NORTH CAROLINA LOCAL GOVERNMENT

DEBT SETOFF CLEARINGHOUSE

CLIENT SOFTWARE TRAINING WORKSHOP







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 (<u>https://setoff.fivestarcomputing.com</u>) 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

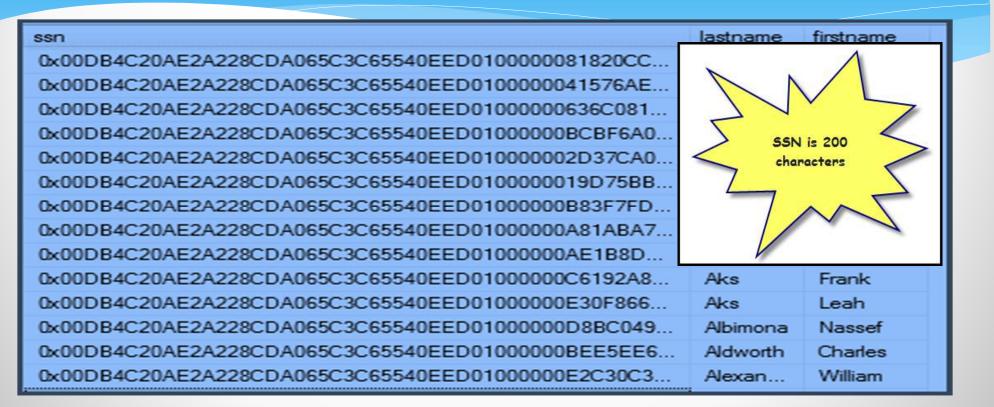
Client Software - Benefits

- Audit trails
 - Dates debtors/debts added/updated/letters printed
- Due process letters generation 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)

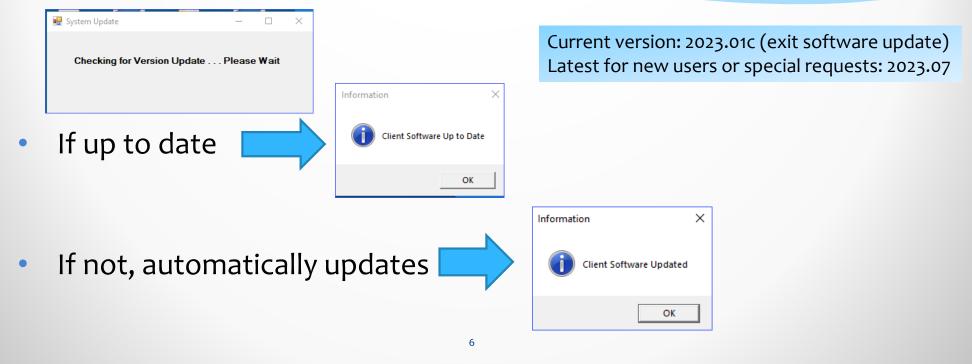
4

Automatically transmits totals from an import

Client Software – Encryption Sample



Updates – when exiting – checks for a newer version



- 2023.07 of differences from 2023.01
 - Updated dynamic link libraries (dll)
 - No functional changes
 - When export settings



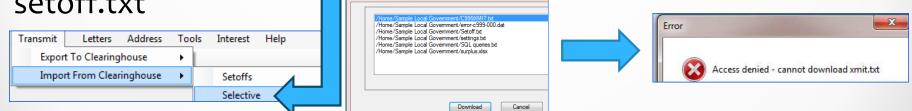
Displays version in file name

C999_settings_2307.txt

System.N	07/10/2023 11:11 AM	Application extension
🗟 System.N	07/10/2023 11:11 AM	Application extension
System.IO.Compression.FileSystem.dll	07/10/2023 11:11 AM	Application extension
System.IO.Compression.dll	07/10/2023 11:11 AM	Application extension
System.Diagnostics.Tracing.dll	07/10/2023 11:11 AM	Application extension
System.Buffers.dll	07/10/2023 11:11 AM	Application extension
🚳 stdole.dll	07/10/2023 11:11 AM	Application extension
🗟 scrrun.dll	07/10/2023 11:11 AM	Application extension
PDFCreatorPilot.dll	07/10/2023 11:11 AM	Application extension
🚳 office.dll	07/10/2023 11:11 AM	Application extension
🚳 netstandard.dll	07/10/2023 11:11 AM	Application extension
MOVEit.DMZ.API.dll	07/10/2023 11:11 AM	Application extension
Microsoft.Vbe.Interop.dll	07/10/2023 11:11 AM	Application extension
Interop.Scripting.dll	07/10/2023 11:11 AM	Application extension
Interop.PDFCreatorPilotLib.dll	07/10/2023 11:11 AM	Application extension
ICSharpCode.SharpZipLib.dll	06/08/2023 3:26 PM	Application extension

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.

- 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.

Client Software – Most Recent Features Configure Imports

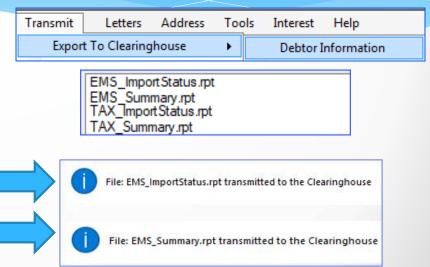
- Based on debt account code:
 - TAX, UTL, EMS, HLT, etc.
 - configure the options so can't choose incorrect options thus deleting or duplicating debts – user just chooses the source file to import (usually same file name)

Account Code		
TAX		
Add Options		
New Adds	New Adds and Adjustments	Zero Adds and Adjustments
Only Adjustments	Zero Adds and Adjustments NCPT	S/OneTax
Retain Remove Option	\$	
RETAIN CURRENT	T DEBTS and add Excel file	
REMOVE ACCOUNT	IT CODE DEBTS and replace with Excel	file

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 records and checks against prior imports.

- 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





C:\NCDebtSetoff\report\C999XMIT.txt was transmitted to Clearinghouse

- 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

Import Fi	Import From Clearinghouse				

Tools

Interest

Help

etoffs



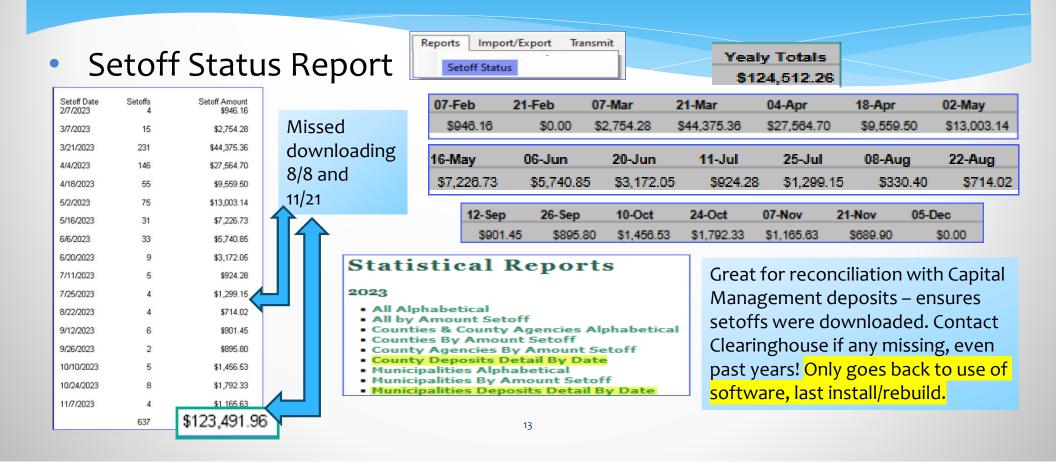
Letters

Export To Clearinghouse

Transmit

C:\NCDebtSetoff\report\C999XMIT.txt was transmitted to Clearinghouse

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



Setoff Status Report

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

				Setoff Repo Date: 11/27/2 Date Range: 3/7/2023 T	023	023			
SSN	7-6132	NAME COLLI	CODE EMA	ACCOUNT NUMBER EMS 7017326		SETOFF 3/7/2023	AMOUNT 91.00	FEE 15.00	BALANCE 231.00
2	7-3743	FREE	EMO	ALA-1532527:1	REV	3/7/2023	109.00	15.00	235.60
į.	7-8689	GILLE	EMS	E21-1647510	REV	3/7/2023	150.00	15.00	0.00
i	9-2407	HARR	EMO	AL-1512539:1	REV	3/7/2023	66.00	15.00	324.00
2	9-0569	HOLL	EMO	ALA-1529721:1	REV	3/7/2023	88.00	15.00	342.80
1	1-3140	HOWA	EMS	E22-12584	REV	3/7/2023	290.00	15.00	0.00
-	5-9391	KELLY	EMS	E20-204619	REV	3/7/2023	329.30	15.00	0.00
	5-5895 5-5895	LAGU LAGU	EMO EMO	AL-201406415401:1 AL-201406415420:1		3/7/2023 3/7/2023 Total:	219.00 358.00 577.00 *	15.00 15.00	22.00 0.00
1	4-6834	Maravi	HLT	105483924	REV	3/7/2023	86.40	15.00	0.00
5	7-1284	МСМІ	EMO	ALA-1525756:1	REV	3/7/2023	285.00	15.00	10.99
5	4-4352	MEDC	EMO	ALA-1527481:1	REV	3/7/2023	198.71	15.00	0.00
1	7-8972	MELT	EMO	ALA-1601772:1	REV	3/7/2023	134.00	15.00	0.00
1	3-2263	SILER	EMO	AL-1501417:1	REV	3/7/2023	51.01	15.00	188.02
7	7-9251	WILLI	EMS	E20-1982782	REV	3/7/2023	78.86	15.00	0.00
<u>.</u>	5-5267 5-5267	WRIG	EMO EMO	ALA-1519698:1 AL-1512348:1		3/7/2023 3/7/2023	214.00 6.00	15.00 0.00	0.00 459.00
Total	Count:	17				Totals:	\$2,754.2	28 0	\$1,813.41

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Client Software – Reminder

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

Client Software – Sign-on

Exit

TIP: Press

<ENTER> twice

instead of clicking

• User Name:

Five Star or admin assigned

User Name:

Password:

Login

- 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 – <u>User Name is not locked out</u> and does not need Clearinghouse or admin intervention.

	Client Software – Menu Options
	North Carolina Debt Setoff Program
	Debtors Reports Import/Export Transmit Letters Tools Interest Help
	š 🖬 🔊 🖉 🗔 🤹 🛋
• l	Use mouse to highlight menu option Debtors Reports
	Use mouse to click icon
• (Use keyboard combinations 🛄 and 1 st character of menu option:
•	Debtors Reports Import/Export Maintenance
-	Transmit Letters Help

Client Software – Tools Administrator – Account Information

Тоо	ols	Interest	Help	
	A	dministrato	r 🕨	Account Information
		User ID:	ncc999	
	:	Smart Password:	F** 1170**	
		Entity Name:	Sample NC I	Local Government
		Entity Code:	C999	
		Folder Name:	Home\Samp	ple NC Local Government
	In	ternet Location:	setoff.fivesta	arcomputing.com
\Rightarrow	E	Execute Ch	ange Tf	RANSMIT Password
	C	onnecting to N	IC 🔽 Cor	nnecting to NC Debt Setoff Server
	R	equesting new	🛛 🔽 Red	questing new password
	N	ew password r	e 🔽 Nev	w password received
	P	assword updat	e 📝 Pas	ssword updated
	T	esting new pa	ss 📝 Tes	sting new password
		ransmitting a te		nsmitting a test file
	P	assword reset	ci 📝 Pas	ssword reset complete - 90 days to next passwo

- 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

Tools	Interest	Help	
A	dministrato	r 🔸	Account Information
U	sers	•	Account Code

Add	Edit	Delete
Chan	ge Config	jure

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

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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/Add	esse	<i>s</i>			
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 n	ext page f	or additional debts		
Logo Filename:	X:\Cu	stomers\L	.ogosfromLocalGovts\Bu	urkeCOF	lealthSettings.jpg
Utilize Logo:		Use Impo	ort:		

- Contact information to be used in the required notification letter
 - Signature (optional)
- Expiration Date Years (if manually entered)
- Interest Accrual Yes or No
- Description appears in notification letter
- Set margins and logo parameters
- Utilize Logo accesses logo picture from stored location
- Use Import configure import options

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

Client Software – Tools Administrator – Change Account Code

Tools	Interest	Help	
Ad	dministrator	•	Account Information
Us	ers	•	Account Code
Fiv	/eStar	•	Change Account Codes

Account Number:	20
Account Code:	TAX Taxes 💌
Status:	

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

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

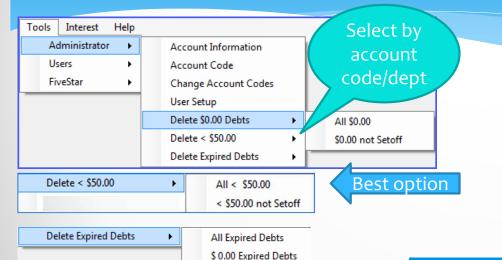
Client Software – Tools Administrator - User Setup

Tools In	terest	Help		
Admi	nistrator	•	A	Account Information
Users		•	A	Account Code
FiveSt	tar	•	C	Change Account Codes
			ι	Jser Setup

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

Last Name		First Name		Login Name			
Administrator		Admin		Admin			
Tester		Sam		stester			
User		Johnny		tuser			
Walsh		Bill		bwalsh			
	'			· 			
Debtors	Report	ts	Imports	Maintenance	Transm	it	Letter
Opdate	Yes		Yes	Yes	Yes		Yes
View	© No		© No	No	No		No
Address	Tools		Interest	Setoff	Report		Online
						1	Online
Address Yes No	Tools ⊙ Yes ● No		Interest Yes No	Setoff Yes No	Report C Full SSN Partial S No SSN	SN	
Yes	⊚ Yes	escription	Yes	Yes	© Full SSN © Partial S	SN	 Full SSN Partial SSN
YesNo	© Yes	escription	Yes	Yes	© Full SSN © Partial S	SN	 Full SSN Partial SSN No SSN
 Yes No Account Code 	Yes No Account De		Yes	Yes	 Full SSN Partial S No SSN 	SN Access	© Full SSN Partial SSN No SSN CTED
 Yes No Account Code HLT 	Yes No Account De HEALTH		Yes	Yes	 Full SSN Partial S No SSN 	Access RESTRI	 Full SSN Partial SSN No SSN

Client Software – Tools Administrator - Year-end Cleanup



< 50.00 Expired Debts

- 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 ACQUIRED SSNs.

Client Software – Tools User – Change SSN

Interest

Administrator

Users

Tools

Help

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- ONLY method for changing an existing SSN to a nonexisting 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 h	ere in
the Tools menu	

enange sorv
Change SSN
Old SSN
New SSN
Change Cancel

Change SSN

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

Client Software – Tools User – Change Expiration Date

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

Tools Interest Help			Dates	
Administrator +		\leq	Current Expiration Date:	06/15/2022 ~
Users 🕨	Change SSN		Start Expiration Date:	01/01/2000 ∨
FiveStar 🕨	Change Expiration Date		End Expiration Date:	12/31/2022 ~
		-	New Expiration Date:	12/31/2025 🗸
Update Options				
Change All Compliand	ce Dates	Acc	ount Codes	
Only change for Current	ent Compliance Date		Update all Acco	unt Codes
 Only change dates w 	ithin Start and End date range	Acc	count Code: H	LT Health

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).

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

Tools Interest Help Administrator Image: state s	Change SSN Change Expiration Date Change Compliance Date	Dates Current Compliance Date: Start Compliance Date: End Compliance Date: New Compliance Date:	11/15/2023 ~ 11/27/2023 ~ 11/27/2023 ~ 01/01/2024 ~
pdate Options	Deter	Account Codes	
 Change All Compliance Only change for Cum 		Update all Account Codes	
 Only change for Curre 	eni compilance Date	Account Code: ACC ANIMA	

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

Tools Inte	rest Help	_	
Admini	strator 🔹 🕨		
Users	•	Change SSN	
FiveStar	•	Change Expiration Date	
		Change Compliance Date	
		Change City	
Old City:	Winston-	s	
		-	
New City:	Winston-	Salem	
_			
Status:			
Old City:	Fayettvill		
	E		
New City:	Fayettevi	ille	

Client Software – Tools User – Printer Selection

Tools Interest Help

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

Apply

 Then change back to normal default printer

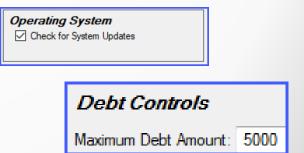
	Administrator					
	Users 🔹		Change SSN			
	FiveStar		Change Expiration Date			
			Change Compliance Date			
			Change City			
			Printer Selection			
_				ľ		
	Select Printer					
	🔚 Add Printer			🚔 Fax		
	Brother HL-5	450DN se	eries	HP PI	hotosmart C71	C
	🗁 Brother on d	ewbryan	t.fivestarcomputing.lan	Hicro 🖶	osoft XPS Docu	t
	< III	_			•	
	•				r	
	Status: Re	ady	🕅 F	rint to file	Preferences	J
	Location:				Find Printer	1
	Comment: HI	-5450DN			Find Finiter	ſ

Location:				
Comment:	HL-5450DN			Find Printer
Page Range All Selection Pages:	Current Page		collate	1 -
		Print	Cancel	Apply

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

	Tools Interest Help		
	Administrator +		
1	Users 🕨	Change SSN	
	FiveStar +	Change Expiration Date	
		Change Compliance Date	
		Change City	
		Printer Selection	
		System Settings	



Client Software – Debtors Debtor Information - Search

Search

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

Debtor Search				
SSN:	_ <u></u>]		
Last Four:				
Last Name:				
First Name:				
Account:				
Search		Quick View	Quick View - Abbrev.	

Last Name: Anders

ne.	Allucia

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	lda	104 S Florence St	Whiteville	NC
999-00-7491	Andersson	Anders	537 1/2 North Ham Rd	ASHEVILLE	NC



Client Software – Debtors Debtor Information - Search

SSN:	999-00-235	3												
First Name:	Ingeborg				Middle Initial: C			Last Name:			Andersson			
Address 1:	ess 1: 640 Pine Grove Road													
Address 2:	2:													
City:	: Central					State: NC Zip Code:			27999 -					
Added:	i: Upo						dated: Letter Printed:							
	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account Nu	ımber	Expiration Date	Compliance Date	Interest Accrual	Base Amt	Base Interest	Total Interest	
•	441.95	441.95	0.00		TAX	T2014-1996	4	12/31/2015	01/15/2010	Ν	441.95	0.00	0.00	
	743.25	785.25	0.00		TAX	T2008-U191	2	12/31/2015	12/31/2013	Y	700.00	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	Setoff History	General History	Debt History	Exit	

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

Search

Quick View

🖳 Unencrypting - may take several minutes ...

Quick View - Abbrev.

May take too long for large databases

SSN	Last Name	ast Name First Ad		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

Search Quick View
Click any of the nine

(SSN to Acct Code) column descriptions to SORT by that description

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 Armato Ln	E14-8965596	252.39	0.00		EMS
999-00-8170	Andersson	Sigrid	726 Secession Ave	E14-9697570	284.79	0.00		EMS
999-00-8471	Appleton	Charlotte	8070 Forge Rd	E14-5705819	215.12	0.00		EMS
999-00-1835	ARTEGA	RAVINE	1816 CROSSBOW R	EMS-01122012	277.50	40.00	09/17/2014	EMS
999-00-2990	Asplund	Filip	15836 Hwy 301	E14-5043482	228.07	0.00		EMS
999-00-3718	Ayoub Daher	Banoura	1864 Carolina Street	E14-5613338	277.37	0.00		EMS
999-00-0869	Beane	Ethel	1089 Cam Street Lot 9	E11-8004406	305.31	0.00		EMS
999-00-1716	Bird	Ellen	1225 Sandhill Road	E14-9238358	258.28	0.00		EMS
999-00-0029	Brady	John	100 Maple St	E14-6090681	0.00	230.29	08/11/2015	EMS
999-00-1487	Brito	Joseph	325 Creek Road	E14-7097770	215.12	0.00		EMS
999-00-7841	Buckley	Daniel	5917 Hwy 301	E14-8650681	215.12	0.00		EMS
999-00-4054	Burns	Elizabeth	8935 Millstone Ln	E14-5595957	260.86	0.00		EMS
999-00-8611	Cacic	Manda	8230 Rufus Drive	E14-8967440	174.89	0.00		EMS

Acct

Code selected

Client Software – Debtors Debtor Information – Search Quick View

Quick View

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

> Double-click the desired person

ick	View					- 7			1
	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	JACOBBY	3901 CLEVELAND BLVD	U-00785	100.00	200.00	09/11/2014	UTL
	993-74-7085	ABERNE	JACOBBY	3901 CLEVELAND BLVD	U-00785	0.00	150.00	09/11/2014	UTL
	993-74-7085	ABERNE	JACOBBY	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

Acct

Code

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

Last Name	First Name	Address1	Address 2	City	State	Zip Code
ABBING	RHONDA	40 HERITAGE LOOP - APT	Apt 10E	BURLINGTON	NC	28174-1
ABBINGTON	JAMES	101 NORTH BRAVE ST		CHARLOTTE	NC	28270
Abbott	Eugene	302 Wheat Street		CHARLOTTE	NC	27520
ABBOTT	ROSSMORE	5012 BELFORD CT		CHARLOTTE	NC	28226-7
ABBOTTS	JOEVENA	101 S PETERSBURG BLVD		CORNELIUS	NC	28854
ABBY	JOHN	453 LEANING TREE RD		CHARLOTTE	NC	28208
Abelson	Samuel	2478 East Street	Apt 1A	CHARLOTTE	NC	28206
ABERNE	JACOBBY	3901 CLEVELAND BLVD		CHARLOTTE	NC	28212
Abrahamsson	Abraham	9382 Percival Street		KANNAPOLIS	NC	28081
ABRAMS	LOUIS	1605 REMOUNT RD		CHARLOTTE	NC	28216
ABREU	CORA	109-F COACHMONT		HARRISBURG	NC	28109
ADAMS	JOHN	308 LEANING TREE RD		CHARLOTTE	NC	28229-0
AGAJANRAVE	SUSAN	8032 TRYON SQUARE		ROCKY MOUNT	NC	28730
AGURSON	DavID	345 ROBIN HOOD RD		CHARLOTTE	NC	28216
AHAMED	MOHAMMED	411 LANGFORD RD		CHARLOTTE	NC	28277

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

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

	Qu	iick Vi	ew -	Abbrev	ι.								
SSN:	***-**-1449												
First Name:	JAMES				Middle Initial:				Last Name: ABBINGTON				
Address 1:	101 NORTH	BRAVE ST											
Address 2:													
City:	CHARLOTTE State: NC Zip Code:								ip Code:	28270 -			
Added:	: 11/08/2013 Updated: 09/10/2014 Letter Printed								Printed:				
	Original Amount	Debt Amount	Setoff Amt	Setoff Date	Code	Account N	umber	Expiration Date	Compliance Date	Interest Accrual	Base Amt	Base Interest	Total Interest
*													
				If any not RE they w	STR								

Client Software – Debtors Debtor Information – Add Debtor

Add Debtor

			That Bootor	
Add New Debtor				
SSN:]			
First Name:	Mic	ddle Initial:	Last Name:	
Address 1:				
Address 2:				
City:		State: NC 💌	Zip Code:	
		Dropd	own for all account coc	les permitted
Debt Amount: 0.00	Account Code: DSO Debt Setoff	i	Account Number:	
			Only for tax debts acc	ruing interest
Compliance Date: 09/08/2016 -	Expiration Date: 09/08/2019 -	Interest Accrual	Base Amount: 0.00	Base Interest: 0.00

- 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 Debto	r Information				
SSN:	999-00-2353				
First Name:	Ingeborg	Middle Initial: C	Last Name:	Andersson	
Address 1:	640 Pine Grove Road				
Address 2:	-				

Cannot begin SSN with ooo or 999 – don't recommend entering debtors without an SSN or ITIN as no possibility to collect. But can do letters using web template without SSN/ITINS. NOTE: 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

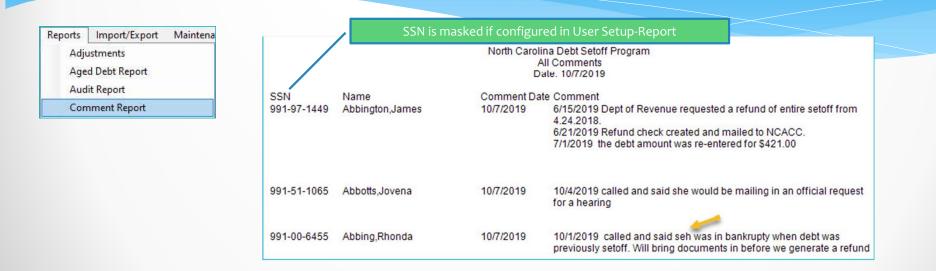
Client Software – Debtors Debtor Information – Comments

	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
	All Dalars	💀 View Comments – 🗆 X
bearch	Add Debtor	Date Debt User Comment
	_	>*

Client Software – Debtors Debtor Information – Comments

Add Comment					- 0	s ×		
1/2019 called and sai g documents in before			hen debt was j	previously setof	ff. Will			
	SSN: First Name: Address 1: Address 2: City: Sddded:	40 Heritag	ge Loop	COMMENTS		Ν	Aiddle Initial: J State: NC Updated:	
	Added.	Original Amount	Debt Amount	Setoff	Setoff Date	Code	Account Number	Expiration Date
	۱.	125.00	125.00	0.00		UTL	2017-U-1234	12/31/2029

Client Software – Debtors Debtor Information – Comments

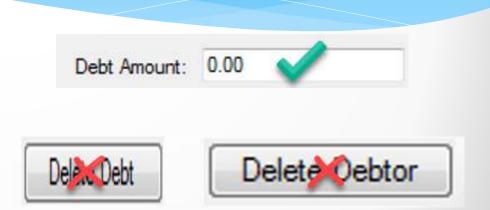


Comments will print for ALL departments on this one report. Do not use for any private or protected information. No spell check but can make edits.

41

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

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



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

Client Software – Debtors Debtor Information – Sum Debts

Sum Debts

for a total of all

•	Click	Sum Debts
	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		Descr	ption			
2013-09-09			Debt Added		Debt A	mount: 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 .	De	ebt Updated		Debt A	mount 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 (name and SSN) with \$400 each and send notification letters to both
 - Split the debt at \$200 each and send notification letters to both
 - Enter one debtor for the entire \$400, if know one debtor is more likely to have a tax refund

Client Software – Debtors Debtor Information – Bankruptcy

If documentation provided:

- change all debts to \$0.00 (that occurred PRIOR to bankruptcy)
- enter bankruptcy details in comments

Reports	Import/Export Transmit
Adju	ustments
Age	d Debt Report
Aud	lit Report
Con	npliance Report
Con	nposite Report
Expi	ration Report
Imp	ort Status Error Report
Seto	ff Report
Sele	ctive Report
Sum	nmary Report
Tota	ls Report
User	r/Debtor Activity
Seto	off Status

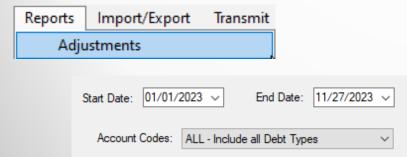
🖳 Print preview	
🗁 🔎 🚽 🔲 💷 📟 📟 🔛 Close	Page 1

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

		AGED DEBTS R	PREVIOUSLY NOT SET EPORT 01/27/2018 THRU ount Codes Included: AL	J 11/27/2023				AGED DEBTS R	PREVIOUSLY NOT SET EPORT 01/27/2018 THR ount Codes Included: Al	U 11/27/2023	
SSN 989-01-4684 989-01-4887 989-01-4887 989-01-4887 989-01-5167 256-00-1821 989-01-8891 989-01-4061 989-01-4073 989-01-0735	Abelson Abelson Abelson Abrahamsson Abrahim Adahl Adams Ahlin Aks	FIRST NAME Karen Samuel Samuel Abraham Rhoda Mauritz John Johanna Frank Leah	DEBT AMOUNT 929.27 1,410.75 1,014.89 954.06 1,770.54 3,088.45 96.04 0.00 995.87 0.00 1,084.78 2,742.35	ACCOUNT NUMBER 2017-6833294 2017-5663288 2017-7563984 2017-7563984 2016-7384436 8965228 U-7096078 2017-9258914 2020-8874801 2021-925914 2020-8874801 2021-533242 2021-8319660	COMPLIANCE DATE 01/02/2018 01/02/2018 01/02/2018 01/02/2018 01/02/2018 01/02/2018 01/02/2018 01/02/2018 01/02/2018 01/02/2018 01/02/2018	989-01-2731	Artagaveytia Asim Asplund Asplund Asplund Asplund Asplund Asplund Asplund Asplund	FIRST NAME Josefine Emst Ramon Adola Carl Garl Filip Johan Lillian Selma Mariana Ali	DEBT AMOUNT 2,639.00 49,812.50 1,540.09 1,034.26 781.00 228.07 1,027.06 1,037.79 949.90 176.13 483.87	ACCOUNT NUMBER 2017-7096528 2020-8320107 2016-7385048 2015-5425404 2014-5202102 E18-742179 2014-5902212 2021-9047784 2020-5374969 E19-10735 2015-7593643	COMPLIANCE DATE 01/02/2018 01/02/2018 01/02/2018 01/02/2018 01/02/2018 01/02/2018 12/01/2021 01/02/2018 01/02/2018 01/02/2018 01/02/2018

1) Adjustments

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



ADJUSTMENTS REPORTS DATE RANGE: 01/01/2023 THRU 11/27/2023								
		DATE	Date: 11/20		2023			
			Date. Th	2112025				
SSN	NAME	ORIGINAL	ADJMNT	CURRENT	ACCT	ACCOUNT#	ADJ DATE	
		DEBT	AMT	DEBT	CODE			
999-00-6455	Abbott Rhoda	100.01	100.01	0.00	HLT	H123	01/03/2023	
989-01-2780	Abbott Rossmore	100.01	100.01	0.00	EMS	E123	01/03/2023	
989-01-0281	Abelseth Olaus	209.14	209.14	0.00	TAX	2021-8411080	11/16/2023	
989-01-4887	Abelson Samuel	753.26	753.26	0.00	TAX	2017-7566201	01/04/2023	
989-01-4887	Abelson Samuel	1,066.39	51.50	1,014.89	TAX	2017-7564893	11/16/2023	
989-01-5167	Abrahamsson Abrah	am 100.01	100.01	0.00	HLT	H123	01/04/2023	
989-01-8891	Adahl Mauritz	100.01	100.01	0.00	EMS	E17-123	01/04/2023	
989-01-8891	Adahl Mauritz	347.50	347.50	0.00	UTL	U:7096078	11/16/2023	
989-01-1471	Ahlin Johanna	1,297.59	1,297.59	0.00	TAX	2020-8874801	11/16/2023	
989-01-0295	Allen William	433.82	433.82	0.00	TAX	2021-7020600	11/16/2023	
999-00-0869	Beane Ethel	305.31	305.31	0.00	EMS	E18-788012	11/16/2023	
989-01-7246	Cho Chang	539.00	539.00	0.00	TAX	2014-8121839	11/16/2023	
989-01-0057	Mallet Albert	337.19	337.19	0.00	UTL	U:7569157	01/03/2023	
989-01-0057	Mallet Albert	754.38	754.38	0.00	TAX	2021-7596772	01/03/2023	
989-01-0176	Moubarek Gerios	629.71	629.71	0.00	TAX	2021-7849677	11/16/2023	
989-01-0001	Van Billiard Walter	100.01	100.01	0.00	HLT	H123	01/03/2023	
989-01-2255	Walshe Roderick	100.00	100.00	0.00	TAX		01/03/2023	
989-01-2255	Walshe Roderick	100.00	100.00	0.00	HLT	h1	01/03/2023	
989-01-5832	Walshe-Greene Rebe	ekah 394.00	394.00	0.00	UTL	U:8874662	01/03/2023	
	Totals	\$7,971.48	\$6,747.45	\$1,224.03				

2) Aged Debts	DEBTS PREVIOUSLY NOT SETOFF AGED DEBTS REPORT 01/27/2018 THRU 11/27/2023 Account Codes Included: ALL						
list of Debts Set range and either codes. <mark>Based on</mark> SSN, Name, Cur	SSN, Name, Compliance Date) off or NOT Setoff for a date a selected or ALL account Compliance Date. Displays rent Debt Amount, Account mpliance Date. Includes a Debt	SSN 989-01-4684 989-01-4887 989-01-4887 989-01-4887 989-01-4887 256-00-1821 989-01-4891 989-01-4891 989-01-4891 989-01-4891 256-00-7197 989-01-421 256-00-7197 989-01-421 256-00-8282 989-01-2339 999-00-0960 989-01-0295 989-01-5783	Alexander Alhomaki	FIRST NAME Karen Samuel Samuel Samuel Abraham Rhoda Mauritz John Johanna Frank Leah William Charles William Carla Ahmed William Elisabeth William Belssie	DEBT AMOUNT 929.27 1,410.75 1,014.89 954.06 1,770.54 3,088.45 96.04 0.00 995.87 0.00 1,084.78 2,742.35 50.00 1,371.20 1,087.43 75.00 163.52 175.69 2,557.08 0.00 1,329.09	ACCOUNT NUMBER 2017-6833294 2017-7564893 2017-7564893 2017-7564893 2017-7564893 2016-7384436 8965228 U:7096078 2017-9236914 2020-8874801 2021-535242 2021-8319660 7096130 2020-9237052 2016-5092263 9569484 U:9569504 E 19-845672 2021-4921741 2021-7020600 2016-8119085	COMPLIANCE DATE 01/02/2018
Debts Setoff	Debts NOT Setoff	989-01-2843 989-01-6469 989-01-1751 989-01-4222	Allison Allison Allison	Helen Hudson Hudson Owen	169.08 125.24 1,166.37 3.378.19	U:5307720 U:5489098 2020-8875061 2017-8534604	01/02/2018 01/02/2018 01/02/2018 01/02/2018 01/02/2018

Order By SSN

0

Order by Lastname Firstname

Account Codes: ALL - Include all Debt Types

Order by Compliance Date Lastname Firstname

3) Audit

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

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

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

	Reports	Import/Export	Transmit						
	Adjustments								
	Aged Debt Report								
	Aud	it Report	_						
Inclu	ude all Deb	tors							
_									
	Ide Debton	s Added between	Dates						
	ude Debtor	s Edited between	Dates						
	ude Debts /	Added between D	ates						
	ude Debts I	Edited between D	ates						
	ude only De	ebts Marked as Int	erest Accru	Jal					
	ude only De	ebts Marked as N	OT Interest	Accrual					
Start Da	ite: 11/27	/2023 ~							
End Da	ite: 11/27	/2023 ~							
Ассон	unt Codes:	ALL - Include al	I Debt Type	es 🗸 🗸					

3) Audit			Date Range: All Dates In Account Codes Include				
	Debtor Info	DEBT AMOUNT CODE 0.00	ACCOUNT NUMBER	COMPLIANCE	EXPIRATION I	NT BASE AMT E	BASE INT 0.00
	Abrahim Rhoda S 256-00-1821 3430 Kay Street Jacksonville, NC 27520	96.04 HLT 96.04	8965228	01/02/2018	12/15/2023	N 0.00 0.00	0.00 0.00
Include all Debtors	Albimona William C 256-00-7197 4936 Woodsbay Road Durham, NC 27527	50.00 HLT 50.00	7096130	01/02/2018	12/15/2023	N 0.00 0.00	0.00 0.00
Account Codes: HLT Health ~	Alhomaki Carla R 256-00-8282 77 Birnie Circle Sanford, NC 27576	75.00 HLT 75.00	9569484	01/02/2018	12/15/2023	N 0.00 0.00	0.00 0.00
Creating an Export Excel file provides same data but more manageable, can be sorted, etc.	Andersson Johan J 256-00-7491 537 1/2 North Ham Rd Concord, NC 27569 Andreasson Sigrid E	80.37 HLT 80.37	5535466	01/02/2018	12/15/2023	N 0.00 0.00	0.00 0.00
manageable, can be sorted, etc.	256-00-7603 550 Vanta Lane Apex, NC 27527	49.00 HLT 49.00 HLT 98.00	5201905 5201905	01/02/2018 01/02/2018	12/15/2023 M 12/15/2023 M		

3) Audit	Audit Report Date: 11/27/2023 Date Range: 08/01/2023 Thru 11/27/2023 Account Codes Included: TAX							
	Debtor Info	DEBT AMOUNT CODE 0.00	ACCOUNT NUMBER	COMPLIANCE	EXPIRATION	INT BA	SE AMT 0.00	BASE INT 0.00
	Abbott Rossmore E 989-01-2780 1525 Norwood Road Monroe, NC 27520	0.00 TAX	2019-8411073	01/02/2018			1,500.00	254.53
Include only Debts Marked as Interest Accrual		1,803.50 TAX 1,803.50	2020-8411073	03/15/2021	12/31/2031		1,850.00 3,350.00	53.50 308.03
☐ Include only Debts Marked as NOT Interest Accrual Start Date: 08/01/2023 ∨	Abelseth Karen M 989-01-4684 2300 Firetower Rd Asheville, NC 27524	929.27 TAX 929.27	2017-6833294	01/02/2018	12/31/2028	Y	885.00 885.00	44.27 44.27
End Date: 11/27/2023 V Account Codes: TAX Taxes V	Abelseth Olaus J 989-01-0281 1037 Sloane Street Concord, NC 29123	0.00 TAX 0.00	2021-8411080	01/02/2018	12/31/2028	Y	170.00 170.00	39.14 39.14
	Abelson Samuel 989-01-4887 2478 East Street Wilmington, NC 28206	1,410.75 TAX 1,014.89 TAX 954.06 TAX 3,379.70	2017-9569288 2017-7564893 2017-7563984	01/02/2018 01/02/2018 01/02/2018	12/31/2028 12/31/2028 12/31/2028	Y Y	1,300.00 966.39 900.00 3,166.39	110.75 48.50 54.06 213.31
	Grand Totals:	\$6,112.47*				\$7,	571.39*	\$60

4) Compliance

Reports Import/Export Transm

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:	12/31/2033 ~
Account Codes:	ALL - Include all Debt Types

Adjustments Aged Debt Report		Compliance Report Date: 11/27/2023 Date Range: 11/27/2023 Thru 12/31/2024								
Audit Report	SSN	NAME	DEBT AMOUNT	CODE	ACCOUNT NUMBER	COMPLIANCE DATE				
Compliance Report	989-01-2843	Allison Helen L	169.08	UTL	U:5307720	01/02/2024				
ь. -	989-01-1394	Andersson Alfrida K	324.85	UTL	U:8411553	01/02/2024				
	989-01-4131	Baumann John D	174.89	UTL	U:7903665	01/02/2024				
	989-01-6287	Calic Petar	152.75	UTL	U:8967544	01/02/2024				
		Total Debt	\$821.57*							

5) Composite			Date:	osite Report 11/27/2023 des Included: EMS		
\$0.00 debts or N or ALL account o	or a selected (All debts, o ot \$0.00 debts) for selec odes. Displays SSN, Nam t Debt Amount. Includes	 999-00-0960 Ali William 999-00-2178 Andersen-Jensen 999-00-0855 Andersson Johan 999-00-8170 Andersson Sigrid 999-00-8170 Andersson Sigrid 999-00-8171 Appleton Charlot a 999-00-0316 Arnold-Franchi J 999-00-2990 Asplund Filip O 999-00-1311 Assaf Mariana 999-00-3718 Ayoub Daher Bano 999-00-1716 Bird Ellen 999-00-5118 Bjornstrom Mauri 999-00-743 Bostandyeff Guen 	STREET 40 Heritage Lane 1185 Latigo Lane 3671 Cromer Road 986 Lewiston Road 1086 Armato Ln 726 Secession Ave 8070 Forge Rd 4 SandpineCt 15836 Hwy 301 627 Camegie St 1864 Carolina Street 1225 Sandhill Road 720 Longtown St 1413 Mildord Rd	CITY Indian Trail Wendell Monroe Hickory Kannapolis Greenville Kannapolis Burlington Mint Hill Chapel Hill Chapel Hill Gastonia Asheville	ST ZIP NC 28299 NC 27577 NC 27593 NC 27520 NC 27520 NC 27520 NC 27893 NC 27520 HA 17370 NC 28299 NC 27529 NC 27529 NC 27524 NC 27524 NC 28083 NC 27830	DEBT AMOUNT 35.00 25.00 175.69 183.18 252.39 284.79 215.12 233.19 228.07 176.13 277.37 258.28 180.89 305.31
Reports Import/Export Adjustments	 Include all Debtors 	999-00-0029 Brady John B 999-00-1478 Brito Joseph J 999-00-7841 Buckley Daniel 999-00-4054 Burns Elizabeth 999-00-6105 Buss Kate	100 Maple St 325 Creek Road 5917 Hwy 301 8935 Millstone Ln 356 Mcclam Road	Mooresville Monroe Morrisville Kannapolis Thomasville	NC 27529 NC 27557 NC 28299 NC 27520 NC 27317	230.29 215.12 215.12 260.86 174.89
Aged Debt Report Audit Report	Only Non Zero Debt Amounts	999-00-8611 Cacic Manda 999-00-8730 Carr Jane 999-00-1905 Carter Ernest C 999-00-5104 Cassebeer Eleano	8230 Rufus Drive 3001 Pleasant Drive 2816 Monroe St 270 Ballpark Road	Mint Hill Wake Forest Concord High Point	NC 27557 NC 27577 NC 27520 NC 28127	174.89 258.28 258.28 189.71
Compliance Report	Only Zero Debt Amounts Account Codes: EMS EMS	999-00-7456 Chapman Sara E 999-00-2794 Chaudanson Victo 999-00-3480 Chehab Emir F 999-00-4005 Chisholm Roderic	53 Cedar Ln 2864 Lady Street 3968 Phyllis Place 2894 Anita Lane	Gastonia Wilmington Gastonia Hickory	TX 75693 OA 27524 NC 27576 NC 27520	180.89 200.00 180.89 276.05
		999-00-5363 Coleff Satio	280 Trinity Road	Greensboro	NC 27530	230.29

6) Expiration		Expiratio Date: 11/ Date Range: 11/27/20		1
List of debtors/debts for an Expiration date range and either a selected or ALL account codes. Displays SSN, Name, Current Debt Amount, Account Code, Account Number and Expiration Date. Includes a Debt amount total. Reports Import/Export Transmit Adjustments Aged Debt Report Audit Report Compliance Report Composite Report Account Codes: ALL - Include all Debt Types	SSNNAME256-00-3900Ovies Y Rodriguez L256-00-7561Palsson Harry V256-00-9136Parkes Edward F256-00-8044Righini John256-00-4509Rosblom Annie R256-00-0582Rothschild John J256-00-0582Rothschild John J256-00-2514Slage Alfred G256-00-0582Silocovski Mary F256-00-0582Silocovski Mary F256-00-0582Stahelin-MAEGLIN Je256-00-1205Svift Catherine W256-00-5825Stanley William Z256-00-6238Turkula Hilda256-00-6238Turkula Hilda256-00-7183Vanderplancke Juliu256-00-1562Walker William A256-00-1562Walker William A256-00-3639Weisz Mathilde F256-00-3639Weisz Mathilde F256-00-3639Winte Richard F256-00-37Windelov Einar256-00-9010Zakarian Ortin	69.86 100.00 100.00 225.25 93.38 305.99 615.00 84.39 96.04 52.65 75.00 69.86 80.37 100.00 201.50 100.00 100.00 56.99 100.00	CODE ACCOUNT NUMBER HLT 6829757 HLT 6834421 HLT 7041359 HLT 6795201 HLT 6828273 HLT 6844597 HLT 4785364 HLT 4785259 HLT 6829333 HLT 6854137 HLT 685933 HLT 6801561 HLT 7569071 HLT 6815977 HLT 6815977 HLT 6815977 HLT 6854985 HLT 6854985 HLT 6854985 HLT 682549 HLT 682549 HLT 682549 HLT 682549 HLT 6821737	EXPIRATION DAT 12/15/2023 12
Expiration Report				

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	Transmi
	Imp	ort Status Error Re	port
SSN		Dept	ERROR
000-	00-011	1 EMO	ATTENTION: Debt rejected: Invalid SSN, begins with 0000 / JESSICA Acct #: ALA-1521769:
000-	00-014	5 EMO	ATTENTION: Debt rejected: Invalid SSN, begins with 0000 H JUSTIN Acct #: ALA-1522774:
000-	00-035	5 EMO	ATTENTION: Debt rejected: Invalid SSN, begins with 0000 SANTE Acct #: ALA-1621672:1
		-45-2384 -57-4668	TAXDebt rejected: Expired: 1/1/2023 Debt Amount: 348.97 Acct #: I8G2K4K2ETAXDebt rejected: Expired: 1/1/2023 Debt Amount: 4.30 Acct #: R6M4P5R3E
SSN		Dept	ERROR
246-	-89-374	47 HLT	Debt Imported with future Compliance Date: 2/17/2024 Debt Amount: 53.60 Acct #: 105781255
385-	-25-007	76 HLT	Debt Imported with future Compliance Date: 2/17/2024 Debt Amount: 98.40 Acct #: 105784656

8) Setoff

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

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

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

Reports	Imp	ort/Export	Trans
	-		1
Seto	ff Rep	ort	
			_
Setoff Start	Date:	04/18/2023	~
Setoff End	Date:	04/18/2023	~
Account (Codes:	ALL - Include	e all Debt Types

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

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
16	•	
Sele	ctive 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

				Beginning Debt Amount:	0.00
9) Selective				Ending Debt Amount:	0.00
Alphabetical by last name	list of debtors/deb	ots by current			
debt amount range or by		•		Use Debt Amount Range	
SSN, Name, Account Num		0 1 2		Use Date Range	
Amount, Account Code, a	nd Expiration Date	. Includes a Debt		Preparing Report:	1
amount total.				riepaing hepoir.	
				Preparing PDF File:	Ĩ.
	SELE	ECTIVE REPORT			
		0.00 THROUGH DEBT		Account Codes:	TAX Taxes
BEGINNIN		7/2023 THROUGH DATE	ADDED 11/27/	2023	
	Account	Codes Included: TAX			
SSN LAST NAME	FIRST NAME	ACCOUNT NUMBER	DATE ADDE	CURRENT DE	BT
989-01-2780 Abbott	Rossmore	2019-8411073	11/29/2022		.00
989-01-0281 Abelseth	Olaus	2021-8411080	11/29/2022		.00
989-01-1471 Ahlin 989-01-0295 Allen	Johanna	2020-8874801	11/29/2022		.00
989-01-0295 Allen 989-01-7246 Cho	William Chang	2021-7020600 2014-8121839	11/29/2022 11/29/2022		.00
989-01-0176 Moubarek	Gerios	2021-7849677	11/29/2022		.00
			Total:		.00

					Beginning Debt Amount:	0.01
Selective					Ending Debt Amount:	40.00
Alphabet	ical by last name	list of debtors/de	bts by current		Linding Debt Aniount.	49.99
debt amo	ount range or by	date added date r	ange. Displays		Use Debt Amount Range	
	-	ber, Date Added a			Use Date Range	
Amount,	Account Code, a	nd Expiration Dat	e. Includes a Debt		Preparing Report:	
amount t					Frepanng Report.	
					Preparing PDF File:	
		GINNING DEBT AMOU	ELECTIVE REPORT INT 0.01 THROUGH DEBT A 1/27/2023 THROUGH DATE unt Codes Included: ALL		Account Codes:	ALL - Include all Debt Types
SSN 999-00-6455 989-01-1471 256-00-7603 256-00-7603 256-00-1919	LAST NAME Abbott Ahlin Andreasson Andreasson Angheloff	FIRST NAME Rhoda Johanna Sigrid Sigrid Frank	ACCOUNT NUMBER E18-1262323 E20-09187 5201905 5201905 4998653	DATE ADDED 12/03/2021 11/16/2023 11/16/2023 11/16/2023 11/16/2023 Total:	CURRENT DEBT 35.00 25.00 49.00 49.00 49.50 \$207.50	

Selective						
Alphabeti	cal by last name l	list of debtors/del	ots by current		Start Date:	01/27/2019 ~
	<u> </u>	late added date ra	0 1 2		End Date:	11/27/2022 ~
,	,	per, Date Added a	ind Current Debt e. Includes a Debt		Use Debt Amount Range	
amount to	•				Use Date Range	
		GINNING DEBT AMOU ING DATE ADDED 01	ELECTIVE REPORT INT 0.00 THROUGH DEBT /27/2019 THROUGH DATE int Codes Included: ALL			EMS EMS
SSN 999-00-7323 999-00-2619 999-00-5615 999-00-8058 999-00-8058 999-00-8387 999-00-8072 999-00-8072 999-00-4838 999-00-3074	LAST NAME Stengel Stone Straus Strom Wick Widener Wiklund Wilkinson Zimmermann	FIRST NAME Charles Martha Rosalie Elna George Harry Jakob Elizabeth Leo	ACCOUNT NUMBER E17-1169916 E18-1736732 E19-58932 E18-373571 E18-558955 E18-962761 E18-1503426 E17-855705 E19-33572	DATE AD 12/03/202 12/03/202 12/03/202 12/03/202 12/03/202 12/03/202 12/03/202 12/03/202 12/03/202 Total:	1 17 1 18 1 25 1 27 1 17 1 27 1 27 1 27 1 27 1 27 1 27 1 27 1 27 1 23 1 23	75.69 13.18 12.39 15.00 16.13 17.37 15.00 15.19 15.19

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 Tra Summary Report				[Summary Report Date: 11/27/2023 nt Codes Included	: ALL		
Account Codes: ALL - Include all Debt Types EMO EMS previous vendor EMS EMS HLT Health	Debtors 1,296	Debts 1,308	Original Amount 1,920,363.94		Debtors Setoff 4	Setoff Amount 2,878.67	%Debtors 0.31	%Debts 0.38
Setoff: TAX Taxes UTL Utilities ALL - Include all Debt Types	C	urren	t Amount sl Status en		ch the amo recent ad		Import	

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/I	Expor	
Tota	Is Report	Account Codes:	ALL - Include all Debt Types
		Status:	TAX Taxes
			UTL Utilities ALL - Include all Debt Types
			ALL - Include all Debt Types

SSN,			Totals Report Date: 11/27/2023 Account Codes Include		
Adjusted nt Debt	DEBTOR INFORMATION 999-00-6455 Abbott Rhoda M 40 Heritage Lane Indian Trail,NC 28299	ORIGINAL DEBT 235.00	ADJUSTED AMOUNT 200.00	SETOFF AMOUNT 200.00	DEBT AMOUNT 35.00
ebt Types	989-01-2780 Abbott Rossmore E 1525 Norwood Road Monroe,NC 27520	3,658.03	1,854.53	1,854.53	1,803.50
is vendor	989-01-4684 Abelseth Karen M 2300 Firetower Rd Asheville,NC 27524	929.27	0.00	0.00	929.27
ebt Types	989-01-0281 Abelseth Olaus J 1037 Sloane Street Concord,NC 29123	204.14	204.14	224.14	0.00

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/Exp	ort 1			
User	/Debtor Activ	rity			
	Start Date:	11/27/2023 ~	End Date:	11/27/2023 ~	Use Date Range
	SSN:	<u></u>	Select Sing	le SSN Number	
	Debt Users:	All Users		3	~

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

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

13) Setoff 9	Status
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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 Start Date:	01/01/2023	\sim
Seto	off Status	Setoff End Date:	11/27/2023	\sim

Assists with verifying all yearly setoffs were downloaded and processed.

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

Client Software – Genera	ting Letters
Choose Recipients: 💿 All Debtors 🔘 New or Updated 🔘 Only New 🔘 Select Individual SSN: 🔄	💿 Sum Debts 💿 Single Debt
 Name Order SSN Order Dip Order Account Number Order PDF File Name: Many choices: ALL, New or Updated, New, One SSN Create a pdf file for saving/proof if 	Account Codes: ACC ANIMAL CONTROL AMB AMBULANCE SERVICES AMB AMBULANCE SERVICES Middle CTY PARKING TICKETS DSO Debt Setoff EMS EMS ENV ENVIRONMENTAL HLT HEALTH
necessary • Logos for Letterheads RUTHERFORD COUNTY Emergency Medical Services 69	Must do ONE account code at a time. May have different contact information, margins and/or logos.

Client Software – Generating Letters

Choose Recipients: O All Debtors O New or Updated

ted

Name Order

Account Codes: HLT HEALTH

er 💿 Sum Debts

PDF File Name: LTRS HLT 2016-0907

SSN	First Name	Last Name	Middle	Setoff Amount	Current Amount	Account Number	Туре
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	Н	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

List Recipients

- 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 Sof	tware – Generating Letters
Merge Recipients	Load Letters PDF Only Test Print Print Print Labels

- 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

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

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



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.



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

	Letters	Address	Tools	Interest	Help	
	No	tification Le	tters 🔹 🕨		Print Notification Letter	rs
					Mark Letters as Printed	
	Mark	Debtors	as Pri	nted		
		Debten			0	
	D-14				0	
Ivian	CDebt	ors as N	IOT Phi	nted	0	
				1.04370		
		Use P	rint Da	tes:		
					11/27/2023	-
			Start Da	ites	11/2//2023	
			-	a		
			End Da	ate:	11/27/2023	\sim
		1.000			Protection	
		ACC	ount Co	de:	UTL Utilities	

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

Redbook-Aberdeen UTL.docx
 Redbook-Alamance HLT.docx
 Redbook-Alamance OneTAX TA
 Redbook-Alleghany Bitek TAX.c
 Redbook-Angier UTL.docx
 Redbook-Apex UTL.docx
 Redbook-App Dist Health- HLT
 Redbook-Archdale UTL.docx
 Redbook-Ashe Bitek TAX.docx

Redbook-Asheville UTL.docx

Account Codes: TAX Tax Department

e: Zero Adds and Adjustments - NCPTS/OneTax

- RETAIN CURRENT DEBTS and add ASCII file
- REMOVE ALL CURRENT DEBTS and replace with ASCII file

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 \sim

Retain existing names and addresses

Replace current names and addresses with import file

Select ASCII File: \\annexdfs1\documents\kvanhook\Debt Setoff\Transfer Request.dtf0520202



# of Rows in E	xcel Import file: 5832						
Account Codes:	TAX Delinquent Taxes	🔐 Excel File Import					
Import Type.	Only Adjustments						
Update Option:	RETAIN CURRENT DEBTS and add Excel file	# of Rows in Excel Import file: 85					
	REMOVE ACCOUNT CODE DEBTS and replace	Account Codes:	UTL Utilities				
Address Options:	Retain existing names and addresses						
	Replace current names and addresses with impo	Import Type:	New Adds and Adjustments				

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

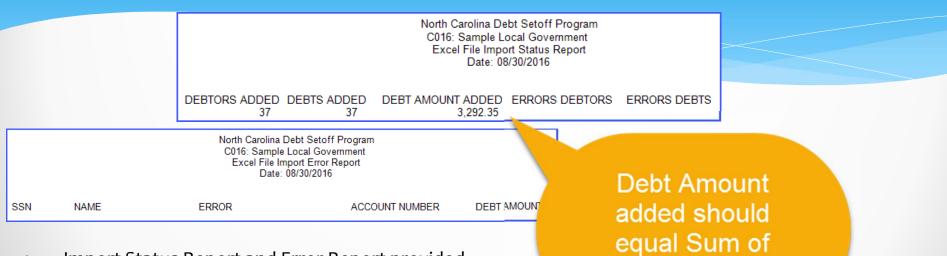
Being used now as often as weekly (new debts and adjustments)

🖳 Excel File Import		•	Replacing ALL Health Dept debts
# of Rows in Import Type:	Excel Import file: 38		with a replacement file
Account Codes:	HLT HEALTH	•	If debtors exist, Excel file will overwrite names and addresses
	 RETAIN CURRENT DEBTS and add Excel file REMOVE ACCOUNT CODE DEBTS and replace with Excel file 		Must use required
Address Options:	 Retain existing names and addresses Replace current names and addresses with import file 		Must use required Excel header row
Select Excel File:	Z:\NC\Installations\Titanic\Import-Titanic-HLTxlsx		

Α	B	C	D	E	F	G	Н	I	J	к +	L	M	N	0	Р	Q
										Debt	Debt	Debt	Debt			Base
	First	Mid	Last	Street			Zip	Debt	Agency	Expiration	Compliance	Account	Unique	Account	Base Debt	Debt
SSN	Name	Initial	Name	Address	Citv	State	Code	Amount	Code	Date	Date	Number	Kev	Code	Amount	Interest

Excel File Import	 Adding additional Utility debts 						
# of Rows in Excel Import file: 103 Import Type: New Adds Account Codes: UTL UTILITIES	If debtors exist, Excel file will NOT overwrite names and addresses						
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 	Must use required Excel header row						
Select Excel File: Z:\NC\Installations\Titanic\Import-Titanic-UTL.xlsx							
A B C D E F G H	IJKILMNOPQ						

A	В	C	D	E	F	G	н	1	J	K 🕈	L	M	N	0	Р	Q
										Debt	Debt	Debt	Debt			Base
	First	Mid	Last	Street			Zip	Debt	Agency	Expiration	Compliance	Account	Unique	Account	Base Debt	Debt
SSN	Name	Initial	Name	Address	Citv	State	Code	Amount	Code	Date	Date	Number	Kev	Code	Amount	Interest



column "l"

- Import Status Report and Error Report provided
 - SSN not nine digits
 - Invalid data
 - Agency code
 - Restricted account code
 - Invalid compliance and/or expiration dates

80

- 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)

Account Codes:

New Adds Only Adjustments New Adds and Adjustments Zero Adds and Adjustments

Vew Adds

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 New Adds and Adjustments Zero Adds and Adjustments Zero Adds and Adjustments - NCPTS/OneTax

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

- 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

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

	~ .
ccount	odee:
	COUCS.

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

Client Software – Export Excel

Excel File Export	Create spreadsheet of ALL
Account Codes: ALL - Include all Debt Types V Unmask SSN	account codes or one
Status:	selected
	 If have full SSN access right
	can select Unmask SSN
Create File Cancel	

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

												transa	dates		
¢								Debt	Original Debt	Compliance	Expiration		ACC.		zetoff History
SSN	Last Name	First Name	Mi	Street Address	City	State	Zip Code	Amount	Amount	Date	Date	Account Number	Code	SE. If Date	Amount Unique Key
999-00-2780	ABBOTT	ROSSMORE	Е	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	м	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	CHARLOTTE	NC	28212	100.00	0.00	01/29/2011	12/31/2015	U-00785	UTL	09/11/2014	200.00 99539431

information provided, including

Client Software Transmit – Export (Send to Clearinghouse)

Debtor Information

securely sends all debtors and debts to Clearinghouse for processing over the weekend. Overwrites at Clearinghouse if already been sent. Recommend weekly (Friday p.m.)

Selective

allows for a specific file to be sent to the Clearinghouse. For example, a file from a vendor/third party that needs reviewing or research done before importing into software. Secure method – do not send via unsecured email!)

Export Settings

provides details to the Clearinghouse for installation and connectivity to local server/database. Automatically sent when TRANSMIT password changed.

User Information

provides details to the Clearinghouse of users and their email addresses along with desired email notifications

Transmit	Letters	Tools	Intere	st	Help
Ехро	rt To Clearing	Jhouse	•		Debtor Information
Impo	rt From Clea	ringhous		Selective	
					Export Settings
					User Information

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

Transmit	Letters	Tools	Interes	t Help
Expo	rt To Clearing			
Impo	rt From Clea	Setoffs		
		Selective		
				Import Settings

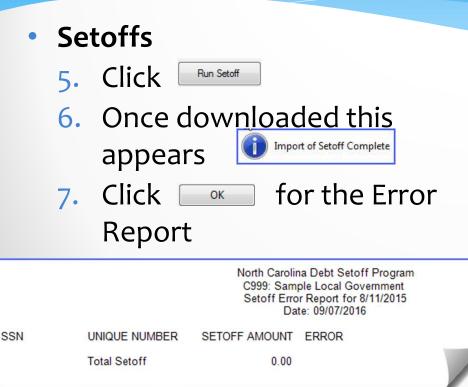
Transmit – Import (Receive from Clearinghouse)

- 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



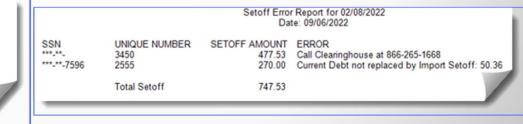
Transmit – Import (Receive from Clearinghouse)

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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



Transmit – Import (Receive from Clearinghouse)

- Setoffs
 - Click close to advance to the Setoff Report

SSN print can be controlled by User Setup

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

C999: Sample Local Government Setoff Report for 8/11/2015 Date: 09/07/2016					
SSN 999-00-0057 999-00-0057	LAST NAME Mallet Mallet	FIRST NAME Albert Albert	ACCOUNT NUMBER T2014-57011 T2014-96772 Total:	SETOFF AMOUNT 1,245.96 554.38 1,800.34*	
999-00-0358	Robins	Alexander	T2014-43822	545.88	
999-00-7750	Gustafsson	Alfred	H-7569040	93.38	
999-00-0225	Brown	Amelia	T2014-09223	2,227.50	
999-00-0232	Kassem	Arthur	T2014-38399	597.41	
999-00-0022	Shedid	Daher	T2014-69252	1,858.34	
991-72-0128	ARAMSOM	DONNA	U-2340	25.18	
999-00-8478	Turpin	Dorothy	H-4785262	100.00	
999-00-1863	Leeni	Fahim	T2014-37807	297.59	
999-00-0036	Ware	Frederick	T2014-45238	2,086.01	
999-00-1443	Thorne	Gertrude	E12-7850642	203.19	
999-00-0043	Chaffee	Herbert	T2014-37058	1,134.56	
999-00-0351	Scanlan	James	T2014-70714	400.00	
999-00-0029	Brady	John	E14-6090681	230.29	
999-00-0141	Cribb	John	T2014-68290	467.60	
999-00-0120	Fynney	Joseph	T2014-67853	1,341.51	
999-00-6539	Finoli	Luigi	T2014-82693	1,000.00	
999-00-0155	Mannion	Margaret	T2014-88417	461.53	
999-00-2381	Penasco	Maria	T2014-90749	1,111.05	
999-00-0211	Petersen	Marius	T2014-93293	733.53	
999-00-2885	Lines	Mary	T2014-97109	310.30	
995-28-5632	VAGUILAR	PEDRO	U-2411	70.10	
999-00-6980	Harrison	William	T2014-50321	398.00	
			Total Setoff:	\$17,493.29 *	

North Carolina Debt Setoff Program

Client Software Setoff Report – ALL and for Each Department

•	Setoff Report	Reports Setof		port/Export port	t Maintena			North Carolina Debt Se C999: Sample Local Setoff Rep	Governm ort	<u> </u>		ee ar Balanc	
•	Allows for selection by Da						I	Date: 09/08/2 Date Range: 08/11/2015 T		1/2015		~	
	Range or by Account Code			SSN	NAME		CODE	ACCOUNT NUMBER U-2340		SETOFF	AMOUNT 25.18	FEE 0.00	BALANCE
•	Run after each setoff imp	ort			Aramson, Donna		UTL		REV	08/11/2015			30.00
•	Contact departments whe	en		999-00-0029	Brady, John	I	EMS	E14-6090681	REV	08/11/2015	230.29	15.00	0.00
	available				Mallett, Albert Mallett, Albert		TAX TAX	T-2007-7057011 T-2009-7596772	REV REV	08/11/2015 08/11/2015 Total:	1,245.96 554.38 1,800.34 *	15.00 15.00	1,200.00 200.00
	Setoff Report	_		999-00-0155	Mannion, Margar	e .	TAX	T-2009-6788417	REV	08/11/2015	461.53	15.00	0.00
	Date: 09/08/2016			999-00-2381	Penasco, Maria		TAX	T-2008-6790749	REV	08/11/2015	1,111.05	15.00	1,100.00
	Date Range: 07/01/2015 Thru 12/	31/2015		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	e .	TAX	T-2009-9343822	REV	08/11/2015	545.88	15.00	0.00
	Great for			999-00-0351	Scanlan, James		TAX	T-2009-7870714	LOT	08/11/2015	400.00	15.00	477.27
	fiscal year			995-28-5632	Vaguilar, Pedro	1	UTL	U-2411	REV	08/11/2015	70.10	15.00	0.00
	reports			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 \$	345.00	\$11,460.15	

Client Software Interest Accrual

- For account codes set as Interest Accrual: Yes
- Standard rate is .0075 but can be modified
- Controls:
 - can run up to 12 passed months that were missed
 - only one interest rate allowed
 - only run accrual update once per month
 - Clearinghouse can see which months run or missed – contact us

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

SSN

989-01-2780 Abbott

989-01-4684 Abelseth

989-01-4887 Abelson

989-01-4887 Abelson

989-01-4887 Abelson

Total records updated: 5

LAST NAME

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.

FIRST NAME

Rossmore

Karen

Samuel

Samuel

Samuel

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

DATE OF UPDATE

11/27/2023

11/27/2023

11/27/2023

11/27/2023

11/27/2023

t Debt to	tal.	Account Codes: TAX Taxes	
INTEREST 13.88 6.64 9.75	CURRENT DEBT 1,817.38 935.91 1 420.50	Select the month. Can go back prior months but only in same year	
9.75 7.25 6.75 44.26	1,420.50 1,022.14 960.81 6,156.73	Interest Accrual: Yes ~	
		Interest Accrual must be set to YES in the Account Code configuration.	

Select Month:

Nov

V

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

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, <mark>software training</mark> , 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	matt.bigelow@ncacc.org www.ncacc.org
Project Development Manager	(919) 715-4367
Rick Whitener N.C. League of Municipalities Director of Finance	rwhitener@nclm.org www.nclm.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