N★C LOCAL GOVERNMENT DEBT SETOFF CLEARINGHOUSE

# CLIENT SOFTWARE TRAINING WORKSHOP

NCLM NC LEAGUE OF MUNICIPALITIES

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## Training Workshop Purpose

- Once a year opportunity for both new and returning users of debt setoff.
- No changes – still version 2023
  - Reminders and Tips
  - 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

Plans to continue using existing software with recent upgrades

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## Today's Workshop – Target Audience

1. New Users
2. Current Users
3. Non-client software participants considering converting to the software
   - Data Entry (50 or more debts – required to convert)

**Need the software installed? Send an email to ncsetoff@ncsetoff.org**

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## Today's Workshop – Target Audience

- Importing debtors/debts
  - ASCII and/or Excel
  - Vendor submission files (Tax)
    - Bitek, NCPTS and OneTax
  - Vendor EMS/Miscellaneous:
    - EMSMC (Excel); Colleton (ASCII)
    - Datamax (ASCII) ;
    - Other vendors for Health and Utilities
  - Submitting internal Excel files

| SSN | First Name | Mid Initial | Last Name | Street Address | City | State | Zip Code | Debt Amount | Agency Code |
|---|---|---|---|---|---|---|---|---|---|
| Expiration Date | Compliance Date | Account Number | Unique Key | Account Code | Base Debt Amount | Base Debt Interest | | | |

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## Client Software – Reminder

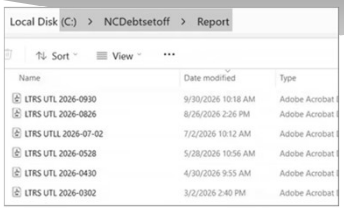
- Be sure your I.T. is doing regular backups:
  - NCDebtsetoff.mdf (master database file)
  - NCDebtsetoff.ldf (log file of all transactions and changes)
  - Otherwise lose lots of important information that cannot be recovered – Debtors and Debt balances can be restored, but nothing else: userids/passwords,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

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## Client Software – Reminder

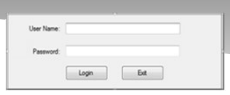
- Backup your pdfs of due process letters (C:\NCDebtsetoff \Report)
- May need proof many years in the future




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## Client Software – Sign-on




TIP: Press <ENTER> twice instead of clicking Login

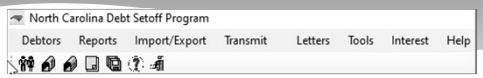
- User Name:
  - admin or assigned (admin needed to reset TRANSMIT password)
- Password:
  - admin or assigned
    - ➢ currently doesn't expire (will in next version – 2027.x) but can be changed by NC Debt Setoff or admin

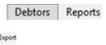
**After 3 invalid sign-on attempts – must exit and open again – User Name is not locked out and does not need Clearinghouse or admin intervention.**

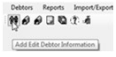
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## Client Software – Menu Options



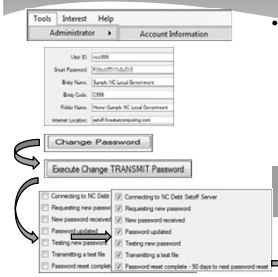

- Use mouse to highlight menu option 

- Use mouse to click icon 


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## Client Software – Tools
## Administrator – Account Information




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

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

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## Client Software – Tools
## Administrator – Account Code



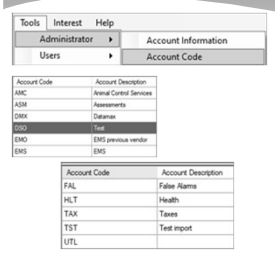

| Account Code | Account Description |
|---|---|
| EMS | Emergency Medical Services |
| HLT | Health |
| TAX | Taxes |
| UTL | Utilities |

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

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

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## Client Software – Tools
## Administrator – Account Code




| Account Code | Account Description |
|---|---|
| AMC | Animal Control Services |
| ASM | Assessments |
| DMX | Datamax |
| DSO | Test |
| EMO | EMS previous vendor |
| EMS | EMS |

| Account Code | Account Description |
|---|---|
| FAL | False Alarms |
| HLT | Health |
| TAX | Taxes |
| TST | Test import |
| UTL | |

- We are trying to move debts with Account Code "DSO". Should be descriptive: Tax, EMS, UTL, MSC, PAY, H/R, etc.
- Municipalities: 48
  - 38 have 9 debts or less
- Counties/Agencies: 19
  - 12 have 8 debts or less

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

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## Client Software – Tools
## Administrator – Account Code



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



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

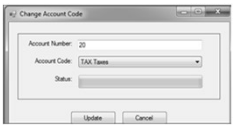
Clearinghouse will assist in initial set-up and changes. Will also implement logo, if provided.

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## Client Software – Tools
## Administrator – Change Account Code





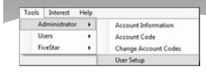
- Used to convert debts that begin with a certain character string that are in the incorrect Account Code or have no Account Code
  - Enter beginning characters of account numbers and a resulting Account Code

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

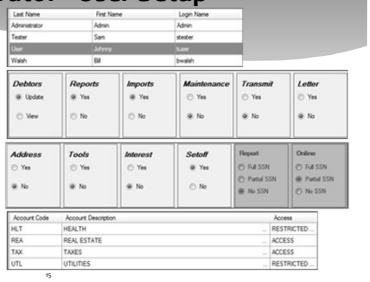
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## Client Software – Tools
## Administrator - User Setup



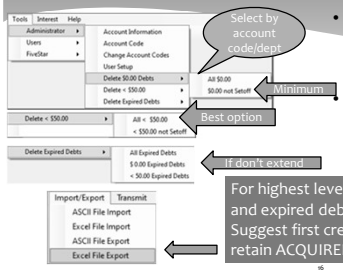
- Set customized functions
- Protect SSN view for online and print page(s)
- Set access or restrict by account code



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## Client Software – Tools
## Administrator - Year-end Cleanup




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

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

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## Client Software – Tools
## User – Change SSN

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



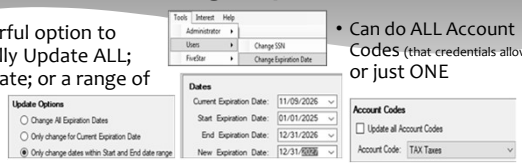

Cannot change in Debtor screens – option is ONLY in the Tools-User menu

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

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## Client Software – Tools
## User – Change Expiration Date

- Powerful option to globally Update ALL; one date; or a range of dates
- Can do ALL Account Codes (that credentials allow) or just ONE

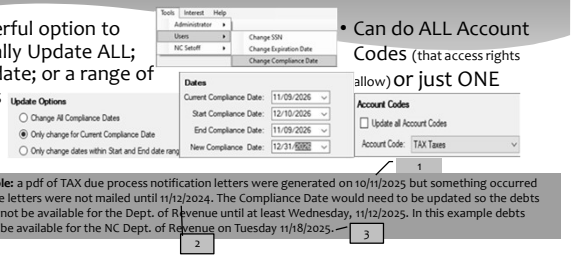



**Statute of Limitations** applies to the age of the debt or established activity (invoice/bill or payment) NOT the amount of time attempting to collect. Ten years for taxes, 3 years for all others but discuss with your attorney. For example: For example, delinquent 2008 tax bill that notices were sent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

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## Client Software – Tools
## User – Change Compliance Date

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




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

**Example:** a pdf of TAX due process notification letters were generated on 10/11/2025 but something occurred and the letters were not mailed until 11/12/2024. The Compliance Date would need to be updated so the debts would not be available for the Dept. of Revenue until at least Wednesday, 11/12/2025. In this example debts would be available for the NC Dept. of Revenue on Tuesday 11/18/2025.

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## Client Software – Tools
## User – Change City

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




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## Client Software – Tools
## User – Printer Selection

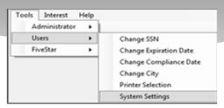
- Select a different printer for various reasons.
- Be sure to select Apply
- If still doesn't print, may have to select Set as Default Printer
- Then change back to normal default printer




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## Client Software – Tools
## User – System Settings

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









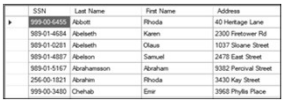

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## Client Software – Debtors
## Debtor Information - Search

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

Last Name: abl



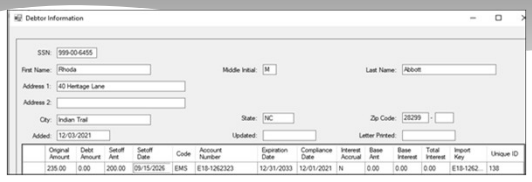
| SSN | Last Name | First Name | Address |
|---|---|---|---|
| 999-00-6455 | Abbott | Rhoda | 40 Heritage Lane |
| 989-01-4684 | Abeleeth | Karen | 2300 Firetower Rd |
| 989-01-0281 | Abeleeth | Olaus | 1037 Sloane Street |
| 989-01-4887 | Abelson | Samuel | 2478 East Street |
| 989-01-5167 | Abrahamsson | Abraham | 9382 Percival Street |
| 256-00-1821 | Abrahim | Rhoda | 3430 Key Street |
| 999-00-3480 | Chehab | Emir | 3968 Phyllis Place |




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## Client Software – Debtors
## Debtor Information - Search




| Original Amount | Debt Amount | Setoff Amt | Setoff Date | Code | Account Number | Expiration Date | Compliance Date | Interest Accrual | Base Amt | Base Interest | Total Interest | Import Key | Unique ID |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 235.00 | 0.00 | 200.00 | 05/15/2026 | EMS | E18-1262323 | 12/31/2033 | 12/01/2021 | N | 0.00 | 0.00 | 0.00 | E18-1262... | 138 |

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




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## Client Software – Debtors
## Debtor Information – Search Quick View




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

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## Client Software – Debtors
## Debtor Information – Search Quick View

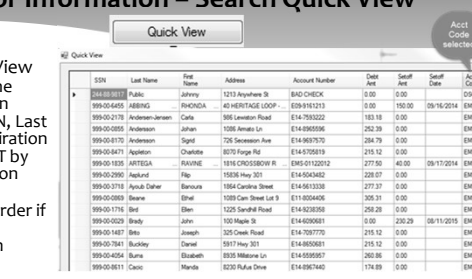



- Search Quick View
  - Displays ALL debtors based on user access rights such as UTL
  - SSN controlled by ONLINE option

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## Client Software – Debtors
## Debtor Information – Search Quick View




- Search Quick View
  - Click any of the eleven column headings (SSN, Last Name → Expiration Date) to SORT by that description
  - Can also do Descending order if click Column heading again

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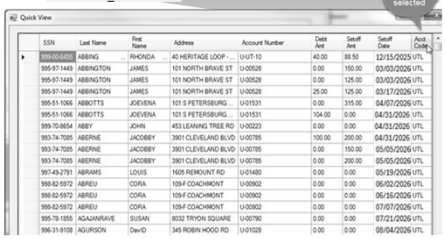
## Client Software – Debtors
## Debtor Information – Search Quick View

Quick View

Acct Code selected

- Search Quick View
  - Click same column description AGAIN to SORT in reverse order

Double-click the desired person




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## Client Software – Debtors
## Debtor Information – Search Quick View Abbrev.

Quick View - Abbrev.

- Search Quick View – Abbrev.
  - Displays ALL debtors regardless of user access BUT no SSNs appear

Very fast because doesn't have to unencrypt SSNs

| Last Name | First Name | Address1 | Address 2 | City | State | Zip Code |
|---|---|---|---|---|---|---|
| ABBING | RHONDA | 40 HERITAGE LOOP - APT... | Apt 10E | BURLINGTON | NC | 28174-1 |
| ABBINGTON | JAMES | 101 NORTH BRAVE ST | | CHARLOTTE | NC | 28270 |
| Abbott | Eugene | 302 Wheat Street | | CHARLOTTE | NC | 27520 |
| ABBOTT | ROSSMORE | 5012 BELFORD CT | | CHARLOTTE | NC | 28226-7 |
| ABBOTTS | JOEVENA | 101 S PETERSBURG BLVD | | CORNELIUS | NC | 28054 |
| ABBY | JOHN | 453 LEANING TREE RD | | CHARLOTTE | NC | 28208 |
| Abelson | Samuel | 2478 East Street | Apt 1A | CHARLOTTE | NC | 28206 |
| ABERNE | JACOBBY | 3901 CLEVELAND BLVD | | CHARLOTTE | NC | 28212 |
| Abrahamsson | Abraham | 9302 Percival Street | | KANNAPOLIS | NC | 28081 |
| ABRAMS | LOUIS | 1605 REMOUNT RD | | CHARLOTTE | NC | 28216 |
| ABREU | CORA | 109-F COACHMONT | | HARRISBURG | NC | 28109 |
| ADAMS | JOHN | 308 LEANING TREE RD | | CHARLOTTE | NC | 28229-0 |
| AGAJANRAVE | SUSAN | 8032 TRYON SQUARE | | ROCKY MOUNT | NC | 28730 |
| AGURSON | DavID | 345 ROBIN HOOD RD | | CHARLOTTE | NC | 28216 |
| AHAMED | MOHAMMED | 411 LANGFORD RD | | CHARLOTTE | NC | 28277 |

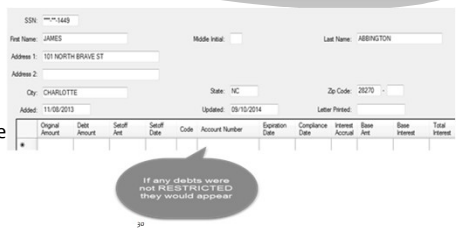
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## Client Software – Debtors
## Debtor Information – Search Quick View Abbrev.

Quick View - Abbrev.

- If double click on a debtor that do not have access rights to their debt(s) – ONLY demographics are displayed

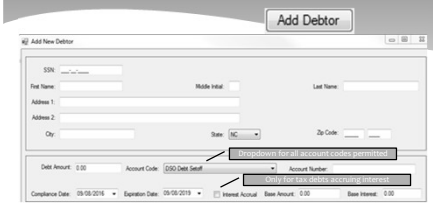



If any debts were not RESTRICTED they would appear

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## Client Software – Debtors
## Debtor Information – Add Debtor



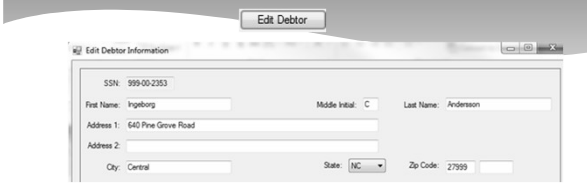

- Add suffix: Jr, Sr in last name, if available
- Do not use apostrophe/single quote or double quotes: i.e. O'Neal, use Oneal or William "Bill", in name or address
- Do manual entry for just 10 or less debts, rather than creating Excel spreadsheet

SSN/ITIN must be nine digits (not starting with 999) and not a business number (even though statutes allow) or drivers license

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## Client Software – Debtors
## Debtor Information – Edit Debtor




Cannot begin SSN with 000 or 999 – don't recommend entering debtors without an SSN or ITIN as no possibility to collect. But can do letters using web template without SSN/ITINS. NOTE: NC Debt Setoff does not import invalid or missing SSNs/ITINs, nor assist with due process letters for invalid SSNs/ITINs.

Cannot change SSN here – must use Tools-Users-Change SSN option

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## Client Software – Debtors
## Debtor Information – Comments

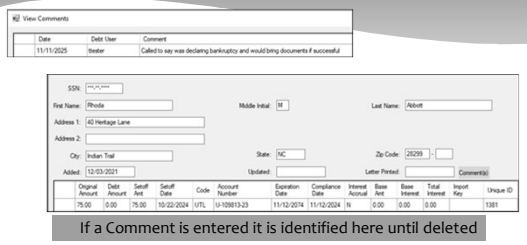



Selecting COMMENTS option gives several options

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## Client Software – Debtors
## Debtor Information – Comments



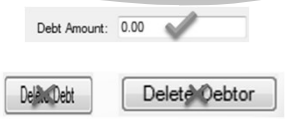

If a Comment is entered it is identified here until deleted

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

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




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

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## Client Software – Debtors
## Debtor Information – Sum Debts

- Click Sum Debts for a total of all debts

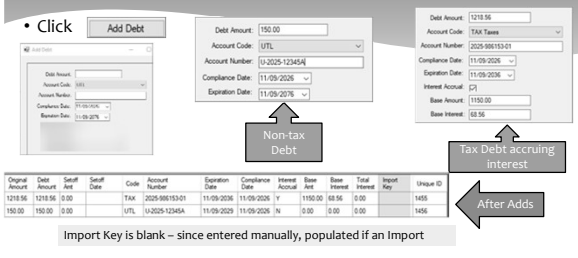



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## Client Software – Debtors
## Debtor Information – Add Debts

- Click Add Debt




Import Key is blank – since entered manually, populated if an Import

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## Client Software – Debtors
## Debtor Information – Setoff History

Setoff History

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

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




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## Client Software – Debtors
## Debtor Information – General History

General History

| Date | Operator | Action | Description |
|---|---|---|---|
| 2021-12-03 | bwalsh ... | EXCEL ADD ... | Debtor added from EXCEL ADD |
| 2021-12-03 | bwalsh ... | EXCEL ADD ... | Debt of 235 with Account Number: E18-1262323 added from EXCE... |
| 2021-12-03 | bwalsh ... | EXCEL Import ... | Debtor added from EXCEL File |
| 2023-01-03 | FiveStar... | Debt Added ... | Debt Amount: 000100.01 Type: HLT Account Number: H123 Expir... |
| 2023-01-03 | FiveStar... | Debt Updated ... | Debt Amount from: 100.01 to: 0.00 |
| 2023-02-15 | FiveStar... | Letters ... | Notification Letter Printed: 02/15/2023 |

| Date | Operator | Action | Description |
|---|---|---|---|
| 2023-11-16 | FiveStar... | Setoff: 00200.00 ... | Setoff |
| 2023-11-29 | FiveStar... | Debt Updated ... | Debt Amount from: 35.00 to: 0.00 |
| 2024-11-12 | Fivestar ... | Debt Added ... | Debt Amount: 000075.00 Type: UTL Account Number: U-109813-2... |
| 2024-11-12 | Fivestar ... | Debt Added ... | Debt Amount: 001218.50 Type: TAX Account Number: 2022-81117... |
| 2024-11-13 | Fivestar ... | Setoff: 00075.00 ... | Setoff |
| 2024-11-13 | Fivestar ... | Setoff: 01000.00 ... | Setoff |

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

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## Client Software – Debtors
## Debtor Information – Debt History

Debt History

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

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

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

40

40

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

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

| Original Amount | Debt Amount | Setoff Amt | Setoff Date | Code | Account Number | Expiration Date | Compliance Date |
|---|---|---|---|---|---|---|---|
| 96.04 | 5.94 | 90.10 | 11/21/2023 | HLT | 09/23/2025 | 06/15/2031 | 06/15/2021 |
| 45.00 | 45.00 | 0.00 | | HLT | 8965228-24 | 10/04/2027 | 10/04/2024 |

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

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

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

41

41

## Client Software – Debtors
## Debtor Information – Joint Debts

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

42

42

## Client Software – Debtors
## Debtor Information – Bankruptcy

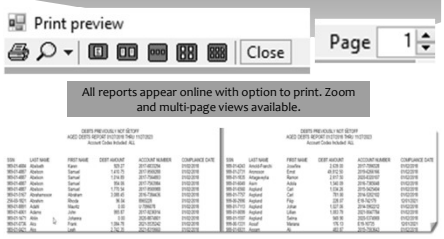
- If documentation provided:
  - change all debts to $0.00 (that occurred PRIOR to bankruptcy)
  - enter bankruptcy details in comments

43

43

## Client Software
## Reports




All reports appear online with option to print. Zoom and multi-page views available.

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## Client Software
## Reports




- Yellow- great weekly report
- Green – after a setoff is processed
- Blue – Year-end
- Grey – Excel export much better
- Others – seldom used or needed

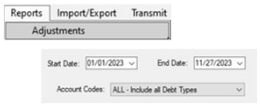
45

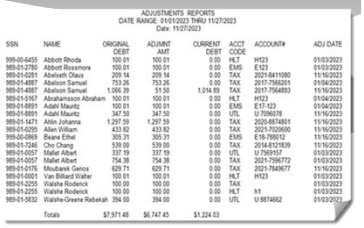
45

## Client Software Reports

**1) Adjustments**

Alphabetical by last name list of any debtors/debts resulting from the EDIT DEBTS option for a date range and either a selected or ALL account codes. Displays SSN, Name, Original Debt Amount, Adjusted Amount, Current Debt Amount, Account Code, Accoun Number and Adjusted Date. Includes Totals.




46

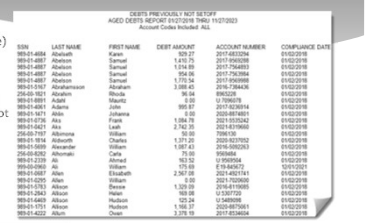
46

## Client Software Reports

**2) Aged Debts**

Selected order (SSN, Name, Compliance Date) list of Debts Setoff or NOT Setoff for a date range and either a selected or ALL account codes. Based on Compliance Date. Displays SSN, Name, Current Debt Amount, Account Number and Compliance Date. Includes a Debt amount total.




47

47

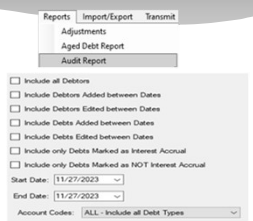
## Client Software Reports

**3) Audit**

Selective list of any debtors/debts added/edited or marked or not marked as Interest Accruable with a date range and either a selected or ALL account codes.

Alphabetical by last name list of any debtors/debts resulting from the EDIT DEBTS option for a date range and either a selected or ALL account codes. Displays SSN, Name, Address, Current Debt Amount, Account Code, Account Number, Compliance Date, Expiration Date, Interest Accrual indicator (Y/N), Base Amount and Base Interest. Includes Totals.

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

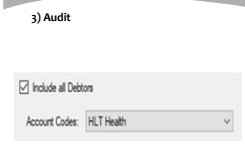



48

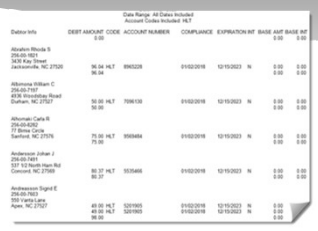
48

## Client Software Reports

**3) Audit**




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

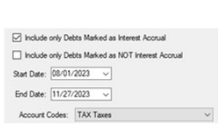


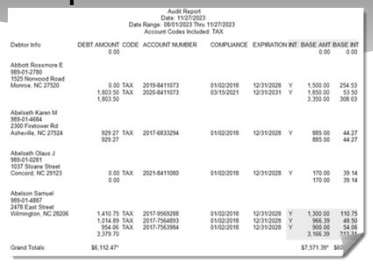
49

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## Client Software Reports

**3) Audit**



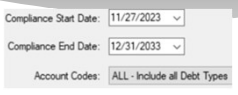
50

50

## Client Software Reports

**4) Compliance**

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









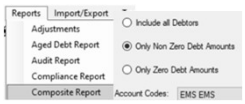
51

51

## Client Software Reports

**5) Composite**

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







52

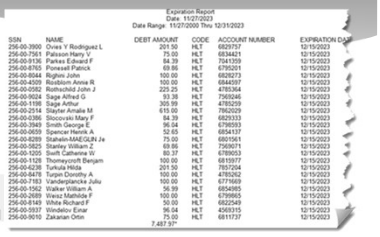
52

## Client Software Reports

**6) Expiration**

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




53

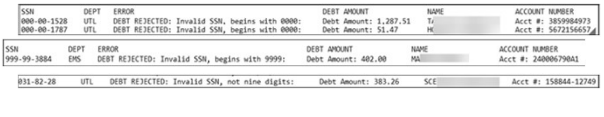
53

## Client Software Reports

**7) Import Status Error**

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



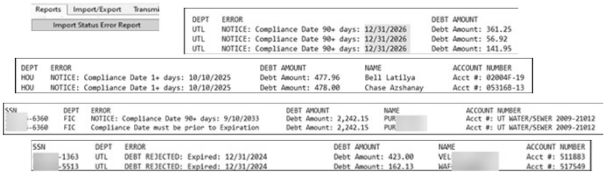

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54

## Client Software Reports

**7) Import Status Error**

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



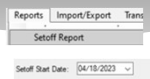

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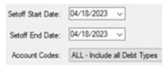
55

## Client Software Reports

**8) Setoff**

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




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



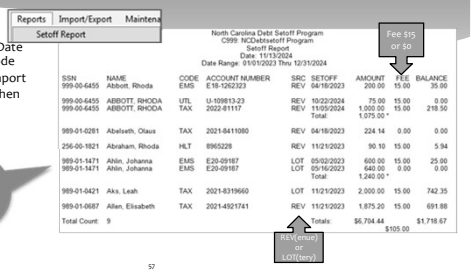

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## Client Software Setoff Report – ALL and for Each Department

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

Great for fiscal year reports




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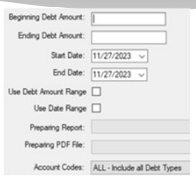
57

## Client Software Reports

**9) Selective**

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




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

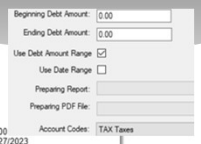
58

58

## Client Software Reports

**9) Selective**

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




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

| SSN | LAST NAME | FIRST NAME | ACCOUNT NUMBER | DATE ADDED | CURRENT DEBT |
|---|---|---|---|---|---|
| 989-01-2780 | Abbott | Rossmore | 2019-8411073 | 11/29/2022 | 0.00 |
| 989-01-0281 | Abelseth | Olaus | 2021-8411080 | 11/29/2022 | 0.00 |
| 989-01-1471 | Ahlin | Johanna | 2020-8874801 | 11/29/2022 | 0.00 |
| 989-01-0295 | Allen | William | 2021-7020600 | 11/29/2022 | 0.00 |
| 989-01-7246 | Cho | Chang | 2014-8121839 | 11/29/2022 | 0.00 |
| 989-01-0176 | Moubarek | Genos | 2021-7849677 | 11/29/2022 | 0.00 |
| | | | | Total: | $0.00 |

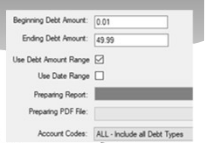
59

59

## Client Software Reports

**9) Selective**

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




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

| SSN | LAST NAME | FIRST NAME | ACCOUNT NUMBER | DATE ADDED | CURRENT DEBT |
|---|---|---|---|---|---|
| 999-00-6455 | Abbott | Rhoda | E18-1262323 | 12/03/2021 | 35.00 |
| 989-01-1471 | Ahlin | Johanna | E20-09187 | 11/16/2023 | 25.00 |
| 256-00-7603 | Andreasson | Sigrid | 5201905 | 11/16/2023 | 49.00 |
| 256-00-7603 | Andreasson | Sigrid | 5201905 | 11/16/2023 | 49.00 |
| 256-00-1919 | Angheloff | Frank | 4998653 | 11/16/2023 | 49.50 |
| | | | | Total: | $207.50 |

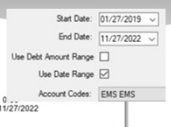
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## Client Software Reports

**9) Selective**

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




SELECTIVE REPORT
BEGINNING DEBT AMOUNT 0.00 THROUGH DEBT AMOUNT 0...
BEGINNING DATE ADDED 01/27/2019 THROUGH DATE ADDED 11/27/2022
Account Codes Included: ALL

| SSN | LAST NAME | FIRST NAME | ACCOUNT NUMBER | DATE ADDED | CURRENT DEBT |
|---|---|---|---|---|---|
| 999-00-7323 | Stengel | Charles | E17-1169916 | 12/03/2021 | 175.69 |
| 999-00-2619 | Stone | Martha | E18-1736732 | 12/03/2021 | 183.18 |
| 999-00-5615 | Straus | Rosalie | E19-58932 | 12/03/2021 | 252.39 |
| 999-00-8058 | Strom | Elna | E18-373571 | 12/03/2021 | 275.00 |
| 999-00-2829 | Wick | George | E18-558955 | 12/03/2021 | 176.13 |
| 999-00-8387 | Widener | Harry | E18-962761 | 12/03/2021 | 277.37 |
| 999-00-8072 | Wiklund | Jakob | E18-1503426 | 12/03/2021 | 235.00 |
| 999-00-4838 | Wilkinson | Elizabeth | E17-855705 | 12/03/2021 | 235.19 |
| 999-00-3074 | Zimmermann | Leo | E19-33572 | 12/03/2021 | 17... |
| | | | | Total: | $37,322 |

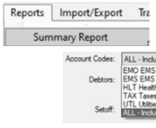
61

## Client Software Reports

**10) Summary**

One page for either a selected or ALL account codes: the number of debtors and debts, original debt amount (for these debtors/debts), current debt amount (for these debtors/debts).

And since implementing the client software, the number of debts setoff, amount setoff, percentage of debtors setoff and percentage of debts setoff.







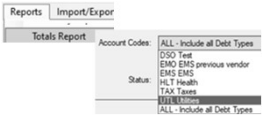
Current Amount should match the amount in the Import Status email (unless recent adds/edits)

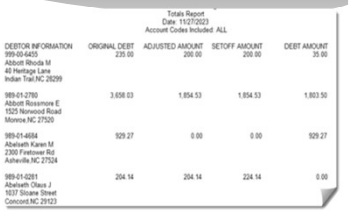
62

## Client Software Reports

**11) Totals**

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



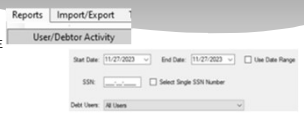




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## Client Software Reports

**12) User/Debtor Activity**

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




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

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

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## Client Software Reports

**13) Setoff Status**

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




Assists with verifying all yearly setoffs were downloaded and processed.

| Setoff Date | Setoffs | Setoff Amount |
|---|---|---|
| 1/5/2026 | 4 | $1,725.20 |
| 1/20/2026 | 5 | $1,673.61 |
| 2/3/2026 | 14 | $2,564.15 |
| 2/17/2026 | 3 | $506.88 |
| 3/3/2026 | 6 | $1,365.38 |
| 3/17/2026 | 202 | $35,312.98 |
| 4/7/2026 | 251 | $42,151.31 |
| 4/21/2026 | 125 | $19,799.51 |
| 5/5/2026 | 91 | $18,331.33 |
| 5/19/2026 | 33 | $7,305.98 |
| 6/2/2026 | 25 | $4,130.17 |
| 6/16/2026 | 24 | $3,099.04 |
| 7/7/2026 | 10 | $1,460.88 |
| 7/21/2026 | 3 | $650.50 |
| 8/4/2026 | 7 | $833.98 |
| 8/18/2026 | 4 | $1,110.98 |
| 9/15/2026 | 14 | $2,902.96 |
| | 821 | $144,944.84 |

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## Client Software Reports

- Setoff Status Report

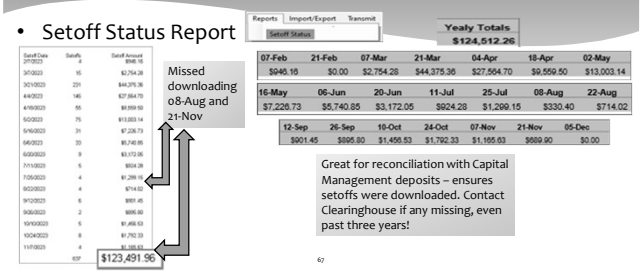



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## Client Software Reports

- Setoff Status Report

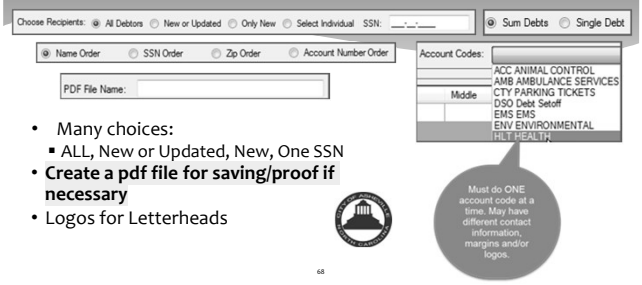



Great for reconciliation with Capital Management deposits – ensures setoffs were downloaded. Contact Clearinghouse if any missing, even past three years!

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## Client Software – Generating Letters



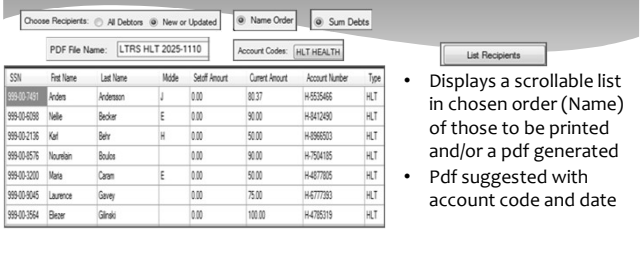

- Many choices:
  - ALL, New or Updated, New, One SSN
- **Create a pdf file for saving/proof if necessary**
- Logos for Letterheads

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

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## Client Software – Generating Letters




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

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## Client Software – Generating Letters




- First select LOAD LETTERS to produce the letters and display the recipients
  - Create PDF creates the pdf file in the \NCDebtsetoff\REPORT subfolder
  - PRINT LABELS – prints Avery 3 up labels

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## Client Software – Generating Letters Demographics and Debt Detail

Date: 11/11/2025

Johan J Andersson
537 1/2 North Ham Rd
Concord, NC 27569

RE: Notice of Debt to:
Intent to setoff debt against N.C. STATE TAX REFUND for: Johan J Andersson

Our records indicate that you owe the following past due amount of $80.37
to for:

HLT- 5535466 $80.37

From Account Code configuration

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## Client Software – Generating Letters Approved Standard Legal Content

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

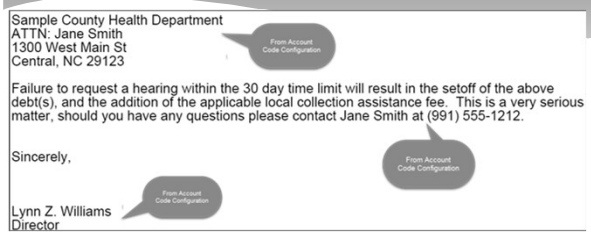
Additionally, you are further advised that in accordance with this Act, a local collection assistance fee of $15.00 per debt will be added to the obligation or account(s) described above if submitted for setoff.

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

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## Client Software – Generating Letters Contact Information and Closing




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## Client Software – Mark Letters as printed

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

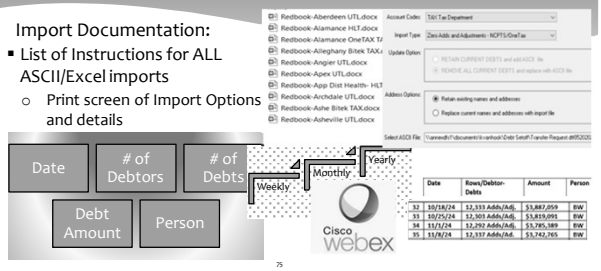



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## Client Software – Import Files

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




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## Client Software – Imports



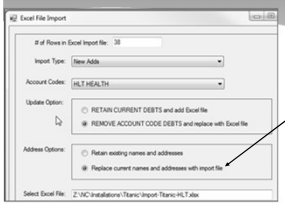
- Local governments who would like to do their own imports but worry about taking the wrong options now can be configured
- Select the drop down Account Code and it auto selects all options – just choose the file
- Being used now as often as weekly (new debts and adjustments)

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

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## Client Software – Imports



- Replacing ALL Health Dept debts with a replacement file
- If debtors exist, Excel file will overwrite names and addresses

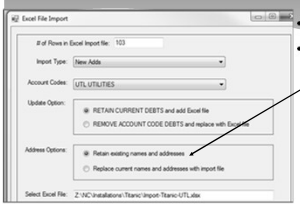
Must use required Excel header row

| SSN | First Name | Mid Initial | Last Name | Street Address | | City | State | Zip Code | Debt Amount | Agency Code | Debt Expiration Date | Debt Compliance Date | Debt Account Number | Debt Unique Key | Account Code | Base Debt Amount | Base Debt Interest |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

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## Client Software – Imports



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

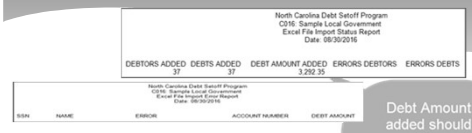
Must use required Excel header row

| SSN | First Name | Mid Initial | Last Name | Street Address | | City | State | Zip Code | Debt Amount | Agency Code | Debt Expiration Date | Debt Compliance Date | Debt Account Number | Debt Unique Key | Account Code | Base Debt Amount | Base Debt Interest |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

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## Client Software – Imports


North Carolina Debt Setoff Program
C016: Sample Local Government
Excel File Import Status Report
Date: 08/30/2016

| DEBTORS ADDED | DEBTS ADDED | DEBT AMOUNT ADDED | ERRORS DEBTORS | ERRORS DEBTS |
|---|---|---|---|---|
| 37 | 37 | 3,292.35 | | |


North Carolina Debt Setoff Program
C016: Sample Local Government
Excel File Import Error Report
Date: 08/30/2016

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

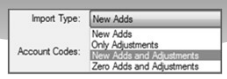
Debt Amount added should equal Sum of column "I"

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

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## Client Software – Imports




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

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## Client Software – Import ASCII




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

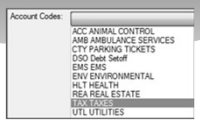
Import ANY combination: new debts, payments or both. Can even change debts to $0.00 that aren't in the Import file.

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## Client Software – Imports

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

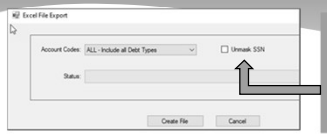



Invalid SSN ranges:
000-, 666-,900-,
-00-, -0000

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## Client Software – Export Excel




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

Much more information provided, including transaction dates

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

| SSN | Last Name | First Name | Mis | Street Address | City | State | Zip Code | Debt Amount | Original Debt Amount | Compliance Date | Expiration Date | Account Number | Account Code | Setoff Date | Setoff History Amount | Unique Key |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 999-00-2780 | ABBOTT | ROSSMORE | E | 3012 BELFORD CT | CHARLOTTE | NC | 28226-7801 | 1654.53 | 1754.53 | 01/15/2010 | 12/31/2025 | T2014-11073 | TAX | 02/05/2013 | 100.00 | 99538221 |
| 995-51-1066 | ABBOTTS | JOEVENA | M | 101 S PETERSBURG | CORNELIUS | NC | 28854 | 104.00 | 0.00 | 01/27/2013 | 12/31/2015 | U-01531 | UTL | | 0.00 | 99539428 |
| 999-00-4887 | Abelson | Samuel | | 2478 East Street | CHARLOTTE | NC | 28206 | 1245.00 | 1200.00 | 09/09/2014 | 12/31/2025 | T2014-13-99432 | TAX | | 0.00 | 99539478 |
| 999-00-4887 | Abelson | Samuel | | 2478 East Street | CHARLOTTE | NC | 28206 | 1037.50 | 1066.39 | 11/19/2009 | 12/31/2025 | T2014-10-75648 | TAX | 08/04/2014 | 66.39 | 99538154 |
| 993-74-7085 | ABERNE | JACOBBY | L | 3901 CLEVELAND E | CHARLOTTE | NC | 28212 | 100.00 | 0.00 | 01/29/2011 | 12/31/2015 | U-00785 | UTL | 09/11/2014 | 200.00 | 99539431 |

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## Client Software
## Transmit – Export (Send to Clearinghouse)

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




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## Client Software
## Transmit – Import (Receive from Clearinghouse)

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




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## Client Software
## Transmit – Import (Receive from Clearinghouse)

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



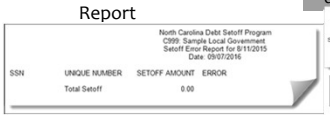

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## Client Software
## Transmit – Import (Receive from Clearinghouse)

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

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







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## Client Software
## Transmit – Import (Receive from Clearinghouse)

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

SSN print can be controlled by User Setup

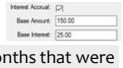


Total Setoff equals Capital Mgt. deposit. ) Unless debt not found and appears on error report.

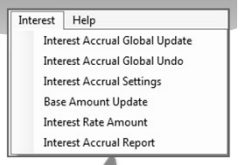
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## Client Software
## Interest Accrual

- For account codes set as Interest Accrual: Yes
- Standard rate is .0075 but can be modified




- Controls:
  - can run up to 12 passed months that were missed
  - only one interest rate allowed
  - only run accrual update once per month
  - Clearinghouse can see which months run or missed – contact us




There is no automatic reminder to run monthly accrual

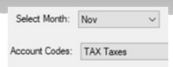
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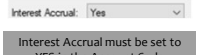
## Client Software
## Interest

**Report**

Alphabetical by last name list of debtors. Displays SSN, Name, Account Number, Date of Update (Interest), Interest Amount and the updated Current Debt. Includes a Current Debt total.




Select the month. Can go back prior months but only in same year




Interest Accrual must be set to YES in the Account Code configuration.

Interest Report
Month: Nov
Date: 11/27/2023

| SSN | LAST NAME | FIRST NAME | DATE OF UPDATE | INTEREST | CURRENT DEBT |
|---|---|---|---|---|---|
| 989-01-2780 | Abbott | Rossmore | 11/27/2023 | 13.88 | 1,817.38 |
| 989-01-4684 | Abelseth | Karen | 11/27/2023 | 6.64 | 935.91 |
| 989-01-4887 | Abelson | Samuel | 11/27/2023 | 9.75 | 1,420.50 |
| 989-01-4887 | Abelson | Samuel | 11/27/2023 | 7.25 | 1,022.14 |
| 989-01-4887 | Abelson | Samuel | 11/27/2023 | 6.75 | 960.81 |
| Total records updated: 5 | | | | 44.26 | 6,156.73 |

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## Client Software - Implementation




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

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## Client Software Future Version

- New sign-on screen
- 90 password requirement on each User Name, not just Transmit password




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## Client Software Future Version




- New menus, icons and selections




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## Client Software – Feedback




**Submit to ncsetoff@ncsetoff.org**

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## Reminders

- **Before 12/31/2026:**
  1. **Complete 2027 Participation Form**
  2. **Review Expired/Expiring Debts by 12/31/2026**
     - **Extend – how many years?**
     - **Delete**
  3. **Year-end cleanup**
     - **Delete $0.00 not setoff (minimum)**
     - **Other better options**

**Contact us to assist with Expired Debts and/or Year-end**
**ncsetoff@ncsetoff.org**

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## NC Debt Setoff Clearinghouse

| Name/Duties | Contact Info – All phones (866) 265-1668 |
|---|---|
| **Bill Walsh**<br>Operations Manager<br>Generate weekly submission file for NC Dept. of Revenue, Setoffs from Dept. of Rev & Lottery, weekly adjustments, website, newsletters, documentation, vendor liaison, IVR, mass emails | bwalsh@ncsetoff.org<br>ncsetoff@ncsetoff.org<br>Monday – Friday mornings or as needed |
| **Fran McClary and Hannah Bryant**<br>Installations/upgrades, software training, debtor inquiries, file imports/due process letters, vendor imports, passwords, restore setoffs, add/edit email addresses, website | fmcclary@ncsetoff.org<br>Tuesday, Wednesday, Thursday<br><br>hbryant@ncsetoff.org<br>Monday – Friday |
| **Billie Mills (I.T.)**<br>New participants installation, server database transfers, workstation installations/upgrades, passwords | bmills@scac.sc<br>Monday, Tuesday, Wednesday |

11/10/2026

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