

NORTH CAROLINA LOCAL GOVERNMENT

DEBT SETOFF CLEARINGHOUSE

CLIENT SOFTWARE TRAINING WORKSHOP



Today's Agenda

- Benefits
- Security
- Recent and future changes in the client software
- Closing out current year (year-end processes)
- Preparing for upcoming tax year
- Details of all software options


Client Software - Benefits

- More secure than transmitting ASCII/Excel files
- SSN/ITINs are encrypted and view/print controlled
- Userids, passwords and Clearinghouse url encrypted
- Allows for departments to manage entry and update of debts differently (manual entry, import ASCII or Excel)
- Vendor/third-party can provide debts for one or more departments

Client Software - Benefits

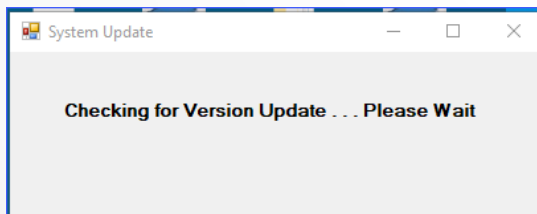
- Audit trails
 - Dates debtors/debts added/updated/letters printed
- Due process letters generation
 - Import logos for letterhead
 - Separate information for each department/account code
- More secure than transmitting ASCII/Excel files
- Automatically transmits XMIT (balance file after a setoff import)

Client Software – Encryption Sample

ssn	lastname	firstname
0x00DB4C20AE2A228CDA065C3C65540EED0100000081820CC...		
0x00DB4C20AE2A228CDA065C3C65540EED0100000041576AE...		
0x00DB4C20AE2A228CDA065C3C65540EED01000000636C081...		
0x00DB4C20AE2A228CDA065C3C65540EED01000000BCBF6A0...		
0x00DB4C20AE2A228CDA065C3C65540EED010000002D37CA0...		
0x00DB4C20AE2A228CDA065C3C65540EED0100000019D75BB...		
0x00DB4C20AE2A228CDA065C3C65540EED01000000B83F7FD...		
0x00DB4C20AE2A228CDA065C3C65540EED01000000A81ABA7...		
0x00DB4C20AE2A228CDA065C3C65540EED01000000AE1B8D...		
0x00DB4C20AE2A228CDA065C3C65540EED01000000C6192A8...	Aks	Frank
0x00DB4C20AE2A228CDA065C3C65540EED01000000E30F866...	Aks	Leah
0x00DB4C20AE2A228CDA065C3C65540EED01000000D8BC049...	Albimona	Nassef
0x00DB4C20AE2A228CDA065C3C65540EED01000000BEE5EE6...	Aldworth	Charles
0x00DB4C20AE2A228CDA065C3C65540EED01000000E2C30C3...	Alexan...	William

Client Software – Recent New Features

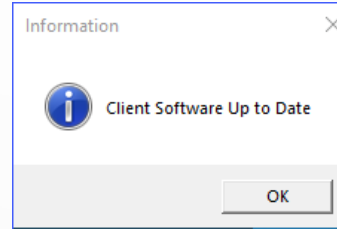
- Updates – when exiting – checks for a newer version



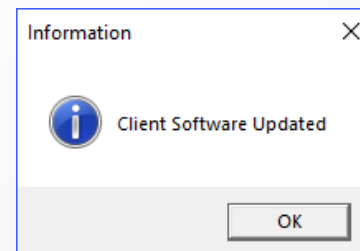
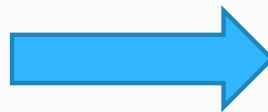
Latest version is 2021.07a

Next version is 2021.12 – coming this week

- If up to date

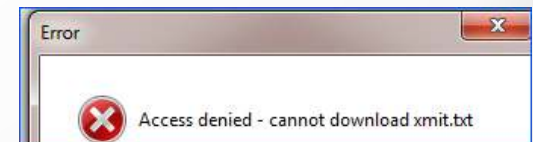
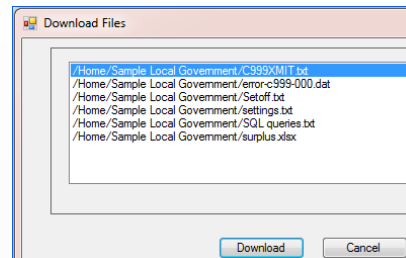
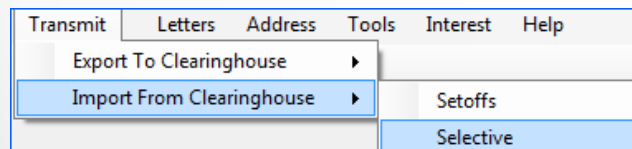


- If not, automatically updates



Client Software – Recent New Features

- Security - restrict access to files with full SSNs
 - Can no longer import C/N---XMIT.TXT FILE nor setoff.txt



XMIT.TXT file has all debtors and debts (with SSN) for the local government in unencrypted format and serves no purpose for the local government to download. Clearinghouse downloads soon after 5 p.m. each Friday and deletes.

Recommend searching for and deleting any XMIT.TXT and setoff.txt files on your workstation and/or network!

Client Software – Recent New Features

Configure Imports

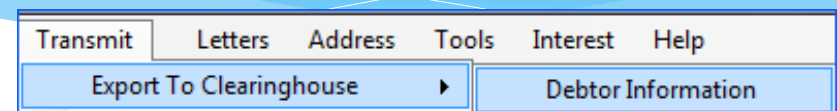
- Based on debt account code:
 - TAX, UTL, EMS, HLT, etc.
 - configure the options so can't choose incorrect options thus deleting or duplicating debts

Account Code		
<input type="text" value="TAX"/>		
Add Options		
<input type="radio"/> New Adds	<input type="radio"/> New Adds and Adjustments	<input type="radio"/> Zero Adds and Adjustments
<input type="radio"/> Only Adjustments	<input checked="" type="radio"/> Zero Adds and Adjustments NCPTS/OneTax	
Retain Remove Options		
<input type="radio"/> RETAIN CURRENT DEBTS and add Excel file		
<input checked="" type="radio"/> REMOVE ACCOUNT CODE DEBTS and replace with Excel file		

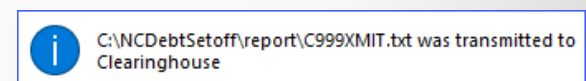
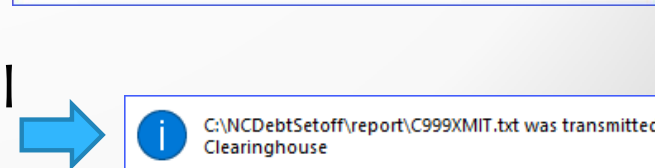
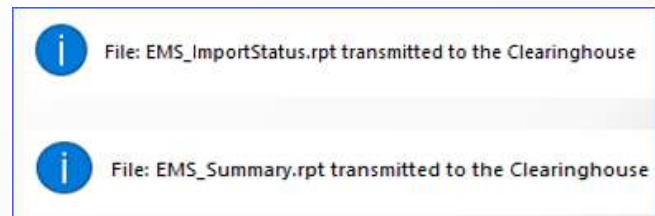
Clearinghouse can assist in configuring. Then local government can import alone with confidence of correct options being configured. Afterwards, contact Clearinghouse if a special process is needed or there is a change in third-party vendor. Clearinghouse gets import results and summaries to verify the process was done and successful.

Client Software – Recent New Features

- Automatic exports to the Clearinghouse after a successful ASCII or Excel import:
 - Import Status report sent to the Clearinghouse
 - Summary report sent to the Clearinghouse
 - Export of all debt balances for the local government sent to the Clearinghouse

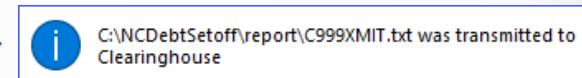
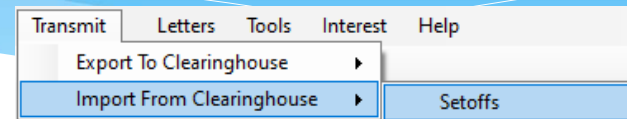


EMS_ImportStatus.rpt
EMS_Summary.rpt
TAX_ImportStatus.rpt
TAX_Summary.rpt



Client Software – Recent New Features

- Automatic exports to the Clearinghouse after a successful import setoff.txt:
 - Export of all debt balances for the local government sent to the Clearinghouse



Client Software – Recent New Features

- Debtor Comments
 - Debtor entries with ability to print/edit/delete
- Year end clean-up by department (previously did ALL)

Client Software – Upcoming New Features

- Setoff Status Report (December 2021 - Version 2021.12)

North Carolina Debt Setoff Program
C011: Buncombe County
Setoff Status Report
Date: 10/7/2021
Date Range: 1/1/2021 Thru 10/7/2021

Setoff Date	Setoffs	Setoff Amount
2/9/2021	16	\$4,967.42
2/23/2021	1	\$49.00
3/9/2021	325	\$60,415.17
3/23/2021	193	\$32,380.58
4/6/2021	54	\$10,287.22
4/20/2021	99	\$20,030.23
5/4/2021	72	\$12,224.01
5/18/2021	50	\$8,145.26
6/8/2021	75	\$12,378.27
6/22/2021	10	\$2,592.56
7/13/2021	30	\$6,467.13
7/27/2021	10	\$1,487.34
8/10/2021	13	\$3,237.69
8/24/2021	4	\$488.31
9/14/2021	15	\$3,010.35
9/28/2021	5	\$1,664.87
	972	\$179,825.41

Reports Import/Export Transmit

Setoff Status

9-Feb	23-Feb	9-Mar	23-Mar	6-Apr	20-Apr	4-May	18-May
\$4,967.42	\$49.00	\$60,415.17	\$32,380.58	\$10,287.22	\$20,030.23	\$12,224.01	\$8,145.26

8-Jun	22-Jun	13-Jul	27-Jul	10-Aug	24-Aug	14-Sep	28-Sep
\$12,378.27	\$2,592.56	\$6,467.13	\$1,487.34	\$3,237.69	\$488.31	\$3,010.35	\$1,664.87

Statistical Reports

2021

- All Alphabetical
- All by Amount Setoff
- Counties & County Agencies Alphabetical
- Counties By Amount Setoff
- County Agencies By Amount Setoff
- County Deposits Detail By Date
- Municipalities Alphabetical
- Municipalities By Amount Setoff
- Municipalities Deposits Detail By Date
- All-time By Amount Setoff
- Statistics Summary

Great for reconciliation with Capital Management deposits – ensures setoffs were downloaded. Contact Clearinghouse if any missing!

Client Software – Upcoming New Features

- Setoff Status Report (December 2021 - Version 2021.12)

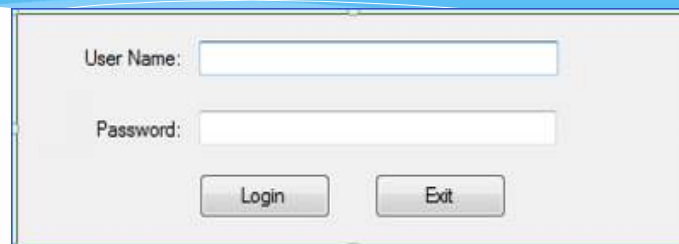
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8/24/2021	4	\$488.31
9/14/2021	15	\$3,010.35
9/28/2021	5	\$1,664.87
	972	\$179,825.41

Setoff Report
Date: 10/7/2021
Date Range: 9/28/2021 Thru 10/7/2021

SSN	NAME	CODE	ACCOUNT NUMBER	SRC	SETOFF	AMOUNT	FEE	BALANCE
7-1553	KUY	EMS	E19-1247144	LOT	9/28/2021	510.00	15.00	0.00
7-3174	MAI	Y EMS	E18-955024	LOT	9/28/2021	698.00	15.00	0.00
3-0720	MOI	EMS	E13-1105659	REV	9/28/2021	226.78	15.00	0.00
7-9774	REE	EMS	E15-509057	REV	9/28/2021	133.71	15.00	66.29
1-1952	WAF	EMS	E15-1203302	LOT	9/28/2021	96.38	15.00	0.00
Totals:						\$1,664.87	\$75.00	\$66.29

Client Software – Sign-on

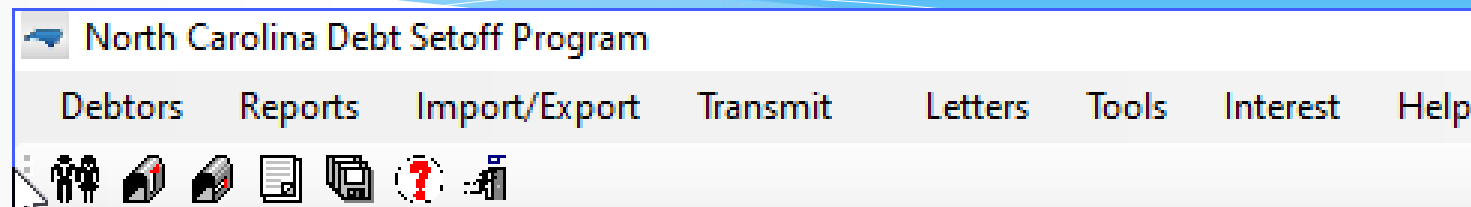
A screenshot of a sign-on dialog box. It has a light gray background and a blue border. At the top, it says "User Name:" followed by a white text input field. Below that, it says "Password:" followed by a white text input field. At the bottom, there are two buttons: "Login" and "Exit", both with a light gray background and a blue border.

TIP: Press
<ENTER> twice
instead of clicking
Login

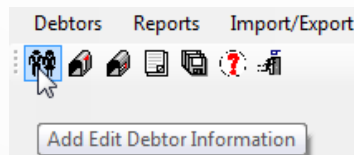
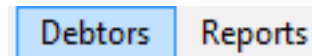
- User Name:
 - Five Star or admin assigned
- Password:
 - Five Star or admin assigned
 - currently doesn't expire – but can be changed by Five Star or admin

After 3 invalid sign-on attempts – must exit and open again – User Name is not locked out

Client Software – Menu Options



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



- Use keyboard combinations  and 1st character of menu option:
 - Debtors Reports Import/Export Maintenance
 - Transmit Letters Help

Client Software – Tools

Administrator – Account Information

Tools	Interest	Help
Administrator	Account Information	
User ID:	nc0999	
Smart Password:	xdsaDc9!9W7(#	
Entity Name:	Sample Local Government	
Entity Code:	C999	
Folder Name:	Home/Sample Local Government	
Internet Location:	setoff.fivestarc computing.com	

Change Password

Execute Change TRANSMIT Password

<input type="checkbox"/> Connecting to NC	<input checked="" type="checkbox"/> Connecting to NC Debt Setoff Server
<input type="checkbox"/> Requesting new p	<input checked="" type="checkbox"/> Requesting new password
<input type="checkbox"/> New password re	<input checked="" type="checkbox"/> New password received
<input type="checkbox"/> Password update	<input checked="" type="checkbox"/> Password updated
<input type="checkbox"/> Testing new pass	<input checked="" type="checkbox"/> Testing new password
<input type="checkbox"/> Transmitting a tes	<input checked="" type="checkbox"/> Transmitting a test file
<input type="checkbox"/> Password reset co	<input checked="" type="checkbox"/> Password reset complete - 90 days to next password reset

- Maintains local government parameters and connection credentials to secure folder at Clearinghouse
 - Smart Password (changes every 90 days)
 - All others - do not change – will effect ability to connect

Only Admin can update the TRANSMIT password after email notice received. Must be done within 7 days or is locked.



Password was successfully changed

Client Software – Tools

Administrator – Account Code

Tools	Interest	Help
Administrator	Account Information	
Users	Account Code	

Add	Edit	Delete
-----	------	--------

Change	Configure
--------	-----------

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
- 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

Department:	Sample Local Govt EMS Billing		
Contact:	Emma Billart		
Signature:			
Title:	Billing Supervisor		
Phone Number:	(919) 555-0912		
Address 1:	1900 Government Ave		
Address 2:	Suite 119A		
City:	Central	State:	NC Zip Code: 27699-0119
Years before Expires:	10	Interest Accrual:	No
Description:	EMS Services		

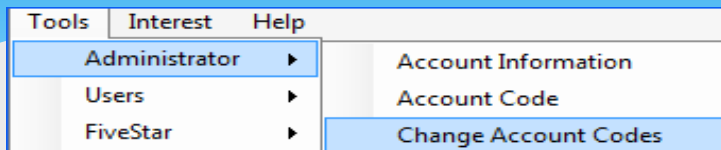
Letters/Addresses			
Top Margin:	210	Left Margin:	90
Date Margin:	340	Date/Name Spacing:	2
Debts:	5	Line Spacing:	2
Letter Font:	11	PDF Font:	11
Left Margin PDF:	30	Top Margin PDF:	15
Logo Width PDF:	540	Logo Height PDF:	130
Carryover Desc:	See next page for additional debts		
Logo Filename:	X:\Customers\LogosfromLocalGovts\BurkeCOHealthSettings.jpg		
Utilize Logo:	<input checked="" type="checkbox"/>	Use Import:	<input type="checkbox"/>

- 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
-
- 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

A screenshot of a dialog box titled 'Change Account Code'. It contains three input fields: 'Account Number' with the value '20', 'Account Code' with a dropdown menu showing 'TAX Taxes', and 'Status' which is empty. At the bottom of the dialog are two buttons: 'Update' and 'Cancel'.

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

Client Software – Tools

Administrator - User Setup

Tools	Interest	Help
Administrator	Account Information	
Users	Account Code	
FiveStar	Change Account Codes	
	User Setup	

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

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

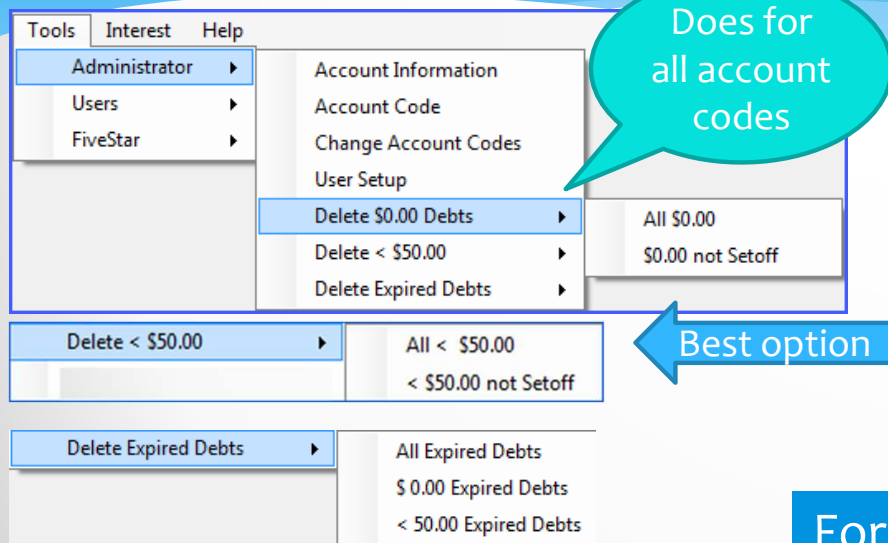
Debtors <input checked="" type="radio"/> Update <input type="radio"/> View	Reports <input checked="" type="radio"/> Yes <input type="radio"/> No	Imports <input checked="" type="radio"/> Yes <input type="radio"/> No	Maintenance <input type="radio"/> Yes <input checked="" type="radio"/> No	Transmit <input type="radio"/> Yes <input checked="" type="radio"/> No	Letter <input type="radio"/> Yes <input checked="" type="radio"/> No
---	--	--	--	---	---

Address <input type="radio"/> Yes <input checked="" type="radio"/> No	Tools <input type="radio"/> Yes <input checked="" type="radio"/> No	Interest <input type="radio"/> Yes <input checked="" type="radio"/> No	Setoff <input checked="" type="radio"/> Yes <input type="radio"/> No	Report <input checked="" type="radio"/> Full SSN <input type="radio"/> Partial SSN <input checked="" type="radio"/> No SSN	Online <input checked="" type="radio"/> Full SSN <input type="radio"/> Partial SSN <input checked="" type="radio"/> 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 after last setoff file of the year has been processed
- Contact Five Star if need assistance

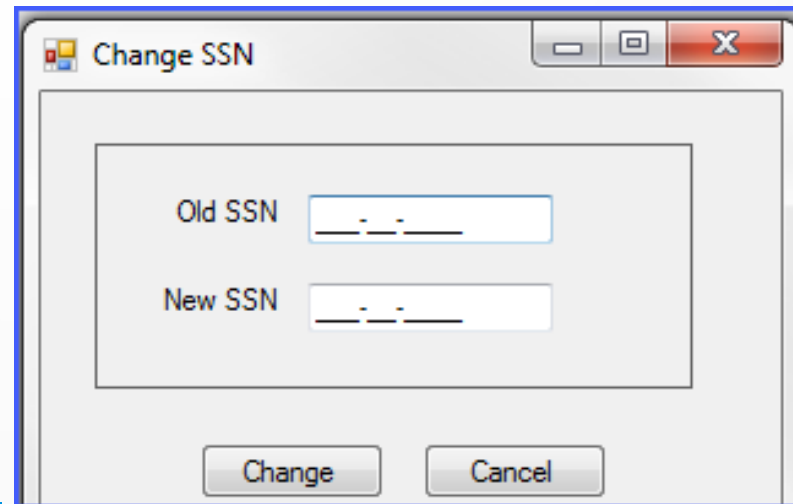
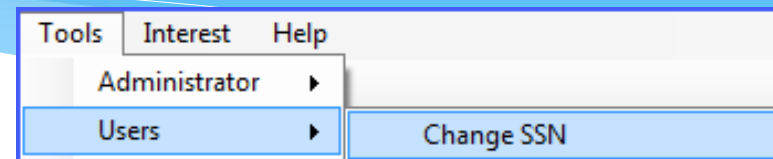
For highest level of security – delete debts less than \$50 and expired debts. Suggest first create an Excel file and save to retain purchased SSNs.

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 in Tools menu



Client Software – Tools

User – Change Expiration Date

- Powerful option to globally change ALL; one date; or a range of dates
- Can do ALL account codes or just one

The screenshot shows the 'Tools' menu with 'Users' selected, leading to the 'Change Expiration Date' option. The dialog box contains the following sections:

- Dates**
 - Current Expiration Date: 12/31/2019
 - Start Expiration Date: 10/10/2019
 - End Expiration Date: 10/10/2019
 - New Expiration Date: 12/31/2029
- Update Options**
 - ☐ Change All Expiration Dates
 - ☐ Only change for Current Expiration Date
 - ☐ Only change dates within Start and End date range
- Account Codes**
 - ☒ Update all Account Codes
 - Account Code: TAX TAXES

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 2012 could be submitted to debt setoff (10 years within last activity). Other non-Tax delinquent, ex. 2015 debt with no invoices/bills or payments since 2017, cannot be submitted (no activity in 3 years).

Client Software – Tools

User – Change Compliance Date

- Powerful option to globally change ALL; one date; or a range of dates
- Can do ALL account codes or just one

The screenshot shows the 'Tools' menu with 'Users' selected, leading to the 'Change Compliance Date' option. The dialog box has three sections: 'Dates', 'Update Options', and 'Account Codes'.

Dates	
Current Compliance Date:	10/10/2019
Start Compliance Date:	10/01/2019
End Compliance Date:	11/30/2019
New Compliance Date:	12/31/2019

Update Options	
<input type="radio"/>	Change All Compliance Dates
<input type="radio"/>	Only change for Current Compliance Date
<input type="radio"/>	Only change dates within Start and End date range

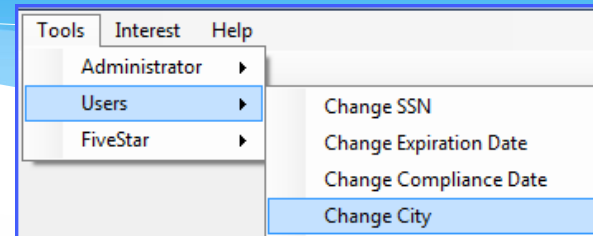
Account Codes	
<input type="checkbox"/>	Update all Account Codes
Account Code:	ACC ANIMAL CONTROL

Compliance Dates should be AT LEAST 30 days after letters have been mailed to last known address via regular postal mail. Do not send letters prior to debts being delinquent 30 days. Debts can be submitted to Clearinghouse prior to Compliance Date as they are not submitted to Department of Revenue until the Compliance Date has passed. Similar to post dating a check but establishes an earlier time/date stamp priority.

Client Software – Tools

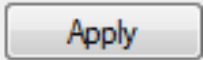
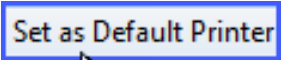
User – Change City

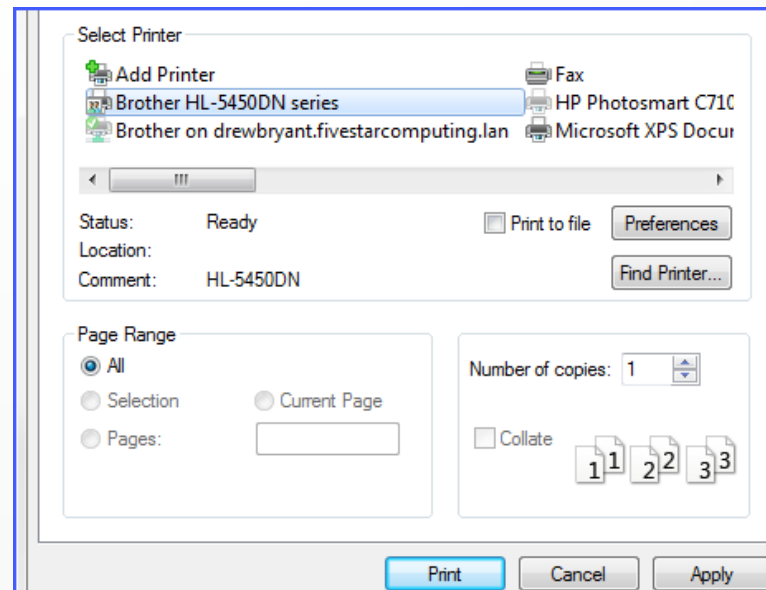
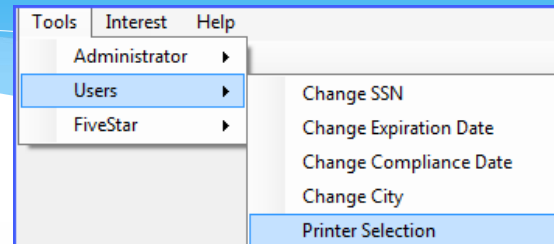
- Powerful option to fix any city/town name. Probably the result of a Clearinghouse database creation from debts submitted by ASCII files (layout for city is 10 characters)
- Will do for all account codes

A screenshot of the 'Change City' dialog box. It has three input fields. The first field is labeled 'Old City:' and contains the text 'Winston-S'. The second field is labeled 'New City:' and contains the text 'Winston-Salem'. The third field is labeled 'Status:' and is empty.A screenshot of the 'Change City' dialog box. It has two input fields. The first field is labeled 'Old City:' and contains the text 'Fayettevill'. The second field is labeled 'New City:' and contains the text 'Fayetteville'.

Client Software – Tools

User – Printer Selection

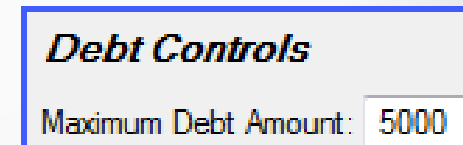
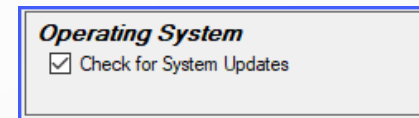
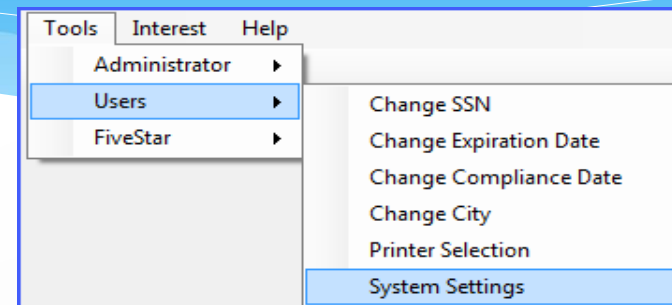
- Select a different printer for various reasons.
- Be sure to select 
- If still doesn't print, may have to select 
- Then change back to normal default printer



Client Software – Tools

User – System Settings

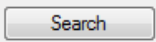
- ALL Users
 - Check for System Updates (new version)
 - If not checked, will not look for newer versions
 - certain remote connectivity does not allow for automatic updates
 - Debt Controls – cannot enter or edit a debt amount above this maximum



Most of the options on this screen are obsolete. Only these two options apply.

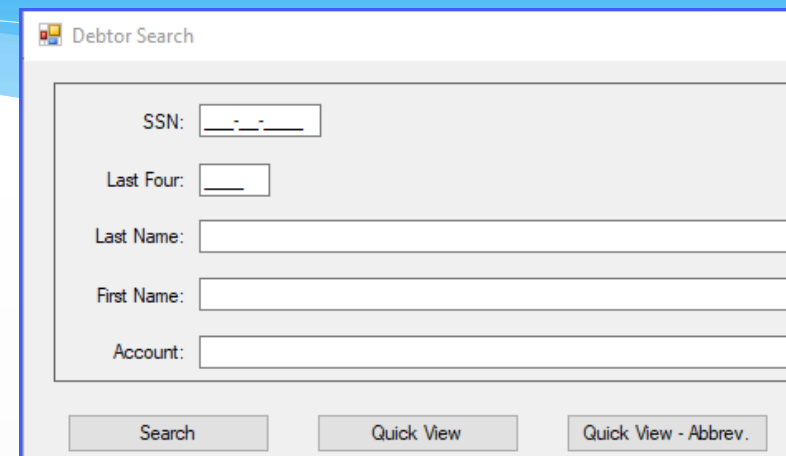
Client Software – Debtors

Debtor Information - Search

- Enter choice and click 
- For Last Name or First Name can enter a partial name and will return matching results

Last Name:

SSN	Last Name	First Name	Address	City	State
999-00-3991	Andersen	Albert	201 Douglas Swamp Rd	SELMA	NC
999-00-2178	Andersen-Jensen	Carla	986 Lewiston Road	CHARLOTTE	NC
999-00-5195	Anderson	Harry	3641 Goldstone Road	SILER CITY	NC
999-00-0344	Anderson	Ida	104 S Florence St	Whiteville	NC
999-00-7491	Andersson	Anders	537 1/2 North Ham Rd	ASHEVILLE	NC



The image shows a software window titled "Debtor Search". It contains several input fields: "SSN:" with a masked input field, "Last Four:" with a small input field, "Last Name:" with a text input field, "First Name:" with a text input field, and "Account:" with a text input field. At the bottom of the window, there are three buttons: "Search", "Quick View", and "Quick View - Abbrev.".

Double-click
the desired
person

Client Software – Debtors

Debtor Information - Search

SSN: 999-00-2353

First Name: Ingeborg Middle Initial: C Last Name: Andersson

Address 1: 640 Pine Grove Road

Address 2:

City: Central State: NC Zip Code: 27999 -

Added: Updated: Letter Printed:

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual	Base Amt	Base Interest	Total Interest
▶	441.95	441.95	0.00		TAX	T2014-19964	12/31/2015	01/15/2010	N	441.95	0.00	0.00
	743.25	785.25	0.00		TAX	T2008-U1912	12/31/2015	12/31/2013	Y	700.00	43.25	42.00
*												

Debtor Demographics and debts appear with options

Client Software – Debtors

Debtor Information – Search Quick View

Search Quick View Quick View - Abbrev.

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

Unencrypting - may take several minutes ...

May take too long for large databases

SSN	Last Name	First Name	Address	Account Number	Debt Amt	Setoff Amt	Setoff Date	Acct Code
999-00-6455	ABBING	RHONDA	40 HERITAGE LOOP - ...	TX-101	0.00	0.00		TAX
999-00-6455	ABBING	RHONDA	40 HERITAGE LOOP - ...	E09-9161213	0.00	150.00	09/16/2014	EMS
999-00-6455	ABBING	RHONDA	40 HERITAGE LOOP - ...	U-UT-10	40.00	88.50	09/17/2014	UTL
995-97-1449	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-00528	0.00	150.00	09/02/2014	UTL
995-97-1449	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-00528	0.00	125.00	09/02/2014	UTL
995-97-1449	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-00528	25.00	125.00	09/02/2014	UTL
999-00-2780	ABBOTT	ROSSMORE...	5012 BELFORD CT	T2014-11073	1654.53	100.00	02/05/2013	TAX
995-51-1066	ABBOTTS	JOEVENA	101 S PETERSBURG ...	U-01531	0.00	315.00	08/04/2014	UTL
995-51-1066	ABBOTTS	JOEVENA	101 S PETERSBURG ...	U-01531	104.00	0.00		UTL
999-70-8654	ABBY	JOHN	453 LEANING TREE RD	U-00223	0.00	0.00		UTL
999-00-4887	Abelson	Samuel	2478 East Street	T2014-12-98123	0.00	0.00		TAX
999-00-4887	Abelson	Samuel	2478 East Street	T2014-13-99432	1245.00	0.00		TAX
999-00-4887	Abelson	Samuel	2478 East Street	T2014-09-95692	0.00	1410.75	08/04/2014	TAX

Client Software – Debtors

Debtor Information – Search Quick View

Quick View

Acct
Code
selected

- Search Quick View
 - Click any of the nine (SSN to Acct Code) column descriptions to SORT by that description

Quick View

	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	Bums	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

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	Setoff Amt	Setoff Date	Acct Code
▶	999-00-6455	ABBING	RHONDA	40 HERITAGE LOOP - ...	U-UT-10	40.00	88.50	09/17/2014	UTL
	995-97-1449	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-00528	0.00	150.00	09/02/2014	UTL
	995-97-1449	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-00528	0.00	125.00	09/02/2014	UTL
	995-97-1449	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-00528	25.00	125.00	09/02/2014	UTL
	995-51-1066	ABBOTTS	JOEVENA	101 S PETERSBURG ...	U-01531	0.00	315.00	08/04/2014	UTL
	995-51-1066	ABBOTTS	JOEVENA	101 S PETERSBURG ...	U-01531	104.00	0.00		UTL
	999-70-8654	ABBY	JOHN	453 LEANING TREE RD	U-00223	0.00	0.00		UTL
	993-74-7085	ABERNE	JACOB	3901 CLEVELAND BLVD	U-00785	100.00	200.00	09/11/2014	UTL
	993-74-7085	ABERNE	JACOB	3901 CLEVELAND BLVD	U-00785	0.00	150.00	09/11/2014	UTL
	993-74-7085	ABERNE	JACOB	3901 CLEVELAND BLVD	U-00785	0.00	200.00	09/11/2014	UTL
	997-49-2791	ABRAMS	LOUIS	1605 REMOUNT RD	U-01480	0.00	0.00		UTL
	998-82-5972	ABREU	CORA	109-F COACHMONT	U-00902	0.00	0.00		UTL
	998-82-5972	ABREU	CORA	109-F COACHMONT	U-00902	0.00	0.00		UTL
	998-82-5972	ABREU	CORA	109-F COACHMONT	U-00902	0.00	0.00		UTL
	995-78-1855	AGAJANRAVE	SUSAN	8032 TRYON SQUARE	U-00790	0.00	0.00		UTL
	996-31-9108	AGURSON	David	345 ROBIN HOOD RD	U-01028	0.00	0.00		UTL

Client Software – Debtors

Debtor Information – Search Quick View Abbrev.

Quick View - Abbrev.

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

Very fast
because doesn't
have to unencrypt
SSNs

Last Name	First Name	Address 1	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	JACOB	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.

Quick View - Abbrev.

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

SSN: ***-**-1449

First Name: JAMES Middle Initial: Last Name: ABBINGTON

Address 1: 101 NORTH BRAVE ST

Address 2:

City: CHARLOTTE State: NC Zip Code: 28270 -

Added: 11/08/2013 Updated: 09/10/2014 Letter Printed:

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date	Compliance Date	Interest Accrual	Base Amt	Base Interest	Total Interest
*												

If any debts were not RESTRICTED they would appear

Client Software – Debtors

Debtor Information – Add Debtor

Add Debtor

SSN:

First Name: Middle Initial: Last Name:

Address 1:

Address 2:

City: State: Zip Code:

Debt Amount: Account Code: Account Number:

Compliance Date: Expiration Date: ☐ Interest Accrual Base Amount: Base Interest:

Dropdown for all account codes permitted

Only for tax debts accruing interest

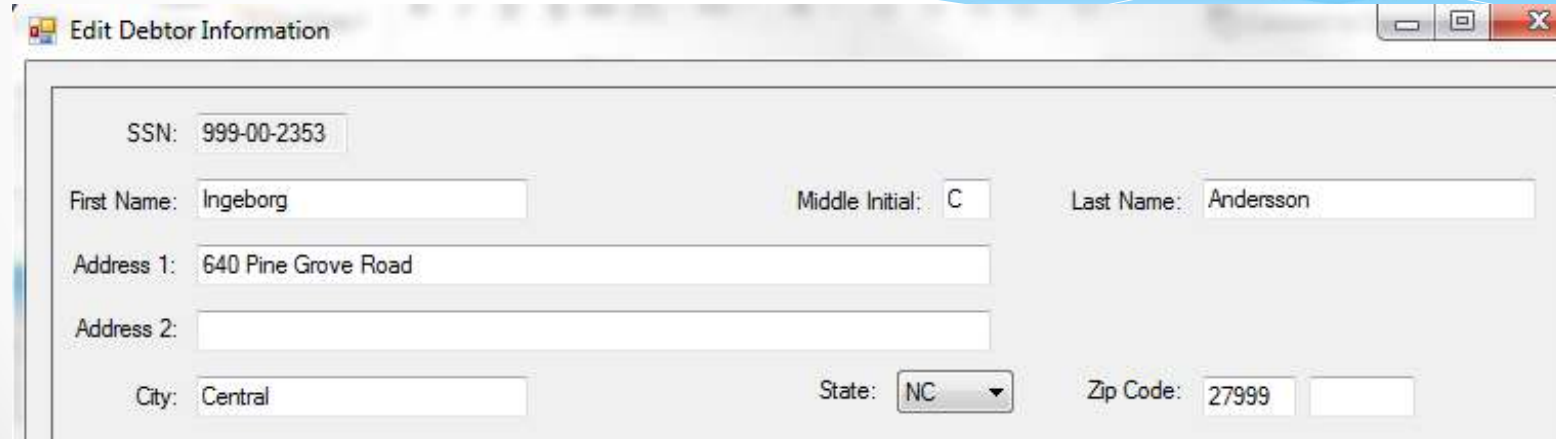
- Add suffix: Jr, Sr in last name, if available
- Do not use apostrophe/single quote or double quotes: i.e. O'Neal, use Oneal or William "Bill", in name or address
- Do manual entry for just 20 or less debts, rather than creating Excel spreadsheet

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

Client Software – Debtors

Debtor Information – Edit Debtor

Edit Debtor



The screenshot shows a window titled "Edit Debtor Information" with the following fields:

- SSN: 999-00-2353
- First Name: Ingeborg
- Middle Initial: C
- Last Name: Andersson
- Address 1: 640 Pine Grove Road
- Address 2: (empty)
- City: Central
- State: NC (dropdown menu)
- Zip Code: 27999

Cannot begin SSN with 000 or 999 – don't recommend enter debtors without an SSN or ITIN as no possibility to collect. But can do letters without SSN/ITINS but Five Star does not import invalid or missing SSNs/ITINS.

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

Client Software – Debtors

Debtor Information – Comments

Started in 2019

SSN: 999-00-2353

First Name: Ingeborg Middle Initial: C Last Name: Andersson

Address 1: 640 Pine Grove Road

Address 2:

City: Central State: NC Zip Code: 27999

Search Edit Debtor

Comments Setoff History

New

Date	Debt User	Comment
**		

Add Edit Delete Print Cancel

Selecting COMMENTS option gives several options

Client Software – Debtors

Debtor Information – Comments

Add Comment

10/1/2019 called and said she was in bankruptcy when debt was previously setoff. Will bring documents in before we generate a refund.

SSN: 991-00-6455

First Name: Rhonda Middle Initial: J

Address 1: 40 Heritage Loop

Address 2:

City: Central State: NC

Added: 10/1/2019 **** COMMENTS **** Updated:

	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Number	Expiration Date
▶	125.00	125.00	0.00		UTL	2017-U-1234	12/31/2029

If a Comment is entered it is identified here until deleted

Client Software – Debtors

Debtor Information – Comments

Reports	Import/Export	Maintena
Adjustments		
Aged Debt Report		
Audit Report		
Comment Report		

SSN is masked if configured in User Setup-Report

North Carolina Debt Setoff Program			
All Comments			
Date: 10/7/2019			
SSN	Name	Comment Date	Comment
991-97-1449	Abbington,James	10/7/2019	6/15/2019 Dept of Revenue requested a refund of entire setoff from 4.24.2018. 6/21/2019 Refund check created and mailed to NCACC. 7/1/2019 the debt amount was re-entered for \$421.00
991-51-1065	Abbotts,Jovena	10/7/2019	10/4/2019 called and said she would be mailing in an official request for a hearing
991-00-6455	Abbing,Rhonda	10/7/2019	10/1/2019 called and said seh was in bankruptcy when debt was previously setoff. Will bring documents in before we generate a refund

Comments will print for ALL departments on this one report. Do not use for any private or protected information. No spell check but can make edits.

Client Software – Debtors

Debtor Information – Add Debt

Add Debt

- **Debt Amount** – delinquent amount to local government*
- **Account Number** – anything except Health details
- **Compliance Date** – should be 30 days after notification letter sent
- **Expiration Date** - years setting in Account Code configuration
- **Interest Accrual** - must be checked to update monthly on Interest Menu
- **Base Amount** – amount used to calculate interest each month (principal)
- **Base Interest** – amount of fees, penalties, interest when initially entered

Add Debt

Debt Amount:

Account Code: TAX Taxes ▼

Account Number:

Compliance Date: 09/08/2016 ▼

Expiration Date: 09/08/2041 ▼

Interest Accrual: ☐

Base Amount:

Base Interest:

TAX Taxes
DSO Debt Setoff
EMS Emergency Medical Services
FAU Test
HLT Health
NEW New Debts
TAX Taxes
UTL Utilities

* No collection fee may be added unless stated at time of service.

Client Software – Debtors

Debtor Information – Edit Debt

Edit Debt

- Debt Amount – current debt amount, not amount paid/adjusted
 - Must be over \$50 to be sent to Dept. of Revenue
- Any information can be updated, even Compliance and Expiration
- If Interest Accrual Set and current debt over \$0.00, will calculate when Interest Accrual option processed. Uses rate x the Base Amount and adds to Debt Amount

Debt Amount:	434.00
Account Code:	TAX Taxes
Account Number:	2017-091234
Compliance Date:	03/23/2018
Expiration Date:	02/01/2028
Interest Accrual:	<input checked="" type="checkbox"/>
Base Amount:	400.00
Base Interest:	25.00

In this example, \$3 per month for 3 months makes it \$434

****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 (if use software)

Debt Amount: 0.00 

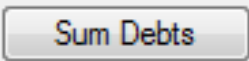


Suggest wait at least one month before deleting, best to delete after last setoff of year

Client Software – Debtors

Debtor Information – Sum Debts

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



Total Debt Amount: \$1,219.25

Client Software – Debtors

Debtor Information – Setoff History

Setoff History

Setoff Date	Debtor Name	Original Amt	Setoff Amt	Fee Amt	Balance	Account Number
2014-09-11	ARTEGA, RAVINE ...	2817.50	2500.00	15.00	317.50	8320107
2014-09-17	ARTEGA, RAVINE ...	2817.50	317.50	0.00	0.00	8320107
2014-09-17	ARTEGA, RAVINE ...	317.50	40.00	0.00	277.50	EMS-01122012

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

Client Software – Debtors

Debtor Information – General History

General History

Date	Operator	Action	Description
2013-09-09		Debt Added ...	Debt Amount: 000743.25 Type: TAX Account Number: T2008-U1912 Expir...
2013-09-09		Letters ...	Notification Letter Printed: 09/09/2013
2013-09-17		Interest ...	Interest of 05.25 accrued - 09/17/2013
2016-09-08	FiveStar ...	Debt Updated ...	Debt Amount from: 441.95 to: 434.00 Base Amount from: 441.95 to: 400.00...
2016-09-08	FiveStar ...	EXCEL ADD ...	Debtor added from EXCEL ADD
2016-09-08	FiveStar ...	EXCEL ADD ...	Debt of 100 with Account Number: U-1234 added from EXCEL ADD

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 particular highlighted (if multiple) debt. 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	Interest Accrual	Base Amt	Base Interest	Total Interest
43.00	43.00	0.00		UTL	2015-12202	09/24/2020	09/24/2017	N	0.00	0.00	0.00
47.50	47.50	0.00		UTL	2016-06123	09/24/2020	09/24/2017	N	0.00	0.00	0.00

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	Interest Accrual	Base Amt	Base Interest	Total Interest
47.50	90.50	0.00		UTL	2015-12202/2016-06...	09/24/2020	09/24/2017	N	0.00	0.00	0.00

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 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 (1 of 7)

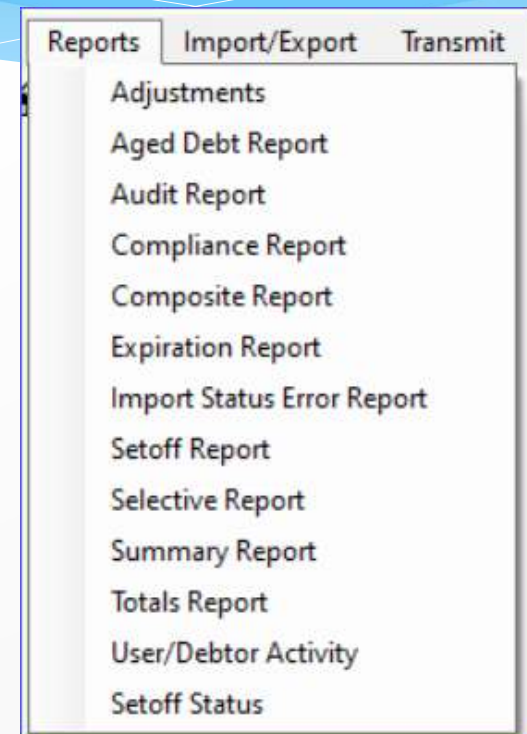
- **Adjustments (short)**

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.

- **Aged Debts (long)**

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.

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

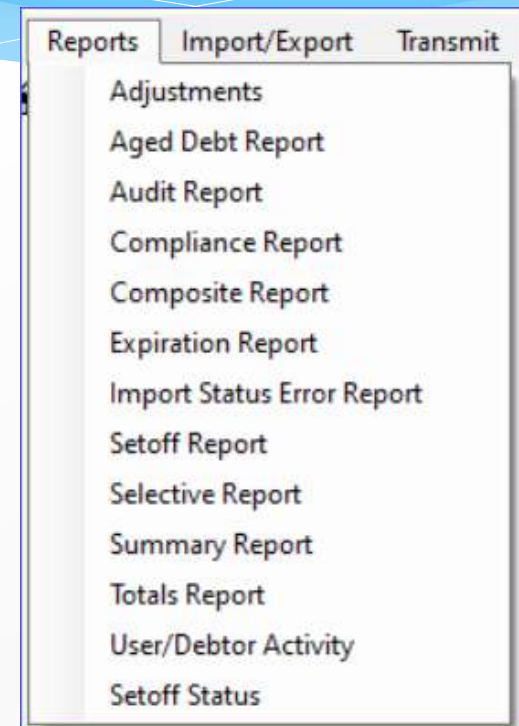


Client Software Reports (2 of 7)

- **Audit (long)**

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.



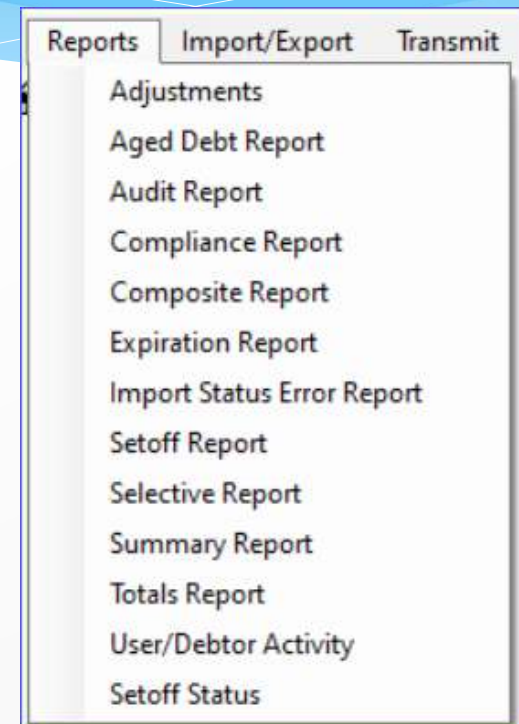
Client Software Reports (3 of 7)

- **Compliance (long)**

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.

- **Composite (long)**

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.



Client Software Reports (4 of 7)

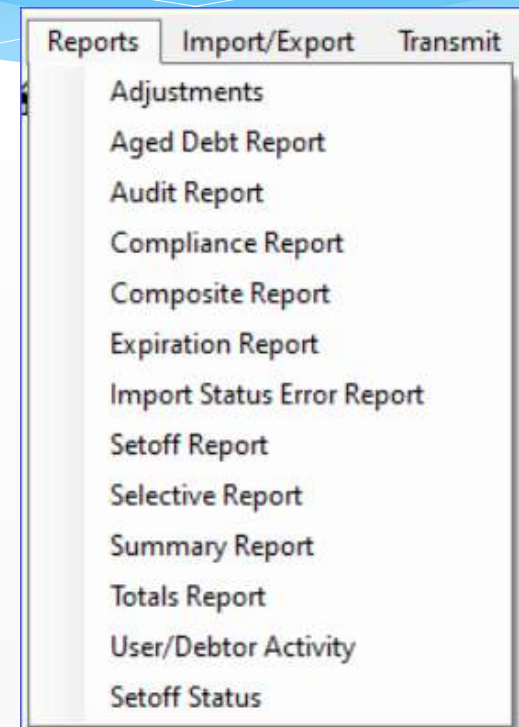
- **Expiration**

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.

- **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.



Client Software Reports (5 of 7)

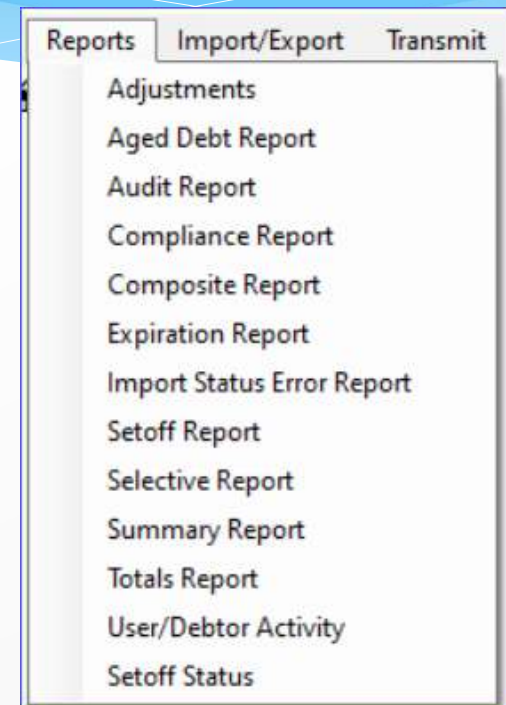
- **Setoff**

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.

- **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 (6 of 7)

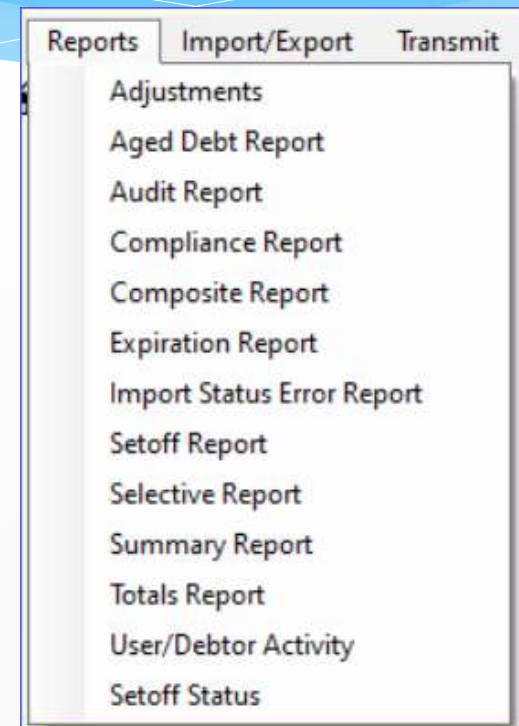
- **Summary (short)**

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.

- **Totals (long)**

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.

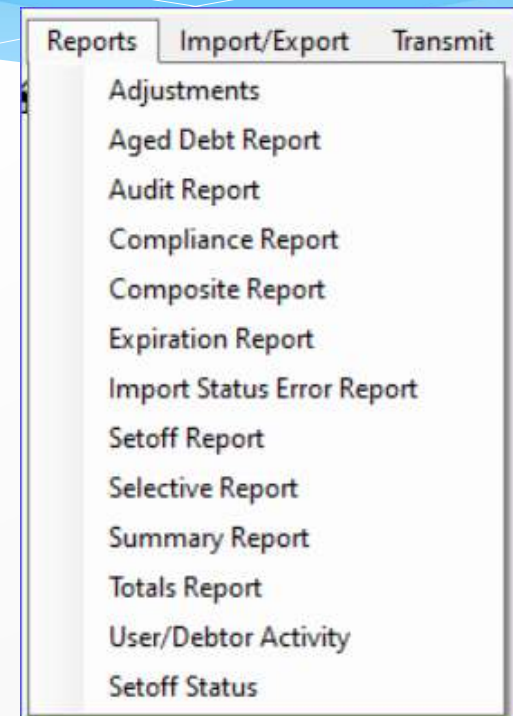


Client Software Reports (7 of 7)

- **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.

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



Client Software – Generating Letters

Choose Recipients: ☒ All Debtors ☐ New or Updated ☐ Only New ☐ Select Individual SSN:

☒ Sum Debts ☐ Single Debt

☒ Name Order ☐ SSN Order ☐ Zip Order ☐ Account Number Order

PDF File Name:

Account Codes:

ACC ANIMAL CONTROL
AMB AMBULANCE SERVICES
CTY PARKING TICKETS
DSO Debt Setoff
EMS EMS
ENV ENVIRONMENTAL
HLT HEALTH

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



RUTHERFORD COUNTY
Emergency Medical Services



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

Client Software – Generating Letters

Choose Recipients: ☐ All Debtors ☒ New or Updated

☒ Name Order

☐ Sum Debts

PDF File Name: LTRS HLT 2016-0907

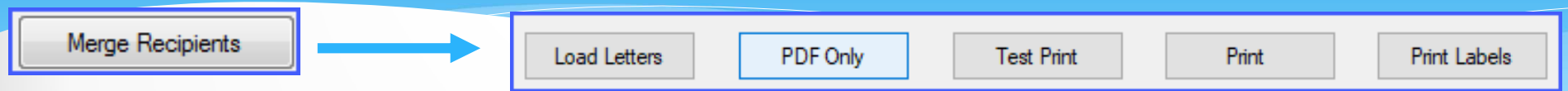
Account Codes: HLT HEALTH

List Recipients

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
 - PDF ONLY creates the pdf file in the REPORT folder
 - TEST PRINT displays a print preview of one letter – can be sent to printer
 - PRINT will send directly to default printer – all letters
 - PRINT LABELS – prints Avery 3 up labels

Client Software – Generating Letters

Demographics and Debt Detail

Date: 09/07/2016

Anders Andersson
537 1/2 North Ham Rd
ASHEVILLE, NC 27569

RE: Notice of Debt to: Sample County Health Department
Intent to setoff debt against N.C. STATE TAX REFUND for: Anders Andersson

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

HLT-delinquent services	H-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.

Sincerely,

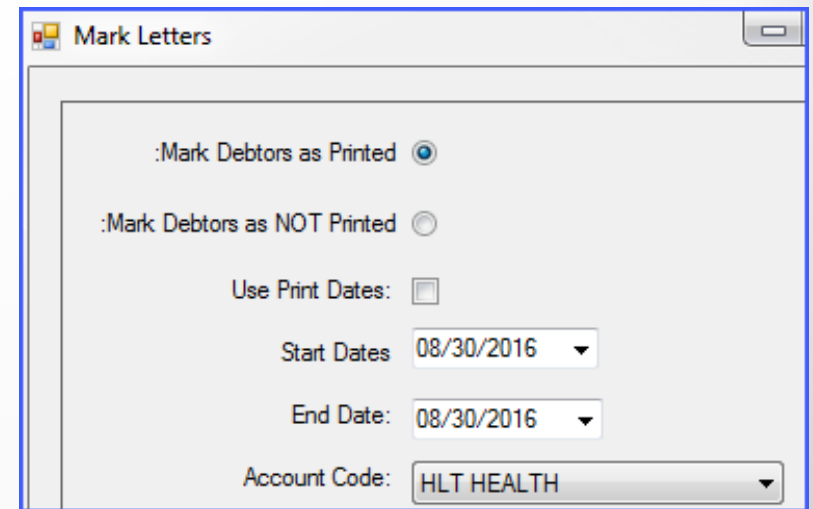
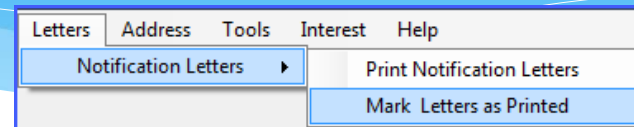
From Account
Code Configuration

Lynn Z. Williams
Director

From Account
Code Configuration

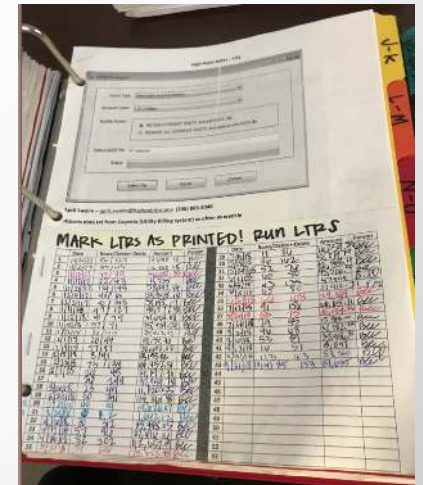
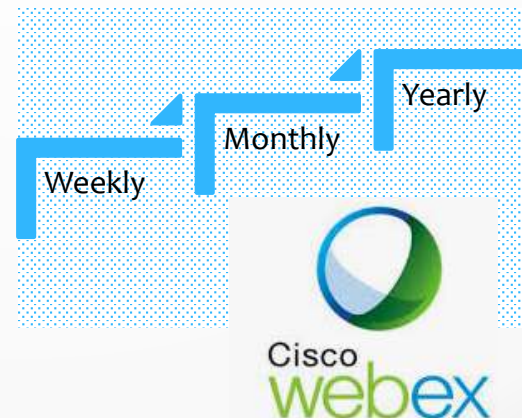
Client Software – Mark Letters as printed

- 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 Five Star if you did not Mark prior letters and need assistance

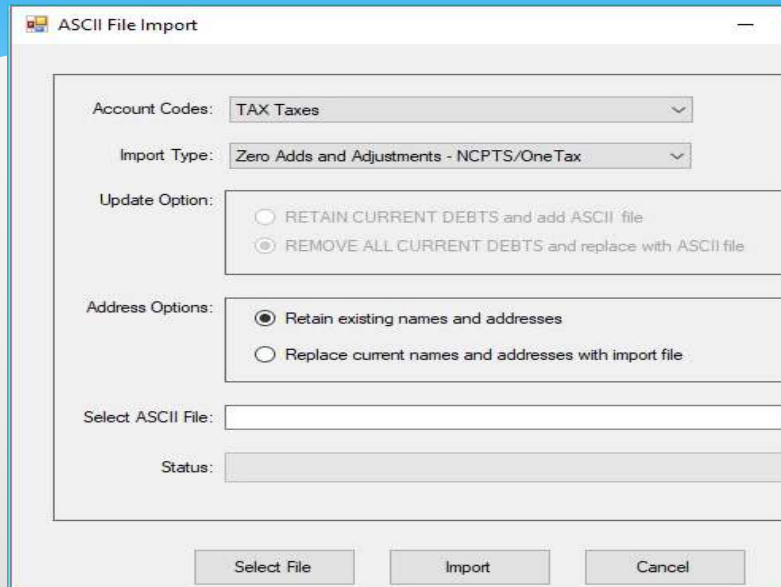


Client Software – Import Files

- Instruction Book (Red Book):
 - List of Instructions for ALL ASCII/Excel imports
 - Print screen of Import Options and details



Client Software – Import Excel



The screenshot shows a dialog box titled "ASCII File Import". It contains several fields and options:

- Account Codes:** A dropdown menu with "TAX Taxes" selected.
- Import Type:** A dropdown menu with "Zero Adds and Adjustments - NCPTS/OneTax" selected.
- Update Option:** Two radio buttons. The first is "RETAIN CURRENT DEBTS and add ASCII file" (unselected). The second is "REMOVE ALL CURRENT DEBTS and replace with ASCII file" (selected).
- Address Options:** Two radio buttons. The first is "Retain existing names and addresses" (selected). The second is "Replace current names and addresses with import file" (unselected).
- Select ASCII File:** A text input field.
- Status:** A text input field.
- Buttons:** "Select File", "Import", and "Cancel" at the bottom.

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 for ASCII Taxes: OneTax and NCPTS

Client Software – Import Excel

Excel File Import

of Rows in Excel Import file: 38

Import Type: New Adds

Account Codes: HLT HEALTH

Update Option:

☐ RETAIN CURRENT DEBTS and add Excel file

☒ REMOVE ACCOUNT CODE DEBTS and replace with Excel file

Address Options:

☐ Retain existing names and addresses

☒ Replace current names and addresses with import file

Select Excel File: Z:\NC\Installations\Titanic\Import-Titanic-HLT.xlsx

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

Client Software – Import Excel

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

Client Software – Import Excel

Excel File Import

of Rows in Excel Import file: 103

Import Type: New Adds

Account Codes: UTL UTILITIES

Update Option:

☒ RETAIN CURRENT DEBTS and add Excel file

☐ REMOVE ACCOUNT CODE DEBTS and replace with Excel file

Address Options:

☒ Retain existing names and addresses

☐ Replace current names and addresses with import file

Select Excel File: Z:\NC\Installations\Titanic\Import-Titanic-UTL.xlsx

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

Client Software – Import Excel

- 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
Account Codes:	New Adds
	Only Adjustments
	New Adds and Adjustments
	Zero Adds and Adjustments

Client Software – Import Excel

- Can have unlimited amount of debt types
- Must import each account code separately
- Use must have Access rights to this account code
- Be careful when generating pseudo-SSNs
 - If SSN already exists, any new debts could be added to existing and the letter goes to the first person name/address entered.

Account Codes:	
	ACC ANIMAL CONTROL
	AMB AMBULANCE SERVICES
	CTY PARKING TICKETS
	DSO Debt Setoff
	EMS EMS
	ENV ENVIRONMENTAL
	HLT HEALTH
	REA REAL ESTATE
	TAX TAXES
	UTL UTILITIES

Use pseudo-SSN format that incorporates date:

ex: 900-10-8001...900-10-8999 for Oct 2018

Invalid SSN ranges:

000-, 666-, 900-,
-00-, -0000

Client Software – Import ASCII

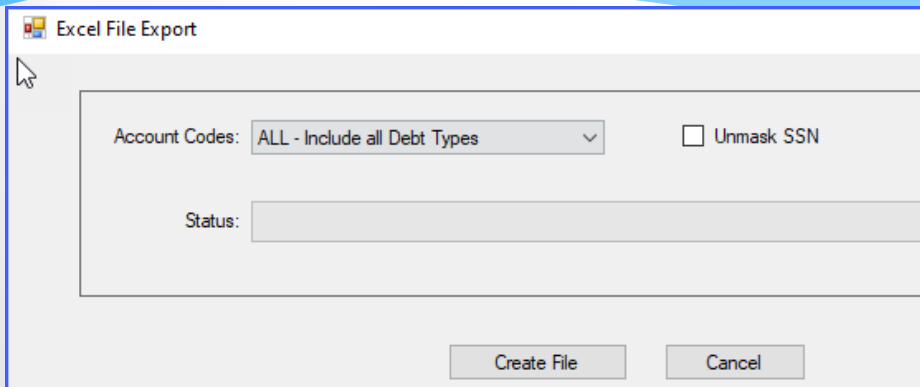
- Similar options to Excel
- One additional option for NCPTS which not only updates balances, updates the account number
- Must import each account code separately
- User must have Access rights to this account code

Import Type:	New Adds
	New Adds
	Only Adjustments
	New Adds and Adjustments
	Zero Adds and Adjustments
	Zero Adds and Adjustments - NCPTS

ASCII and/or EXCEL

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

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

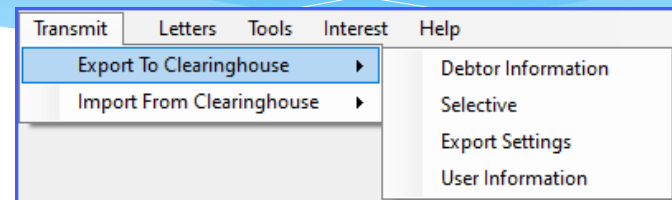
Much more information provided, including transaction dates

+	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	Set off Date	Setoff Amount	History	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.
- **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.
- **Export Settings**
provides details to the Clearinghouse for installation and connectivity to local server/database
- **User Information**
provides details to the Clearinghouse of users and their email addresses along with desired email notifications

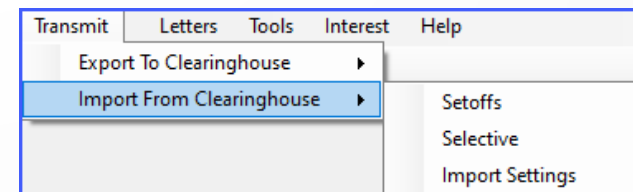


Recommend
Debtor
Information
option every
Friday.

Client Software

Transmit – Import (Receive from Clearinghouse)

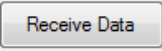
- **Setoffs**
imports and processes the setoff.txt file generated after a setoff from Dept. or Revenue and Education Lottery.
- **Selective**
allows for a specific file to be securely transmitted and downloaded from the Clearinghouse. This is normally for the surplus and setoff spreadsheet files. Can 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

Location:	Sample Local Government
Available Files:	<div><div>/Home/Sample Local Government/C999XMIT.txt</div><div>/Home/Sample Local Government/error-c999-000.dat</div><div>/Home/Sample Local Government/Setoff.txt</div><div>/Home/Sample Local Government/surplus.xlsx</div></div>

Don't forget to
download and
review
surplus.xlsx

WARNING: This Setoff file has already been imported. Are you sure you want to overwrite?

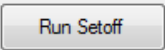
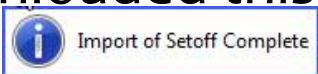
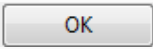


FILE /Home/Sample Local Government/Setoff.txt downloaded to
C:\NCDebtsetoff\Setoff.txt

Client Software

Transmit – Import (Receive from Clearinghouse)

- **Setoffs**

5. Click 
6. Once downloaded this appears 
7. Click  for the Error Report

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	

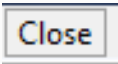
Possible Setoff Errors:

- 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

Client Software

Transmit – Import (Receive from Clearinghouse)

- Setoffs**

- Click  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
999-00-0111	Petersen	Marius	T2014-93293	733.53
999-00-0111	Lines	Mary	T2014-97109	310.30
999-00-5285	QUILAR	PEDRO	U-2411	70.10
999-00-6980	Harrison	William	T2014-50321	398.00
			Total Setoff:	\$17,493.29 *

Client Software

Transmit – Import (Receive from Clearinghouse)

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

Reports	Import/Export	Maintena
Setoff Report		

North Carolina Debt Setoff Program
C999: Sample Local Government
Setoff Report
Date: 09/08/2016
Date Range: 08/11/2015 Thru 08/11/2015

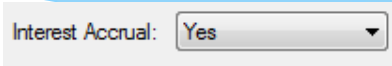
Fee and
Balance

SSN	NAME	CODE	ACCOUNT NUMBER	SRC	SETOFF	AMOUNT	FEE	BALANCE
991-72-0128	Aramson, Donna	UTL	U-2340	REV	08/11/2015	25.18	0.00	30.00
999-00-0029	Brady, John	EMS	E14-6090681	REV	08/11/2015	230.29	15.00	0.00
999-00-0057	Mallett, Albert	TAX	T-2007-7057011	RCV	08/11/2015	1,245.96	15.00	1,200.00
999-00-0057	Mallett, Albert	TAX	T-2009-7596772	REV	08/11/2015	554.38	15.00	200.00
Total:						1,800.34 *		
999-00-0155	Mannion, Margare	TAX	T-2009-6788417	REV	08/11/2015	461.53	15.00	0.00
999-00-2381	Penasco, Maria	TAX	T-2008-6790749	REV	08/11/2015	1,111.05	15.00	1,100.00
999-00-0211	Petersen, Marius	TAX	T-2012-6793293	LOT	08/11/2015	733.53	15.00	1,300.00
999-00-0358	Robins, Alexande	TAX	T-2009-9343822	REV	08/11/2015	545.88	15.00	0.00
999-00-0351	Scanlan, James	TAX	T-2009-7870714	LOT	08/11/2015	400.00	15.00	477.27
995-28-5632	Vaguilar, Pedro	UTL	U-2411	REV	08/11/2015	70.10	15.00	0.00
999-00-0036	Ware, Frederick	TAX	T-2012-7845238	REV	08/11/2015	2,086.01	15.00	2,600.00
Total Count: 24						Totals: \$17,493.29		\$11,460.15
							\$345.00	

Setoff Report
Date: 09/08/2016
Date Range: 07/01/2015 Thru 12/31/2015

Great for
fiscal year
reports

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

Interest	Help
	Interest Accrual Global Update
	Interest Accrual Global Undo
	Interest Accrual Settings
	Base Amount Update
	Interest Rate Amount
	Interest Accrual Report

There is no
automatic
reminder to run
monthly accrual

Client Software - Implementation

- **Clearinghouse will at no cost:**
 - Install software (server and workstations)
 - Work with your Information Technology staff/vendors
 - Convert your existing data
 - 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
 - Provide link to online training guide and pdf

Contact Information

Name	Contact Info
Matthew Bigelow N.C. Association of County Commissioners Project Development Manager	matt.bigelow@ncacc.org www.ncacc.org (919) 715-4367
Dave Welker N.C. League of Municipalities Director of Finance	dwelker@ncml.org www.ncml.org (919) 715-8719
Bill Walsh President, Five Star Computing Operations Manager, NC Local Government Debt Setoff Clearinghouse	ncsetoff@ncsetoff.org www.ncsetoff.org (866) 265-1668
Other Resources: N.C. Department of Revenue	(919) 814-1120
NC Education Lottery	(919) 301-3531 or 301-3331
Capital Management	(800) 222-3232

Five Star Contact Information

Name/Duties	Contact Info – All phones (866) 265-1668
Bill Walsh President, Five Star Computing & Operations Manager, NC Local Government Debt Setoff Clearinghouse Setoffs for Dept. Rev & Lottery, weekend adjustments, website, newsletters, documentation, vendor liaison, etc.	billwalsh@fivestarcomputing.com ncsetoff@ncsetoff.org
Fran McClary Workstation installations/upgrades, software training, debtor inquiries, file imports/due process letters, vendor imports, passwords, restore setoffs	franmcclary@fivestarcomputing.com Tuesday, Wednesday, Thursday
Billie Mills New participants installation, server database transfers, workstation installations/upgrades, passwords	billiemills@fivestarcomputing.com Monday, Tuesday, Wednesday
Grace Wilkerson Debtor inquiries, file imports/due process letters, passwords, participation forms, restore setoffs, website, email addresses, data entry, IVR	grace@fivestarcomputing.com customerservice@ncsetoff.org confirmation@ncsetoff.org