

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

2026 Debt Setoff Training Workshops (26th Year)

Western – Week #1

Oct. 13

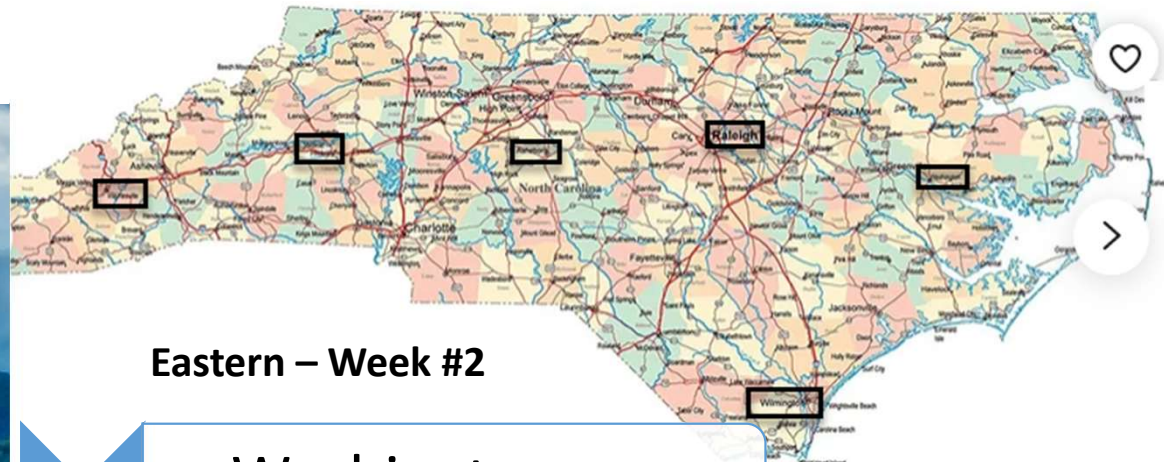
- Waynesville

Oct. 14

- Hickory

Oct. 15

- Asheboro



Eastern – Week #2

Oct. 27

- Washington

Oct. 28

- Wilmington

Oct. 29

- Raleigh



Presenters

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

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



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>

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>

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>

2) New Participants - Startup (audio presentation 18:11 - 11/9/2020)

3) New Participants - Technical (audio presentation 18:50 - 11/9/2020)

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

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

7) Social Security Numbers (audio presentation 5:08 - 11/16/2020)

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

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

Focus (1 of 9)



HEARINGS

Hearing Officer
Procedures
Requirements
Guidance

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

Hearing Officer and Title/Position:



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



Hearings – Basics (3 of 3)

Hearing – Audio Presentation:

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

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

Focus (2 of 9)



DUE PROCESS

Rules
Requirements
Retention

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



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



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



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)

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!



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)

Focus (3 of 9)



DEBTS/DEBTORS

Fees

Issues

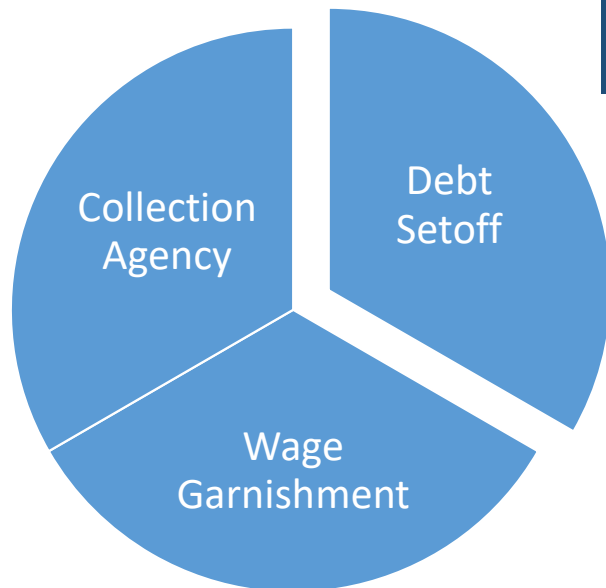
Requirements

Priority

Statute of Limitations

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.

Department of Revenue - Requirements (1 of 1)



- **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 !

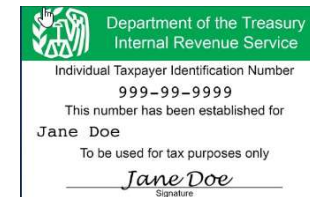
Debtors (1 of 2)

- **ONLY methods for collection:**

- 1) Social Security Numbers



- 2) 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

Debtors (2 of 2)

- **Acquiring Social Security Numbers (SSNs):**
 - Clearinghouse cannot assist in acquisition
 - Vendors available for acquisition (contact us for recommendations) **SSN Lookup and Verification Services** 
 - Many local governments, especially counties, have contracts (check with Finance, Tax, Police)

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

Debts (1 of 21)



Debts (2 of 21)

Any type of debt

DEBT



Debts (3 of 21)

DEBT



At Least 60 Days
Delinquent



Debts (4 of 21)

DEBT



Must Be an Individual's
Debt - not a
corporation



Debts (5 of 21)

DEBT



Must Be \$50 or more



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 Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date
96.04	5.94	90.10	09/23/2025	HLT	8965228	06/15/2031	06/15/2021
45.00	45.00	0.00		HLT	8965228-24	10/04/2027	10/04/2024

Will not go to
Dept. of
Revenue
unless
combined

Debts (7 of 21)

- **Debt Requirements:**

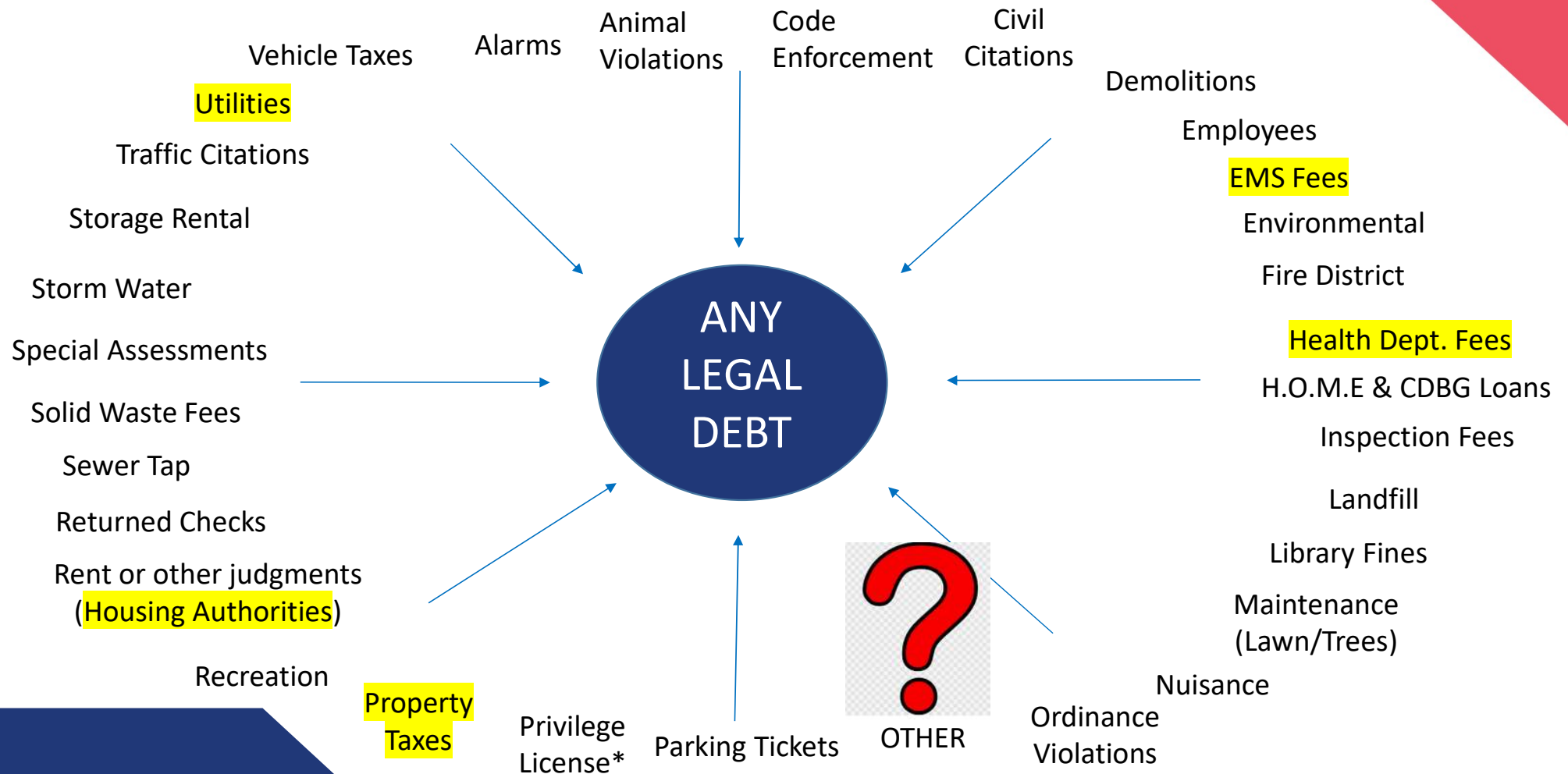
- Debts \$50 or more need to be submitted separately
- Debts can be combined to meet the \$50
 - Should not combine tax debts with non-tax debts, if accruing interest
 - Clearinghouse DOES NOT combine debts, all debts stand alone!

Combined
and made
stand out
with **

Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date
96.04	50.94	90.10	09/23/2025	HLT	8965228 **	06/15/2031	06/15/2021

Will go to
Dept. of
Revenue since
combined

Debts (8 of 21)



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

Debts (10 of 21)

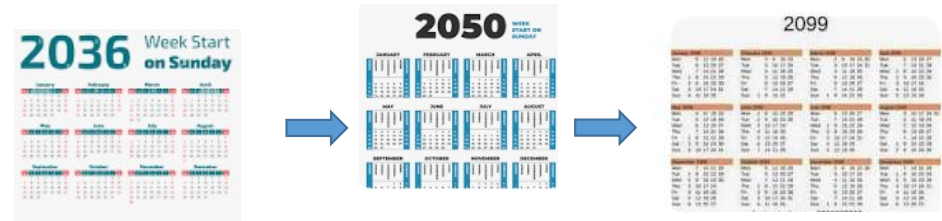
- **Statute of Limitations:**

- 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



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)

Debts (12 of 21)

- Criteria for Sending Weekly to Dept. of Revenue

Debts (12 of 21)

- Criteria for Sending Weekly to Dept. of Revenue



Debts (12 of 21)

- Criteria for Sending Weekly to Dept. of Revenue



Amount

Minimum of
\$50



**Compliance
Date**

Must have
passed

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

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!

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	Setoff Amount	Fee Amount	Balance After Setoff	Debt	Compliance Date	Expiration Date	Load Date
County	E14-310518	560.00	0.00	560.00	15.00	0.00	EMM	01/01/2015	12/31/2025	01072015
Number of Debts: 1		560.00	0.00	560.00	15.00					
County	348	544.61	249.55	360.04	15.00	249.55	DNT	08/21/2015	08/01/2035	02042016
Number of Debts: 1		544.61	249.55	360.04	15.00					
Number of Debts: 2		1,104.61	249.55	920.04	30.00					

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

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	7/20/2020	COUNTY 1
949-12-3456	STONE	MARTY		318 CIRCLE DRIVE	WESTERN	NC	28103	100.00	EMS	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	DALY	EUGENE		19635 HWY 164 EAST	BRUSHTON	NC	28123	100.00	PKG	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

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	DALY	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?)

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	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	7/20/2020	COUNTY 1
949-12-3456	STONE	MARTY		318 CIRCLE DRIVE	WESTERN	NC	28103	100.00	EMS	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	DALY	EUGENE		19635 HWY 164 EAST	BRUSHTON	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)
949-12-3456	STONE	MARTHA	E	1014 WEST SINGLE STREET	CENTRAL	NC	28991	575.00

\$500 +
(5) \$15
fees

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	1014 WEST SINGLE STREET	CENTRAL	NC	28991	575.00	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

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 of Setoff	
949-12-3456	STONE	MARTHA	100.00	PT-2017-981531	COUNTY 1	100.00	15.00	0	385.00	1
949-12-3456	STONE	MARTHA	100.00	W-1009713-X	COUNTY 1	100.00	15.00	0	270.00	2
949-12-3456	STONE	MARTY	100.00	E21-109876	COUNTY 2	100.00	15.00	0	155.00	3
949-12-3456	ARCHIBALD	MARTHA	100.00	T-10345-2022	CITY 1	100.00	15.00	0	40.00	4
949-12-3456	DALY	EUGENE	100.00	USP-1032	CITY 2	40.00	0.00	60	0.00	5

- **Remaining debts**

SSN	LAST NAME	FIRST NAME	INIT	ADDRESS	CITY	STATE	ZIP	DEBT AMOUNT (with fees)	AGENCY
949-12-3456	STONE	MARTHA	E	1014 WEST SINGLE STREET	CENTRAL	NC	28991	75.00	0159



\$60 + \$15

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)

Focus (4 of 9)



SETOFFS

Calendar

Process

Requirements

Refunds and Surplus

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>

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)

2027 - Setoff Debt Collection Activity Calendar

January	2027	February	2027	March	2027	April	2027																																																																																																																																																																				
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Two each month except March and December (22 NCDOR)

Two will occur in January for Lottery setoffs only (2 NCEL)

24 Total Setoffs in 2027

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 expiration warning message.
4. TRANSMIT password does NOT affect the userid and password for signing on, ONLY the TRANSMIT menu
5. Using the ADMIN userid and password will allow for the changing of the Expired TRANSMIT password.

Setoffs (5 of 10)

- **Setoff Files (client software users):**

1. C/Mnnnn-yyyymmdd.pdf
2. C/Mnnnn-yyyymmdd.xlsx
3. setoff.txt ⚠ ⚠
4. C/Mnnnn-Surplus-yyyymmdd.xlsx (if any identified)

[C999-20261006.pdf](#)

[C999-20261006.xlsx](#)

[Setoff.txt](#)

These 3 files
Always
provided

[C999-Surplus-20261006.xlsx](#)



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

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

Setoffs (7 of 10)

- **C/Mnnn-yymmdd.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

J
SETOFF AMOUNT
110.00
65.00
40.00
108.50
320.00
51.50
695.00

matches Capital Mgt. deposit

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 FEE	SURPLUS AMOUNT	ACCOUNT NBR	DEPT
***_**-7314	ALDEN	JOHN		1307 Christopher Ln	Cary	NC	27513	0.00	151.54	10/06/2026	0.00	151.54	EMS 8020713	EMA
***_**-2711	ALLERTON	BARINNER	L	9382 Percival Street	Hickory	NC	27401	166.23	127.77	10/06/2026	15.00		EMS 316547	EMA
***_**-8096	ALLERTON	BRITTANY		1055 Bentley Road	Concord	NC	27217	0.00	295.46	10/06/2026	15.00		BCBRC-59946924	TAX
***_**-4046	BRADFORD	HEATHER		876 Elm Street	High Point	NC	27217	539.72	37.28	10/06/2026	15.00		201301301421	TAX
***_**-1343	COOKE	HARRIETT		1624 W Oakland St	Chapel Hill	NC	27253	0.00	278.81	10/06/2026	15.00		201201260167	TAX
***_**-7140	GARDINER	REBECCA		199 Berry Tree Ln	Statesville	NC	28106	93.88	47.00	10/06/2026	0.00		6302469.00 97	UTL
***_**-0371	WILLET	ALICIA		111B Sara Dr	Concord	NC	27253	428.31	92.69	10/06/2026	15.00		86496	HLT

Dept. of Revenue no longer provides name and address

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

Setoffs (9 of 10)

- C/Mnnn-yyyymmdd.xlsx - sample**

SSN	LAST NAME	FIRST NAME	DEBT AMOUNT	SETOFF AMOUNT	SETOFF DATE	SETOFF FEE	SURPLUS AMOUNT	ACCOUNT NUMBER	DEPT	UNIQUE ID	USER KEY	COMPLIANCE DATE	EXPIRATION DATE	SOURCE	CLEARINGHOUSE SUBMITTED: LAST NAME	FIRST NAME
***-**-0675	Andersson	Anders	0.00	480.00	10/06/2026	15.00		EMS 8008983	EMA	170720	EMS 8008983	04/04/2012	12/31/2024	Revenue	Anderson	Anders
***-**-5021	Becker	Nellie	0.00	68.40	10/06/2026	15.00		ALA-1620582:1	EMO	844484	ALA-	03/27/2017	12/31/2027	Revenue	Becker	Nellie
***-**-3533	Behr	Karl	351.44	45.33	10/06/2026	0.00		E21-58158	EMS	1221801	E21-58158	12/22/2021	01/07/2031	Revenue	Behr	Carl
***-**-0260	Boulos	Nourelain	0.00	95.66	10/06/2026	15.00		E22-2316515	EMS	1229687	E22-2316515	11/02/2023	11/22/2032	Revenue	Boulos	Nourelain
***-**-2969	Caram	Maria	660.30	48.00	10/06/2026	15.00		E22-2124896	EMS	1229373	E22-2124896	08/05/2023	10/24/2032	Revenue	Caram	Maria
***-**-7822	Gavey	Laurence	0.00	223.14	10/06/2026	15.00		E2R7K0M3P	TAX	1236391	3258391	04/08/2024	03/01/2099	Revenue	Gavey	Laurence
***-**-0683	Gilinski	Eliezer	0.00	405.90	10/06/2026	15.00		G8M0R9E4E	TAX	1233947	3297102	04/08/2024	02/01/2099	Revenue	Gilinsky	Eliezer
***-**-3064	Goldschmidt	C	0.00	341.40	10/06/2026	0.00		E22-1750398	EMS	1229891	E22-1750398	11/02/2023	08/23/2032	Lottery	Goldschmidt	C
***-**-4481	Goldschmidt	George	0.00	281.35	10/06/2026	15.00		C8I4G4C4E	TAX	1233353	3256362	04/08/2024	02/01/2099	Revenue	Goldschmidt	George
***-**-4481	Gronnestad	Daniel	121.97	35.65	10/06/2026	15.00		C8I4G4C4E	TAX	1233354	3256363	04/08/2024	02/01/2099	Revenue	Larsson	August

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

Probable
wrong
person
setoff

Setoffs (10 of 10)

- **Surplus-yyyymmdd.xlsx:**

All fees put in ONE surplus



SSN	LAST NAME	FIRST NAME	INIT	SURPLUS AMOUNT	FEE	UNIQUE KEY	ADDRESS	CITY	STATE	ZIP	Dept
***-**-3210	ANDERSEN	ALBERT	K	283.00	30.00	26599	3892 Hollow Drive	KNIGHTDALE	NC	27545	ANC
***-**-8133	CLARKE	ADA	E	130.00	0.00	64194	6459 Bunting Crest Dr	RALEIGH	NC	27604	PKG
***-**-6223	WAELENS	ACHILLE		81.22	15.00	34017	1340 Barrineau Road	CHARLOTTE	NC	27615	UTL

Surpluses cannot be used for additional debts that have NOT had due process!

Disclaimer: due to manual adjustments between different local governments there may be debts in this file that are NOT actually surpluses. In addition, there may be surpluses NOT included. Research any debts included to determine if a refund for overages need to be returned to the debtor. In addition, check the fee for accuracy. Contact Clearinghouse for exact details.

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

Refunds and Surpluses (1 of 2)

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

SSN	LAST NAME	FIRST NAME	INIT	SURPLUS AMOUNT	FEE	UNIQUE KEY	ADDRESS	CITY	STATE	ZIP	Dept
***-**-3210	ANDERSEN	ALBERT	K	283.00	15.00	26599	3892 HOLLOW PINE DRIVE	KNIGHTDALE	NC	27545	ANC
***-**-8133	CLARKE	ADA	E	130.00	0.00	64194	6459 INDIGO BUNTING RD	RALEIGH	NC	27604	TAX
***-**-6223	WAELENS	ACHILLE		81.22	15.00	34017	1340 BARRISTER PASS RD	CHARLOTTE	NC	27615	UTL

If a Lottery surplus – the address provided by the NCEL

- If a surplus-yyyymmdd.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

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

Focus (5 of 9)



RECONCILING

Adjustments

Deposits

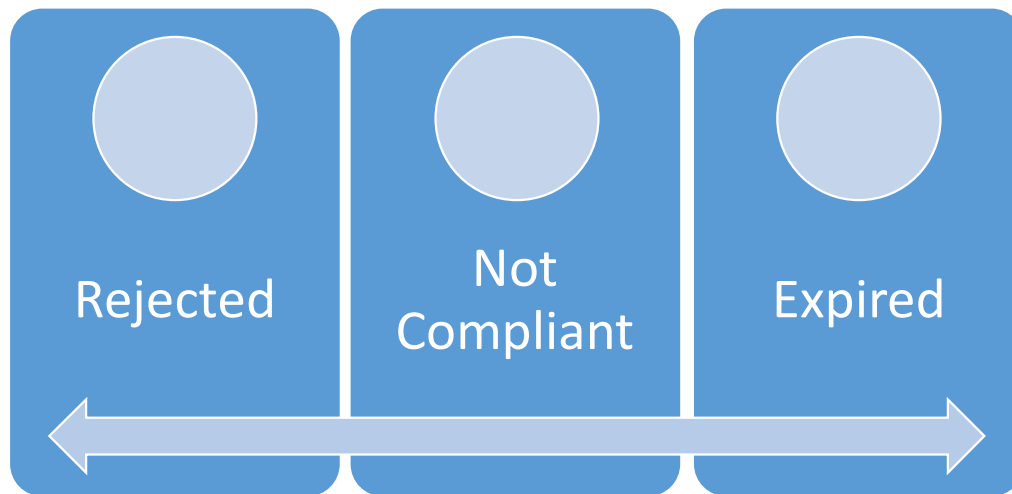
Emails

Interactive Voice Response

Adjustments - Email (1 of 6)

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

Adjustments - Email (2 of 6)



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

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:	\$30,996,428.46
Current Debt Amount:	\$34,116,461.71
Net Amount:	\$3,120,033.25

Previous Debt Amount:	\$1,844,780.65
Current Debt Amount:	\$1,760,073.53
Net Amount:	\$84,707.12

3 Files Received

/Home/Burke County
File Name
C012XMIT.txt
TAX_ImportStatus.rpt
TAX_Summary.rpt

3 Files Received

/Home/Johnston County
File Name
C051XMIT.txt
EMS_ImportStatus.rpt
EMS_Summary.rpt

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

If no adds/adjustments at local govt.

Adjustments - Email (4 of 6)

- Date Errors:**

DEPT	ERROR
UTL	NOTICE: Compliance Date 90+ days: 02/17/2027
UTL	NOTICE: Compliance Date 90+ days: 03/21/2027

DEPT	ERROR
EMS	NOTICE: Compliance Date 1+ days: 10/16/2026
EMS	NOTICE: Compliance Date 1+ days: 10/16/2026
EMS	NOTICE: Compliance Date 1+ days: 10/16/2026

DEPT	ERROR
FIC	NOTICE: Compliance Date 90+ days: 9/10/2033
FIC	Compliance Date must be prior to Expiration

DEPT	ERROR
TAX	DEBT REJECTED: Expired: 12/31/2025
TAX	DEBT REJECTED: Expired: 12/31/2025

Not an Error – but consider extending or deleting

Reports	Import/Export	Transmit
Import Status Error Report		

DEBT AMOUNT	NAME	ACCOUNT NUMBER
Debt Amount: 220.20	O GEORGE C	Acct #: 1250883-354056-695036
Debt Amount: 78.45	C IELLE	Acct #: 1249684-314964-697699

DEBT AMOUNT	NAME	ACCOUNT NUMBER
Debt Amount: 134.06	Lis Patricia	Acct #: SCEMS7349
Debt Amount: 275.00	KEL ROBERT	Acct #: SCEMS7308
Debt Amount: 999.00	Wil Keith	Acct #: SCEMS7335

DEBT AMOUNT	NAME	ACCOUNT NUMBER
Debt Amount: 2,242.15	PUR	Acct #: UT WATER/SEWER 2009-21012
Debt Amount: 2,242.15	PUR	Acct #: UT WATER/SEWER 2009-21012

DEBT AMOUNT	NAME	ACCOUNT NUMBER
Debt Amount: 114.49	BRADY	Acct #: 100423 09-11
Debt Amount: 53.90	MENGER	Acct #: 50102449 10

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

Adjustments - Email (5 of 6)

Reports Import/Export Transmit

Import Status Error Report

- Invalid SSN Errors:

SSN	DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
000-00-1528	UTL	DEBT REJECTED: Invalid SSN, begins with 0000:	Debt Amount: 1,287.51	T/	Acct #: 3859984973
000-00-1528	UTL	DEBT REJECTED: Invalid SSN, begins with 0000:	Debt Amount: 1,216.05	T/	Acct #: 3859984973
000-00-1787	UTL	DEBT REJECTED: Invalid SSN, begins with 0000:	Debt Amount: 51.47	HC	Acct #: 5672156657
000-00-2777	UTL	DEBT REJECTED: Invalid SSN, begins with 0000:	Debt Amount: 183.04	HC	Acct #: 811622892

SSN	DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
999-99-3884	EMS	DEBT REJECTED: Invalid SSN, begins with 9999:	Debt Amount: 402.00	MA	Acct #: 240006790A1

031-82-28	UTL	DEBT REJECTED: Invalid SSN, not nine digits:	Debt Amount: 383.26	SCE	Acct #: 158844-12749
-----------	-----	--	---------------------	-----	----------------------

Cannot begin with 000- or 999-

Adjustments - Email (6 of 6)

Reports	Import/Export	Transmit
Import Status Error Report		

- Invalid Name Errors:

SSN	DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
1-6312	UTL	DEBT REJECTED: First Name Invalid:	Debt Amount: 105.94	PI	Acct #: U5543751
4-7257	UTL	DEBT REJECTED: First Name Invalid:	Debt Amount: 424.56	SI	Acct #: U5543901

SSN	DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
4-2949	TAX	DEBT REJECTED: Last Name Invalid: %PATRICIA	Debt Amount: 651.49	%PATRICIA MCP.	Acct #: 2021014910
6-2359	TAX	DEBT REJECTED: Last Name Invalid: %PARKS	Debt Amount: 967.87	%PARKS MALCOM	Acct #: 2017016764

Cannot begin with 000- or 999-

031-82-28 UTL DEBT REJECTED: Invalid SSN, not nine digits: Debt Amount: 383.26

Not an Error – but consider extending or deleting

Focus (6 of 9)



ANALYTICS



ANALYTICS



ANALYTICS

ANALYTICS

ANALYTICS

Analytics (1 of 4)

Setoffs in 2026 – By Year Debt Submitted

Year Debt Submitted	# of Setoffs/Amount Collected in 2026
2004	0 / \$0
2005	0 / \$0
2006	2 / \$338
2007	3 / \$229
2008	1 / \$60
2009	0 / \$0
2010	9 / \$978
2011	309 / \$52,176
2012	1,643 / \$283,676
2013	1,548 / \$286,781
2014	1,892 / \$362,978

Year Debt Submitted	# of Setoffs/Amount Collected in 2026
2015	1,874 / \$345,316
2016	3,326 / \$616,336
2017	2,389 / \$396,225
2018	2,899 / \$528,049
2019	5,231 / \$975,427
2020	5,154 / \$922,660
2021	6,683 / \$1,282,603
2022	7,634 / \$1,426,969
2023	8,482 / \$1,569,152
2024	13,414 / \$2,553,540
2025	26,033 / \$4,794,553
2026	13,569 / \$2,776,926

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%)

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**

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**

Focus (7 of 9)



YEAR-END

Participation Form for 2027



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.

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)

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

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:

Please enter a direct line phone number.

Contact Email address:

example@example.com

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

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)

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:

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.

Focus (8 of 9)



YEAR-END

Expired Debts

Close Current Year

Prepare for New Year

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

Year-end Clean-up/Expired Debts (2 of 6)

- Debts Expired or Expiring by 12/31/2026:

Type	# of Debts	Debt Amount
EMS	39,9410	\$20,704,230
Utilities	13,184	\$3,225,636
Tax	5,410	\$2,194,308
Parking Tickets	4,287	\$400,306
Health	976	\$296,736
Animal Control	1,132	\$197,503
Housing	55	\$52,339
TOTAL of ALL EXPIRED	68,179	\$29,323,190

Year-end/Expired Debts (3 of 6)

- Sample Excel file of already expired debts or those that will expire by 12/31/2026 (file available for 10 days)

SSN	Last Name	First Name	Acct Nbr	Debt Amount	Expiration Date	Compliance Date	Unique Key	Street Address	City	State	Department
999-00-6518	Dick	Albert	7596771	378.97	12/31/2026	01/15/2019	7596771	404 Kay St	ACUSHNET	MA	UTL
999-00-6854	Moen	Sigurd	6831241	2567.08	12/31/2026	01/15/2019	6831241	8803 Bison Road	Alexandria	VA	TAX
999-00-3543	Betros	Tannous	5043990	203.00	10/15/2025	11/19/2009	5043990	1817 Diles Bay Road	ARCHDALE	NC	HLT
999-00-3914	Panula	Ernesti	7034255	665.90	12/31/2026	03/02/2019	7034255	8936 Climbers Road	ANGIER	NC	TAX
999-00-2626	Odriscoll	Bridget	7569180	859.86	12/31/2026	11/19/2009	7569180	953 Water Garden L	CHARLOTTE	NC	TAX
999-00-2619	Stone	Martha	6794565	183.18	12/31/2026	11/19/2009	6794565	404 Sims Way	RALEIGH	NC	EMS
999-00-4460	Dean	Elizabeth	6938729	110.59	12/31/2026	11/19/2009	6938729	22 Beulah St	WAKEFOREST	NC	UTL
999-00-9115	Ekstrom	Johan	6757041	684.08	06/15/2024	01/15/2019	6757041	G210 Skinner Rd	ELIZABETHTOWN	NC	TAX
999-00-9017	Sundman	Johan	6758737	797.00	12/31/2026	01/15/2019	6758737	943 Kiley Ct	WINGATE	NC	TAX



Above names are from public list from Mayflower

Year-end/Expired Debts (4 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 previous year(s)

Reports	Import/Export
Adjustments	
Aged Debt Report	
Audit Report	
Compliance Report	
Composite Report	
Expiration Report	

Expiration Start Date: 01/01/2000

Expiration End Date: 12/31/2026

Account Codes: ALL - Include all Debt Types



North Carolina Debt Setoff Program					
C999: Agency Name					
Expiration Report					
Date: 09/30/2025					
Date Range: 01/01/2000 Thru 12/31/2025					
SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	EXPIRATION DATE
***-7197	Albimona William C	50.00	FAL	7096130	12/31/2026
***-8282	Alhomaki Carla R	75.00	HLT	9569484	12/31/2026
***-2339	Ali Ahmed	163.52	AMC	A-3421032	10/15/2025
***-7491	Andersson Johan J	80.37	HLT	5535466	12/31/2026
***-7603	Andreasson Sigrid E	49.00	HLT	5201905	12/31/2026
***-7603	Andreasson Sigrid E	49.00	HLT	5201905	12/31/2026
***-1919	Angheloff Frank	49.50	HLT	4998653	06/15/2026
***-5090	Barbara Charlotte	50.00	HLT	9698367	12/31/2026
***-7463	Bateman Josef J	50.00	HLT	7272508	12/31/2026
***-5916	Beavan John T	50.00	HLT	6266711	12/31/2026
***-6770	Becker Filip L	52.25	HLT	7021518	12/31/2026
***-6098	Becker Mariana E	90.00	HLT	8412490	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

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

Reports	Import/Export
Adjustments	
Aged Debt Report	
Audit Report	
Compliance Report	
Composite Report	
Expiration Report	

North Carolina Debt Setoff Program					
C999: Agency Name					
Expiration Report					
Date: 09/29/2026					
Date Range: 01/01/2000 Thru 12/31/2026					
SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	EXPIRATION DATE
***-**-9136	Parkes Edward F	0.00	HLT	7041359	12/31/2026
***-**-8765	Ponesell Patrick	69.86	HLT	6795201	12/31/2026
***-**-8044	Righini John	0.00	HLT	6828273	12/31/2026
***-**-4509	Rosblom Annie R	100.00	HLT	6844597	12/31/2026
***-**-0582	Rothschild John J	225.25	HLT	4785364	12/30/2026

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

Year-end/Expired Debts (6 of 6)

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

Reports

Import/Export

Adjustments

Aged Debt Report

Audit Report

Compliance Report

Composite Report

Expiration Report

Expiration Start Date:

01/01/2000

Expiration End Date:

04/30/2027

Account Codes:

TAX Taxes

North Carolina Debt Setoff Program

C999: Agency Name

Expiration Report

Date: 09/30/2025

Date Range: 01/01/2000 Thru 04/30/2026

SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	EXPIRATION DATE
***-**-4684	Abelseth Karen M	315.25	TAX	2005-6833294	04/15/2027
***-**-1814	Aldworth Charles A	65.12	TAX	2005-9237052	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

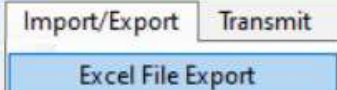
Year-end Clean-up Requirements (1 of 1)

- **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

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



➤ 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

2026 Year-end Requirements

(started in 2024)

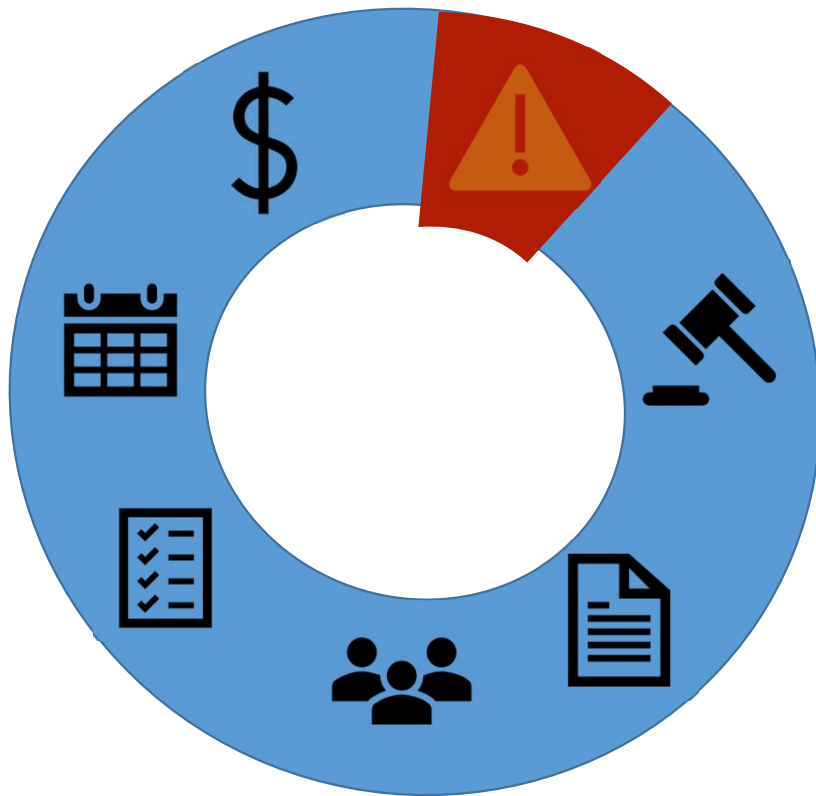
Year-end cleanup procedures for the purpose of Personal Identifiable Information (PII) are no longer optional.

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)

Focus (9 of 9)



AVOIDING DISASTER

Backups

File Submission

Refunds from Dept of Revenue

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

Avoiding Disaster/Refunds (2 of 3)

- Ensure each setoff file is downloaded and processed
- Use Setoff Calendar:
- Each 2026 deposit is on the Statistics page:

North Carolina Local Government Setoff Debt Clearinghouse
Capital Mgt - Deposit Detail - 2026

#	County	05-Jan	19-Jan	03-Feb	17-Feb
1	Alamance County	3,131.89	510.94	4,234.25	2,893.84
2	Alexander County	0.00	0.00	529.14	600.93
3	Alleghany County	0.00	0.00	899.08	0.00
4	Anson County	150.70	86.00	1,057.58	0.00
5	Ashe County	0.00	0.00	404.46	0.00
6	Avery County	0.00	0.00	0.00	0.00
7	Beaufort County	0.00	718.00	2,015.59	1,378.18

Yearly	
15-Sep	Totals
2,059.41	\$192,021.10
0.00	\$45,252.56
350.19	\$18,580.11
1,007.59	\$40,088.59
461.28	\$18,404.02
0.00	\$0.00
1,027.90	\$86,086.57

2026

- [Counties & County Agencies Alphabetical](#)
- [County Deposits Detail By Date](#)
- [Municipalities Alphabetical](#)
- [Municipalities Deposits Detail By Date](#)

Use to reconcile with Capital Mgt. statements –
contact us if any 2026 setoffs need to be
restored

A Setoff Report should exist for each
deposit date (client software users).

Avoiding Disaster/Refunds (3 of 3)

- Ensure your I.T. is backing up your NCDebtsetoff database
- If lost or encrypted/locked via Ransomware
 - Clearinghouse can regenerate database with debtor balances currently at Clearinghouse
 - **Un-recoverable data for local government:**
 - Setoff history (Clearinghouse still retains)
 - Debt history/adjustments
 - Users with logins and passwords
 - Letter settings

If new computer installed be sure to save NCDebtsetoff database (if used as server) AND pdfs of due process notification letters

All priority is LOST on ALL debts – starts a new place in line with new date first loaded – occurred many times in 2026

Avoiding Security Issues (1 of 1)

- Never send a file with SSN/ITINs and protected identifiable information via email to us
 - We have secure folders for each local government
 - We can connect to your computer and view/assist
- Do not send an email with full SSN/ITINs
 - Call us for inquiries
- Delete ASCII and Excel files once imported into our client software

Avoiding Refunds Scenario (1 of 2)

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

**Avoiding Refunds Scenario (2 of 2)



- Clearinghouse transmits to Dept. of Revenue prior to the weekly Tuesday deadline (10 a.m.)



- Dept. of Revenue loads Clearinghouse file Tuesday evening



- Debtor who paid balance the previous Monday can now file tax refund (9 days later)

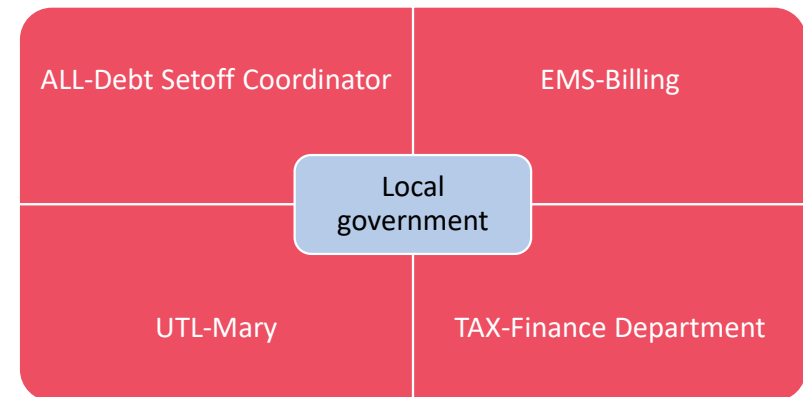
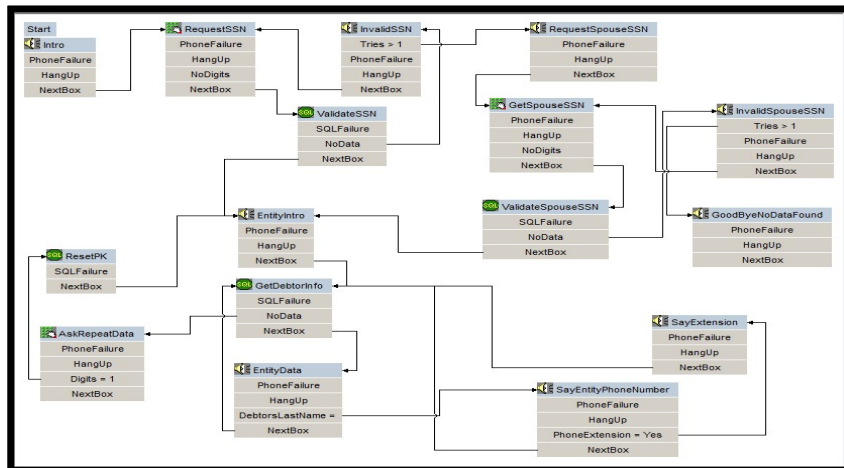


- Debtor who paid balance the previous Monday can now claim a \$600+ lottery ticket

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)



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

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

- **Movelt Transfer Folder List:**

- File Upload Confirmation
- Transmit Password Expiration Notification

1 File Received

/Home/Sample NC Local Government
File Name
C999XMIT.txt

Regards,
NC Local Government Debt Setoff Clearinghouse

1 File Received

/Home/Sample NC Local Government
File Name
C999_settings_2307.txt

Email (2 of 4)

- **Movelt 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

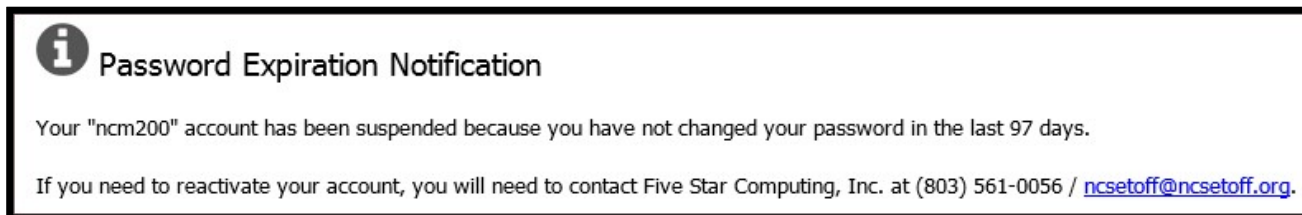
We require that passwords be changed every 90 days and your password has now expired. Your "ncm355" account will not enjoy full access to our system until you sign on with your old credentials and change your password.

If you do not change your password using this procedure in the next 8 days your "ncm355" 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

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



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

- **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

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)

Clearinghouse

- Email addresses

Active	
Bill Walsh	bwalsh@ncsetoff.org
Fran McClary	fmccclary@ncsetoff.org
Hannah Bryant	hbryant@ncsetoff.org
Requests for file imports, Transmit password reset, software installation, etc.	ncsetoff@ncsetoff.org

No Longer Active

billwalsh@fivestarcomputing.com (any @fivestarcomputing.com)

customerservice@ncsetoff.org

grace@ncsetoff.org

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@nclm.org www.nclm.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