

N★C LOCAL GOVERNMENT DEBT SETOFF CLEARINGHOUSE

CLIENT SOFTWARE TRAINING WORKSHOP




1

Today's Workshop – Target Audience

1. New Users
2. Non-client software participants considering converting to the software
 - Data Entry
 - 50 or more debts
 - ASCII/Excel
 - Submitting vendor submission files (Tax, EMS, Health or Utilities)
 - Submitting internal software files


2

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!

3

Client Software – Sign-on

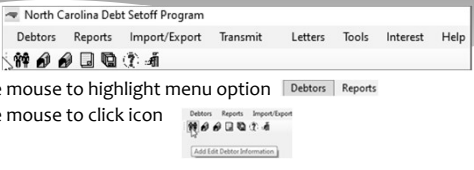


- **User Name:**
 - admin or assigned (admin needed to reset TRANSMIT password)
- **Password:**
 - admin or assigned
 - currently doesn't expire (will in 2025/2026 version) but can be changed by NC Debt Setoff or admin

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.

4

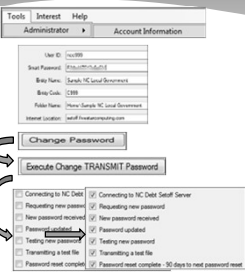
Client Software – Menu Options



- Use mouse to highlight menu option
- Use mouse to click icon

5

Client Software – Tools Administrator – Account Information



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

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

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Client Software – Tools Administrator – Account Code

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

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

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

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Client Software – Tools Administrator – Account Code

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

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

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

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Client Software – Tools Administrator – Change Account Code

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

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

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Client Software – Tools Administrator - User Setup

Account Code	Account Description	Access
REL	REACTIV	RESTRICTED
REA	REAL ESTATE	ACCESS
TAX	TAXES	ACCESS
UTL	UTILITIES	RESTRICTED

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

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Client Software – Tools Administrator - Year-end Cleanup

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

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

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Client Software – Tools User – Change SSN

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

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

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

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Client Software – Tools User – Change Expiration Date

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

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

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Client Software – Tools User – Change Compliance Date

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

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

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Client Software – Tools User – Change City

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

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Client Software – Tools User – Printer Selection

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

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Client Software – Tools User – System Settings

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

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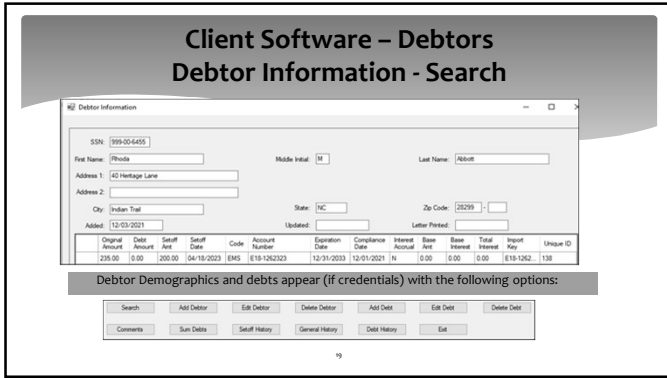
Client Software – Debtors Debtor Information - Search

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

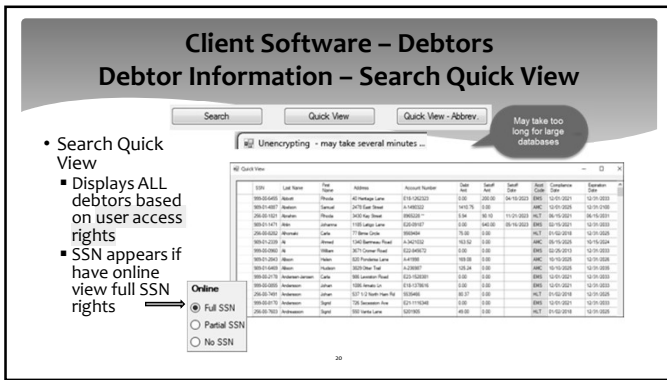
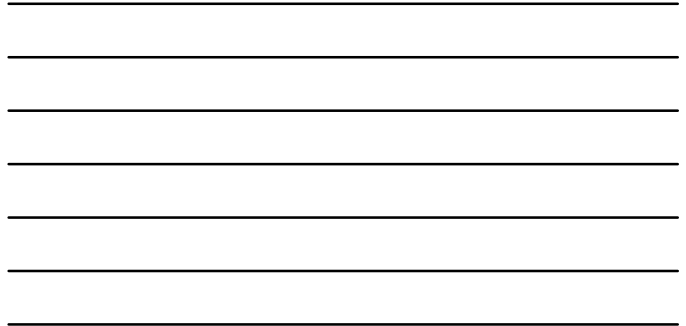
Last Name:

SSN	Last Name	First Name	Address
999-00-8400	Abbott	Phoeda	40 Heritage Lane
999-01-4004	Abelbeth	Karen	2300 Froeseur Rd
999-01-0201	Abelbeth	Olauk	1027 Osawa Street
999-01-4807	Abelton	Samuel	2478 East Street
999-01-5107	Abrahamson	Abraham	9382 Percival Street
256-00-1021	Abraham	Phoeda	3430 Kay Street
999-00-3400	Chenab	Emer	2960 Phyllis Place

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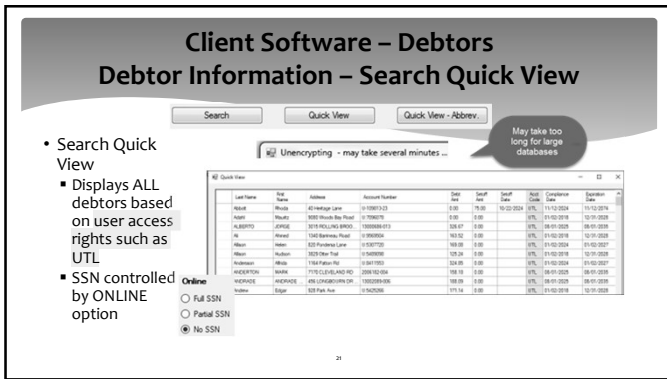
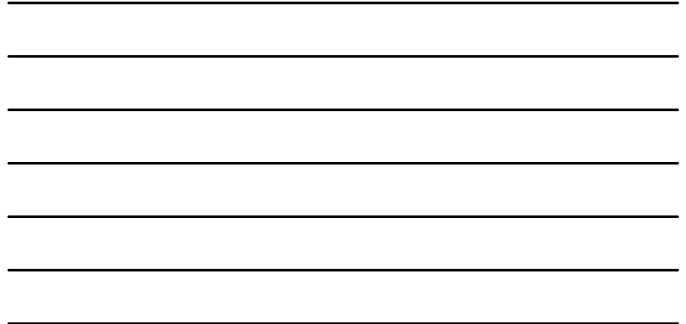


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- Search Quick View
 - Displays ALL debtors based on user access rights
 - SSN appears if have online view full SSN rights

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

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Client Software – Debtors Debtor Information – Search Quick View

Quick View

Acct Code selected

- 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	Self Amt	Self Date	Acct Code
999-00-0000	Public	Jahery	1213 Anywhere St	BAC-CHECK	0.00	0.00		DISO
999-00-0465	ABERNG	RHONDA	40 HERITAGE LOOP ...	U039191013	0.00	150.00	09-16-2014	U/L
999-00-2178	Anderson-Jensen	Corey	365 Lindholm Road	E14-793222	183.18	0.00		EMS
999-00-0855	Anderson	Johan	1026 Amata Ln	E14-890596	252.39	0.00		EMS
999-00-8170	Anderson	Sigrid	725 So. Casson Ave	E14-9697170	254.79	0.00		EMS
999-00-0474	Aspinen	Charlene	8075 Forge Rd	E14-750519	215.12	0.00		EMS
999-00-1035	ARTEGA	KAUANE	1816 CROSSBOW R	EMS-0122012	277.50	40.00	09-17-2014	EMS
999-00-2990	Asplund	Rip	15268 Hwy 301	E14-545482	228.07	0.00		EMS
999-00-2718	Ayub-Daher	Bernice	1884 Cantina Street	E14-561328	277.37	0.00		EMS
999-00-0089	Benny	Elmer	1030 Cam Street East St	E11-820406	205.29	0.00		EMS
999-00-1716	Best	Elben	1225 Sandhill Road	E14-823858	258.28	0.00		EMS
999-00-0029	Brady	John	100 Maple St	E14-620981	0.00	230.29	09-11-2015	EMS
999-00-1487	Briz	Janeth	325 South Road	E14-700770	215.42	0.00		EMS
999-00-7841	Buckley	Daniel	5917 Hwy 301	E14-865681	215.12	0.00		EMS
999-00-4554	Burna	Elizabeth	8335 Millstone Ln	E14-859587	260.86	0.00		EMS
999-00-8811	Cacic	Manda	8230 Pulaski Drive	E14-896740	174.89	0.00		EMS

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Client Software – Debtors Debtor Information – Search Quick View

Quick View

Acct Code selected

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

Double-click the desired person

SSN	Last Name	First Name	Address	Account Number	Debt Amt	Self Amt	Self Date	Acct Code
999-00-0000	ABERNG	RHONDA	40 HERITAGE LOOP ...	U039191013	40.00	88.50	09-17-2014	U/L
999-01-1448	ABBINGTON	JAMES	101 NORTH-BRAVE ST	U020528	0.00	100.00	09-02-2014	U/L
999-01-1448	ABBINGTON	JAMES	101 NORTH-BRAVE ST	U020528	0.00	125.00	09-02-2014	U/L
999-01-1448	ABBINGTON	JAMES	101 NORTH-BRAVE ST	U020528	25.00	125.00	09-02-2014	U/L
999-01-1068	ABBOTTTS	JOEVENA	101 S PETERSBURG	U015311	0.00	315.00	08-04-2014	U/L
999-01-1068	ABBOTTTS	JOEVENA	101 S PETERSBURG	U015311	150.00	0.00		U/L
999-70-8654	ABBY	JOHN	483 LEANING TREE RD	U020223	0.00	0.00		U/L
993-74-7089	ABERNE	JACOBEBY	3907 CLEVELAND BLVD	U007785	100.00	200.00	09-11-2014	U/L
993-74-7089	ABERNE	JACOBEBY	3907 CLEVELAND BLVD	U007785	0.00	100.00	09-11-2014	U/L
993-74-7089	ABERNE	JACOBEBY	3907 CLEVELAND BLVD	U007785	0.00	200.00	09-11-2014	U/L
997-49-2791	ABRAMS	LOUIS	1628 REMOUNT RD	U01480	0.00	0.00		U/L
998-82-5972	ABREU	CODRA	109F COACHMONT	U020902	0.00	0.00		U/L
998-82-5972	ABREU	CODRA	109F COACHMONT	U020902	0.00	0.00		U/L
998-82-5972	ABREU	CODRA	109F COACHMONT	U020902	0.00	0.00		U/L
998-82-5972	ABREU	CODRA	109F COACHMONT	U020902	0.00	0.00		U/L
995-78-1853	AGANARAVE	SUSAN	8032 TRYPON SQUARE	U007790	0.00	0.00		U/L
996-21-8108	AGUIRSON	David	348 ROBIN HOOD RD	U01628	0.00	0.00		U/L

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

Quick View - Abbrev.

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

Very fast because doesn't have to unencrypt SSNs

Last Name	First Name	Address1	Address 2	City	State	Zip Code
ABERNG	RHONDA	40 HERITAGE LOOP -APT. 10E		BURLINGTON	NC	28174-1
ABBINGTON	JAMES	101 NORTH-BRAVE ST		CHARLOTTE	NC	28270
ABBY	Eugene	382 1/2 West Street		CHARLOTTE	NC	27602
ABBOTT	ROSSMORRE	5072 BELFORD CT		CHARLOTTE	NC	28226-7
ABBOTTTS	JOEVENA	101 S PETERSBURG BLVD		CORNELIUS	NC	28854
ABBY	JOHN	483 LEANING TREE RD		CHARLOTTE	NC	28208
Abernethy	Daniel	2475 East Street	Apt 1A	CHARLOTTE	NC	28204
ABERNE	JACOBEBY	3907 CLEVELAND BLVD		CHARLOTTE	NC	28212
Abrahamson	Abraham	5382 Fernside Street		KANNAPOLIS	NC	28081
ABRAMS	LOUIS	1628 REMOUNT RD		CHARLOTTE	NC	28216
ABREU	CODRA	109F COACHMONT		HARRISBURG	NC	28109
ADAMS	JOHN	508 LEANING TREE RD		CHARLOTTE	NC	28229-0
AGANARAVE	SUSAN	8032 TRYPON SQUARE		ROCKY MOUNT	NC	28770
AGUIRSON	David	348 ROBIN HOOD RD		CHARLOTTE	NC	28216
AHMED	MOHAMMED	411 LANGFORD RD		CHARLOTTE	NC	28277

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

Quick View - Abbrev.

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

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Client Software – Debtors Debtor Information – Add Debtor

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 20 or less debts, rather than creating Excel spreadsheet

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

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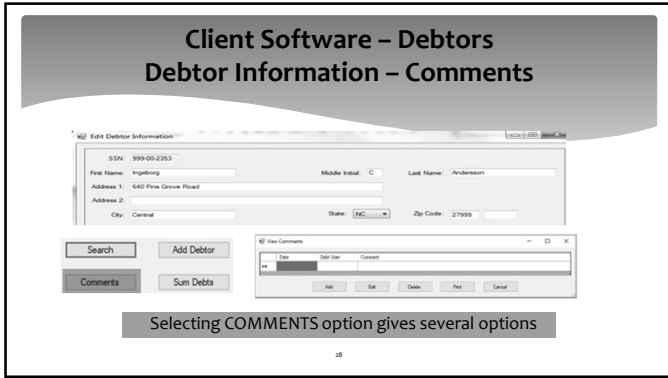
Client Software – Debtors Debtor Information – Edit Debtor

Edit Debtor

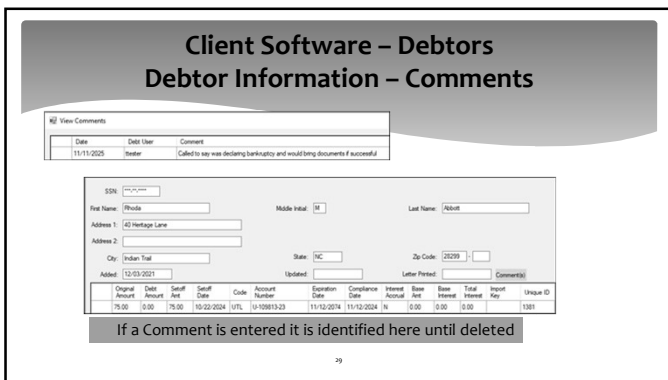
Cannot begin SSN with 000 or 999 – don't recommend entering debtors without an SSN or ITIN as no possibility to collect. But can do letters using web template without SSN/ITIN. NOTE: NC Debt Setoff does not import invalid or missing SSNs/ITINs, nor assist with due process letters for invalid SSNs/ITINs.

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

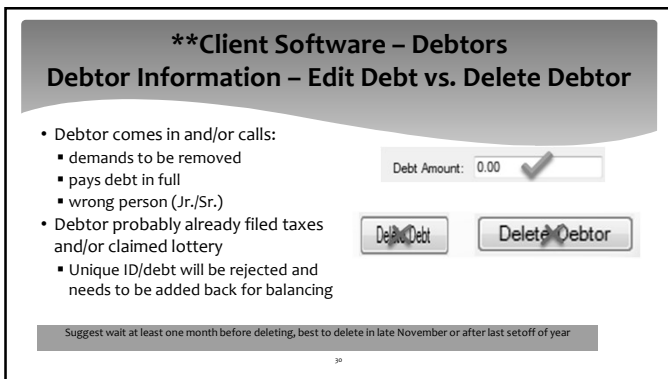
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Client Software – Debtors Debtor Information – Sum Debts

Sum Debts

- Click **Sum Debts** 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

Total Debt Amount: \$1,219.25

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Client Software – Debtors Debtor Information – Add Debts

Click **Add Debt**

Debt Amount: 150.00
Account Code: UFL
Account Number: 0-2021-190012
Compliance Date: 11/12/2025
Expiration Date: 11/12/2025

Non-tax Debt

Debt Amount: 175.00
Account Code: TAX Taxes
Account Number: 2023-0912012-23
Compliance Date: 11/12/2025
Expiration Date: 11/12/2025
Interest Amount: 25
Base Amount: 150.00
Base Interest: 25.00

Tax Debt accruing interest

Original Amount	Debt Amt	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Amount	Base Amount	Base Interest	Total Interest	Input Key	Unique ID
150.00	150.00	0.00		UFL	0-2021-190012	11/12/2025	11/12/2025	N	0.00	0.00	0.00		1483
175.00	175.00	0.00		TAX	2023-0912012-23	11/12/2025	11/12/2025	Y	150.00	25.00	0.00		1454

Import Key blank – entered manually, populated if an Import

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Client Software – Debtors Debtor Information – Setoff History

Setoff History

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

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

Original Amount	Debt Amt	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Amount	Base Amount	Base Interest	Total Interest	Input Key	Unique ID
235.00	0.00	200.00	04/18/2023	EMS	E18-1262323	12/31/2023	12/01/2023	N	0.00	0.00	0.00	E18-1262	138
75.00	0.00	75.00	10/22/2024	UFL	U-109813-23	11/12/2024	11/12/2024	N	0.00	0.00	0.00		1381
1218.50	2018.50	1000.00	11/05/2024	Tax	2022-81117	11/12/2024	11/12/2024	Y	1100.00	118.50	0.00		1382

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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

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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

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Client Software Reports

Reports | Import/Export | Transmit

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

Print preview

Page 1

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

DEBT PREVIOUSLY NOT SETUP	DEBT PREVIOUSLY NOT SETUP																																																																																																																																				
AGED DEBTS REPORT CUSTOM TAIL LISTINGS	AGED DEBTS REPORT CUSTOM TAIL LISTINGS																																																																																																																																				
REPORT DATE: 11/12/2025	REPORT DATE: 11/12/2025																																																																																																																																				
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861-020	Johnson	John	1000	001-0000	11/12/2025																																																																																																																																

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Client Software Reports

5) Composite
 Alphabetical by last name list of debtors/debts for a selected (All debts, only so.00 debts or Not so.00 debts) for selected or ALL account codes. Displays SSN, Name, Address, Current Debt Amount. Includes a Debt amount total.

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

Account Codes: EMS EMS

SSN	NAME	STREET	CITY	ST	ZIP	DEBT AMOUNT
99-00-0401	Abdel-Dhacha M	61 Heritage Lane	Indian Trail	NC	28029	25.00
99-00-0402	Abel John	1101 Long Lane	Monroe	NC	27057	25.00
99-00-0403	Abel William	3671 Central Road	Monroe	NC	27053	475.00
99-00-0404	Abel William	3671 Central Road	Monroe	NC	27053	102.00
99-00-0405	Abdelmonem John	1386 Alameda Ln	Kannapolis	NC	27524	252.20
99-00-0406	Abdelmonem Sigmund	1256 Saxonville Ave	Gwynn	NC	28066	286.70
99-00-0407	Agoston Charles	2075 Forge Rd	Kannapolis	NC	27801	270.10
99-00-0408	Agoston Paul J	4 Sandhill Ln	Butterfield	NC	27520	233.00
99-00-0409	Agoston Paul O	1202 Hwy 26 S	Blair Hill	NC	27576	276.27
99-00-0410	Agoston William	127 Chicago St	Chapel Hill	NC	27514	170.17
99-00-0411	Aguilera Jose	186 Central Street	Chapel Hill	NC	27514	271.17
99-00-0412	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0413	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0414	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0415	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0416	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0417	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0418	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0419	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0420	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0421	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0422	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0423	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0424	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0425	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0426	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0427	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0428	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0429	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0430	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0431	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0432	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0433	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0434	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0435	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0436	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0437	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0438	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0439	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0440	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0441	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0442	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0443	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0444	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0445	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0446	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0447	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0448	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0449	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28
99-00-0450	Aguilera Jose	1225 Laurel Rd	Chapel Hill	NC	27514	296.28

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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.

Reports | Import/Export | Transmit | Adjustments | Aged Debt Report | Audit Report | Compliance Report | Expiration Report

Expiration Start Date: 11-27-2008
 Expiration End Date: 12-31-2023
 Account Codes: ALL - Include All Debt Types

SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	EXPIRATION DATE
256-00-3900	Drava V Radostavl L	75.00	HL	680421	12/31/2023
256-00-3901	Parkes Henry W	75.00	HL	680421	12/31/2023
256-00-3902	Parkes Edward F	54.39	HL	354159	12/31/2023
256-00-3903	Parkes Patrick	69.00	HL	679201	12/31/2023
256-00-3904	Rogien John	100.00	HL	682073	12/31/2023
256-00-3905	Rothwell Anne B	100.00	HL	684697	12/31/2023
256-00-3906	Rothwell John J	225.25	HL	478304	12/31/2023
256-00-3907	Sage Arthur C	93.38	HL	776046	12/31/2023
256-00-3908	Sage Arthur C	305.09	HL	478229	12/31/2023
256-00-3909	Shaner Andrew M	615.00	HL	780229	12/31/2023
256-00-3910	Shaner Henry F	84.39	HL	687513	12/31/2023
256-00-3911	Shaner Henry F	84.39	HL	687513	12/31/2023
256-00-3912	Shaner George E	96.04	HL	679203	12/31/2023
256-00-3913	Shaner William S	125.63	HL	684157	12/31/2023
256-00-3914	Shaner William S	75.00	HL	681061	12/31/2023
256-00-3915	Shaner William S	68.86	HL	750621	12/31/2023
256-00-3916	Shaner William S	80.37	HL	679003	12/31/2023
256-00-3917	Thompson Benjamin	100.00	HL	681977	12/31/2023
256-00-3918	Turkula Milla	204.10	HL	797204	12/31/2023
256-00-3919	Turkula Milla	100.00	HL	479162	12/31/2023
256-00-3920	Turkula Dorothy A	100.00	HL	677889	12/31/2023
256-00-3921	Walker William A	56.99	HL	684885	12/31/2023
256-00-3922	Walker William A	100.00	HL	679865	12/31/2023
256-00-3923	Walker Richard F	50.00	HL	682249	12/31/2023
256-00-3924	Walker Richard F	96.04	HL	680615	12/31/2023
256-00-3925	Zakarian Onn	75.00	HL	681177	12/31/2023

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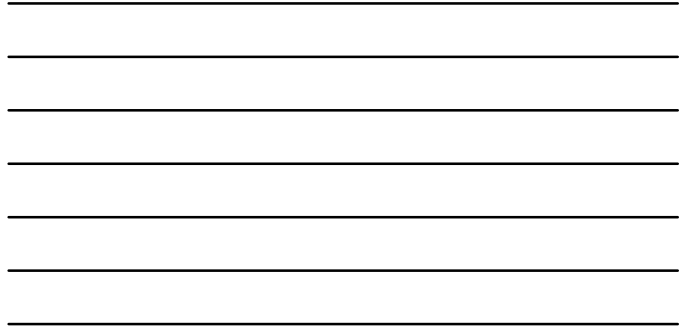
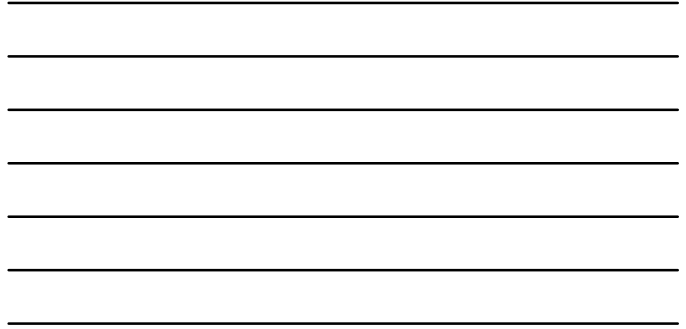
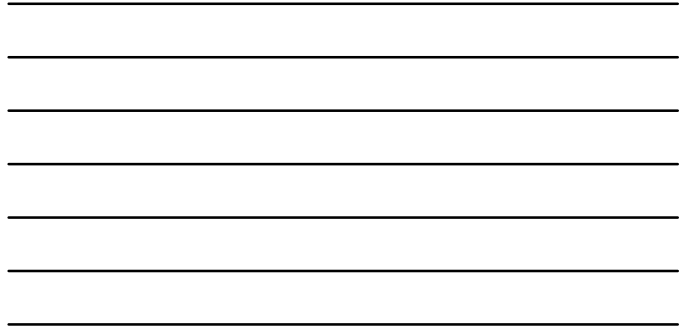
Client Software Reports

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.

Reports | Import/Export | Transmit | Import Status Error Report

SSN	DEPT	ERROR	DEBT AMOUNT	NAME	ACCOUNT NUMBER
000-00-1528	UTL	DEBT REJECTED: Invalid SSN, begins with 0000:	Debt Amount: 1,287.51	Tr	Acct #: 3859989973
000-00-1787	UTL	DEBT REJECTED: Invalid SSN, begins with 0000:	Debt Amount: 52,147	H	Acct #: 5672356653
999-99-3884	ENS	DEBT REJECTED: Invalid SSN, begins with 9999:	Debt Amount: 482.00	NAL	Acct #: 24000679041
031-82-28	UTL	DEBT REJECTED: Invalid SSN, not nine digits:	Debt Amount: 383.26	SCF	Acct #: 158844-12749

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Client Software Reports

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

Reports | Import/Export | **Setoff Status**

Setoff Start Date: 01/01/2023
Setoff End Date: 11/27/2023

Setoff Date	Setoffs	Setoff Amount
3/7/2023	4	\$460.16
3/7/2023	15	\$2,754.28
3/21/2023	231	\$44,375.30
4/4/2023	146	\$27,564.70
4/18/2023	95	\$9,559.60
5/5/2023	76	\$13,833.14
5/19/2023	31	\$7,226.73
6/6/2023	33	\$5,740.65
6/20/2023	9	\$3,172.05
7/11/2023	5	\$924.28
7/25/2023	4	\$1,299.15
8/25/2023	4	\$714.02
9/12/2023	6	\$901.45
9/26/2023	2	\$895.60
10/10/2023	5	\$1,456.63
10/24/2023	8	\$1,792.33
11/6/2023	4	\$1,166.63
637		\$123,491.96

Assists with verifying all yearly setoffs were downloaded and processed.

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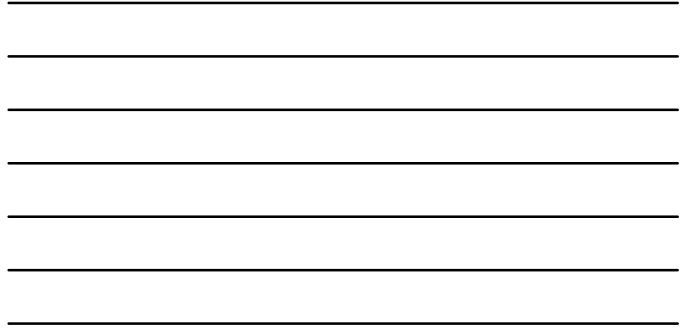
Client Software Reports

Setoff Status Report

Setoff Date	Setoffs	Setoff Amount
3/7/2023	4	\$2,754.28
3/21/2023	231	
4/4/2023	146	\$27,564.70
4/18/2023	95	\$9,559.60
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10/10/2023	5	\$1,456.63
10/24/2023	8	\$1,792.33
11/6/2023	4	\$1,166.63
637		\$123,491.96

SSN	NAME	CODE	ACCOUNT NUMBER	DOC	SETOFF	AMOUNT	FEE	BALANCE
171794132	COLLI	EMO	EMO 787728	REV	3/7/2023	\$1.00	15.00	231.00
171794132	FREI	EMO	ALA1820271	REV	3/7/2023	100.00	15.00	236.46
7489	GALLE	EMO	EMO 821164710	REV	3/7/2023	150.00	15.00	0.00
92407	HARRI	EMO	ALA1820581	REV	3/7/2023	66.00	15.00	324.00
10059	HOLL	EMO	ALA1820721	REV	3/7/2023	66.00	15.00	342.00
13140	HOWL	EMO	E2312064	REV	3/7/2023	200.00	15.00	0.00
50391	KELLY	EMO	E2312069	REV	3/7/2023	220.00	15.00	0.00
5086	LAGU	EMO	AL3040845201	REV	3/7/2023	230.00	15.00	22.00
5086	LAGU	EMO	AL30408454201	REV	3/7/2023	230.00	15.00	22.00
48834	Mawel	HST	10648304	REV	3/7/2023	66.40	15.00	0.00
71204	MCNE	EMO	ALA1820761	REV	3/7/2023	200.00	15.00	92.96
814492	MEDCO	EMO	ALA18214611	REV	3/7/2023	180.71	15.00	0.00
74972	MELT	EMO	ALA1801721	REV	3/7/2023	134.00	15.00	0.00
32263	SILER	EMO	ALA1804171	REV	3/7/2023	51.01	15.00	188.02
74201	WILLI	EMO	E23182762	REV	3/7/2023	78.86	15.00	0.00
1005207	WING	EMO	ALA182146681	REV	3/7/2023	214.66	15.00	0.00
115207	WING	EMO	ALA18213861	REV	3/7/2023	110.00	15.00	489.00
Total Count	17					\$2,754.28		\$1,813.41

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Client Software Reports

Setoff Status Report

Reports | Import/Export | **Setoff Status** | **Yearly Totals** | \$124,512.26

Setoff Date	Setoffs	Setoff Amount
3/7/2023	4	\$2,754.28
3/21/2023	231	\$44,375.30
4/4/2023	146	\$27,564.70
4/18/2023	95	\$9,559.60
5/5/2023	76	\$13,833.14
5/19/2023	31	\$7,226.73
6/6/2023	33	\$5,740.65
6/20/2023	9	\$3,172.05
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10/10/2023	5	\$1,456.63
10/24/2023	8	\$1,792.33
11/6/2023	4	\$1,166.63
637		\$123,491.96

Missed downloading 8/8/2023 and 11/21/2023

07-Feb	21-Feb	07-Mar	21-Mar	04-Apr	18-Apr	02-May
\$045.10	\$0.00	\$2,754.28	\$44,375.30	\$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	\$5,740.65	\$3,172.05	\$924.28	\$1,299.15	\$330.40	\$714.02

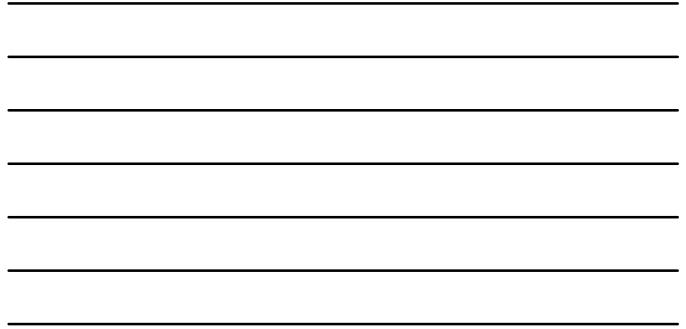
12-Sep	26-Sep	10-Oct	24-Oct	07-Nov	21-Nov	05-Dec
\$901.45	\$895.60	\$1,456.63	\$1,792.33	\$1,166.63	\$599.90	\$0.00

Statistical Reports

- All Alphabetical
- All by Account Setoff
- Combine by County Agencies Alphabetical
- Combine by Account Setoff
- County Agencies by Account Status
- County Agencies Detail by State
- Month/Status Alphabetical
- Month/Status by Account Setoff
- Reconciliation Deposits Detail by State

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

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Client Software – Generating Letters

Merge Recipients → Load Letters Create PDF Print Labels

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

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Client Software – Generating Letters Demographics and Debt Detail

Date: 11/11/2025

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

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

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

HLT- 5535466 \$80.37

From Account Code configuration

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Client Software – Generating Letters Approved Standard Legal Content

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

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

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

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Client Software – Generating Letters Contact Information and Closing

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

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.

Sincerely,


Lynn Z. Williams
Director

From Account Code Configuration

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Client Software – Mark Letters as printed

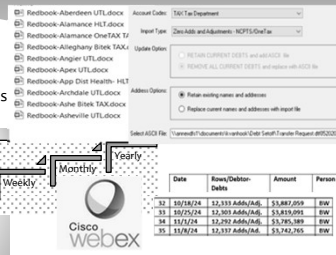
- Remember to do this option once letters have been printed and have been approved to send
- Keeps from sending repeat letters to debtor already sent a letter
- Contact Clearinghouse if you did not Mark prior letters and need assistance



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Client Software – Import Files

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



Date	Rows/Debtor-Debits	Amount	Person
12/10/24	12,333 Addn/146	\$3,887,209	BNW
12/05/24	12,383 Addn/146	\$3,819,255	BNW
11/21/24	12,292 Addn/146	\$3,795,389	BNW
11/07/24	12,137 Addn/146	\$3,742,255	BNW

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Client Software – Imports

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

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

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Client Software – Imports

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

Must use required Excel header row

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

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Client Software – Imports

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

Must use required Excel header row

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

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Client Software – Imports

North Carolina Debt Setoff Program
 C296: Sample Local Government
 Excel File Import Status Report
 Date: 08/26/2016

DEBTORS ADDED	DEBITS ADDED	DEBT AMOUNT ADDED	ERRORS DEBTORS	ERRORS DEBITS
37	37	3,292.25		

North Carolina Debt Setoff Program
 C296: Sample Local Government
 Excel File Import Error Report
 Date: 08/26/2016

SSN	NAME	ERROR	ACCOUNT NUMBER	DEBT AMOUNT

Debt Amount added should equal Sum of column "I"

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

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Client Software – Imports

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

Import Type: New Adds, New Adds, Only Adjustments, New Adds and Adjustments, Zero Adds and Adjustments

Account Codes: New Adds and Adjustments, Zero Adds and Adjustments

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Client Software – Import ASCII

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

Import Type: New Adds, New Adds, Only Adjustments, New Adds and Adjustments, Zero Adds and Adjustments, Zero Adds and Adjustments - NCPTS/OneTax

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

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Client Software – Imports

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

Account Codes:
 ACC ANIMAL CONTROL
 AMB AMBULANCE SERVICES
 CTY PARKING TICKETS
 DOD Debt Setoff
 EMG EMS
 ENV ENVIRONMENTAL
 HLT HEALTH
 REA REAL ESTATE
 RES RESOURCES
 UTL UTILITIES

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

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Client Software – Export Excel

Excel File Export
 Account Codes: ALL - Include all Debt Types Unmask SSN
 Status: _____
 Create File Cancel

- 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	Middle Initial	Street Address	City	State	Zip Code	Debt Amount	Original Debt Amount	Compliance Date	Expiration Date	Account Number	Code	Acct. Type	Debt Amount	Unique Key
999-00-2700	ABBOTT	ROSSMORE	E	5022 BELFORD CT	CHARLOTTE	NC	28226-7801	1854.53	1754.53	03/15/2010	12/31/2025	12034-11079	TAX	02/02/2013	300.00	99538221
995-51-1066	ABBOTTS	JOEYNA	M	1015 PETERSBURG CORNELIUS	NC	28804	104.00	0.00	01/27/2013	12/31/2015	U-01331	UTL		0.00	99539428	
999-00-4887	Abelson	Samuel		2428 East Street	CHARLOTTE	NC	28206	1340.00	1300.00	09/09/2014	12/31/2025	12034-13-99432	TAX		0.00	99539478
999-00-4887	Abelson	Samuel		2428 East Street	CHARLOTTE	NC	28206	1037.50	1066.39	11/19/2009	12/31/2025	12034-10-75648	TAX	08/04/2014	66.39	99538154
993-74-7085	ABERNE	JACOBRY	L	3901 CLEVELAND	CHARLOTTE	NC	28212	100.00	0.00	03/29/2011	12/31/2015	U-00785	UTL	09/11/2014	200.00	99539431

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Client Software Transmit – Export (Send to Clearinghouse)

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

Transmit Letters Tools Interest Help
 Export To Clearinghouse
 Import From Clearinghouse
 Debtor Information
 Selective
 Export Settings
 User Information


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Client Software

Transmit – Import (Receive from Clearinghouse)

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

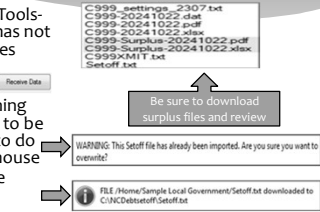


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Client Software

Transmit – Import (Receive from Clearinghouse)

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



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Client Software

Transmit – Import (Receive from Clearinghouse)

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

Possible Setoff Errors:

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



SSN	UNIQUE NUMBER	SETOFF AMOUNT	ERROR
Total Setoff			
0.00			

SSN	UNIQUE NUMBER	SETOFF AMOUNT	ERROR
999-00-4405	1382	200.00	Current Debt not replaced by Import Setoff! 18.30
Total Setoff		200.00	

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Client Software Interest

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

Select Month:

Account Codes:

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

Interest Accrual:

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

SSN	LAST NAME	FIRST NAME	DATE OF UPDATE	INTEREST	CURRENT DEBT
989-01-2780	Abbott	Rosanne	11/27/2023	13.88	1,817.38
989-01-4884	Abelsson	Karen	11/27/2023	6.64	935.91
989-01-4887	Abelsson	Samuel	11/27/2023	9.75	1,420.50
989-01-4887	Abelsson	Samuel	11/27/2023	7.25	1,122.34
989-01-4887	Abelsson	Samuel	11/27/2023	6.75	960.81
Total records updated: 5				44.26	6,156.73

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Client Software - Implementation

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

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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 customerservice@ncsetoff.org ncsetoff@ncsetoff.org
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	fmclary@ncsetoff.org hbryant@ncsetoff.org
Billie Mills (I.T.) New participants installation, server database transfers, workstation installations/upgrades, passwords	bmills@scac.sc Monday, Tuesday, Wednesday

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