



Today's Agenda – Client Software

- Benefits
- Security
- Most recent changes in the client software
- Closing out current year (year-end processes)
- Preparing for upcoming tax year
- Details of all software options and reports
- Combination of PowerPoint and inside software

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Client Software - Benefits

- More secure than transmitting ONLY ASCII/Excel files
- SSN/ITINs are encrypted and view/print controlled
- Userids, passwords and Clearinghouse url (<https://setoff.fivestarcomputing.com>) 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

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Client Software - Benefits

- Audit trails
 - Dates debtors/debts added/updated/letters printed
- Due process letters generation – be sure to save/backup pdfs
 - Import logos for letterhead
 - Separate information for each department/account code
- Automatically transmits XMIT (balance file after a setoff import)
- Automatically transmits totals from an import

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Client Software – Encryption Sample

SSN

last name first name

SSN is 200 characters

Aks	Frank
Aks	Leah
Albimona	Nassef
Aldworth	Charles
Alexan...	William

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Client Software – Most Recent Features

- Updates – when exiting – checks for a newer version

Checking for Version Update - Please Wait

Current version: 2023.01c (exit software update)
Latest for new users or special requests: 2023.07

Client Software Up to Date

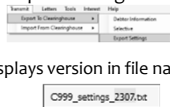
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Client Software – Most Recent Features

- 2023.07 differences from 2023.01

- Updated dynamic link libraries (dll)
- No functional changes
- When export settings

- Displays version in file name



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To upgrade, 2023.01 must first be uninstalled and then 2023.07 installed - cannot be done via the Exit Upgrade.
341 local governments using, nearly 1,000 users
Send email request for this reinstall.

Client Software – Most Recent Features

- Security - restrict access to files with full SSNs
- Can not import using SELECTIVE for C/N--XMIT.TXT FILE nor setoff.txt



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

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Client Software – Most Recent 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 – user just chooses the source file to import (usually same file name)

Clearinghouse can assist in configuring so local government can import alone with confidence of correct options being configured. Afterwards, contact us if a special process is needed or there is a change in third-party vendor.

Plans for 2024 are for more local governments to do their own imports (documentation and training provided). First to implement is EMS MC weekly adjustments then NCPTS and OneTax. Clearinghouse receives status and results and checks against prior imports.

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Client Software – Most Recent Features

- Automatically 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

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Client Software – Most Recent Features

- Automatically exports to the Clearinghouse after a successful import of setoff.txt:
 - Export of ALL debt balances for all departments from the local government to the Clearinghouse

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Client Software – Most Recent Features

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

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Client Software – Most Recent Features

• Setoff Status Report

Reports Import/Export Transmitt		Yealy Totals	
Setoff Status		\$124,512.26	
Setoff Date	Setoff	Setoff Amount	
07-Feb	15	\$2,754.26	
07-Mar	21	\$44,375.36	
04-Apr	18	\$27,554.70	
02-May	14	\$13,003.14	
16-May	06-Jun	\$5,740.85	
11-Jul	25-Jul	\$1,290.15	
08-Aug	22-Aug	\$714.02	
12-Sep	26-Sep	\$1,496.53	
19-Oct	24-Oct	\$1,165.63	
07-Nov	21-Nov	\$559.90	
05-Dec		\$0.00	
11/21		\$123,491.96	

Missed downloading 8/8 and 11/21

Statistical Reports

- All Alphabetical
- All by Amount Setoff
- Counties & Country Agencies Alphabetical
- Counties by Amount Setoff
- County Agencies by Amount Setoff
- County Agencies by Date
- Municipalities Alphabetical
- Municipalities by Amount Setoff
- Municipalities Deposits Setoff by State

Great for reconciliation with Capital Management deposits – ensures setoffs were downloaded. Contact Clearinghouse if any missing, even past years! Only goes back to use of software, last install/rebuild.

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Client Software – Reminder

- Be sure your I.T. is doing regular backups:
 - NCDebtsetoff.mdf (main database file)
 - NCDebtsetoff.lfd (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!

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Client Software – Sign-on

User Name:

Password:

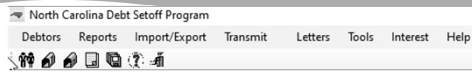
TIP Press <ENTER> twice instead of clicking Login

- 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 and does not need Clearinghouse or admin intervention.

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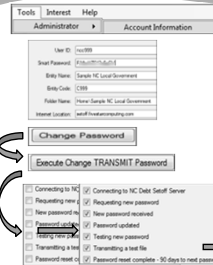
Client Software – Menu Options



- Use mouse to highlight menu option **Debtors** **Reports**
- Use mouse to click icon **Add/Edit Debtor Information**
- Use keyboard combinations **Alt** and 1st character of menu option:
 - **D**ebtors **R**eports **I**mport/Export **M**aintenance
 - **T**ransmit **L**etters **H**elp

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Client Software – Tools Administrator – Account Information



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

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

Password was successfully changed

Client Software – Tools Administrator – Account Code



- 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

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Client Software – Tools Administrator – Account Code



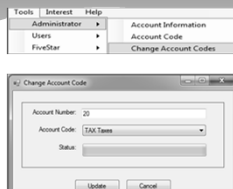
- Contact information to be used in the required notification letter
 - Signature (optional)
- Expiration Date Years (if manually entered)
- Interest Accrual – Yes or No
- Description – appears in notification letter

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

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

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Client Software – Tools Administrator – Change Account Code



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

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

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Client Software – Tools Administrator - User Setup



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

Last Name		First Name		Login Name	
Administrator		Admin		Admin	
Users		Sam		Master	
FiveStar		User		User	
Wash		IM		Sweden	
Debts		Reports		Imports	
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<input type="radio"/> No		<input checked="" type="radio"/> Yes <input type="radio"/> No		<input checked="" type="radio"/> Full SSN <input type="radio"/> Partial SSN <input type="radio"/> No SSN	
<input type="radio"/> No					

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

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. 2016 debt with no invoices/bills or payments since 2018, cannot be submitted (no activity in 3 years).

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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

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.

26

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

27

Client Software – Tools User – Printer Selection

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

Client Software – Tools User – System Settings

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



29

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



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Client Software – Debtors Debtor Information - Search

SSN: 999-02-2353
 First Name: Ingelburg Middle Initial: C Last Name: Anderson
 Address 1: 642 Pine Grove Road
 Address 2:
 City: Central State: NC Zip Code: 27999
 Address Updated: Letter Period:
 Addit:

	Original Amount	Date	Self	Self Date	Code	Account Number	Expiration Date	Compliance Date	Interest Actual	Base Amt	Base Interest	Total Interest
▶	441.95	441.95	0.00		TAX	T2014-19964	12/31/2015	01/15/2010	1%	441.95	0.00	0.00
*	743.25	743.25	0.00		TAX	T2008-11912	12/31/2015	12/31/2013	Y	750.00	43.25	42.00

Debtor Demographics and debts appear with options

Search Add Debtor Edit Debtor Delete Debtor Add Debt Edit Debt Delete Debt
 Sum Debts Self History General History Debt History Exit

31

Client Software – Debtors Debtor Information – Search Quick View

- 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	Self Amt	Self Date	Acct Code
999-02-0455	ABBING	RHONDA	40 HERITAGE LOOP	Tx 123	0.00	0.00		TAX
999-02-0455	ABBING	RHONDA	40 HERITAGE LOOP	028-916213	0.00	150.00	09/16/2014	EMS
999-02-0455	ABBING	RHONDA	40 HERITAGE LOOP	U-UT-10	40.00	88.50	09/17/2014	UTL
999-07-1440	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-0028	0.00	150.00	09/02/2014	UTL
999-07-1440	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-0028	0.00	125.00	09/02/2014	UTL
999-07-1440	ABBINGTON	JAMES	101 NORTH BRAVE ST	U-0028	25.00	125.00	09/02/2014	UTL
999-02-2780	ABBOTT	ROSSMARE	5012 BELFORD CT	T2014-11073	104.53	100.00	02/05/2013	TAX
999-01-1086	ABBOTTIS	JOEVENA	101 S PETERSBURG	U-01531	0.00	215.00	06/04/2014	UTL
999-01-1086	ABBOTTIS	JOEVENA	101 S PETERSBURG	U-01531	104.00	0.00		UTL
999-70-8054	ABBY	JOHN	453 LEANING TREE RD	U-01023	0.00	0.00		UTL
999-02-4037	ABRAM	Samuel	2478 East Street	T2014-12-98123	0.00	0.00		TAX
999-02-4037	ABRAM	Samuel	2478 East Street	T2014-12-98123	1345.00	0.00		TAX
999-02-4037	ABRAM	Samuel	2478 East Street	T2014-09-98982	0.00	1410.75	08/04/2014	TAX

32

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

37

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: Five Star 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

38

Client Software – Debtors Debtor Information – Comments

Selecting COMMENTS option gives several options

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Client Software – Debtors Debtor Information – Comments

If a Comment is entered it is identified here until deleted

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Client Software – Debtors Debtor Information – Comments

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

SSN	Name	Comment Date	Comment
991-97-1449	Abbington, James	10/7/2019	North Carolina Debt Setoff Program All Comments Date: 10/7/2019 6/10/2019 Dept of Revenue requested a refund of entire setoff from 4/24/2018 6/21/2019 Refund check created and mailed to NCAGC 7/10/2019 the debt amount was reentered 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
991-00-6435	Abbott, Rhonda	10/7/2019	10/1/2019 called and said son 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.

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

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

Debt Amount: 0.00 ☒

Delete Debt

Delete Debtor

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

42

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 – 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.

44

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.

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Client Software – Debtors Debtor Information – Debt History

Debt History

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

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

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

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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	2015-12002	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	2015-12002/2016-06	09-24-2020	09-24-2017	N	0.00	0.00	0.00

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

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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 Reports

3) Audit

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

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

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

Reports | Import/Export | Transmit

Adjustments

Aged Debt Report

Audit Report

☐ Include all Debtors

☐ Include Debtors Added between Dates

☐ Include Debtors Edited between Dates

☐ Include Debtors Added between Dates

☐ Include Debtors Edited between Dates

☐ Include only Debtors Marked as Interest Accrual

☐ Include only Debtors Marked as NOT Interest Accrual

Start Date: 11/27/2023

End Date: 11/27/2023

Account Codes: ALL - Include all Debt Types

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Client Software Reports

3) Audit

☒ Include all Debtors

Account Codes: HLT Health

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

Date Range: All Dates Included
Account Codes Included: ALL

Debtor Info	DEBT AMOUNT	CODE	ACCOUNT NUMBER	COMPLIANCE	EXPIRATION DATE	BASE AMT	BASE INT
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	96.54	HLT	896028	01/02/2018	12/31/2023	N	0.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	96.54	HLT	7090159	01/02/2018	12/31/2023	N	0.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	71.00	HLT	896028	01/02/2018	12/31/2023	N	0.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	71.00	HLT	896028	01/02/2018	12/31/2023	N	0.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	80.00	HLT	896028	01/02/2018	12/31/2023	N	0.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	48.00	HLT	896028	01/02/2018	12/31/2023	N	0.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	48.00	HLT	896028	01/02/2018	12/31/2023	N	0.00

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Client Software Reports

3) Audit

☒ Include only Debtors Marked as Interest Accrual

☐ Include only Debtors Marked as NOT Interest Accrual

Start Date: 05/01/2023

End Date: 11/27/2023

Account Codes: TAX Taxes

Audit Report
Date: 11/27/2023
Date Range: 05/01/2023 thru 11/27/2023
Account Codes Included: TAX

Debtor Info	DEBT AMOUNT	CODE	ACCOUNT NUMBER	COMPLIANCE	EXPIRATION DATE	BASE AMT	BASE INT
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	0.00	TAX	2018-8411073	01/02/2018	12/31/2028	Y	1,300.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	1,800.00	TAX	2018-8411073	01/02/2018	12/31/2028	Y	1,800.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	1,800.00	TAX	2018-8411073	01/02/2018	12/31/2028	Y	1,800.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	800.00	TAX	2017-6830284	01/02/2018	12/31/2028	Y	800.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	800.00	TAX	2017-6830284	01/02/2018	12/31/2028	Y	800.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	0.00	TAX	2021-6411080	01/02/2018	12/31/2028	Y	170.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	0.00	TAX	2021-6411080	01/02/2018	12/31/2028	Y	170.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	1,410.00	TAX	2017-6830284	01/02/2018	12/31/2028	Y	1,410.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	1,410.00	TAX	2017-6830284	01/02/2018	12/31/2028	Y	1,410.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	1,410.00	TAX	2017-6830284	01/02/2018	12/31/2028	Y	1,410.00
Abdullah-Rhonda S 2500 N 10th St 2415 Pine Street Aurora, NC 27004	3,370.00	TAX	2017-6830284	01/02/2018	12/31/2028	Y	3,370.00
Grand Totals	\$6,102.47						\$7,371.39

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Client Software Reports

4) Compliance

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

Compliance Start Date: 11/27/2023

Compliance End Date: 12/31/2023

Account Codes: ALL - Include all Debt Types

Reports | Import/Export | Transmit

Adjustments

Aged Debt Report

Audit Report

Compliance Report

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

SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	COMPLIANCE DATE
989-01-2843	Abdullah-Helen L	100.00	UTL	U 5307725	01/02/2024
989-01-1394	Anderson-Althia K	324.85	UTL	U 8411553	01/02/2024
989-01-4131	Baumann-John D	174.89	UTL	U 7903665	01/02/2024
989-01-6287	Catic-Peter	152.75	UTL	U 8967544	01/02/2024
Total Debt		\$821.57			

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Client Software Reports

5) Composite

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

Reports Import/Export Transmittal

Adjustments

Aged Debt Report

Audit Report

Compliance Report

Composite Report

Account Codes: EMS EMS

Include all Debtors

Only Non Zero Debt Amounts

Only Zero Debt Amounts

SSN	NAME	STREET	CITY	ST	ZIP	DEBT AMOUNT
999-01-6403	Abdell Rhonda M	40 Heritage Lane	Indian Trail	NC	28039	30.00
999-01-6403	Abdell Rhonda M	1001 Village Lane	Indian Trail	NC	28039	20.00
999-01-6403	Abdell Rhonda M	1001 Village Lane	Indian Trail	NC	28039	20.00
999-01-6403	Abdell Rhonda M	1001 Village Lane	Indian Trail	NC	28039	20.00
999-01-6403	Abdell Rhonda M	1001 Village Lane	Indian Trail	NC	28039	20.00
999-01-6403	Abdell Rhonda M	1001 Village Lane	Indian Trail	NC	28039	20.00
999-01-6403	Abdell Rhonda M	1001 Village Lane	Indian Trail	NC	28039	20.00
999-01-6403	Abdell Rhonda M	1001 Village Lane	Indian Trail	NC	28039	20.00
999-01-6403	Abdell Rhonda M	1001 Village Lane	Indian Trail	NC	28039	20.00
999-01-6403	Abdell Rhonda M	1001 Village Lane	Indian Trail	NC	28039	20.00

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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 Transmittal

Adjustments

Aged Debt Report

Audit Report

Compliance Report

Composite Report

Expiration Report

Expiration Start Date: 11/27/2020

Expiration End Date: 12/31/2023

Account Codes: ALL - Include all Debt Types

SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	EXPIRATION DATE
256-00-2000	Olivia V Rodriguez L	201.00	NLT	080707	12/15/2023
256-00-2761	Palmer Henry V	75.00	NLT	083421	12/15/2023
256-00-5158	Parker Edward F	64.39	NLT	084759	12/15/2023
256-00-4703	Pomereh Patrick	69.66	NLT	079201	12/15/2023
256-00-5844	Rhodes John	100.00	NLT	080273	12/15/2023
256-00-4000	Rodriguez Anna R	100.00	NLT	084407	12/15/2023
256-00-0002	Rothschild John J	223.25	NLT	076344	12/15/2023
256-00-0004	Rudge Arnel G	10.00	NLT	079058	12/15/2023
256-00-1198	Rudge Arnel G	203.99	NLT	078039	12/15/2023
256-00-0144	Runde Andrea M	610.00	NLT	078039	12/15/2023
256-00-0386	Runde Andrea M	64.39	NLT	082933	12/15/2023
256-00-0009	Runde George S	96.04	NLT	079058	12/15/2023
256-00-0009	Runde George S	52.65	NLT	083417	12/15/2023
256-00-0009	Runde George S	75.00	NLT	080951	12/15/2023
256-00-0009	Runde George S	69.66	NLT	079058	12/15/2023
256-00-0009	Runde George S	69.66	NLT	079058	12/15/2023
256-00-0009	Runde George S	69.66	NLT	079058	12/15/2023
256-00-0009	Runde George S	69.66	NLT	079058	12/15/2023
256-00-0009	Runde George S	69.66	NLT	079058	12/15/2023
256-00-0009	Runde George S	69.66	NLT	079058	12/15/2023
256-00-0009	Runde George S	69.66	NLT	079058	12/15/2023
256-00-0009	Runde George S	69.66	NLT	079058	12/15/2023

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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 Transmittal

Import Status Error Report

SSN	Dept	ERROR
000-00-0111	EPO	ATTENTION: Debt rejected: Invalid SSN, begins with 0000 / JESSICA Acct #: ALA-1521769:1
000-00-0145	EPO	ATTENTION: Debt rejected: Invalid SSN, begins with 0000 / JUSTIN Acct #: ALA-1522774:1
000-00-0355	EPO	ATTENTION: Debt rejected: Invalid SSN, begins with 0000 / ANTE Acct #: ALA-1621672:1
225-45-2384	TAX	Debt rejected: Expired: 1/1/2023 Debt Amount: 348.97 Acct #: 18G2K4K2E
238-57-4668	TAX	Debt rejected: Expired: 1/1/2023 Debt Amount: 4.30 Acct #: R0M4P5R3E
SSN	Dept	ERROR
246-89-3747	HLT	Debt Imported with future compliance Date: 2/17/2024 Debt Amount: 53.60 Acct #: 105781255
385-25-0076	HLT	Debt Imported with future compliance Date: 2/17/2024 Debt Amount: 98.40 Acct #: 105784056

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Client Software Reports

8) Setoff

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

Reports Import/Export Transmittal

Setoff Report

Setoff Start Date: 04/18/2023

Setoff End Date: 04/18/2023

Account Codes: ALL - Include all Debt Types

SSN	NAME	CODE	ACCOUNT NUMBER	SRC	SETOFF	AMOUNT	FEE	BALANCE
999-01-6403	Abdell Rhonda	EMS	219-1002323	REV	04/18/2023	200.00	15.00	35.00
999-01-2780	ABBOTT ROSSMORE TAX	2029-8411073	REV	04/18/2023	1,754.53	15.00	0.00	1,769.53
999-01-2780	ABBOTT ROSSMORE TAX	2029-8411073	REV	04/18/2023	100.00	15.00	1,803.50	1,803.50
999-01-0281	Abelseth Claus	TAX	2021-8411080	REV	04/18/2023	224.14	0.00	0.00
Total						\$2,278.67	\$45.00	\$1,838.50

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

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Client Software Reports

9) Selective

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

Reports Import/Export Trans
Selective Report

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

Beginning Debt Amount:
 Ending Debt Amount:
 Start Date: 11/27/2023
 End Date: 11/27/2023
 Use Debt Amount Range ☐
 Use Date Range ☐
 Preparing Report:
 Preparing PDF File:
 Account Codes: ALL - Include all Debt Types

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Client Software Reports

9) Selective

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

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

SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	DATE ADDED	CURRENT DEBT
989-01-2780	Abbott	Rossmore	2019-8411073	11/29/2022	0.00
989-01-0291	Abelseth	Olaus	2021-8411080	11/29/2022	0.00
989-01-1471	Ahlin	Johanna	2020-8874801	11/29/2022	0.00
989-01-4295	Allen	William	2021-1020600	11/29/2022	0.00
989-01-7246	Cho	Chang	2014-8121839	11/29/2022	0.00
989-01-0176	Moubarek	Genos	2021-7849677	11/29/2022	0.00
Total:					\$0.00

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Client Software Reports

9) Selective

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

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

SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	DATE ADDED	CURRENT DEBT
999-00-6455	Abbott	Rhonda	E19-1262323	12/03/2021	35.00
989-01-1471	Ahlin	Johanna	E20-09187	11/16/2023	25.00
256-00-7603	Andreasson	Sigrid	5201905	11/16/2023	49.00
256-00-7603	Andreasson	Sigrid	5201905	11/16/2023	49.00
256-00-1919	Angheloff	Frank	4998653	11/16/2023	49.50
Total:					\$207.50

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Client Software Reports

9) Selective

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

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

SSN	LAST NAME	FIRST NAME	ACCOUNT NUMBER	DATE ADDED	CURRENT DEBT
999-00-7303	Stangel	Charles	E17-1105916	12/03/2021	175.60
999-00-2619	Stone	Martha	E18-1736732	12/03/2021	183.18
999-00-5615	Staus	Rosalie	E19-58932	12/03/2021	252.39
999-00-8098	Strom	Elna	E18-373571	12/03/2021	275.00
999-00-2629	Wick	George	E18-58905	12/03/2021	176.13
999-00-4387	Widener	Harry	E18-962761	12/03/2021	277.37
999-00-8072	Wiklund	Jakob	E18-1503426	12/03/2021	235.00
999-00-4838	Wilkinson	Elizabeth	E17-855705	12/03/2021	235.15
999-00-3074	Zimmermann	Leo	E19-33572	12/03/2021	17.17
Total:					\$37.322

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Client Software Reports

10) Summary

One page for either a selected or ALL account codes: the number of debtors and debts, original debt amount (for these debtors/debts), current debt amount (for these debtors/debts). And since implementing the client software, the number of debts setoff, amount setoff, percentage of debtors setoff and percentage of debts setoff.

Reports Import/Export Totals

Summary Report

Date: 11/27/2023

Account Codes Included: ALL

Account Codes	ALL - Include all Debt Types	Debtors	Debts	Original Amount	Current Amount	Debtors Setoff	Setoff Amount	%Debtors	%Debts
EMO EMS previous vendor		1,296	1,308	1,920,363.54	1,910,900.84	4	2,878.67	0.31	0.38
EMO EMS									
HLT Health									
TAX Taxes									
HTL Utilities									
ALL - Include all Debt Types									

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

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Client Software Reports

11) Totals

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

Reports Import/Export Totals

Totals Report

Date: 11/27/2023

Account Codes Included: ALL

DEBTOR INFORMATION	ORIGINAL DEBT	ADJUSTED AMOUNT	SETOFF AMOUNT	DEBT AMOUNT
999-01-6403 Abdullah Manda M 48 Heritage Lane Indian Trail, NC 28039	235.00	200.00	200.00	35.00
999-01-2780 Abdullah Rosemarie E 1020 Norwood Road Monroe NC 27020	3,698.53	1,854.53	1,854.53	1,803.50
999-01-4684 CDO Test EMO EMS previous vendor Abdullah Khan M 2300 Freshwater Rd Asheville NC 27524	929.27	0.00	0.00	929.27
999-01-0281 Abdullah Chana J 1037 Stone Street Concord NC 27023	204.14	204.14	224.14	0.00
ALL - Include all Debt Types				

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Client Software Reports

12) User/Debtor Activity

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

Reports Import/Export User/Debtor Activity

Start Date: 11/27/2023 End Date: 11/27/2023 Use Date Range

SSN: [] Select Single SSN Number

Deb Users: 36 Users

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

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

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Client Software Reports

13) Setoff Status

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

Reports Import/Export Setoff Status

Setoff Start Date: 01/01/2023

Setoff End Date: 11/27/2023

Assists with verifying all yearly setoffs were downloaded and processed.

Setoff Date	Setoffs	Setoff Amount
3/7/2023	4	\$2,754.26
3/21/2023	231	\$44,375.36
4/4/2023	146	\$27,664.70
4/18/2023	95	\$9,569.90
5/5/2023	76	\$13,603.14
5/16/2023	31	\$7,238.73
6/6/2023	33	\$5,740.85
6/20/2023	9	\$3,172.05
7/11/2023	5	\$524.26
7/25/2023	4	\$1,269.16
8/22/2023	4	\$714.02
9/12/2023	6	\$901.45
9/26/2023	2	\$695.80
10/10/2023	5	\$1,456.63
10/24/2023	8	\$1,792.33
11/7/2023	4	\$1,340.63
	637	\$123,491.86

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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
OSO Debt Setoff
EMS EMS
ENV ENVIRONMENTAL
HLT HEALTH

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

 RUTHERFORD COUNTY
Intelligence. Service. Solutions.

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

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

SSN	First Name	Last Name	Middle	Self Amount	Current Amount	Account Number	Type
999-00-7021	Anders	Anderson	J	0.00	80.37	H-5535466	HLT
999-00-6288	Helle	Becker	E	0.00	90.00	H-8412490	HLT
999-00-2136	Karl	Behr	H	0.00	50.00	H-6966503	HLT
999-00-8576	Nouman	Boulos		0.00	90.00	H-7504185	HLT
999-00-3200	Wale	Canon	E	0.00	50.00	H-4877895	HLT
999-00-9545	Laurence	Gandy		0.00	75.00	H-6777393	HLT
999-00-3564	Becar	Giraldi		0.00	100.00	H-4783119	HLT

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- 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 subfolder
 - 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

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Client Software – Generating Letters

Demographics and Debt Detail

Date: 11/27/2023

Helen L Allison
820 Pondersa Lane
Fayetteville, NC 27569

RE: Notice of Debt to: Utilities Department
Intent to setoff debt against N.C. STATE TAX REFUND for: Helen L Allison
Our records indicate that you owe the following past due amount of \$169.08 to Utilities Department for:

UTL-delinquent utility debt U:5307720 \$169.08

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 (919) 555-1212.

Sincerely,

Lynn Z. Williams
Director

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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 Five Star 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/Debtors	Amount	Person
10/27/23	272	\$487,068	GO
11/9/23	218	\$251,378	GO
11/13/23	18,076/17,953	\$4,599,419	User

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Client Software – Imports

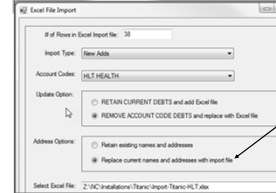


Optional but allows local govt. flexibility of not having to contact and possibly wait on Clearinghouse to import

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

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Client Software – Imports



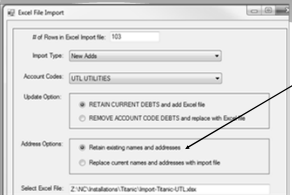
- Replacing ALL Health Dept debts with a replacement file
- If debtors exist, Excel file will overwrite names and addresses

Must use required Excel header row

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

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

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Client Software – Imports

DEBTORS ADDED	DEBTS ADDED	DEBT AMOUNT ADDED	ERRORS DEBTORS	ERRORS DEBTS
37	37	3,752.75		

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

- Import Status Report and Error Report provided
- Invalid data
 - Agency code
 - restricted account code
 - Invalid compliance and/or expiration dates

Debt Amount added should equal Sum of column "I"

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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
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
- Must import each account code separately**
- Use must have Access rights to this account code

Import Type:	New Adds
	New Adds
	Only Adjustments
	Import ASCII 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 SSNs/ITINS

Account Codes:
ACC ANIMAL CONTROL
AMB AMBULANCE SERVICES
CITY PARKING TICKETS
DDO Debt Setoff
EMS EMS
ENV ENVIRONMENTAL
HLT HEALTH
REA REAL ESTATE
REPAIRS
UTL UTILITIES

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

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Client Software – Export Excel

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

Excel File Export

Account Codes: ☐ Unmask SSN

Status:

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

Much more information provided, including transaction dates

SSN	Last Name	First Name	Mt Street Address	City	State	Zip Code	Debt Amount	Original Debt Amount	Compliance Date	Expiration Date	Debt Account Number	Code	Amount	Debit Date	History	Unique Key
999-00-2780	ABBOTT	ROSSAMORE	E 5012 BELFORD CT	CHARLOTTE	NC	28226-7801	1854.53	1754.53	03/13/2010	12/31/2025	T2010-10773	TAX	02/03/2013	100.00	99938221	
999-00-1096	ABBOTT	JOVENA	M 101 S PETERBURG/CORNELIUS	NC		28054	104.00	0.00	01/27/2013	12/31/2013	U-02032	UTL	0.00	99938428		
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	99939478	
999-00-4887	Abelson	Samuel	2478 East Street	CHARLOTTE	NC	28206	1037.50	1000.39	11/19/2009	12/31/2025	T2014-10-75648	TAX	08/04/2014	66.39	99938134	
999-76-7805	ABERNIE	JACOB	L 3903 CLEVELAND	CHARLOTTE	NC	28212	100.00	0.00	01/29/2011	12/31/2013	U-00789	UTL	09/11/2014	200.00	99939451	

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Client Software Transmit – Export (Send to Clearinghouse)

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



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Client Software Transmit – Import (Receive from Clearinghouse)

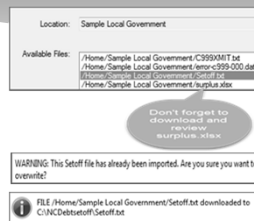
- **Setoffs**
imports and processes the setoff.txt file generated after a setoff from Dept. or Revenue and Education Lottery.
- **Selective**
allows for a specific file to be securely transmitted and downloaded from the Clearinghouse. This is normally for the surplus and setoff spreadsheet files. Can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



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Client Software Transmit – Import (Receive from Clearinghouse)

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



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Client Software Transmit – Import (Receive from Clearinghouse)

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


Possible Setoff Errors:

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

North Carolina Debt Setoff Program				Setoff Error Report for 02/08/2022			
C999 Sample Local Government				Date: 09/06/2022			
Setoff Error Report for 09/05/2023				Date: 09/06/2022			
SSN	UNIQUE NUMBER	SETOFF AMOUNT	ERROR	SSN	UNIQUE NUMBER	SETOFF AMOUNT	ERROR
00000000000000000000	00000000000000000000	0.00		00000000000000000000	00000000000000000000	0.00	
Total Setoff				Total Setoff			

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Client Software
Transmit – Import (Receive from Clearinghouse)

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

SSN print can be controlled by User Setup

North Central State Staff Program COSTA MESA, CA 92626 Phone: (714) 261-2200 Fax: (714) 261-2201					
SSN	LAST NAME	FIRST NAME	POSITION	SETUP	AMOUNT
000-000-0007	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0008	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0009	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0010	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0011	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0012	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0013	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0014	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0015	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0016	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0017	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0018	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0019	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0020	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0021	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0022	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0023	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0024	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0025	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0026	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0027	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0028	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0029	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0030	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0031	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0032	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0033	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0034	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0035	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0036	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0037	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0038	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0039	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0040	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0041	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0042	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0043	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0044	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0045	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0046	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0047	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0048	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0049	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0050	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0051	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0052	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0053	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0054	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0055	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0056	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0057	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0058	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0059	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0060	WILLIAMS	JOHN	TECHNICAL		5,000.00
000-000-0061	WILLIAMS	JOHN	TECHNICAL		5,000.00

Client Software
Setoff Report – ALL and for Each Department

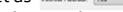
- **Setoff Report**
- Allows for selection by Date Range or by Account Code
- Run after each setoff import
- Contact departments when available

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

Great for
fiscal year
reports

Import/Export	Maintains	North Carolina Debt Security Program CDBG Social Local Government Special Support Date: 09/28/2015 Doc# 091201578				Fee and Balance		
SSN	NAME	CODE	ACCOUNT NUMBER	REV	SETOFF	AMOUNT	FEE	BALANCE
991-724208	Armonson, Donna	U	U2340	REV	09/10/2015	25.18	0.00	36.00
991-02209	Bradly, John	EMS	E464006081	REV	09/10/2015	230.29	0.00	
991-00067	Muham, Albert	TAX	T2007-7831911	REV	09/10/2015	1,843.56	1.00	1,200.00
991-00067	Muham, Albert	FAX	T2007-7831911	REV	09/10/2015	554.38	1.00	200.00
				Total		2,632.34		
991-00155	Marcum, Margan	TAX	T2008-6784817	REV	09/10/2015	461.15	0.00	
991-00155	Perkins, Maria	TAX	T2008-678749	REV	09/10/2015	1,111.05	0.00	
991-00155	Perkins, Maria	TAX	T2010-479209	LOT	09/10/2015	733.53	0.00	1,300.00
991-00028	Rubins, Alexander	TAX	T2009-8343822	REV	09/10/2015	548.88	0.00	
991-00021	Scanlan, James	TAX	T2005-7837014	LOT	09/10/2015	400.00	0.00	477.27
991-26362	Vagstad, Pedro	LOT	U2411	REV	09/10/2015	70.10	0.00	
991-00036	Wien, Fredrick	TAX	T2012-784238	REV	09/10/2015	2,066.01	0.00	2,400.00
Totals:						197,493.29		115,465.15
							\$345.00	

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 Interest

Report

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

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

Interest Accrual: Yes

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

		Interest Report			
		Month			
		Date: 11/27/2023			
SSN	LAST NAME	FIRST NAME	DATE OF UPDATE	INTEREST	CURRENT DEBT
989-01-2780	Abelton	Raymond	11/27/2023	13.88	1,817.39
989-01-6564	Abelshon	Karen	11/27/2023	6.74	935.91
989-01-4887	Abelshon	Samuel	11/27/2023	9.65	1,420.50
989-01-4887	Abelshon	Samuel	11/27/2023	7.25	4,022.14
989-01-4887	Abelshon	Samuel	11/27/2023	6.75	960.81
Total records updated: 5				44.26	6,156.73

Client Software - Implementation

• Clearinghouse will:

- Install software (server and workstations)
- Upgrade to latest version with new DLLs (2023.07)
- 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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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 Olkowski Debtor inquiries, file imports/due process letters, passwords, participation forms, restore setoffs, website, email addresses, data entry, IVR	grace@fivestarcomputing.com customerservice@ncsetoff.org

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
Rick Whitener N.C. League of Municipalities Director of Finance	rwhitener@ncldm.org www.ncldm.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