NC LOCAL GOVERNMENT
DEBT SETOFF CLEARINGHOUSE

CLIENT SOFTWARE TRAINING WORKSHOP

NORTH CAROLINA ASSOCIATION OF COUNTY COMMISSIONERS
FOUNDED 1908

NCLM
NC LEAGUE OF MUNICIPALITIES

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

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

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

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

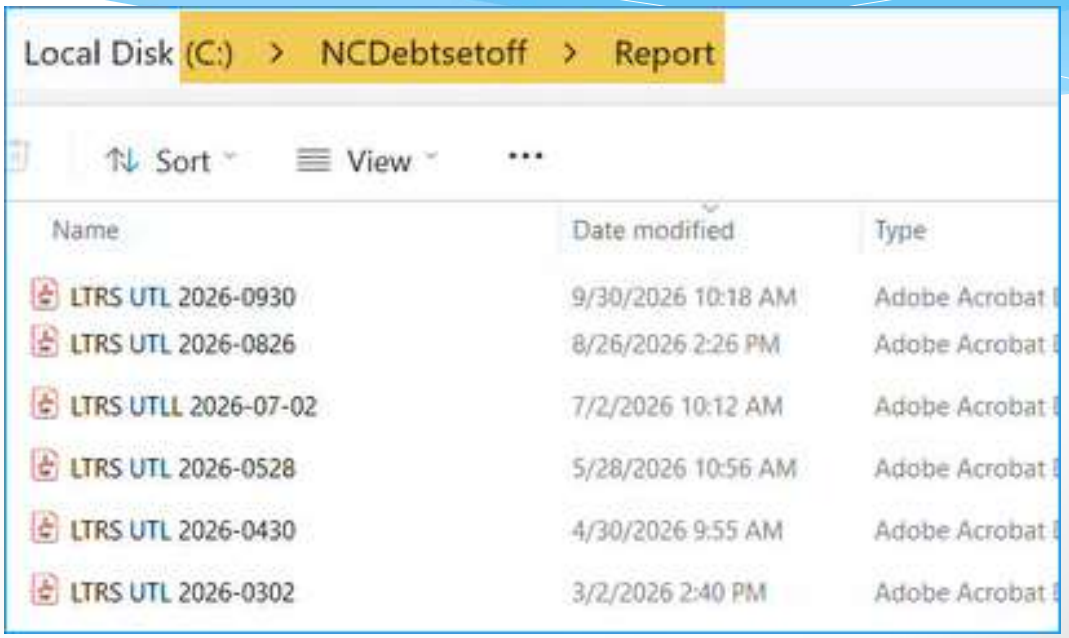
Client Software – Reminder

- Be sure your I.T. is doing regular backups:
  - NCDebtsetoff.mdf (master database file)
  - NCDebtsetoff.ldf (log file of all transactions and changes)

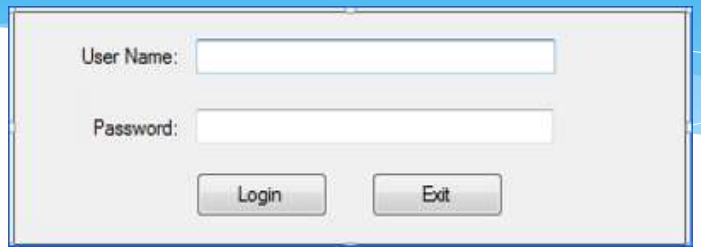
  - Otherwise lose lots of important information that cannot be recovered – Debtors and Debt balances can be restored, but nothing else: userids/passwords, credentials, letter settings must be re-entered!

Client Software – Reminder

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



Client Software – Sign-on

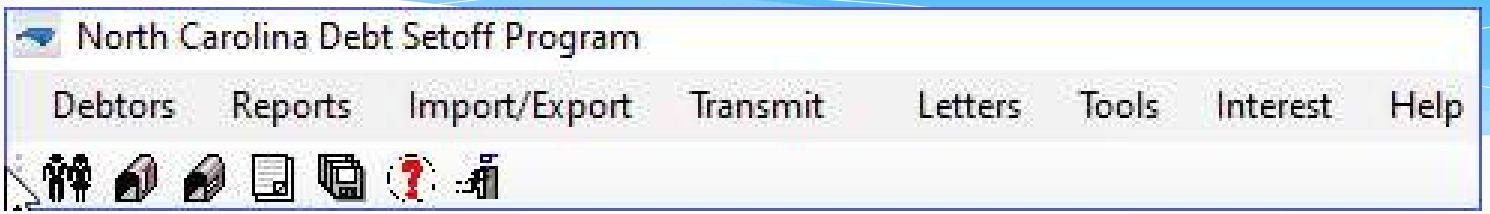


TIP: Press <ENTER> twice instead of clicking Login

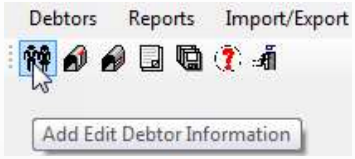
- User Name:
  - admin or assigned (admin needed to reset TRANSMIT password)
- Password:
  - admin or assigned
    - currently doesn't expire (will in next version – 2027.x) but can be changed by NC Debt Setoff or admin

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.

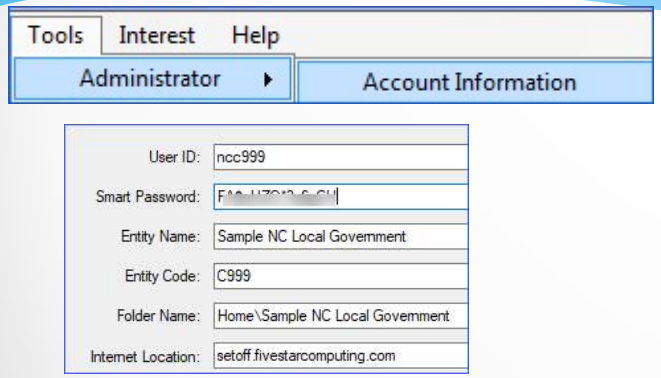
Client Software – Menu Options

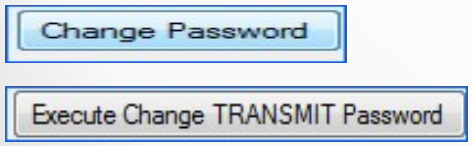


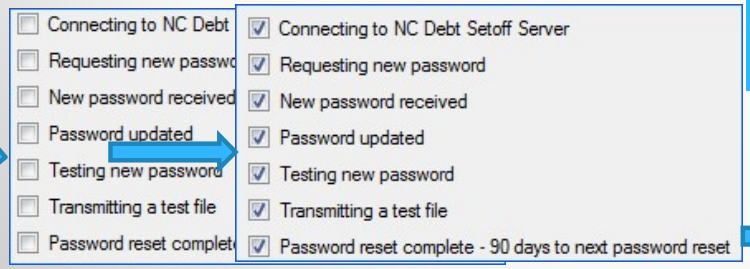
- Use mouse to highlight menu option 

- Use mouse to click icon 

Client Software – Tools
Administrator – Account Information

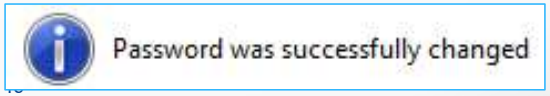




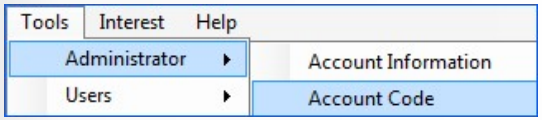


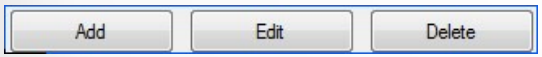
- Maintains local government parameters and connection credentials to secure folder at Clearinghouse
  - Smart Password (changes every 90 days)
  - All others - do not change – unless changed by the admin user

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.



Client Software – Tools
Administrator – Account Code





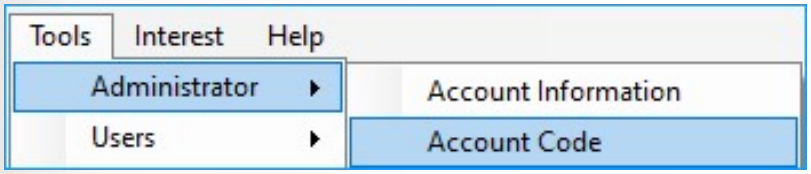


Account Code	Account Description
EMS	Emergency Medical Services
HLT	Health
TAX	Taxes
UTL	Utilities

- 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

Client Software – Tools
Administrator – Account Code



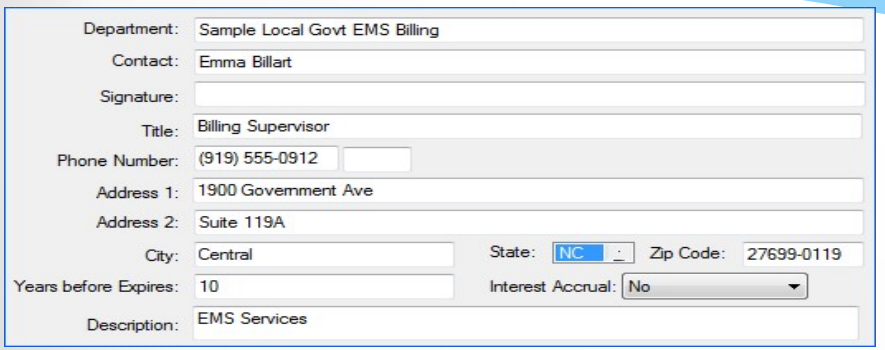
Account Code	Account Description
AMC	Animal Control Services
ASM	Assessments
DMX	Datamax
DSO	Test
EMO	EMS previous vendor
EMS	EMS

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

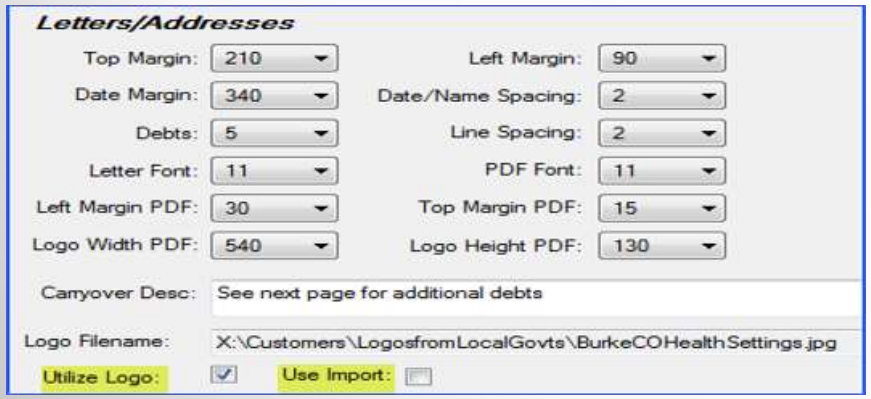
- We are trying to move debts with Account Code "DSO". Should be descriptive: Tax, EMS, UTL, MSC, PAY, H/R, etc.
- Municipalities: 48
  - 38 have 9 debts or less
- Counties/Agencies: 19
  - 12 have 8 debts or less

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

Client Software – Tools
Administrator – Account Code



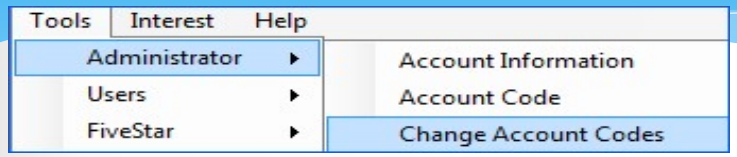
- Contact information to be used in the required notification letter
  - Signature (optional)
- Expiration Date Years (if manually entered)
- Interest Accrual – Yes or No
- Description – appears in notification letter

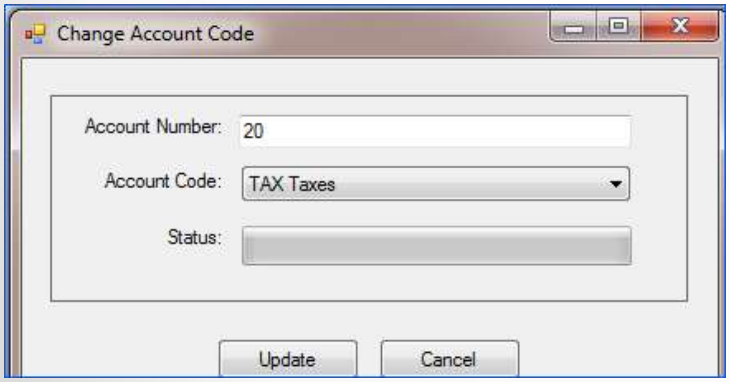


- Set margins and logo parameters
- Utilize Logo – accesses logo picture from stored location
- Use Import – configure import options

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

Client Software – Tools
Administrator – Change Account Code

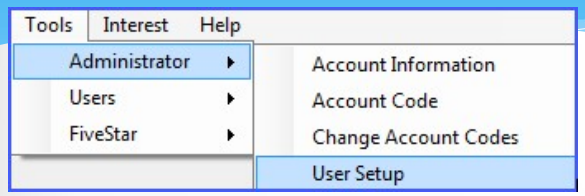




- Used to convert debts that begin with a certain character string that are in the incorrect Account Code or have no Account Code
  - Enter beginning characters of account numbers and a resulting Account Code

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

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

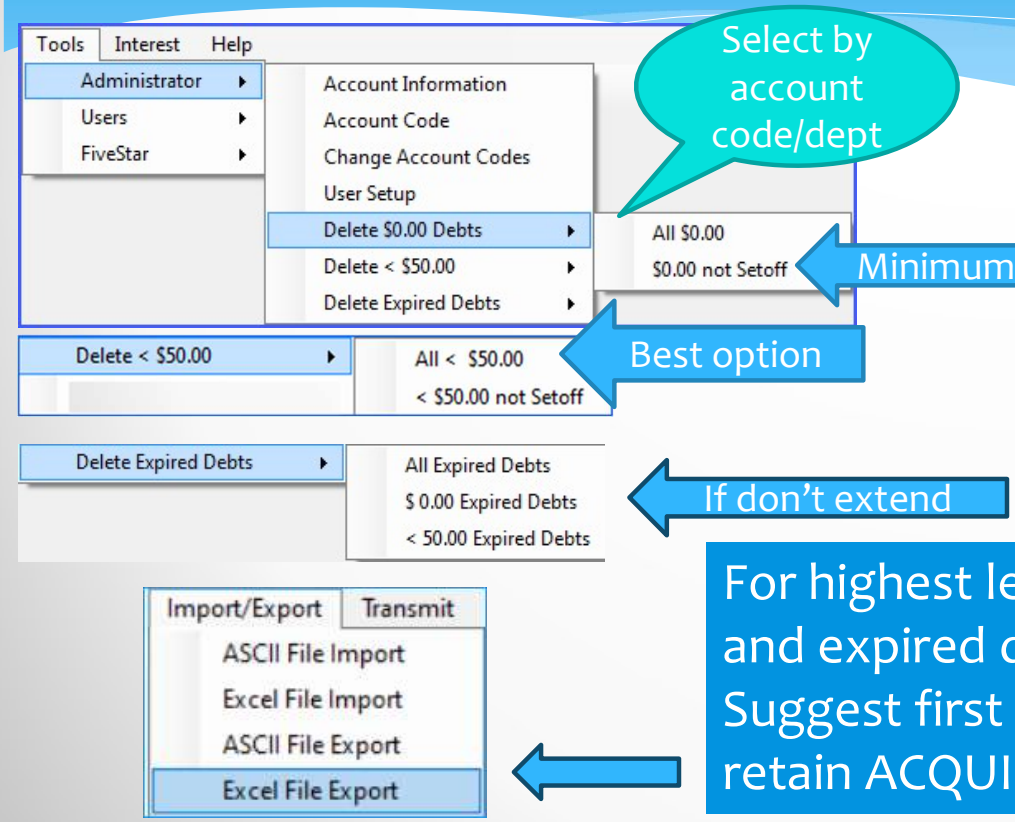
Last Name	First Name	Login Name
Administrator	Admin	Admin
Tester	Sam	stester
User	Johnny	tuser
Walsh	Bill	bwalsh

Debtors	Reports	Imports	Maintenance	Transmit	Letter
Update	Yes	Yes	Yes	Yes	Yes
View	No	No	No	No	No

Address	Tools	Interest	Setoff	Report	Online
Yes	Yes	Yes	Yes	Full SSN	Full SSN
No	No	No	No	Partial SSN	Partial SSN
				No SSN	No SSN

Account Code	Account Description	Access
HLT	HEALTH ...	RESTRICTED ...
REA	REAL ESTATE ...	ACCESS
TAX	TAXES ...	ACCESS
UTL	UTILITIES ...	RESTRICTED ...

Client Software – Tools
Administrator - Year-end Cleanup

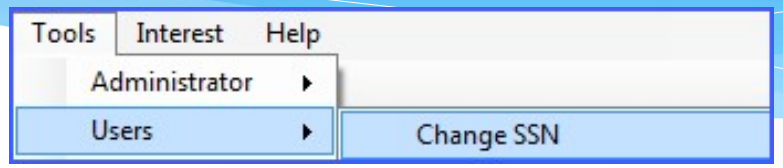


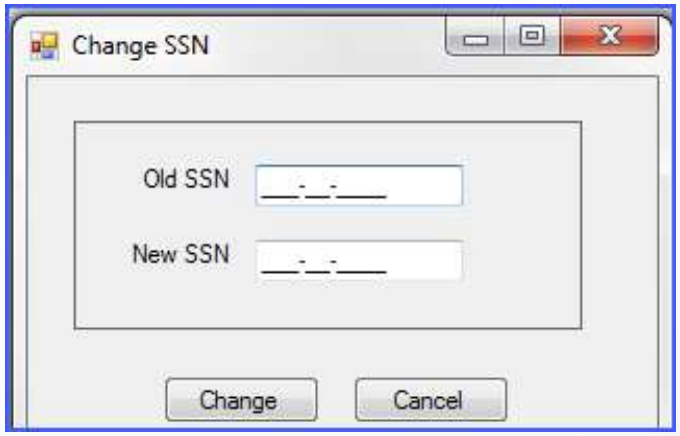
- Suggest ONLY doing November – early January) possibly after last setoff file of the year has been processed
- Contact NC Debt Setoff for assistance

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.

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)



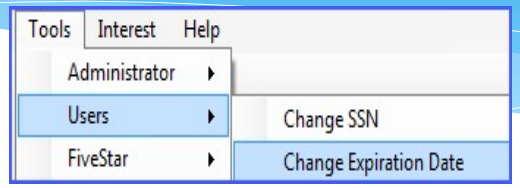


Cannot change in Debtor screens – option is ONLY in the Tools-User menu

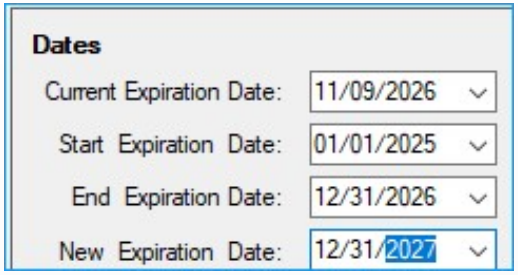
Tip: Can change to an ITIN that was rejected in Debtor Add screen, ex.: 999-**-****

Client Software – Tools
User – Change Expiration Date

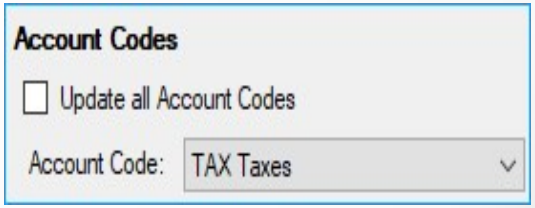
- Powerful option to globally Update ALL; one date; or a range of dates







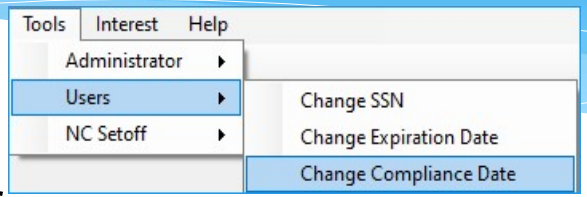
- Can do ALL Account Codes (that credentials allow) or just ONE



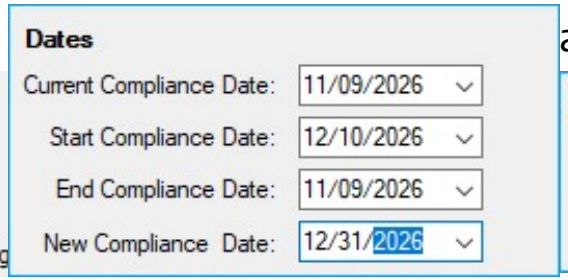
Statute of Limitations applies to the age of the debt or established activity (invoice/bill or payment) NOT the amount of time attempting to collect. Ten years for taxes, 3 years for all others but discuss with your attorney. For example: For example, delinquent 2008 tax bill that notices were sent to 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).

Client Software – Tools
User – Change Compliance Date

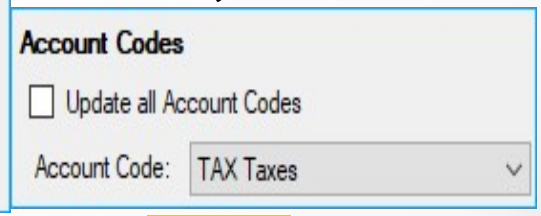
- Powerful option to globally Update ALL; one date; or a range of dates







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



1

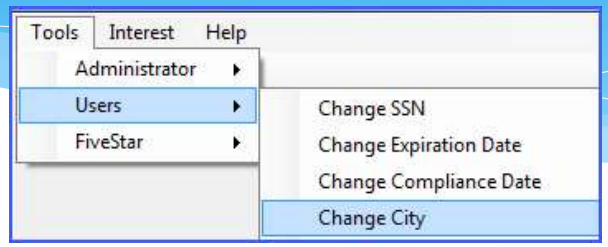
Example: a pdf of TAX due process notification letters were generated on 10/11/2025 but something occurred and the letters were not mailed until 11/12/2024. The Compliance Date would need to be updated so the debts would not be available for the Dept. of Revenue until at least Wednesday, 11/12/2025.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

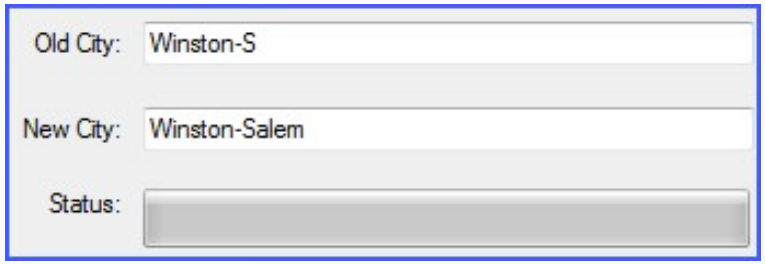
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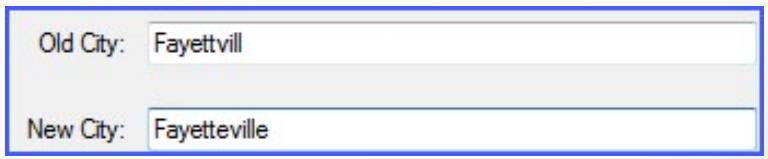
3

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

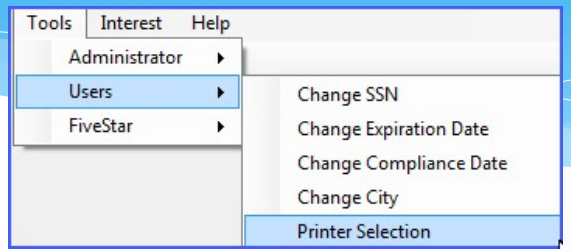


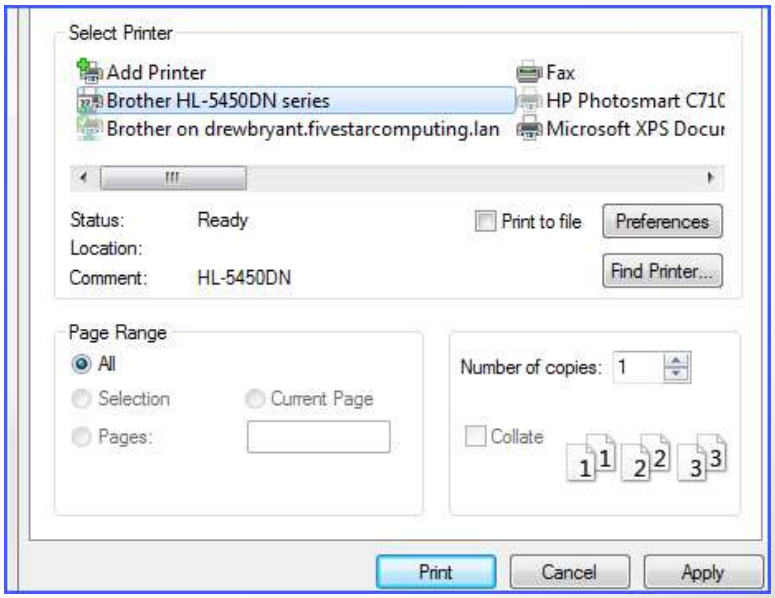




Client Software – Tools
User – Printer Selection

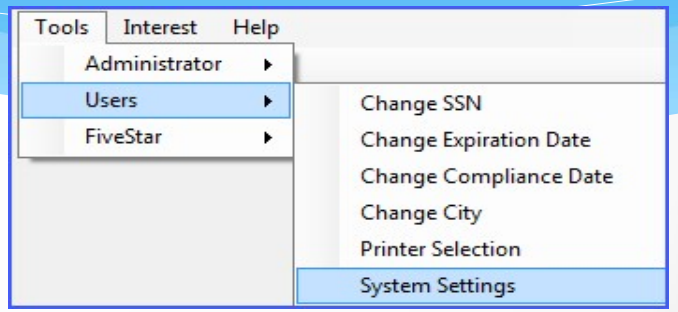
- Select a different printer for various reasons.
- Be sure to select Apply
- If still doesn't print, may have to select Set as Default Printer
- Then change back to normal default printer

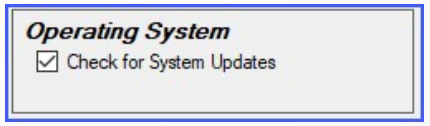




Client Software – Tools User – System Settings

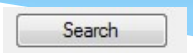
- ALL Users
  - Check for System Updates (new version)
    - If not checked, will not look for newer versions
    - certain remote connectivity does not allow for automatic updates
  - Debt Controls – cannot enter or edit a debt amount above this maximum amount

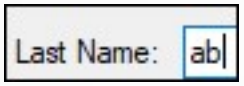




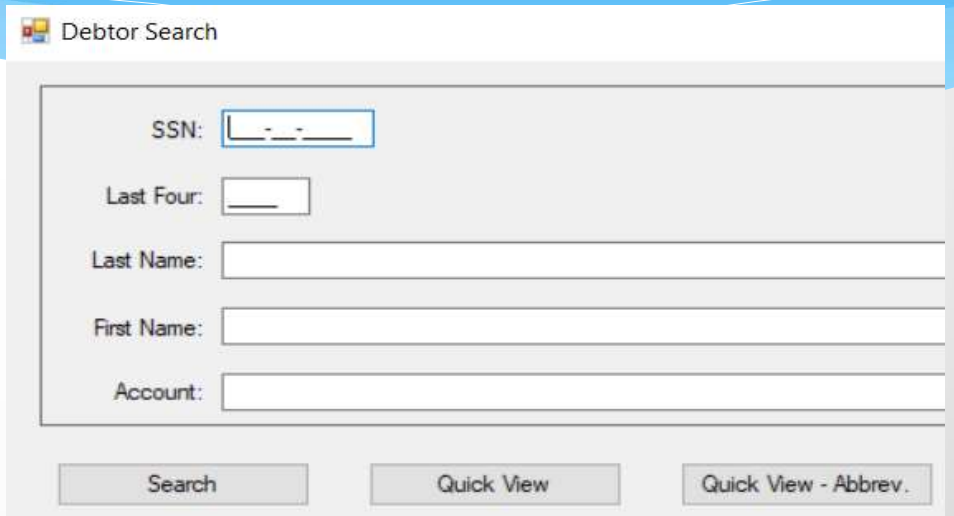


Client Software – Debtors
Debtor Information - Search

- Enter choice and click 

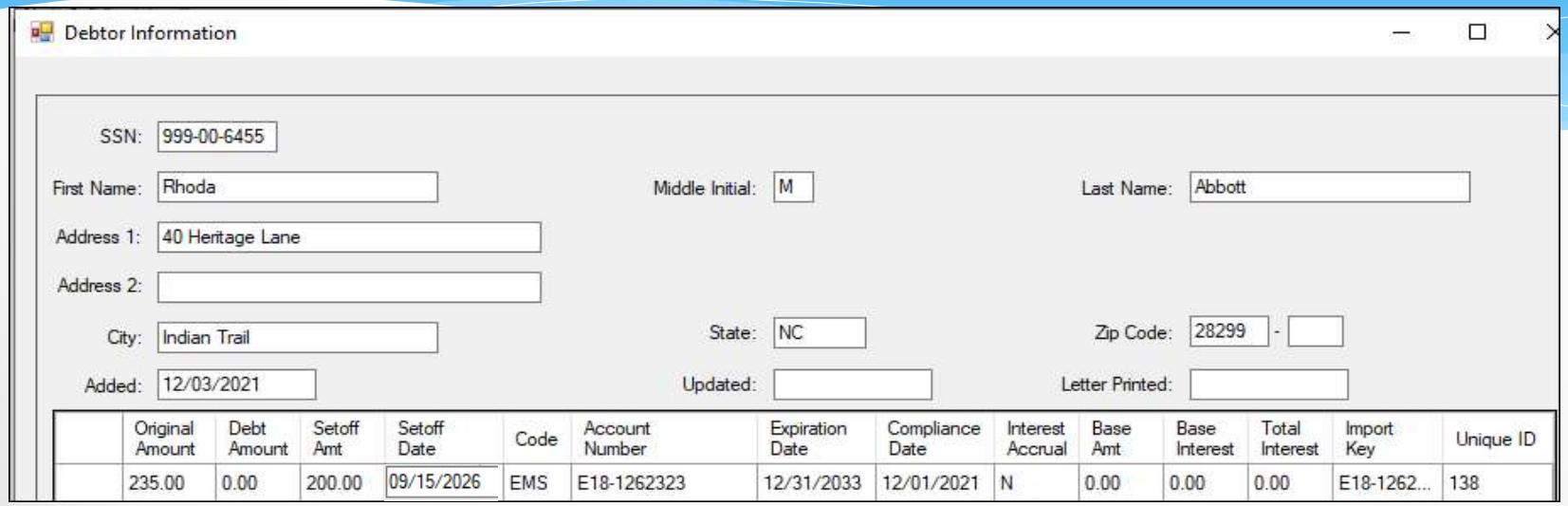
- For Last Name, First Name or Account can enter a partial and will return ALL matching results 

	SSN	Last Name	First Name	Address
▶	999-00-6455	Abbott	Rhoda	40 Heritage Lane
	989-01-4684	Abelseth	Karen	2300 Firetower Rd
	989-01-0281	Abelseth	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 Kay Street
	999-00-3480	Chehab	Emir	3968 Phyllis Place

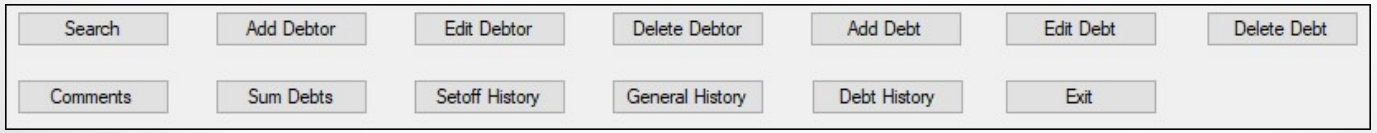


Double-click the desired person

Client Software – Debtors
Debtor Information - Search

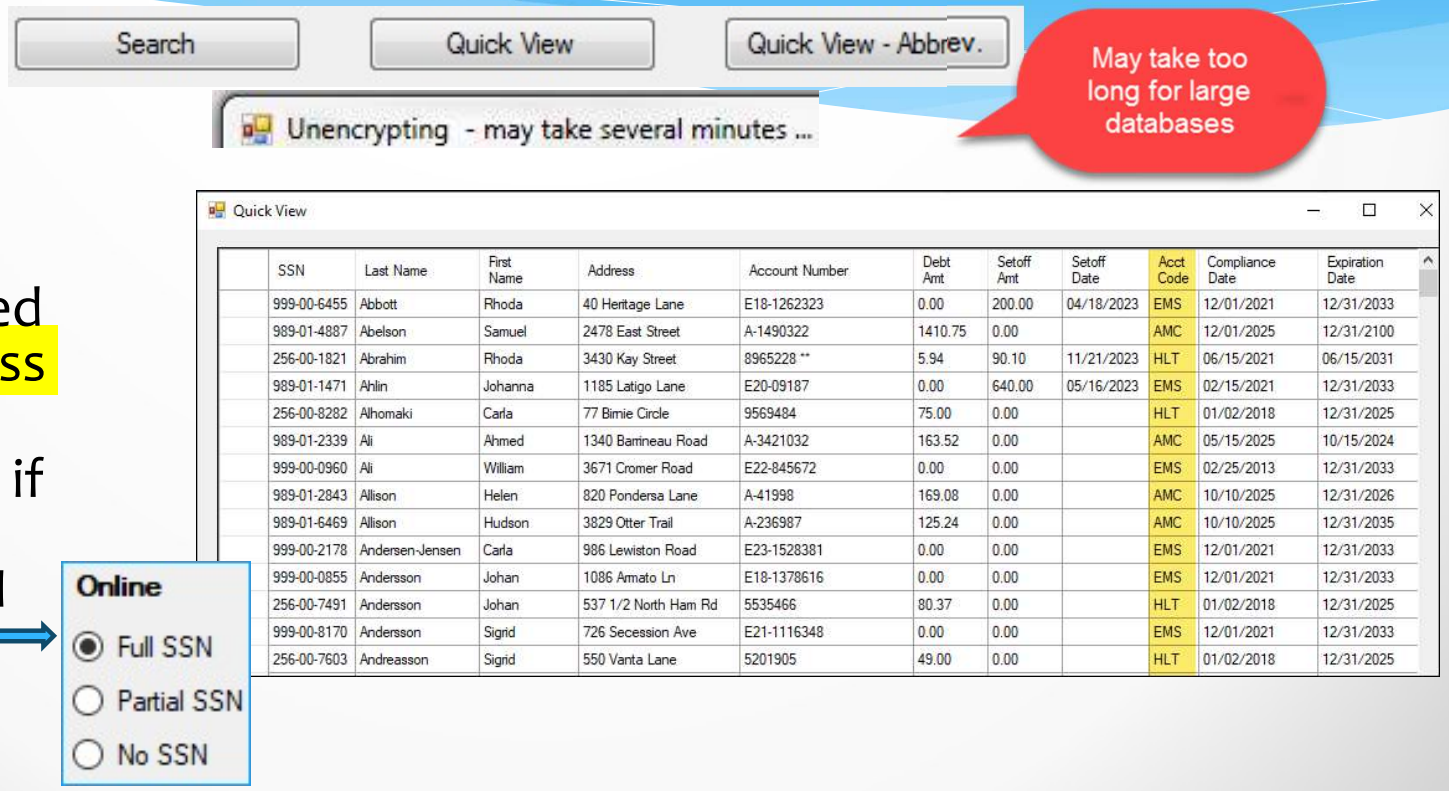


Debtor Demographics and debts appear (if credentials) with the following options:



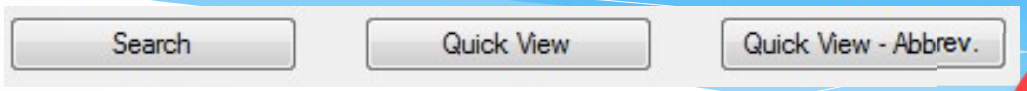
Client Software – Debtors
Debtor Information – Search Quick View

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

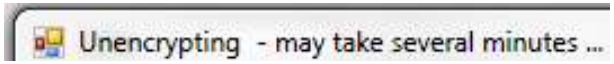


SSN	Last Name	First Name	Address	Account Number	Debt Amt	Setoff Amt	Setoff Date	Acct Code	Compliance Date	Expiration Date
999-00-6455	Abbott	Rhoda	40 Heritage Lane	E18-1262323	0.00	200.00	04/18/2023	EMS	12/01/2021	12/31/2033
989-01-4887	Abelson	Samuel	2478 East Street	A-1490322	1410.75	0.00		AMC	12/01/2025	12/31/2100
256-00-1821	Abrahim	Rhoda	3430 Kay Street	8965228 **	5.94	90.10	11/21/2023	HLT	06/15/2021	06/15/2031
989-01-1471	Ahlin	Johanna	1185 Latigo Lane	E20-09187	0.00	640.00	05/16/2023	EMS	02/15/2021	12/31/2033
256-00-8282	Alhomaki	Carla	77 Bimie Circle	9569484	75.00	0.00		HLT	01/02/2018	12/31/2025
989-01-2339	Ali	Ahmed	1340 Barrineau Road	A-3421032	163.52	0.00		AMC	05/15/2025	10/15/2024
999-00-0960	Ali	William	3671 Cromer Road	E22-845672	0.00	0.00		EMS	02/25/2013	12/31/2033
989-01-2843	Allison	Helen	820 Pondersa Lane	A-41998	169.08	0.00		AMC	10/10/2025	12/31/2026
989-01-6469	Allison	Hudson	3829 Otter Trail	A-236987	125.24	0.00		AMC	10/10/2025	12/31/2035
999-00-2178	Andersen-Jensen	Carla	986 Lewiston Road	E23-1528381	0.00	0.00		EMS	12/01/2021	12/31/2033
999-00-0855	Andersson	Johan	1086 Amato Ln	E18-1378616	0.00	0.00		EMS	12/01/2021	12/31/2033
256-00-7491	Andersson	Johan	537 1/2 North Ham Rd	5535466	80.37	0.00		HLT	01/02/2018	12/31/2025
999-00-8170	Andersson	Sigrid	726 Secession Ave	E21-1116348	0.00	0.00		EMS	12/01/2021	12/31/2033
256-00-7603	Andreasson	Sigrid	550 Vanta Lane	5201905	49.00	0.00		HLT	01/02/2018	12/31/2025

Client Software – Debtors
Debtor Information – Search Quick View



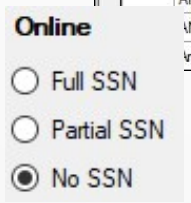
- Search Quick View
  - Displays ALL debtors based on user access rights such as UTL
  - SSN controlled by ONLINE option



May take too long for large databases

Quick View

Last Name	First Name	Address	Account Number	Debt Amt	Setoff Amt	Setoff Date	Acct Code	Compliance Date	Expiration Date
Abbott	Rhoda	40 Heritage Lane	U-109813-23	0.00	75.00	10/22/2024	UTL	11/12/2024	11/12/2074
Adahl	Mauritz	9080 Woods Bay Road	U:7096078	0.00	0.00		UTL	01/02/2018	12/31/2028
ALBERTO	JORGE	3015 ROLLING BROO...	13000686-013	326.67	0.00		UTL	08/01/2025	08/01/2035
Ali	Ahmed	1340 Barineau Road	U:9569504	163.52	0.00		UTL	01/02/2018	12/31/2028
Allison	Helen	820 Pondersa Lane	U:5307720	169.08	0.00		UTL	01/02/2024	01/02/2027
Allison	Hudson	3829 Otter Trail	U:5489098	125.24	0.00		UTL	01/02/2018	12/31/2028
Andersson	Alfrida	1164 Patton Rd	U:8411553	324.85	0.00		UTL	01/02/2024	01/02/2027
ANDERTON	MARK	7170 CLEVELAND RD	2006182-004	158.18	0.00		UTL	08/01/2025	08/01/2035
NDRADE	ANDRADE ...	456 LONGBOURN DR ...	13002089-006	188.09	0.00		UTL	08/01/2025	08/01/2035
ndrew	Edgar	928 Park Ave	U:5425266	171.14	0.00		UTL	01/02/2018	12/31/2028



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

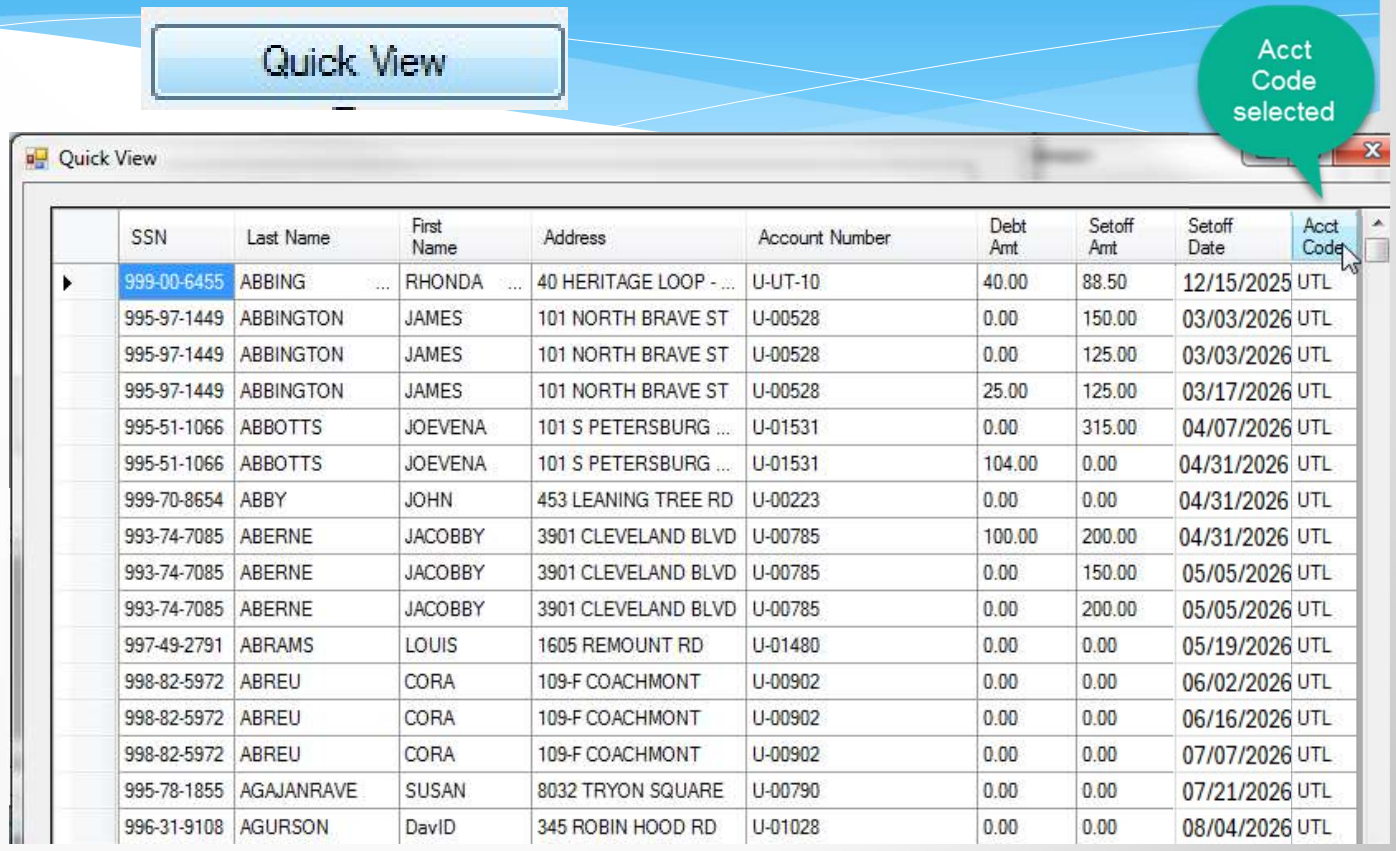


SSN	Last Name	First Name	Address	Account Number	Debt Amt	Setoff Amt	Setoff Date	Acct Code
244-88-9817	Public	Johnny	1213 Anywhere St	BAD CHECK	0.00	0.00		DSO
999-00-6455	ABBING ...	RHONDA ...	40 HERITAGE LOOP - ...	E09-9161213	0.00	150.00	09/16/2014	EMS
999-00-2178	Andersen-Jensen	Carla	986 Lewiston Road	E14-7593222	183.18	0.00		EMS
999-00-0855	Andersson	Johan	1086 Amato Ln	E14-8965596	252.39	0.00		EMS
999-00-8170	Andersson	Sigrid	726 Secession Ave	E14-9697570	284.79	0.00		EMS
999-00-8471	Appleton	Charlotte	8070 Forge Rd	E14-5705819	215.12	0.00		EMS
999-00-1835	ARTEGA ...	RAVINE ...	1816 CROSSBOW R ...	EMS-01122012	277.50	40.00	09/17/2014	EMS
999-00-2990	Asplund	Filip	15836 Hwy 301	E14-5043482	228.07	0.00		EMS
999-00-3718	Ayoub Daher	Banoura	1864 Carolina Street	E14-5613338	277.37	0.00		EMS
999-00-0869	Beane	Ethel	1089 Cam Street Lot 9	E11-8004406	305.31	0.00		EMS
999-00-1716	Bird	Ellen	1225 Sandhill Road	E14-9238358	258.28	0.00		EMS
999-00-0029	Brady	John	100 Maple St	E14-6090681	0.00	230.29	08/11/2015	EMS
999-00-1487	Brito	Joseph	325 Creek Road	E14-7097770	215.12	0.00		EMS
999-00-7841	Buckley	Daniel	5917 Hwy 301	E14-8650681	215.12	0.00		EMS
999-00-4054	Burns	Elizabeth	8935 Millstone Ln	E14-5595957	260.86	0.00		EMS
999-00-8611	Cacic	Manda	8230 Rufus Drive	E14-8967440	174.89	0.00		EMS

Client Software – Debtors
Debtor Information – Search Quick View

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

Double-click the desired person



SSN	Last Name	First Name	Address	Account Number	Debt Amt	Setoff Amt	Setoff Date	Acct Code
999-00-6455	ABBING	RHONDA	40 HERITAGE LOOP - ...	U-UT-10	40.00	88.50	12/15/2025	UTL
995-97-1449	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-00528	0.00	150.00	03/03/2026	UTL
995-97-1449	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-00528	0.00	125.00	03/03/2026	UTL
995-97-1449	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-00528	25.00	125.00	03/17/2026	UTL
995-51-1066	ABBOTTS	JOEVENA	101 S PETERSBURG ...	U-01531	0.00	315.00	04/07/2026	UTL
995-51-1066	ABBOTTS	JOEVENA	101 S PETERSBURG ...	U-01531	104.00	0.00	04/31/2026	UTL
999-70-8654	ABBY	JOHN	453 LEANING TREE RD	U-00223	0.00	0.00	04/31/2026	UTL
993-74-7085	ABERNE	JACOBBY	3901 CLEVELAND BLVD	U-00785	100.00	200.00	04/31/2026	UTL
993-74-7085	ABERNE	JACOBBY	3901 CLEVELAND BLVD	U-00785	0.00	150.00	05/05/2026	UTL
993-74-7085	ABERNE	JACOBBY	3901 CLEVELAND BLVD	U-00785	0.00	200.00	05/05/2026	UTL
997-49-2791	ABRAMS	LOUIS	1605 REMOUNT RD	U-01480	0.00	0.00	05/19/2026	UTL
998-82-5972	ABREU	CORA	109-F COACHMONT	U-00902	0.00	0.00	06/02/2026	UTL
998-82-5972	ABREU	CORA	109-F COACHMONT	U-00902	0.00	0.00	06/16/2026	UTL
998-82-5972	ABREU	CORA	109-F COACHMONT	U-00902	0.00	0.00	07/07/2026	UTL
995-78-1855	AGAJANRAVE	SUSAN	8032 TRYON SQUARE	U-00790	0.00	0.00	07/21/2026	UTL
996-31-9108	AGURSON	DavID	345 ROBIN HOOD RD	U-01028	0.00	0.00	08/04/2026	UTL

Client Software – Debtors
Debtor Information – Search 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

Quick View - Abbrev.

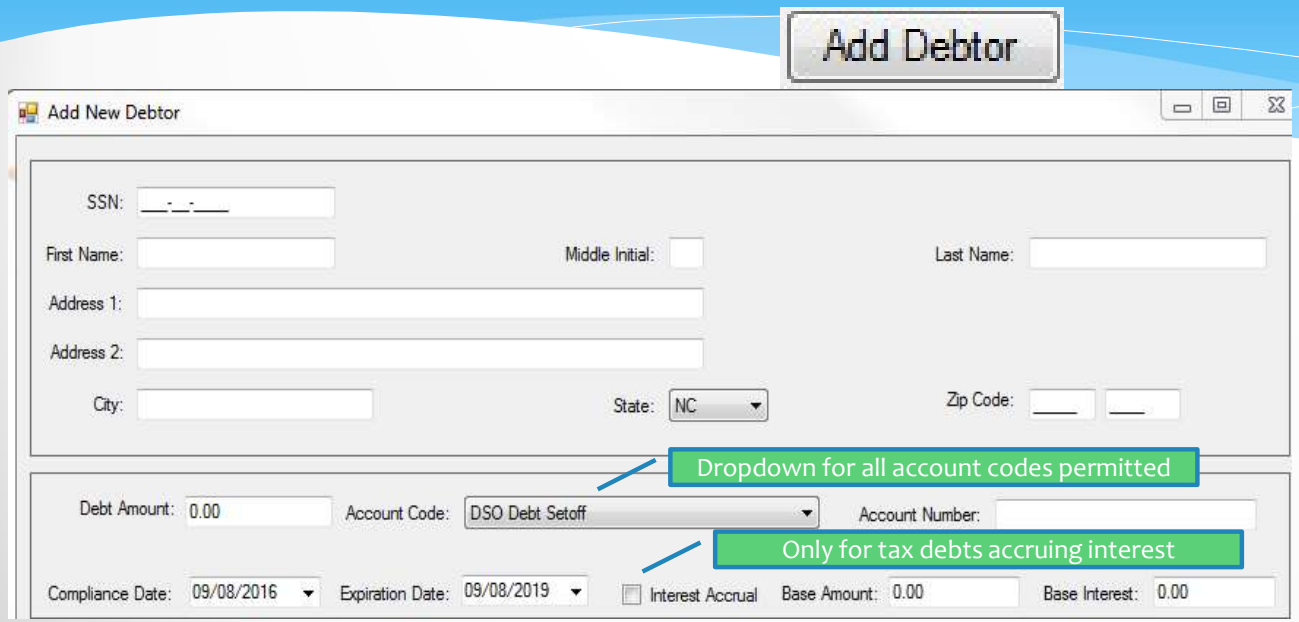
Last Name	First Name	Address1	Address 2	City	State	Zip Code
ABBING	RHONDA ...	40 HERITAGE LOOP - APT...	Apt 10E	BURLINGTON	NC	28174-1
ABBINGTON	JAMES	101 NORTH BRAVE ST		CHARLOTTE	NC	28270
Abbott	Eugene	302 Wheat Street		CHARLOTTE	NC	27520
ABBOTT	ROSSMORE ...	5012 BELFORD CT ...		CHARLOTTE	NC	28226-7
ABBOTTS	JOEVENA	101 S PETERSBURG BLVD		CORNELIUS	NC	28854
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	9382 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

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

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



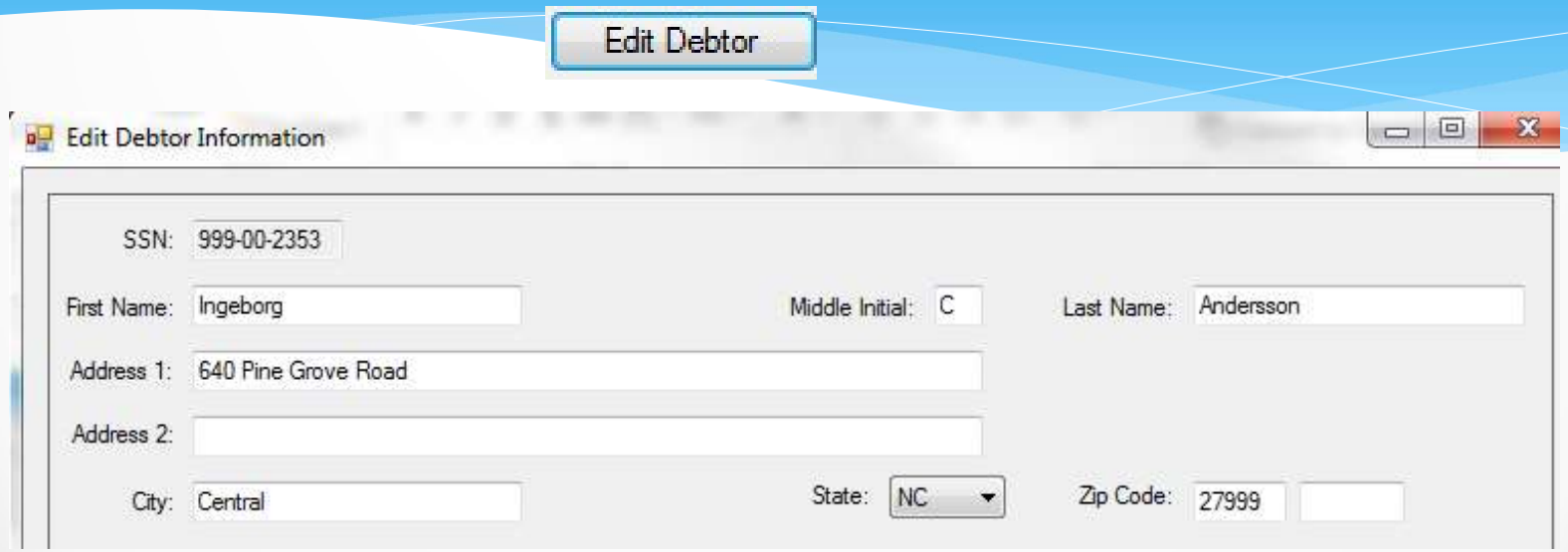
Client Software – Debtors
Debtor Information – Add Debtor



- 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

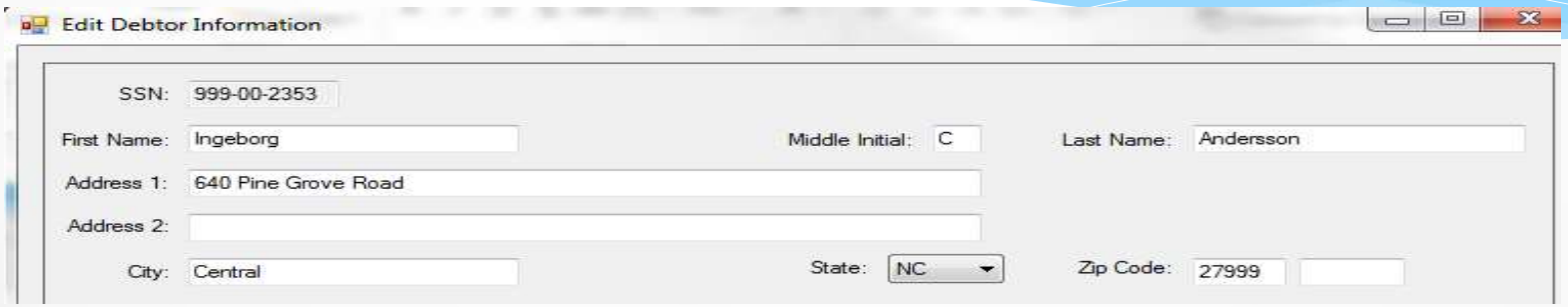
Client Software – Debtors
Debtor Information – Edit Debtor

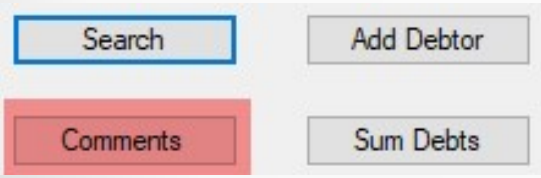


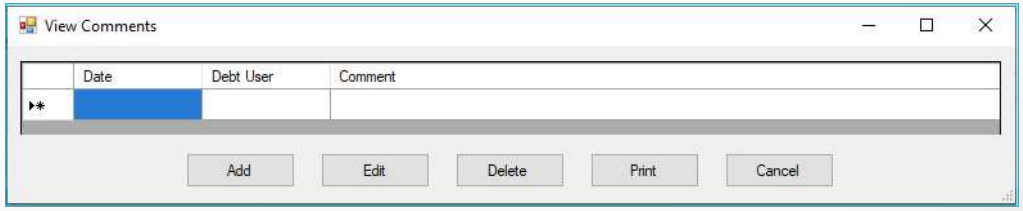
Cannot begin SSN with 000 or 999 – don't recommend entering debtors without an SSN or ITIN as no possibility to collect. But can do letters using web template without SSN/ITINS. NOTE: NC Debt Setoff does not import invalid or missing SSNs/ITINs, nor assist with due process letters for invalid SSNs/ITINs.

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

Client Software – Debtors
Debtor Information – Comments







Selecting COMMENTS option gives several options

Client Software – Debtors
Debtor Information – Comments

View Comments

	Date	Debt User	Comment
	11/11/2025	ttester	Called to say was declaring bankruptcy and would bring documents if successful

SSN: ***-**-****

First Name: Rhoda Middle Initial: M Last Name: Abbott

Address 1: 40 Heritage Lane

Address 2:

City: Indian Trail State: NC Zip Code: 28299 -

Added: 12/03/2021 Updated: Letter Printed: Comment(s)

	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
	75.00	0.00	75.00	10/22/2024	UTL	U-109813-23	11/12/2074	11/12/2024	N	0.00	0.00	0.00		1381

If a Comment is entered it is identified here until deleted

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

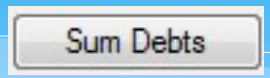
- Debtor comes in and/or calls:
  - demands to be removed
  - pays debt in full
  - wrong person (Jr./Sr.)
- Debtor probably already filed taxes and/or claimed lottery
  - Unique ID/debt will be rejected and needs to be added back for balancing





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

Client Software – Debtors
Debtor Information – Sum Debts



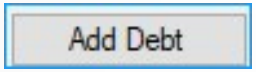
- Click 

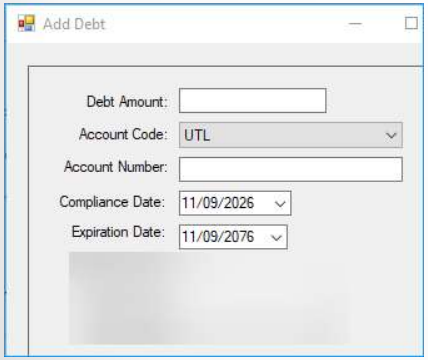
for a total of all debts

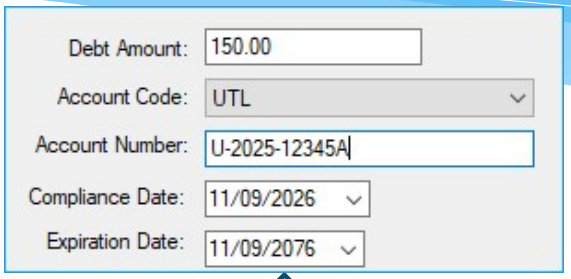
Debt Amount	Setoff Amt	Setoff Date	Code	Account Number
434.00	0.00		TAX	T2014-19964
785.25	0.00		TAX	T2008-U1912



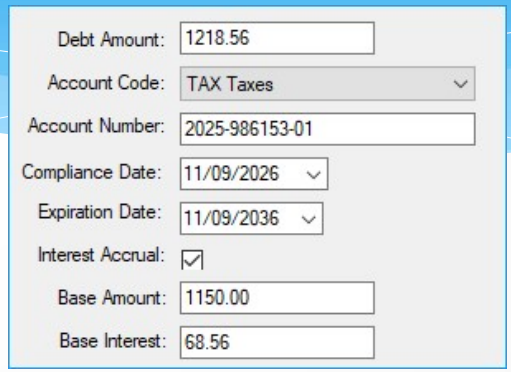
Client Software – Debtors
Debtor Information – Add Debts

- Click 





Non-tax Debt



Tax Debt accruing interest

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
1218.56	1218.56	0.00		TAX	2025-986153-01	11/09/2036	11/09/2026	Y	1150.00	68.56	0.00		1455
150.00	150.00	0.00		UTL	U-2025-12345A	11/09/2029	11/09/2026	N	0.00	0.00	0.00		1456

After Adds

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

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.

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	04/18/2023	EMS	E18-1262323	12/31/2033	12/01/2021	N	0.00	0.00	0.00	E18-1262...	138
75.00	0.00	75.00	10/22/2024	UTL	U-109813-23	11/12/2074	11/12/2024	N	0.00	0.00	0.00		1381
1218.50	218.50	1000.00	11/05/2024	TAX	2022-81117	11/12/2034	11/12/2024	Y	1100.00	118.50	0.00		1382

After the Setoffs

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.

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.

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+

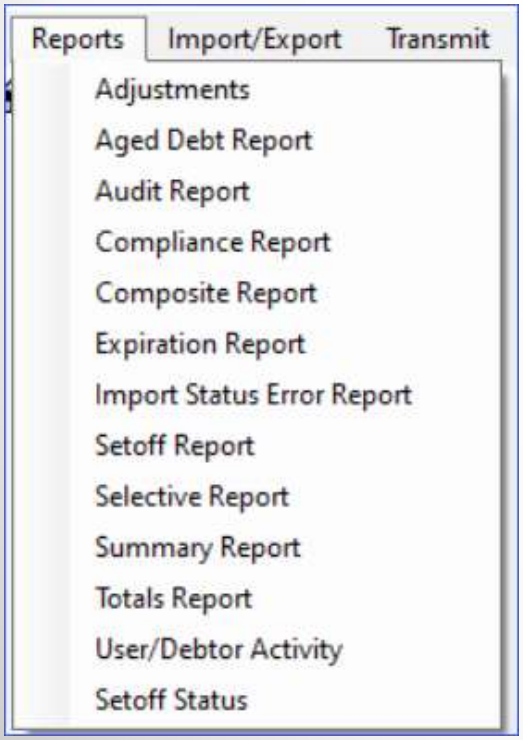
Client Software – Debtors
Debtor Information – Joint Debts

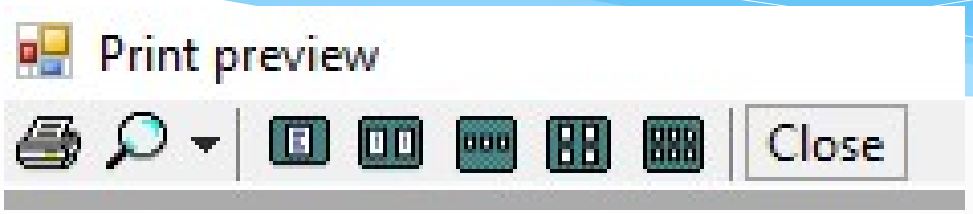
- Two owners: delinquent debt of $400
  - Enter each responsible debtor (name and SSN) with $400 each and send notification letters to both
  - Split the debt at $200 each and send notification letters to both
  - Enter one debtor for the entire $400, if know one debtor is more likely to have a tax refund

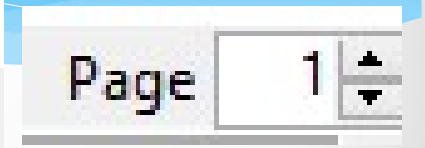
Client Software – Debtors
Debtor Information – Bankruptcy

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

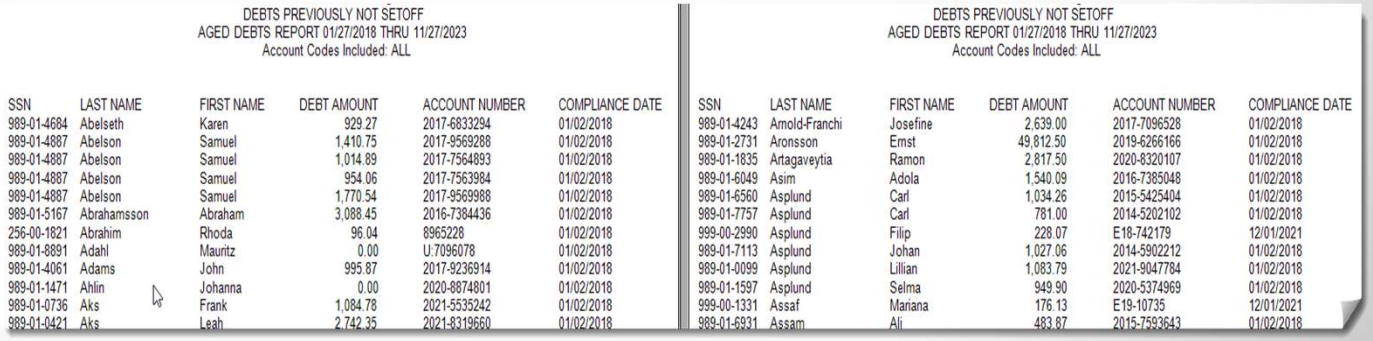
Client Software
Reports







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



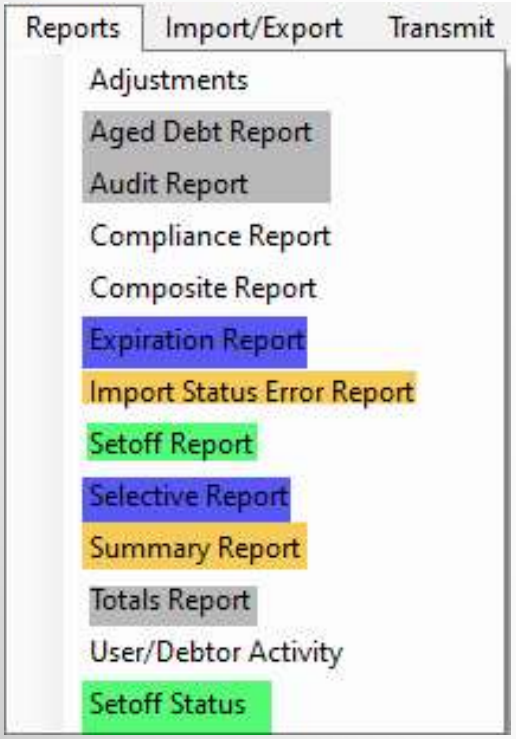
DEBTS PREVIOUSLY NOT SETOFF
AGED DEBTS REPORT 01/27/2018 THRU 11/27/2023
Account Codes Included: ALL

SSN	LAST NAME	FIRST NAME	DEBT AMOUNT	ACCOUNT NUMBER	COMPLIANCE DATE
989-01-4684	Abelseth	Karen	929.27	2017-6833294	01/02/2018
989-01-4887	Abelson	Samuel	1,410.75	2017-9569288	01/02/2018
989-01-4887	Abelson	Samuel	1,014.89	2017-7564893	01/02/2018
989-01-4887	Abelson	Samuel	954.06	2017-7563984	01/02/2018
989-01-4887	Abelson	Samuel	1,770.54	2017-9569988	01/02/2018
989-01-5167	Abrahamsson	Abraham	3,088.45	2016-7384436	01/02/2018
256-00-1821	Abrahim	Rhoda	96.04	8965228	01/02/2018
989-01-8891	Adahl	Mauritz	0.00	U:7096078	01/02/2018
989-01-4061	Adams	John	995.87	2017-9236914	01/02/2018
989-01-1471	Ahlin	Johanna	0.00	2020-8874801	01/02/2018
989-01-0736	Aks	Frank	1,084.78	2021-5535242	01/02/2018
989-01-0421	Aks	Leah	2,742.35	2021-8319660	01/02/2018

DEBTS PREVIOUSLY NOT SETOFF
AGED DEBTS REPORT 01/27/2018 THRU 11/27/2023
Account Codes Included: ALL

SSN	LAST NAME	FIRST NAME	DEBT AMOUNT	ACCOUNT NUMBER	COMPLIANCE DATE
989-01-4243	Arnold-Franchi	Josefine	2,639.00	2017-7096528	01/02/2018
989-01-2731	Aronsson	Ernst	49,812.50	2019-6266166	01/02/2018
989-01-1835	Artagaveytia	Ramon	2,817.50	2020-8320107	01/02/2018
989-01-6049	Asim	Adola	1,540.09	2016-7385048	01/02/2018
989-01-6560	Asplund	Carl	1,034.26	2015-5425404	01/02/2018
989-01-7757	Asplund	Carl	781.00	2014-5202102	01/02/2018
999-00-2990	Asplund	Filip	228.07	E18-742179	12/01/2021
989-01-7113	Asplund	Johan	1,027.06	2014-5902212	01/02/2018
989-01-0099	Asplund	Lillian	1,083.79	2021-9047784	01/02/2018
989-01-1597	Asplund	Selma	949.90	2020-5374969	01/02/2018
999-00-1331	Assaf	Mariana	176.13	E19-10735	12/01/2021
989-01-6931	Assam	Ali	483.87	2015-7593643	01/02/2018

Client Software
Reports

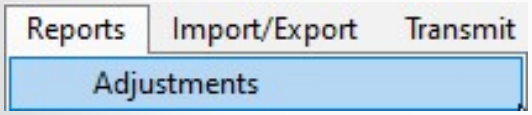


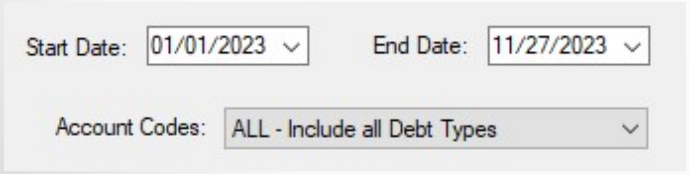
- Yellow- great weekly report
- Green – after a setoff is processed
- Blue – Year-end
- Grey – Excel export much better
- Others – seldom used or needed

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, Account Number and Adjusted Date. Includes Totals.





ADJUSTMENTS REPORTS
DATE RANGE: 01/01/2023 THRU 11/27/2023
Date: 11/27/2023

SSN	NAME	ORIGINAL DEBT	ADJMNT AMT	CURRENT DEBT	ACCT CODE	ACCOUNT#	ADJ DATE
999-00-6455	Abbott Rhoda	100.01	100.01	0.00	HLT	H123	01/03/2023
989-01-2780	Abbott Rossmore	100.01	100.01	0.00	EMS	E123	01/03/2023
989-01-0281	Abelseth Olaus	209.14	209.14	0.00	TAX	2021-8411080	11/16/2023
989-01-4887	Abelson Samuel	753.26	753.26	0.00	TAX	2017-7566201	01/04/2023
989-01-4887	Abelson Samuel	1,066.39	51.50	1,014.89	TAX	2017-7564893	11/16/2023
989-01-5167	Abrahamsson Abraham	100.01	100.01	0.00	HLT	H123	01/04/2023
989-01-8891	Adahl Mauritz	100.01	100.01	0.00	EMS	E17-123	01/04/2023
989-01-8891	Adahl Mauritz	347.50	347.50	0.00	UTL	U:7096078	11/16/2023
989-01-1471	Ahlin Johanna	1,297.59	1,297.59	0.00	TAX	2020-8874801	11/16/2023
989-01-0295	Allen William	433.82	433.82	0.00	TAX	2021-7020600	11/16/2023
999-00-0869	Beane Ethel	305.31	305.31	0.00	EMS	E18-788012	11/16/2023
989-01-7246	Cho Chang	539.00	539.00	0.00	TAX	2014-8121839	11/16/2023
989-01-0057	Mallet Albert	337.19	337.19	0.00	UTL	U:7569157	01/03/2023
989-01-0057	Mallet Albert	754.38	754.38	0.00	TAX	2021-7596772	01/03/2023
989-01-0176	Moubarek Gerios	629.71	629.71	0.00	TAX	2021-7849677	11/16/2023
989-01-0001	Van Billiard Walter	100.01	100.01	0.00	HLT	H123	01/03/2023
989-01-2255	Walshe Roderick	100.00	100.00	0.00	TAX		01/03/2023
989-01-2255	Walshe Roderick	100.00	100.00	0.00	HLT	h1	01/03/2023
989-01-5832	Walshe-Greene Rebekah	394.00	394.00	0.00	UTL	U:8874662	01/03/2023
	Totals	$7,971.48	$6,747.45	$1,224.03			

Client Software Reports

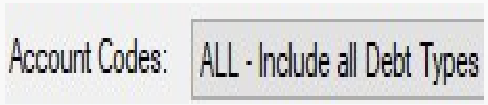
2) Aged Debts

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.









DEBTS PREVIOUSLY NOT SETOFF
AGED DEBTS REPORT 01/27/2018 THRU 11/27/2023
Account Codes Included: ALL

SSN	LAST NAME	FIRST NAME	DEBT AMOUNT	ACCOUNT NUMBER	COMPLIANCE DATE
989-01-4684	Abelseth	Karen	929.27	2017-6833294	01/02/2018
989-01-4887	Abelson	Samuel	1,410.75	2017-9569288	01/02/2018
989-01-4887	Abelson	Samuel	1,014.89	2017-7564893	01/02/2018
989-01-4887	Abelson	Samuel	954.06	2017-7563984	01/02/2018
989-01-4887	Abelson	Samuel	1,770.54	2017-9569988	01/02/2018
989-01-5167	Abrahamsson	Abraham	3,088.45	2016-7384436	01/02/2018
256-00-1821	Abrahim	Rhoda	96.04	8965228	01/02/2018
989-01-8891	Adahl	Mauritz	0.00	U:7096078	01/02/2018
989-01-4061	Adams	John	995.87	2017-9236914	01/02/2018
989-01-1471	Ahlin	Johanna	0.00	2020-8874801	01/02/2018
989-01-0736	Aks	Frank	1,084.78	2021-5535242	01/02/2018
989-01-0421	Aks	Leah	2,742.35	2021-8319660	01/02/2018
256-00-7197	Albimona	William	50.00	7096130	01/02/2018
989-01-1814	Aldworth	Charles	1,371.20	2020-9237052	01/02/2018
989-01-5699	Alexander	William	1,087.43	2016-5092263	01/02/2018
256-00-8282	Alhomaki	Carla	75.00	9569484	01/02/2018
989-01-2339	Ali	Ahmed	163.52	U:9569504	01/02/2018
999-00-0960	Ali	William	175.69	E19-845672	12/01/2021
989-01-0687	Allen	Elisabeth	2,567.08	2021-4921741	01/02/2018
989-01-0295	Allen	William	0.00	2021-7020600	01/02/2018
989-01-5783	Allison	Bessie	1,329.09	2016-8119085	01/02/2018
989-01-2843	Allison	Helen	169.08	U:5307720	01/02/2018
989-01-6469	Allison	Hudson	125.24	U:5489098	01/02/2018
989-01-1751	Allison	Hudson	1,166.37	2020-8875061	01/02/2018
989-01-4222	Allum	Owen	3,378.19	2017-8534604	01/02/2018

Client Software Reports

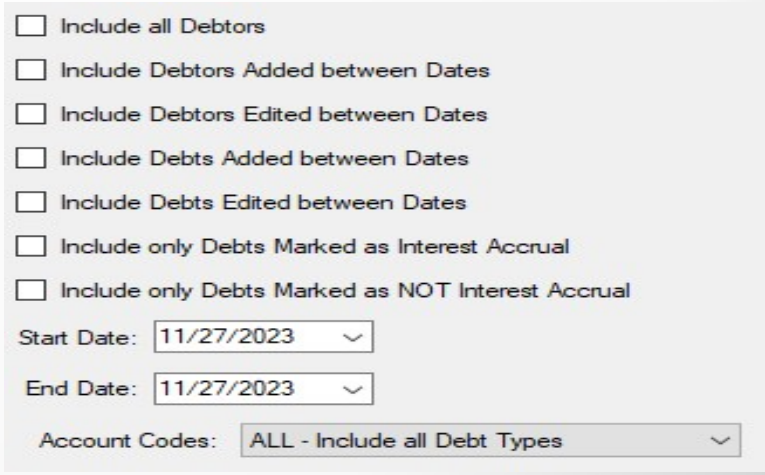
3) Audit

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.

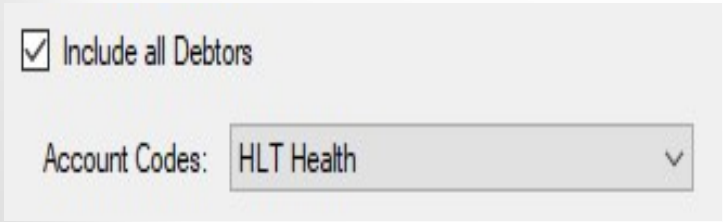
Creating an Export Excel file provides same data but more manageable, can be sorted, etc.





Client Software Reports

3) Audit



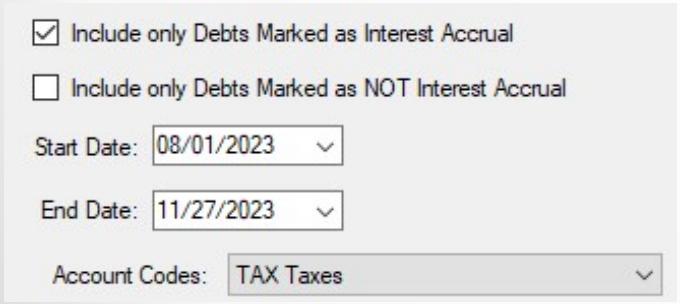
Creating an Export Excel file provides same data but more manageable, can be sorted, etc.

Date Range: All Dates Included
Account Codes Included: HLT

Debtor Info	DEBT AMOUNT	CODE	ACCOUNT NUMBER	COMPLIANCE	EXPIRATION	INT	BASE AMT	BASE INT
	0.00						0.00	0.00
Abrahim Rhoda S 256-00-1821 3430 Kay Street Jacksonville, NC 27520	96.04	HLT	8965228	01/02/2018	12/15/2023	N	0.00	0.00
	96.04						0.00	0.00
Albimona William C 256-00-7197 4936 Woodsbay Road Durham, NC 27527	50.00	HLT	7096130	01/02/2018	12/15/2023	N	0.00	0.00
	50.00						0.00	0.00
Alhomaki Carla R 256-00-8282 77 Birnie Circle Sanford, NC 27576	75.00	HLT	9569484	01/02/2018	12/15/2023	N	0.00	0.00
	75.00						0.00	0.00
Andersson Johan J 256-00-7491 537 1/2 North Ham Rd Concord, NC 27569	80.37	HLT	5535466	01/02/2018	12/15/2023	N	0.00	0.00
	80.37						0.00	0.00
Andreasson Sigrid E 256-00-7603 550 Vanta Lane Apex, NC 27527	49.00	HLT	5201905	01/02/2018	12/15/2023	N	0.00	
	49.00	HLT	5201905	01/02/2018	12/15/2023	N	0.00	
	98.00						0.00	

Client Software Reports

3) Audit



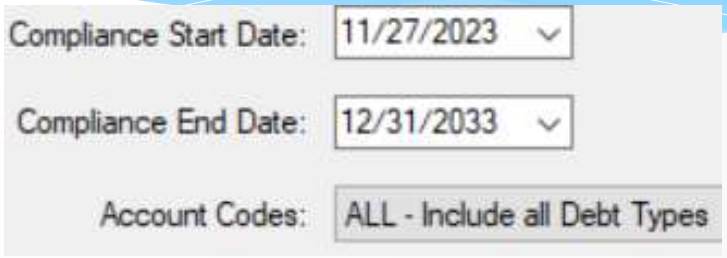
Audit Report
Date: 11/27/2023
Date Range: 08/01/2023 Thru 11/27/2023
Account Codes Included: TAX

Debtor Info	DEBT AMOUNT	CODE	ACCOUNT NUMBER	COMPLIANCE	EXPIRATION	INT	BASE AMT	BASE INT
	0.00						0.00	0.00
Abbott Rossmore E 989-01-2780 1525 Norwood Road Monroe, NC 27520	0.00	TAX	2019-8411073	01/02/2018	12/31/2028	Y	1,500.00	254.53
	1,803.50	TAX	2020-8411073	03/15/2021	12/31/2031	Y	1,850.00	53.50
	1,803.50						3,350.00	308.03
Abelseth Karen M 989-01-4684 2300 Firetower Rd Asheville, NC 27524	929.27	TAX	2017-6833294	01/02/2018	12/31/2028	Y	885.00	44.27
	929.27						885.00	44.27
Abelseth Olaus J 989-01-0281 1037 Sloane Street Concord, NC 29123	0.00	TAX	2021-8411080	01/02/2018	12/31/2028	Y	170.00	39.14
	0.00						170.00	39.14
Abelson Samuel 989-01-4887 2478 East Street Wilmington, NC 28206	1,410.75	TAX	2017-9569288	01/02/2018	12/31/2028	Y	1,300.00	110.75
	1,014.89	TAX	2017-7564893	01/02/2018	12/31/2028	Y	966.39	48.50
	954.06	TAX	2017-7563984	01/02/2018	12/31/2028	Y	900.00	54.06
	3,379.70						3,166.39	213.31
Grand Totals:	$6,112.47*						$7,571.39*	$60

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.





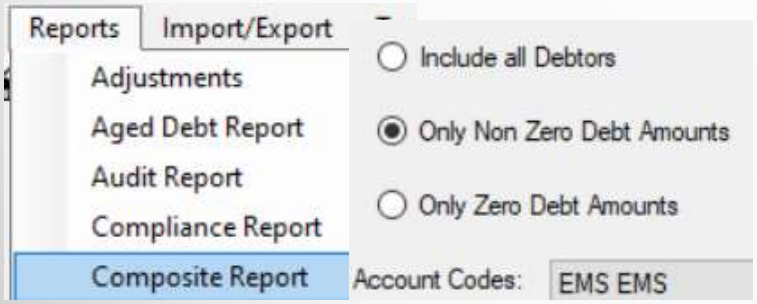
Compliance Report
Date: 11/27/2023
Date Range: 11/27/2023 Thru 12/31/2024

SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	COMPLIANCE DATE
989-01-2843	Allison Helen L	169.08	UTL	U:5307720	01/02/2024
989-01-1394	Andersson Alfrida K	324.85	UTL	U:8411553	01/02/2024
989-01-4131	Baumann John D	174.89	UTL	U:7903665	01/02/2024
989-01-6287	Calic Petar	152.75	UTL	U:8967544	01/02/2024
	Total Debt	$821.57*			

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.



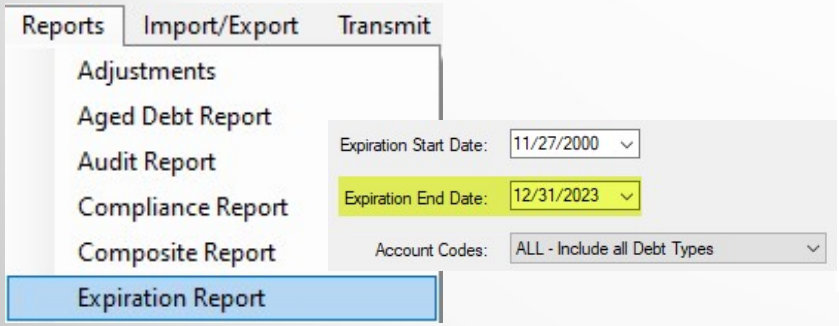
Composite Report
Date: 11/27/2023
Account Codes Included: EMS

SSN	NAME	STREET	CITY	ST	ZIP	DEBT AMOUNT
999-00-6455	Abbott Rhoda M	40 Heritage Lane	Indian Trail	NC	28299	35.00
989-01-1471	Ahlin Johanna P	1185 Latigo Lane	Wendell	NC	27577	25.00
999-00-0960	Ali William	3671 Cromer Road	Monroe	NC	27593	175.69
999-00-2178	Andersen-Jensen	986 Lewiston Road	Hickory	NC	27520	183.18
999-00-0855	Andersson Johan	1086 Armato Ln	Kannapolis	NC	27524	252.39
999-00-8170	Andersson Sigrid	726 Secession Ave	Greenville	NC	28366	284.79
999-00-8471	Appleton Charlot	8070 Forge Rd	Kannapolis	NC	27893	215.12
999-00-0316	Arnold-Franchi J	4 SandpineCt	Burlington	NC	27520	233.19
999-00-2990	Asplund Filip O	15836 Hwy 301	Mint Hill	HA	17370	228.07
999-00-1331	Assaf Mariana	627 Carnegie St	Chapel Hill	NC	28299	176.13
999-00-3718	Ayoub Daher Bano	1864 Carolina Street	Chapel Hill	NC	27529	277.37
999-00-1716	Bird Ellen	1225 Sandhill Road	Chapel Hill	NC	27524	258.28
999-00-5118	Bjornstrom Mauri	720 Longtown St	Gastonia	NC	28083	180.89
999-00-0743	Bostandyeff Guen	1413 Mildord Rd	Asheville	NC	27830	305.31
999-00-0029	Brady John B	100 Maple St	Mooresville	NC	27529	230.29
999-00-1478	Brito Joseph J	325 Creek Road	Monroe	NC	27557	215.12
999-00-7841	Buckley Daniel	5917 Hwy 301	Morrisville	NC	28299	215.12
999-00-4054	Burns Elizabeth	8935 Millstone Ln	Kannapolis	NC	27520	260.86
999-00-6105	Buss Kate	356 Mcclam Road	Thomasville	NC	27317	174.89
999-00-8611	Cacic Manda	8230 Rufus Drive	Mint Hill	NC	27557	174.89
999-00-8730	Carr Jane	3001 Pleasant Drive	Wake Forest	NC	27577	258.28
999-00-1905	Carter Ernest C	2816 Monroe St	Concord	NC	27520	258.28
999-00-5104	Cassebeer Eleano	270 Ballpark Road	High Point	NC	28127	189.71
999-00-7456	Chapman Sara E	53 Cedar Ln	Gastonia	TX	75693	180.89
999-00-2794	Chaudanson Victo	2864 Lady Street	Wilmington	OA	27524	200.00
999-00-3480	Chehab Emir F	3968 Phyllis Place	Gastonia	NC	27576	180.89
999-00-4005	Chisholm Roderic	2894 Anita Lane	Hickory	NC	27520	276.05
999-00-5363	Coleff Satio	280 Trinity Road	Greensboro	NC	27530	230.29

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.



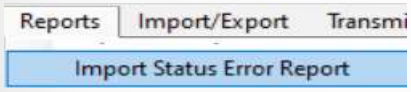
Expiration Report
Date: 11/27/2023
Date Range: 11/27/2000 Thru 12/31/2023

SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	EXPIRATION DAT
256-00-3900	Ovies Y Rodriguez L	201.50	HLT	6829757	12/15/2023
256-00-7561	Palsson Harry V	75.00	HLT	6834421	12/15/2023
256-00-9136	Parkes Edward F	84.39	HLT	7041359	12/15/2023
256-00-8765	Ponesell Patrick	69.86	HLT	6795201	12/15/2023
256-00-8044	Righini John	100.00	HLT	6828273	12/15/2023
256-00-4509	Rosblom Annie R	100.00	HLT	6844597	12/15/2023
256-00-0582	Rothschild John J	225.25	HLT	4785364	12/15/2023
256-00-9024	Sage Alfred G	93.38	HLT	7569246	12/15/2023
256-00-1198	Sage Arthur	305.99	HLT	4785259	12/15/2023
256-00-2514	Slayter Amalie M	615.00	HLT	7862029	12/15/2023
256-00-0386	Slocovski Mary F	84.39	HLT	6829333	12/15/2023
256-00-3949	Smith George E	96.04	HLT	6798593	12/15/2023
256-00-0659	Spencer Henrik A	52.65	HLT	6854137	12/15/2023
256-00-8289	Stahelin-MAEGLIN Je	75.00	HLT	6801561	12/15/2023
256-00-5825	Stanley William Z	69.86	HLT	7569071	12/15/2023
256-00-1205	Swift Catherine W	80.37	HLT	6789053	12/15/2023
256-00-1128	Thorneycroft Benjam	100.00	HLT	6815977	12/15/2023
256-00-6238	Turkula Hilda	201.50	HLT	7857204	12/15/2023
256-00-8478	Turpin Dorothy A	100.00	HLT	4785262	12/15/2023
256-00-7183	Vanderplancke Juliu	100.00	HLT	6771669	12/15/2023
256-00-1562	Walker William A	56.99	HLT	6854985	12/15/2023
256-00-2689	Weisz Mathilde F	100.00	HLT	6799865	12/15/2023
256-00-8149	White Richard F	50.00	HLT	6822549	12/15/2023
256-00-5937	Windelov Einar	96.04	HLT	4569315	12/15/2023
256-00-9010	Zakarian Ortin	75.00	HLT	6811737	12/15/2023
		7,487.97*			

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.



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[redacted]	Acct #: 3859984973
000-00-1787	UTL	DEBT REJECTED: Invalid SSN, begins with 0000:	Debt Amount: 51.47	H[redacted]	Acct #: 5672156657

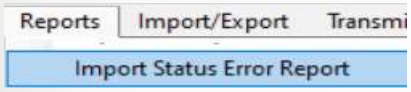
SSN	DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
999-99-3884	EMS	DEBT REJECTED: Invalid SSN, begins with 9999:	Debt Amount: 402.00	MA[redacted]	Acct #: 240006790A1

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

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.



DEPT	ERROR	DEBT AMOUNT
UTL	NOTICE: Compliance Date 90+ days: 12/31/2026	Debt Amount: 361.25
UTL	NOTICE: Compliance Date 90+ days: 12/31/2026	Debt Amount: 56.92
UTL	NOTICE: Compliance Date 90+ days: 12/31/2026	Debt Amount: 141.95

DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
HOU	NOTICE: Compliance Date 1+ days: 10/10/2025	Debt Amount: 477.96	Bell Latilya	Acct #: 02004F-19
HOU	NOTICE: Compliance Date 1+ days: 10/10/2025	Debt Amount: 478.00	Chase Azshanay	Acct #: 05316B-13

SSN	DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
[redacted]-6360	FIC	NOTICE: Compliance Date 90+ days: 9/10/2033	Debt Amount: 2,242.15	PUR[redacted]	Acct #: UT WATER/SEWER 2009-21012
[redacted]-6360	FIC	Compliance Date must be prior to Expiration	Debt Amount: 2,242.15	PUR[redacted]	Acct #: UT WATER/SEWER 2009-21012

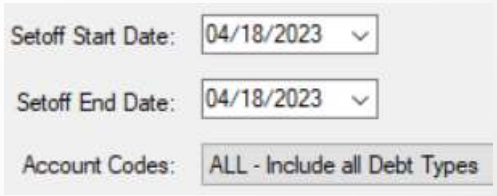
SSN	DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
[redacted]-1363	UTL	DEBT REJECTED: Expired: 12/31/2024	Debt Amount: 423.00	VEL[redacted]	Acct #: 511883
[redacted]-5513	UTL	DEBT REJECTED: Expired: 12/31/2024	Debt Amount: 162.13	WAF[redacted]	Acct #: 517549

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.





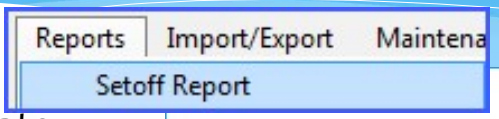
Setoff Report
Date: 11/27/2023
Date Range: 04/18/2023 Thru 04/18/2023

SSN	NAME	CODE	ACCOUNT NUMBER	SRC	SETOFF	AMOUNT	FEE	BALANCE
999-00-6455	Abbott, Rhoda	EMS	E18-1262323	REV	04/18/2023	200.00	15.00	35.00
989-01-2780	ABBOTT, ROSSMORE	TAX	2019-8411073	REV	04/18/2023	1,754.53	15.00	0.00
989-01-2780	ABBOTT, ROSSMORE	TAX	20209-8411073	REV	04/18/2023	100.00	15.00	1,803.50
					Total:	1,854.53 *		
989-01-0281	Abelseth, Olaus	TAX	2021-8411080	REV	04/18/2023	224.14	0.00	0.00
Total Count:	4				Totals:	$2,278.67	$45.00	$1,838.50

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

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



North Carolina Debt Setoff Program
C999: NCDebtsetoff Program
Setoff Report
Date: 11/13/2024
Date Range: 01/01/2023 Thru 12/31/2024

Fee $15 or $0

SSN	NAME	CODE	ACCOUNT NUMBER	SRC	SETOFF	AMOUNT	FEE	BALANCE
999-00-6455	Abbott, Rhoda	EMS	E18-1262323	REV	04/18/2023	200.00	15.00	35.00
999-00-6455	ABBOTT, RHODA	UTL	U-109813-23	REV	10/22/2024	75.00	15.00	0.00
999-00-6455	ABBOTT, RHODA	TAX	2022-81117	REV	11/05/2024	1,000.00	15.00	218.50
					Total:	1,075.00 *		
989-01-0281	Abelseth, Olaus	TAX	2021-8411080	REV	04/18/2023	224.14	0.00	0.00
256-00-1821	Abraham, Rhoda	HLT	8965228	REV	11/21/2023	90.10	15.00	5.94
989-01-1471	Ahlin, Johanna	EMS	E20-09187	LOT	05/02/2023	600.00	15.00	25.00
989-01-1471	Ahlin, Johanna	EMS	E20-09187	LOT	05/16/2023	640.00	0.00	0.00
					Total:	1,240.00 *		
989-01-0421	Aks, Leah	TAX	2021-8319660	LOT	11/21/2023	2,000.00	15.00	742.35
989-01-0687	Allen, Elisabeth	TAX	2021-4921741	REV	11/21/2023	1,875.20	15.00	691.88
Total Count:	9				Totals:	$6,704.44	$105.00	$1,718.67

REV(enue) or LOT(tery)

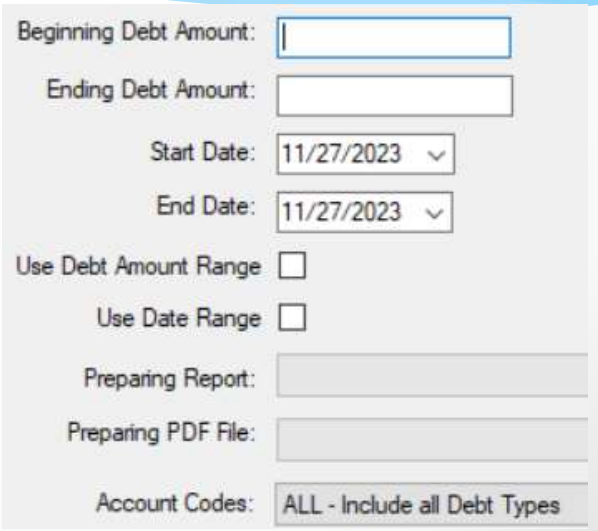
Great for fiscal year reports

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.



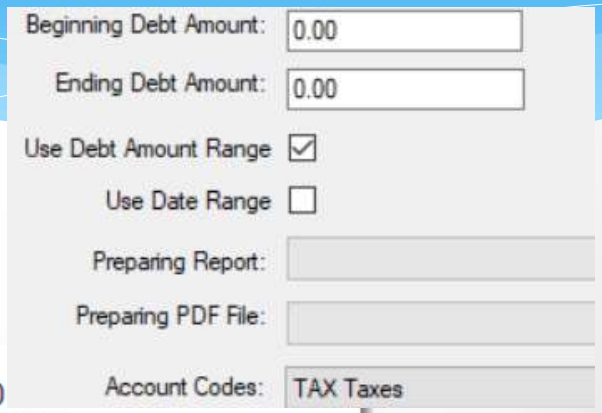


Great for determining debts $0.00 or debts less than $50

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.



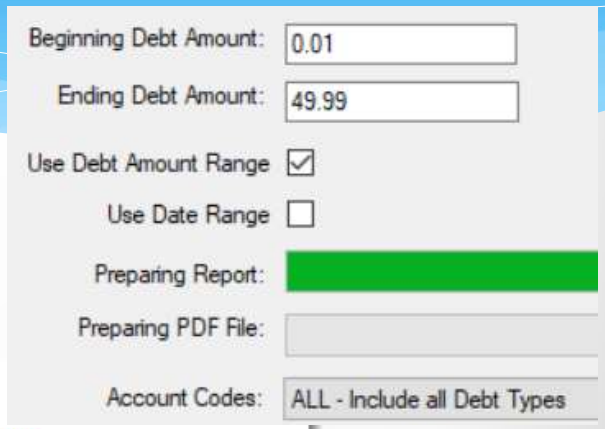
SELECTIVE REPORT
BEGINNING DEBT AMOUNT 0.00 THROUGH DEBT AMOUNT 0.00
BEGINNING DATE ADDED 11/27/2023 THROUGH DATE ADDED 11/27/2023
Account Codes Included: TAX

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	Gerios	2021-7849677	11/29/2022	0.00
				Total:	$0.00

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.



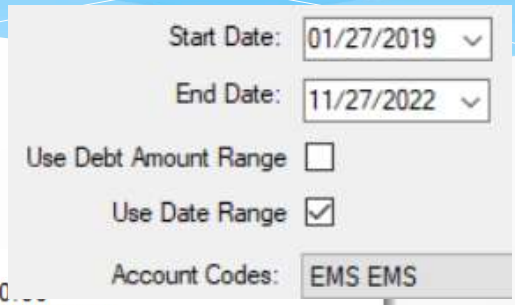
SELECTIVE REPORT
BEGINNING DEBT AMOUNT 0.01 THROUGH DEBT AMOUNT 49.99
BEGINNING DATE ADDED 11/27/2023 THROUGH DATE ADDED 11/27/2023
Account Codes Included: ALL

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

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

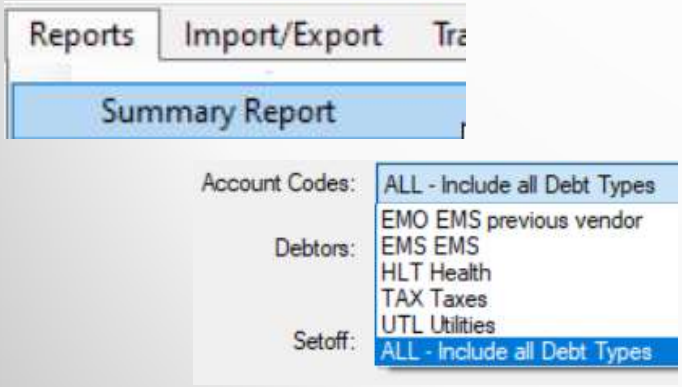
SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	DATE ADDED	CURRENT DEBT
999-00-7323	Stengel	Charles	E17-1169916	12/03/2021	175.69
999-00-2619	Stone	Martha	E18-1736732	12/03/2021	183.18
999-00-5615	Straus	Rosalie	E19-58932	12/03/2021	252.39
999-00-8058	Strom	Elna	E18-373571	12/03/2021	275.00
999-00-2829	Wick	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

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.



North Carolina Debt Setoff Program
C[redacted]
Summary Report
Date: 11/10/2025
Account Codes Included: TAX

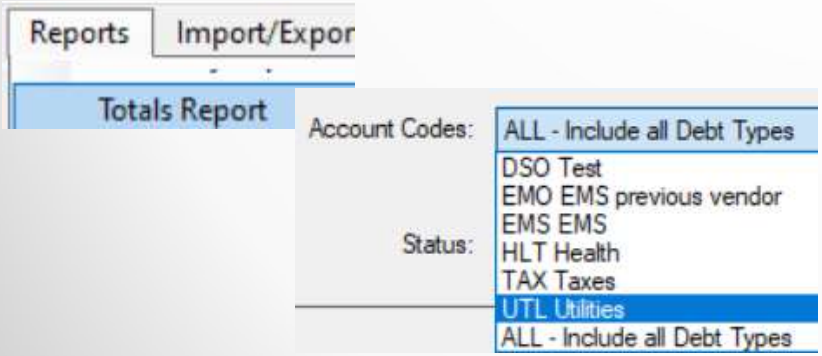
Debtors	Debts	Original Amount	Current Amount	Debtors Setoff	Setoff Amount	%Debtors	%Debts
775	4,001	1,918,049.65	1,953,121.59	835	419,492.10	107.74	51.34

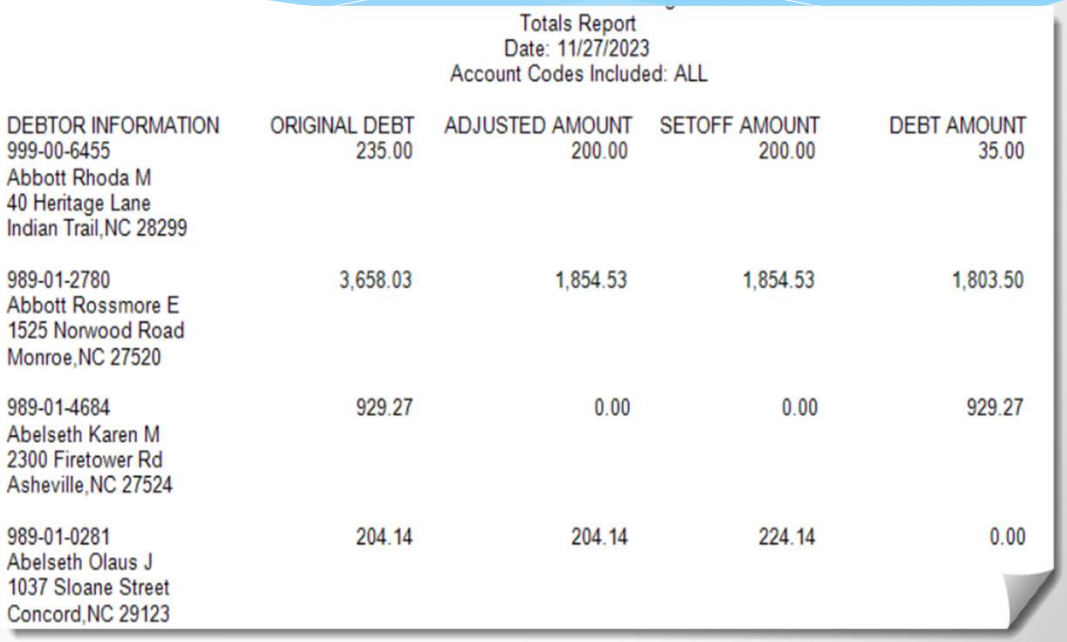
Current Amount should match the amount in the Import Status email (unless recent adds/edits)

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.





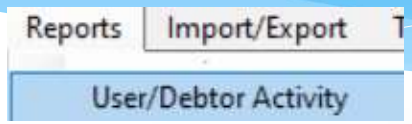
Totals Report
Date: 11/27/2023
Account Codes Included: ALL

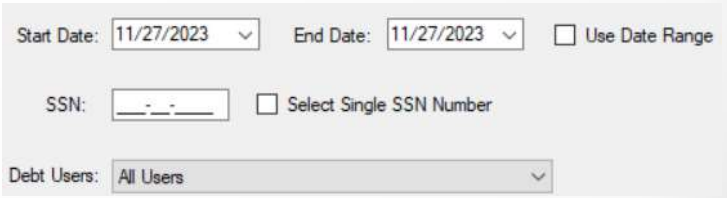
DEBTOR INFORMATION	ORIGINAL DEBT	ADJUSTED AMOUNT	SETOFF AMOUNT	DEBT AMOUNT
999-00-6455 Abbott Rhoda M 40 Heritage Lane Indian Trail,NC 28299	235.00	200.00	200.00	35.00
989-01-2780 Abbott Rossmore E 1525 Norwood Road Monroe,NC 27520	3,658.03	1,854.53	1,854.53	1,803.50
989-01-4684 Abelseth Karen M 2300 Firetower Rd Asheville,NC 27524	929.27	0.00	0.00	929.27
989-01-0281 Abelseth Olaus J 1037 Sloane Street Concord,NC 29123	204.14	204.14	224.14	0.00

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.





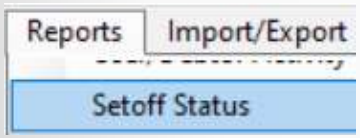
Operator	*Date Of Action*	*Action*	*Description*	*Debtor Name*
FiveStar	11/16/2023	EXCEL ADD	Debt of 93.38 with Account Number: 7569238 added from EXCEL ADD	Hays Manda
FiveStar	11/16/2023	EXCEL Import	Debtor added from EXCEL File	Hays Manda
FiveStar	11/16/2023	EXCEL ADD	Debtor added from EXCEL ADD	Slocovski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

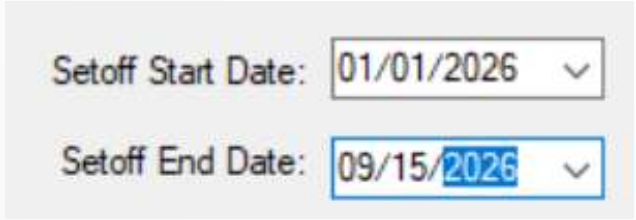
Determines what user/operator has been making any of specific functions, such as debt amount changes.

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	$1,480.88
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

Client Software Reports

- Setoff Status Report

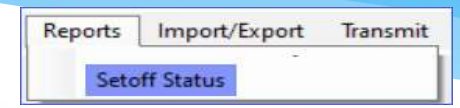
Setoff Date	Setoffs	Setoff Amount
2/7/2023	4	
3/7/2023	15	$2,754.28
3/21/2023	231	
4/4/2023	146	$27,564.70
4/18/2023	55	$9,559.50
5/2/2023	75	$13,003.14
5/16/2023	31	$7,226.73
6/6/2023	33	$5,740.85
6/20/2023	9	$3,172.05
7/11/2023	5	$924.28
7/25/2023	4	$1,299.15
8/22/2023	4	$714.02
9/12/2023	6	$901.45
9/26/2023	2	$895.80
10/10/2023	5	$1,456.53
10/24/2023	8	$1,792.33
11/7/2023	4	$1,165.63
	637	$123,491.96

Setoff Report
Date: 11/27/2023
Date Range: 3/7/2023 Thru 3/7/2023

SSN	NAME	CODE	ACCOUNT NUMBER	SRC	SETOFF	AMOUNT	FEE	BALANCE
7-6132	COLL	EMA	EMS 7017326	REV	3/7/2023	91.00	15.00	231.00
7-3743	FREE	EMO	ALA-1532527:1	REV	3/7/2023	109.00	15.00	235.60
7-8689	GILLE	EMS	E21-1647510	REV	3/7/2023	150.00	15.00	0.00
9-2407	HARR	EMO	AL-1512539:1	REV	3/7/2023	66.00	15.00	324.00
9-0569	HOLL	EMO	ALA-1529721:1	REV	3/7/2023	88.00	15.00	342.80
1-3140	HOWA	EMS	E22-12584	REV	3/7/2023	290.00	15.00	0.00
5-9391	KELL	EMS	E20-204619	REV	3/7/2023	329.30	15.00	0.00
5-5895	LAGU	EMO	AL-201406415401:1	REV	3/7/2023	219.00	15.00	22.00
5-5895	LAGU	EMO	AL-201406415420:1	REV	3/7/2023	358.00	15.00	0.00
					Total:	577.00 *		
4-6834	Maravi	HLT	105483924	REV	3/7/2023	86.40	15.00	0.00
7-1284	MCMI	EMO	ALA-1525756:1	REV	3/7/2023	285.00	15.00	10.99
4-4352	MEDD	EMO	ALA-1527481:1	REV	3/7/2023	198.71	15.00	0.00
7-8972	MELT	EMO	ALA-1601772:1	REV	3/7/2023	134.00	15.00	0.00
3-2263	SILER	EMO	AL-1501417:1	REV	3/7/2023	51.01	15.00	188.02
7-9251	WILLI	EMS	E20-1982782	REV	3/7/2023	78.86	15.00	0.00
5-5267	WRIG	EMO	ALA-1519698:1	REV	3/7/2023	214.00	15.00	0.00
5-5267	WRIG	EMO	AL-1512348:1	REV	3/7/2023	6.00	0.00	459.00
Total Count:	17				Totals:	$2,754.28		$1,813.41

Client Software Reports

- Setoff Status Report



Setoff Date	Setoffs	Setoff Amount
2/7/2023	4	$946.16
3/7/2023	15	$2,754.28
3/21/2023	231	$44,375.36
4/4/2023	146	$27,564.70
4/18/2023	55	$9,559.50
5/2/2023	75	$13,003.14
5/16/2023	31	$7,226.73
6/6/2023	33	$5,740.85
6/20/2023	9	$3,172.05
7/11/2023	5	$924.28
7/25/2023	4	$1,299.15
8/22/2023	4	$714.02
9/12/2023	6	$901.45
9/26/2023	2	$895.80
10/10/2023	5	$1,456.53
10/24/2023	8	$1,792.33
11/7/2023	4	$1,165.63
	637	$123,491.96

Missed downloading 08-Aug and 21-Nov

Yealy Totals
$124,512.26

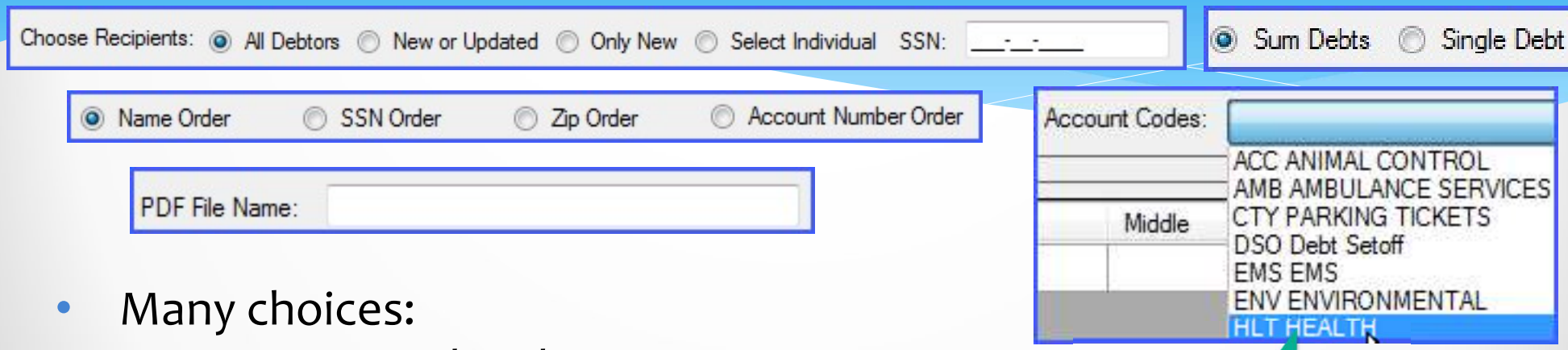
07-Feb	21-Feb	07-Mar	21-Mar	04-Apr	18-Apr	02-May
$946.16	$0.00	$2,754.28	$44,375.36	$27,564.70	$9,559.50	$13,003.14

16-May	06-Jun	20-Jun	11-Jul	25-Jul	08-Aug	22-Aug
$7,226.73	$5,740.85	$3,172.05	$924.28	$1,299.15	$330.40	$714.02

12-Sep	26-Sep	10-Oct	24-Oct	07-Nov	21-Nov	05-Dec
$901.45	$895.80	$1,456.53	$1,792.33	$1,165.63	$689.90	$0.00

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

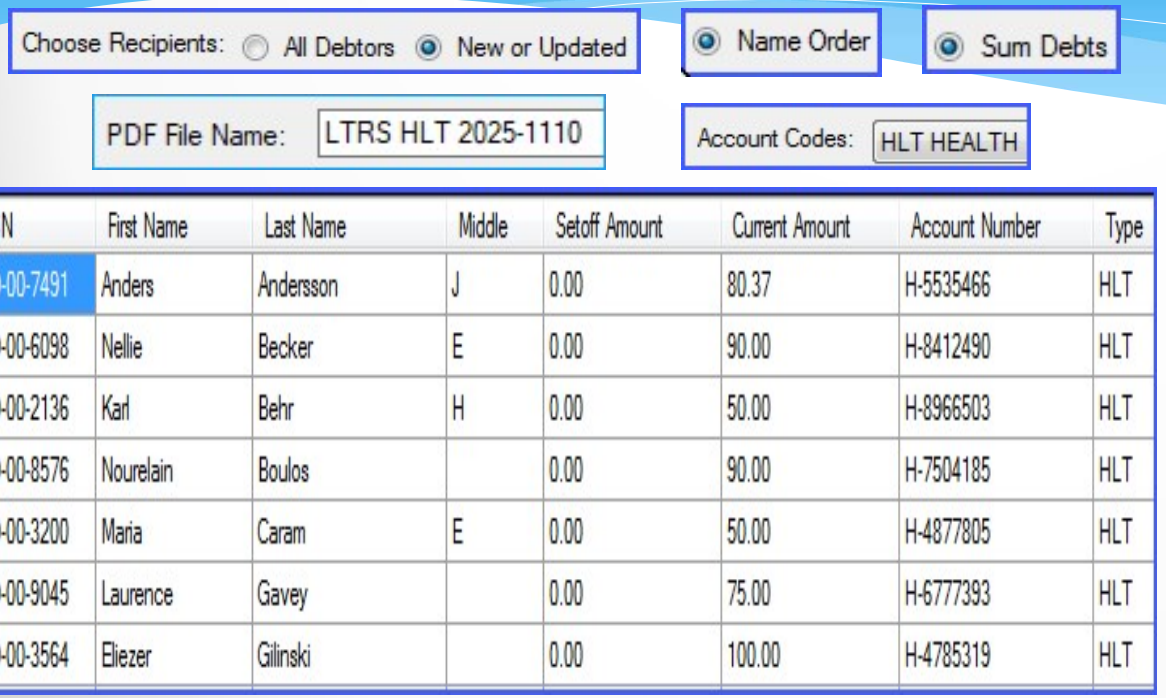
Client Software – Generating Letters



- 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.

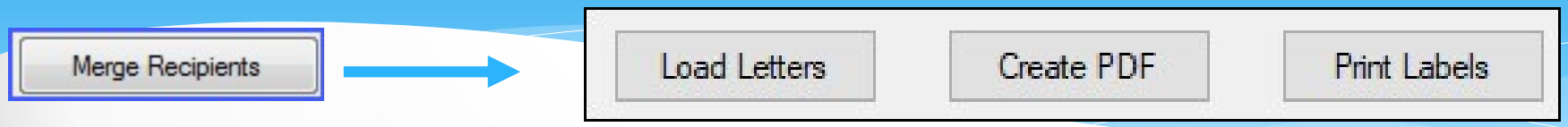
Client Software – Generating Letters



SSN	First Name	Last Name	Middle	Setoff Amount	Current Amount	Account Number	Type
999-00-7491	Anders	Andersson	J	0.00	80.37	H-5535466	HLT
999-00-6098	Nellie	Becker	E	0.00	90.00	H-8412490	HLT
999-00-2136	Karl	Behr	H	0.00	50.00	H-8966503	HLT
999-00-8576	Nourelain	Boulos		0.00	90.00	H-7504185	HLT
999-00-3200	Maria	Caram	E	0.00	50.00	H-4877805	HLT
999-00-9045	Laurence	Gavey		0.00	75.00	H-6777393	HLT
999-00-3564	Eliezer	Gilinski		0.00	100.00	H-4785319	HLT

- 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

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

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

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:

Client Software – Generating Letters
Contact Information and Closing

Sample County Health Department
ATTN: Jane Smith
1300 West Main St
Central, NC 29123

From Account Code Configuration

Failure to request a hearing within the 30 day time limit will result in the setoff of the above debt(s), and the addition of the applicable local collection assistance fee. This is a very serious matter, should you have any questions please contact Jane Smith at (991) 555-1212.

From Account Code Configuration

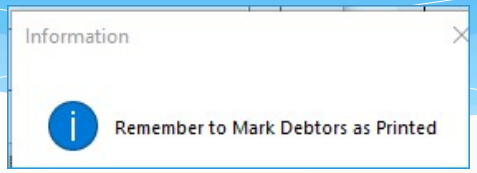
Sincerely,

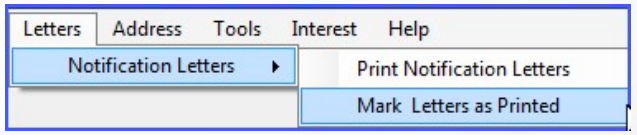
From Account Code Configuration

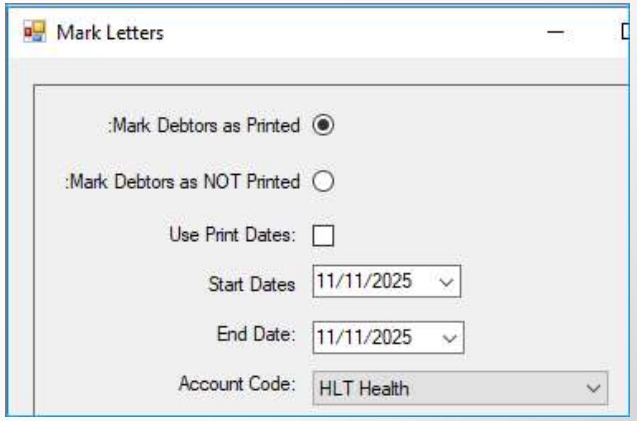
Lynn Z. Williams
Director

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

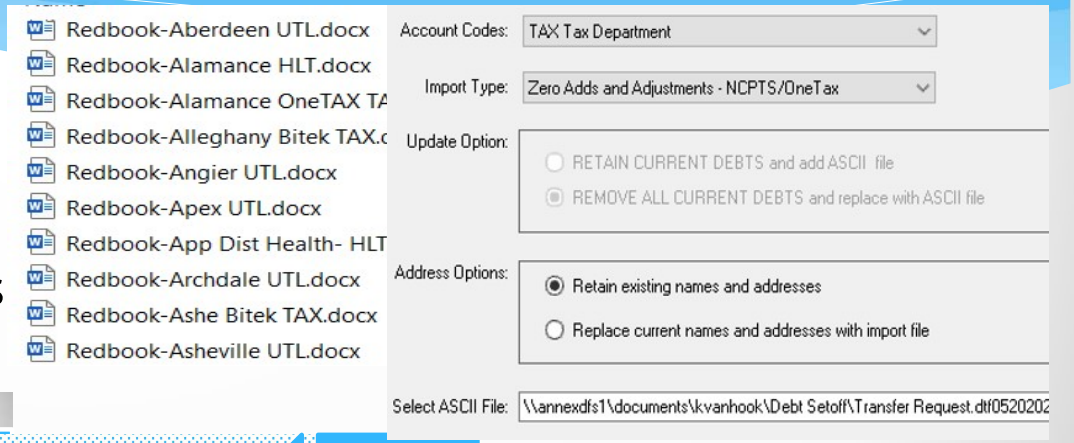


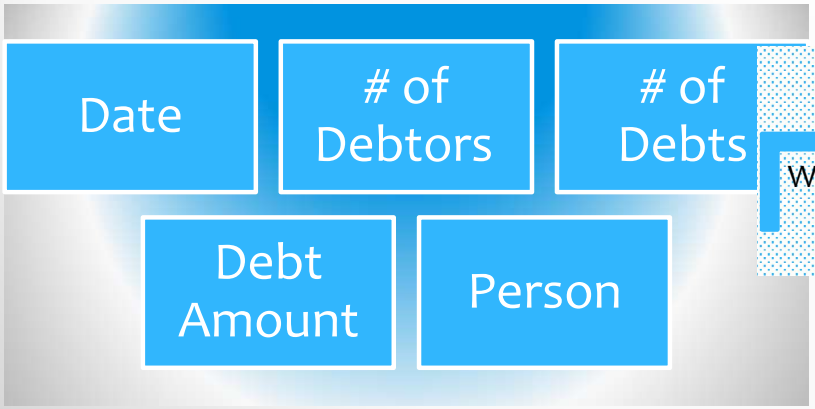




Client Software – Import Files

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

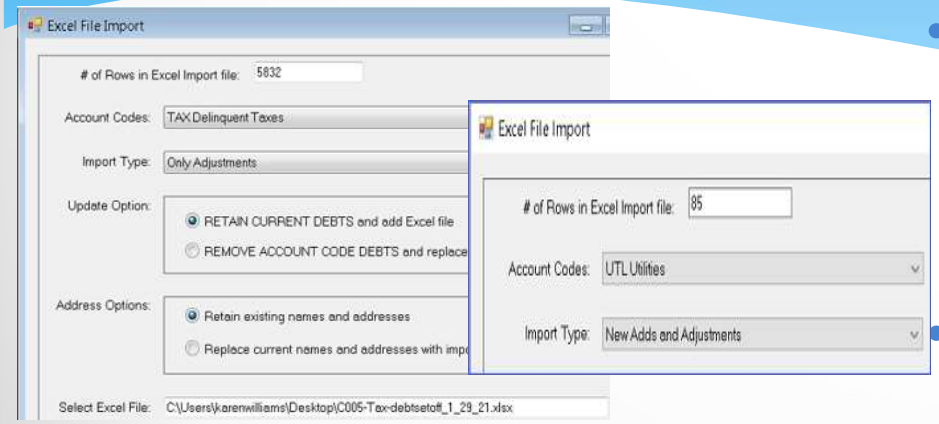






	Date	Rows/Debtor-Debts	Amount	Person
32	10/18/24	12,333 Adds/Adj.	$3,887,059	BW
33	10/25/24	12,303 Adds/Adj.	$3,819,091	BW
34	11/1/24	12,292 Adds/Adj.	$3,785,389	BW
35	11/8/24	12,337 Adds/Ad.	$3,742,765	BW

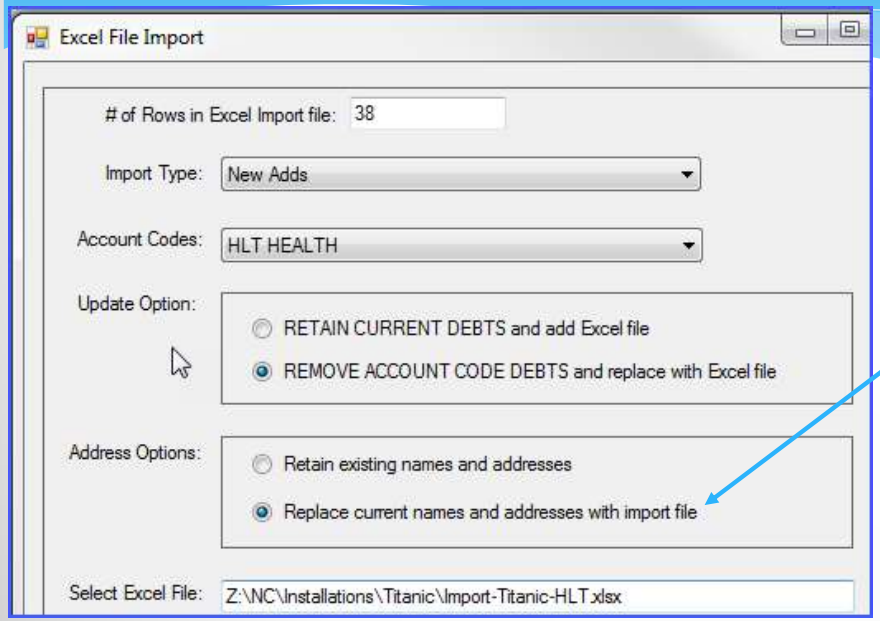
Client Software – Imports



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

- 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)

Client Software – Imports

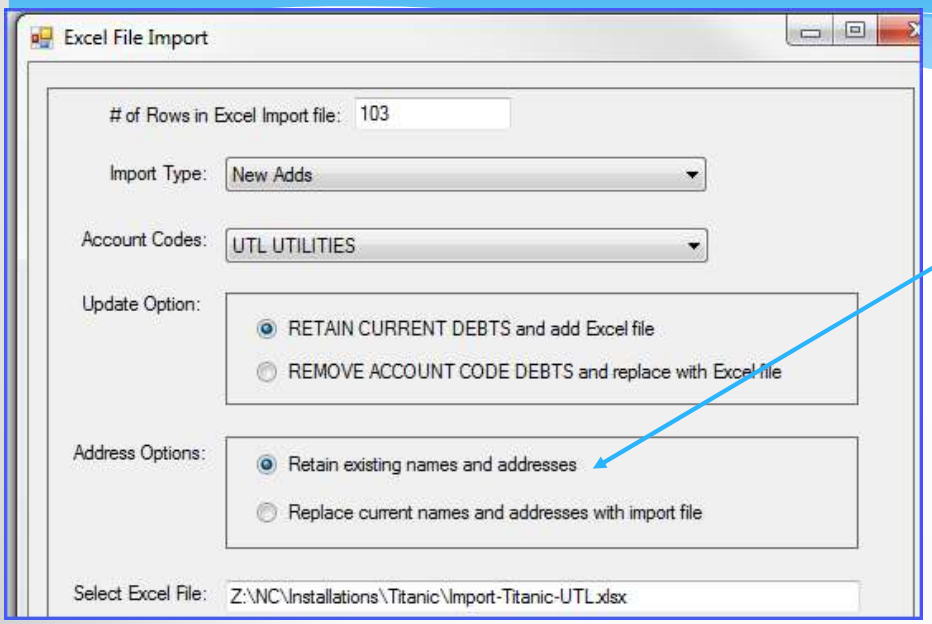


- Replacing ALL Health Dept debts with a replacement file
- If debtors exist, Excel file will overwrite names and addresses

Must use required Excel header row

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
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

Client Software – Imports

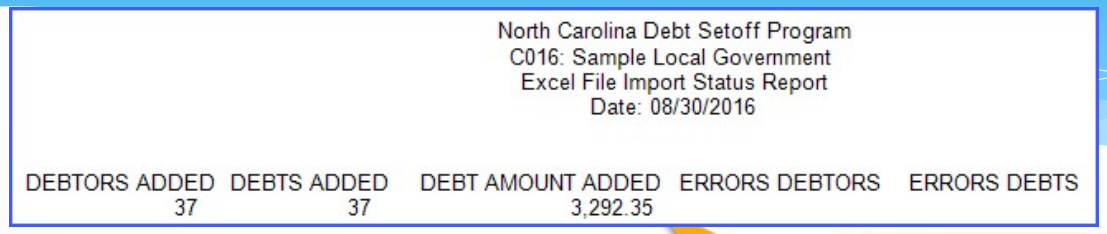


- Adding additional Utility debts
- If debtors exist, Excel file will NOT overwrite names and addresses

Must use required Excel header row

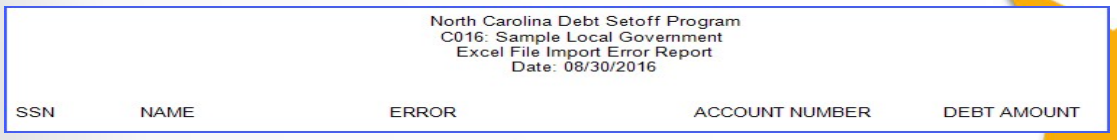
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
SSN	First Name	Mid Initial	Last Name	Street Address	City	State	Zip Code	Debt Amount	Agency Code	Debt Expiration Date	Debt Compliance Date	Debt Account Number	Debt Unique Key	Account Code	Base Debt Amount	Base Debt Interest

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		



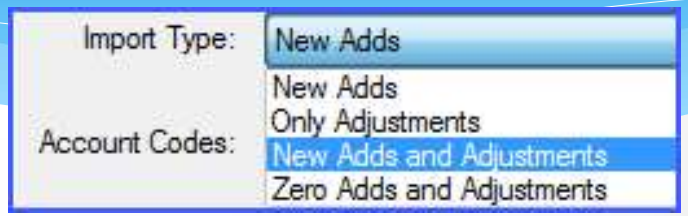
North Carolina Debt Setoff Program
C016: Sample Local Government
Excel File Import Error Report
Date: 08/30/2016

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)

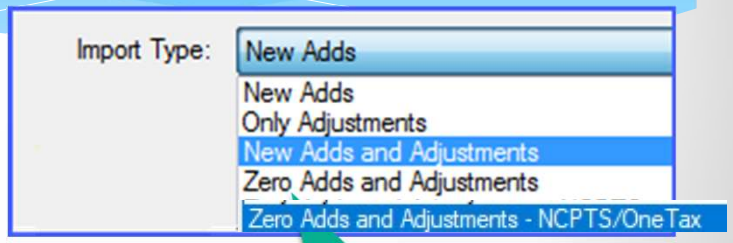
Client Software – Imports



- 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)

Client Software – Import ASCII

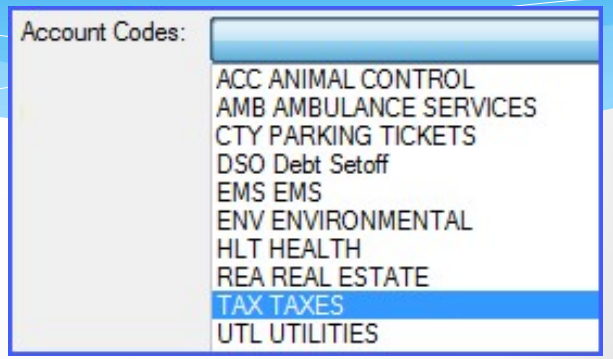
- Similar options to Excel
- One additional option for NCPTS/OneTax which not only updates balances, updates the account number and retains priority
- Must import each account code separately
- Use must have Access rights to this account code



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

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

Client Software – Export Excel



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

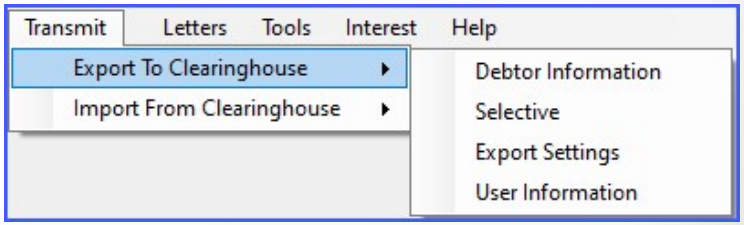
Can find duplicates – simple Excel function will highlight selected item(s)

Much more information provided, including transaction dates

SSN	Last Name	First Name	Mi	Street Address	City	State	Zip Code	Debt Amount	Original Debt Amount	Compliance Date	Expiration Date	Account Number	Acco Code	Se ff Date	etoff History Amount	Unique Key
999-00-2780	ABBOTT	ROSSMORE	E	5012 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

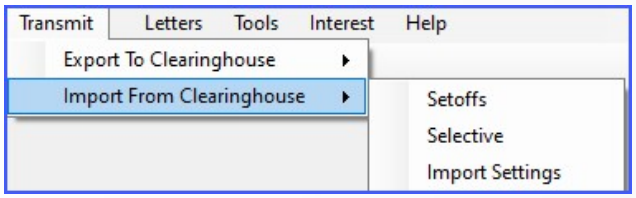
Client Software
Transmit – Export (Send to Clearinghouse)

- **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



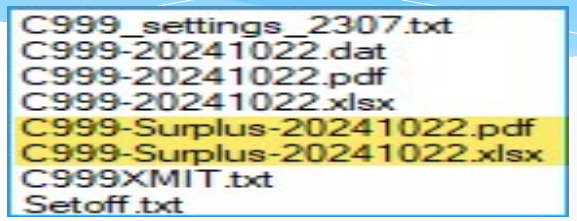
Client Software
Transmit – Import (Receive from Clearinghouse)

- **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

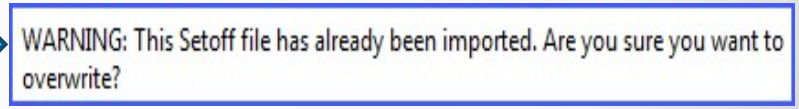


Client Software
Transmit – Import (Receive from Clearinghouse)

- **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 
  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

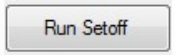


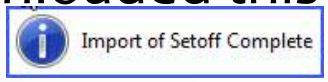
Be sure to download surplus files and review

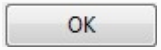




Client Software
Transmit – Import (Receive from Clearinghouse)

- **Setoffs**
  5. Click 

  6. Once downloaded this appears 

  7. Click 

     for the Error Report

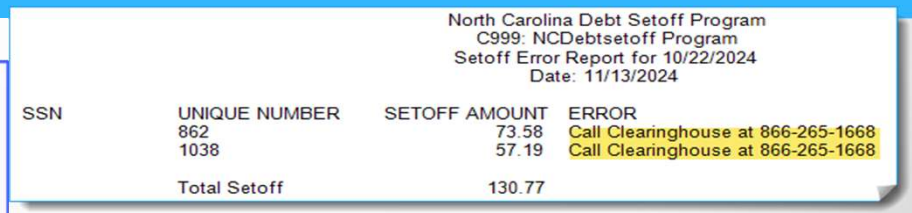
Possible Setoff Errors:

- 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



North Carolina Debt Setoff Program
C999: Sample Local Government
Setoff Error Report for 8/11/2015
Date: 09/07/2016

SSN	UNIQUE NUMBER	SETOFF AMOUNT	ERROR
	Total Setoff	0.00	



North Carolina Debt Setoff Program
C999: NCDebtsetoff Program
Setoff Error Report for 10/22/2024
Date: 11/13/2024

SSN	UNIQUE NUMBER	SETOFF AMOUNT	ERROR
	862	73.58	Call Clearinghouse at 866-265-1668
	1038	57.19	Call Clearinghouse at 866-265-1668
	Total Setoff	130.77	



SSN	UNIQUE NUMBER	SETOFF AMOUNT	ERROR
999-00-6455	1382	200.00	Current Debt not replaced by Import Setoff: 18.50
	Total Setoff	200.00	

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

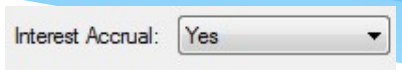
Total Setoff equals Capital Mgt. deposit.) Unless debt not found and appears on error report.

North Carolina Debt Setoff Program
C999: Sample Local Government
Setoff Report for 8/11/2015
Date: 09/07/2016

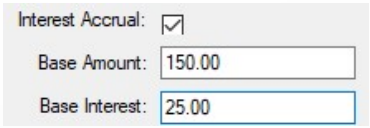
SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	SETOFF AMOUNT
999-00-0057	Mallet	Albert	T2014-57011	1,245.96
999-00-0057	Mallet	Albert	T2014-96772	554.38
			Total:	1,800.34 *
999-00-0358	Robins	Alexander	T2014-43822	545.88
999-00-7750	Gustafsson	Alfred	H-7569040	93.38
999-00-0225	Brown	Amelia	T2014-09223	2,227.50
999-00-0232	Kassem	Arthur	T2014-38399	597.41
999-00-0022	Shedid	Daher	T2014-69252	1,858.34
991-72-0128	ARAMSOM	DONNA	U-2340	25.18
999-00-8478	Turpin	Dorothy	H-4785262	100.00
999-00-1863	Leeni	Fahim	T2014-37807	297.59
999-00-0036	Ware	Frederick	T2014-45238	2,086.01
999-00-1443	Thorne	Gertrude	E12-7850642	203.19
999-00-0043	Chaffee	Herbert	T2014-37058	1,134.56
999-00-0351	Scanlan	James	T2014-70714	400.00
999-00-0029	Brady	John	E14-6090681	230.29
999-00-0141	Cribb	John	T2014-68290	467.60
999-00-0120	Fynney	Joseph	T2014-67853	1,341.51
999-00-6539	Finoli	Luigi	T2014-82693	1,000.00
999-00-0155	Mannion	Margaret	T2014-88417	461.53
999-00-2381	Penasco	Maria	T2014-90749	1,111.05
999-00-0211	Petersen	Marius	T2014-93293	733.53
999-00-2885	Lines	Mary	T2014-97109	310.30
995-28-5632	VAGUILAR	PEDRO	U-2411	70.10
999-00-6980	Harrison	William	T2014-50321	398.00
			Total Setoff:	$17,493.29 *

Client Software
Interest Accrual

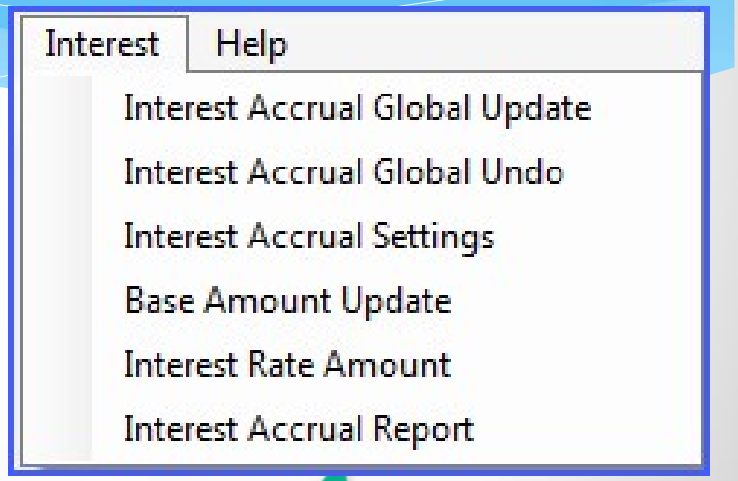
- For account codes set as



- 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

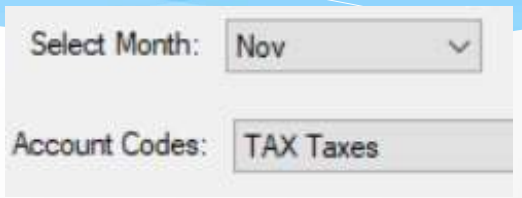


There is no automatic reminder to run monthly accrual

Client Software
Interest

Report

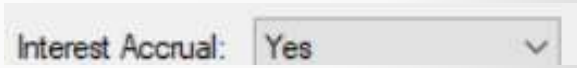
Alphabetical by last name list of debtors. Displays SSN, Name, Account Number, Date of Update (Interest), Interest Amount and the updated Current Debt. Includes a Current Debt total.



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

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.

Client Software - Implementation



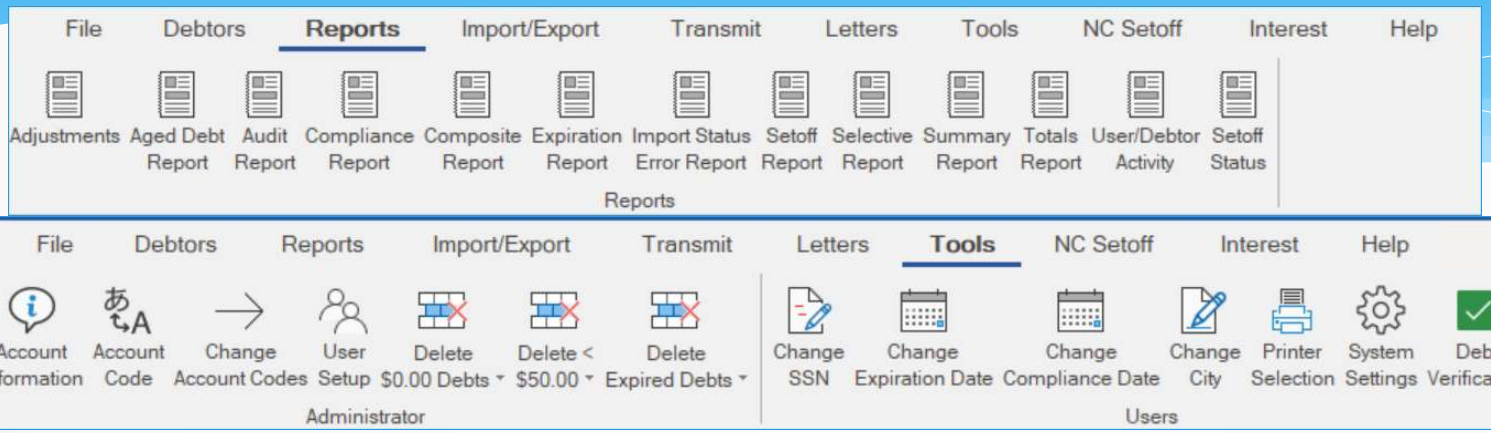
- **Clearinghouse will:**
  - Install software (server and workstations)
  - Work with your Information Technology staff/vendors
  - Set up departments
  - Set up users and rights to functions and departments
  - Assist in generating notification letters and pdfs., including letterhead logos
  - Provide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

Client Software
Future Version

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



Client Software
Future Version



- New menus, icons and selections



Client Software – Feedback



Submit to ncsetoff@ncsetoff.org

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

NC Debt Setoff Clearinghouse

Name/Duties	Contact Info – All phones (866) 265-1668
Bill Walsh Operations Manager 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 ncsetoff@ncsetoff.org Monday – Friday mornings or as needed
Fran McClary and Hannah Bryant Installations/upgrades, software training, debtor inquiries, file imports/due process letters, vendor imports, passwords, restore setoffs, add/edit email addresses, website	fmcclary@ncsetoff.org Tuesday, Wednesday, Thursday hbryant@ncsetoff.org Monday – Friday
Billie Mills (I.T.) New participants installation, server database transfers, workstation installations/upgrades, passwords	bmills@scac.sc Monday, Tuesday, Wednesday