

# Local Govt. — Data Entry Participants Guide

January 24, 2014

## Reminders

- There is no charge for the Clearinghouse to do the data entry for participating local governments (unless more than 100 debts —but contact us to discuss)
- We can generate the required notification letters and email to you for printing. Social Security Numbers are not included so no issues with privacy.

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## Data Entry Participation—Questions and Answers

### What does it mean to be a data entry participant with the N.C. Local Government Debt Setoff Clearinghouse?

That the Clearinghouse enters the debtors and debts into the Clearinghouse database and the local government does not have to maintain an electronic version, unless desired.

### What are the alternatives to being a data entry participant?

1. Client software
2. ASCII
3. Excel

### What are the costs for data entry or any of the above options?

There is no cost for ANY of the above options or as a data entry participant. However, if more than 100 debts we may have a charge but no charges without prior approval.

### Who are the best candidates for data entry participation?

Municipalities, Housing Authorities, small agencies. Basically any local government that has less than 100 debtors/debts. Also, those that will not have very many new debts to add after the initial submission are good candidates.

### Who are NOT good candidates for data entry?

Counties and medium to large municipalities, Also, local governments that have multiple departments who need more than one contact for debtors on our Interactive Voice Response (IVR) system.

### Is data entry more secure than the other options?

YES, compared to ASCII and Excel. Data entry can be the most secure if it means that the local government will not have to maintain the debtor's Social Security Numbers and names in an electronic format. Keeping only on paper and storing in a safe or locked file cabinet is much safer than, for example, an Excel file stored on a desktop, or on a network drive, where a hacker could possibly access.

### Can a local government start off as data entry participant and then switch to one of the other alternatives?

Yes, we suggest if a local government handles more than one type of debt or has more than 100 debts it may be worthwhile switching to our software if the hardware resources are available. We can discuss and do the migration.

### Can only one department submit data entry forms while other departments use one of the other alternatives for submission?

NO, the Clearinghouse will only do data entry for the entire local government. And if the local government is using the client software, then the Clearinghouse does not offer the data entry alternative for other types of debts. The local government would have to enter data directly into the client software or into Excel, which will import into our software.

### Are there any hardware requirements that would restrict a local government from using the client software which is a factor in strongly considering the data entry option?

Yes, if there is no file server or there is a need for more than one workstation. If all workstations are Microsoft XP, then the client software is not an alternative.

### How long does it take once the forms are faxed to the Clearinghouse before the data is entered into the Clearinghouse database?

Normally one week is all it takes to enter a group of 50—100. But for less than 10 normally two days.



**We take security very seriously. This is one of the reasons you should consider us for your debt setoff participation. The hardcopy data entry forms come to our fax machine in our most secure location, the server room which has card access and video camera monitoring. Once entered the forms are filed in a locked file cabinet in this secure room.**

## Getting Started as a Data Entry Participant

Suggestions for getting started:

- Complete all required forms for participation, including the 2014 Participation form
- Download and print the hardcopy data entry form(s) needed:
  1. Non-Tax debts form: <http://www.ncsetoff.org/HardcopyDebtSubmission-NonTax.pdf>
  2. Tax debts form: <http://www.ncsetoff.org/HardcopyDebtSubmission-Tax.pdf>
- Download and print the hardcopy data entry instructions:
  1. Instruction guide for non-Tax debts: <http://www.ncsetoff.org/HardcopyDebtSubmission-NonTax-Instructions.pdf>
  2. Instruction guide for Tax debts: <http://www.ncsetoff.org/HardcopyDebtSubmission-Tax-Instructions.pdf>
- Call or email the Clearinghouse to obtain your assigned agency code
- Be sure to write clearly or type all of the required information
- Once the Local Government Name and Agency Code are written, circle YES or No on the Notification Letter option and then make as many copies as necessary
- After the copies are ready you are now ready to enter the debtors and debts
- You can fax all at once or in groups
- The fax number is on the form (803) 561-9680. Feel free to put a cover sheet with your contact information in case we have questions
- If someone pays in full or a partial payment just use to original form and strike through and put the new balance and circle Existing Debtor/Existing Debt
- Once the Clearinghouse has completed the data entry an Upload Confirmation email is sent to all emails that were on the Participation Form. Do not try and open the File Upload Confirmation, it is just a notification that your file has been processed
- The following weekend the debts entered at the Clearinghouse will be processed and an additional email sent with totals of debtors, debts, amount before and after, the difference and any rejections/errors.
- Passwords must change every 90 days but the Clearinghouse will handle. Just disregard as the Clearinghouse will change the password.
- When funds are received it will be deposited into your Capital Management Trust account. We will email you a list of the debtors without SSNs within one week .

## Other Possibilities as a Data Entry Participant

### Notification Letters:

The Clearinghouse will, at no cost, generate a pdf file of all debtors and debts that are faxed to us for data entry. There is an option on the Hardcopy Submission form that identifies whether you want letters generated. But you are welcome to create your own letters. Our website FORMS page has samples that can be downloaded as a Microsoft Word document.

### Interest Accrual:

If you have tax debts that accrue monthly interest, the Clearinghouse can automatically run interest accrual and send the new debt amounts to the N.C. Department of Revenue and Lottery. We can set the Interest Rate to any amount but all of our current participants with tax debts use a rate of 3/4 of one percent per month. So you will be able to collect all the funds entitled

to you on these tax debts.

### Interactive Voice Response (IVR):

We will direct debtors who receive letters from the N.C. Dept. of Revenue or Education Lottery to the name or department contact and phone number you prefer. If you have ways to identify the different types of debts, such as Account Number, we can direct to more than one contact person.

NORTH CAROLINA LOCAL GOVERNMENT

# DEBT SETOFF CLEARINGHOUSE

Website:

<http://www.ncsetoff.org>

Toll-free Support:  
(866) 265-1668

Interactive Voice Response  
(IVR): (877) 843-0330

E-mail: [ncsetoff@ncsetoff.org](mailto:ncsetoff@ncsetoff.org)

N.C. Clearinghouse Staff:

Bill Walsh

(President/Operations Manager)

Fran McClary, Billie Mills and

Brandon Walsh

(Customer Services)

Linda Kaneft and Marcia Padgett

(Debtor Inquiry)

Drew Bryant

(Software Developer)

Rich Ware

(Network Admin./Security)



North Carolina Association of  
County Commissioners

Website: <http://www.ncacc.org>

Contact: Lisa Nolen

Phone: (919) 715-4362

E-mail: [lisa.nolen@ncacc.org](mailto:lisa.nolen@ncacc.org)



North Carolina League of  
Municipalities

Website: <http://www.nclm.org>

Contact: Wanda Veasey

Phone: (919) 715-2218

E-mail: [wveasey@nclm.org](mailto:wveasey@nclm.org)

[wveasey@nclm.org](mailto:wveasey@nclm.org)

N. C. Department of Revenue  
Tax Care Assistance  
(919) 814-1118

N. C. Capital  
Management Trust  
(800) 222-3232

## List of Current Data Entry Participants

**As of January 23, 2014**

### Municipalities (58)

Alamance, Village of	Andrews, Town of *	Aulander, Town of
Autryville, Town of	Bald Head Island, Village of	Broadway, Town of
Boonville, Town of	Carthage, Town of	Cleveland, Town of
Ellenboro, Town of	Eureka, Town of	Fairmont, Town of *
Fairview,, Town of	Faison, Town of	Faith, Town of
Franklinville, Town of	Hamilton, Town of	Hamlet, Town of
Jamesville, Town of	Lilesville, Town of	Lucama, Town of
Mars Hill, Town of *	Marshall, Town of	Marvin, Village of
Maysville, Town of	McAdenville, Town of	Micro, Town of
Morrisville, Town of	Murphy, Town of	New London, Town of
Old Fort, Town of	Parkton, Town of	Parmelee, Town of
Peachland, Town of	Polkton, Town of	Princeton, Town of
Ramseur, Town of *	Roseboro, Town of	Salemburg, Town of
Saluda, Town of	Sandy Creek, Town of	Star, Town of
Sugar Mountain, Village of	Tabor City, Town of	Teachey, Town of
Trinity, Town of	Turkey, Town of	Wade, Town of
Walstonburg, Town of	Whitakers, Town of	

### County Agencies (1)

Neuse River Council

### Housing Authorities (7)

Burlington Housing Authority	Monroe Housing Authority	Mt Airy Housing Authority
Pembroke Housing Authority	Rockingham Housing Authority	Washington Housing Authority
Williamston Housing Authority		

\* **Clearinghouse does monthly interest accrual on tax debts**