maintained by Clearinghouse)

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Clearinghouse

• Email addresses

Active	
Bill Walsh	bwalsh@ncsetoff.org
Fran McClary	fmccrary@ncsetoff.org
Hannah Bryant	hbrvant@ncsetoff.org
Requests for file imports, Transmit password reset, software installation, etc.	ncsetoff@ncsetoff.org
No Longer Active	
billwalsh@fivestarccomputing.com (any @fivestarccomputing.com)	
customerservice@ncsetoff.org	
grace@ncsetoff.org	

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Contact Information

Name	Contact Info
Matt Bigelow N.C. Association of County Commissioners Project Development Manager	matt.bigelow@ncacc.org www.ncacc.org (919) 715-4367
Steve Dille N.C. League of Municipalities Chief Financial Officer	sdille@ncdm.org www.ncdm.org (919) 715-3941
Bill Walsh Operations Manager NC Local Government Debt Setoff Clearinghouse	ncsetoff@ncsetoff.org www.ncsetoff.org (866) 265-1668
Other Resources: N.C. Department of Revenue	(919) 814-1120
NC Education Lottery	(919) 301-3531 or 301-3331
Capital Management	(800) 222-3232

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