

Summer 2020 — End of Major Refund Season

Volume 10, Issue 1

August 17, 2020

Reminders

Clearinghouse hours:

- Monday—Thursday:
8:30 a.m. — 5:00 p.m.
- Fridays: 8:30 a.m.—4:00 p.m.

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Covid-19/Coronavirus—the Effect on Debt Setoff

The pandemic, even with its severity, has not caused much of a financial impact thus far. We are almost exactly where we were this time last year. The Department of Revenue continued to setoff refunds while the Education Lottery stopped for a few weeks but soon fully resumed. Usually we have the majority of our tax refund setoffs by the end of April. But since the deadline to file was extended from April 15 to July 15 there was quite a bit more setoffs through July than normal.

Five Star has continued to provide its normal support and services. We still are connecting to local governments to import new debtor files and generate the required notification letters. We have also provided assistance to users and I.T. for those working from home.

Five Star continuously had at least two employees in the office and currently all but two are back in the office. However, currently the best method for support is to not call us, but instead send an email to ncsetoff@ncsetoff.org so we can review and then either handle or send to Becca, Billie, Fran or Grace.

Quite often local governments receive calls from debtors after calling our Interactive Voice Response (IVR). They might tell you our IVR gave them your contact information. But when you research their debt information you either: 1) do not see a current debt or 2) the amount they say was taken from their refund was larger than your debt amount. Perhaps they did not listen to the entire list of local governments.

We suggest you call the IVR at (877) 843-0330, enter their SSN and listen to see if there are more than just your local government.

Our IVR lists all local government departments and contacts in random order. So the last one may be the actual one that will be receiving or has already received the funds. Please note, the debtor receives a letter from the Dept. of Revenue that their funds were taken to pay an indebtedness to a local government up to two weeks before the Clearinghouse even receives the setoff file from the Dept. of Revenue. It may be 1—2 days before the local government receives the email notification that funds were received from the Dept. of Revenue and/or Education Lottery.

2020 Workshops, Statistics and Information

* WORKSHOPS *

At this time, the 2020 October workshops are being cancelled. Alternative training methods are being discussed and updates will be provided by late September.

2021 Participation form is online and ready for completion.

* STATISTICS *

- * Total Setoffs for 2020: \$19,107,745 (thru Aug. 11)
- * Up 6.72% from 2019

Remaining Setoffs for 2020:

- August: 25
 - September: 15 and 29
 - October: 13 and 27
 - November: 10 and 24
 - December: 8
- * INFORMATION *
- Setoff dates are always on Tuesdays.
 - Usually the 1st and 3rd Tuesdays each month from February— November, then one in December.
 - Sometimes there are three weeks between setoffs.

- Files stay in secure folders for 10 days then are automatically removed.
- Setoff files can be downloaded prior to receiving the email. Check Tuesday early afternoon.
- We only send 80 emails per hour to reduce chance of being marked as Spam.
- We process files local gov. update/balance files received by Friday evenings by 5:00 p.m.
- Files submitted Monday mornings still wait until Friday. Call if urgent and needs processing that day.

Statutes are more associated with the age of the debt's activity, not how long a debt is in debt setoff. Debts are considered active if an invoice/statement sent within the past 3 years (10 years for taxes). Do NOT assume debts can only be in Debt Setoff for three years!

For privacy reasons, the NC Department of Revenue no longer provides updated debtor names and/or addresses. Nor will they provide rejected SSNs and names.

Statute of Limitations (Debt Expiration Date)

This topic is one of the most difficult in providing exact guidance. There are differing opinions. There are some local government attorneys that feel that the Statutes of Limitations do not apply to local governments. Many agree with a 1996 N. C. Attorney General opinion that the Statutes do not apply to local government debts under the Debt Setoff program. Other attorneys have opinions that if the debtor does not appeal within 30 days after receiving the required notification letter then debts will never expire. But if appealed within 30 days then the statute may apply—you can go 10 years

back for taxes and 3 years back for any other type of debt.

Both the NC Association of County Commissioners and the League of Municipalities advise you to consult your attorney and be sure they feel comfortable defending their opinion of the Expiration Dates being submitted by your local government.

If it is determined that some or all of your existing debts can be extended, the Expiration Dates may need to be modified and re-submitted. Let us know if we can assist as we can easily modify these dates with our software. Don't just assume

you have to expire all debts after 3 years! If a bill/invoice/statement was sent, or a payment was received, within 3 years (10 years for taxes) from the time you sent the debtor the required due process letter, it may never need to expire. We have many local governments using expiration dates of 2029, 2059 and even 2099. We have collected thousands of debts older than three years.

Often it takes many more than three before your debt is even next in line because of other previous debts that took years to pay off.

Sample Delinquent Debt Scenarios

Type of Debt	Delinquent	Last Activity*	Eligible for Debt Setoff	Reason
Tax	2005	Dec 2011	YES	Activity within 10 years
Utility	2011	July 2017	YES	Activity within 3 years
Health	2016	Nov 2017	YES	Activity within 3 years
Tax	2004	Jan 2005	NO	Activity more than 10 years
EMS	2010	April 2016	NO	Activity more than 3 years

* Verifiable invoice/billing statement sent or payment received. Some type of verifiable activity. Eligible debts being submitted to debt setoff do not need to expire unless local government officials/attorney choose to. Many use dates like 12/31/2030, 12/31/2050, even 12/31/2099

Changes at the Clearinghouse

- 1) July 2019: began closing at 4:00 p.m. on Fridays.
- 2) July 2019: no longer generate due process letters for debtors without SSNs/ITINs.
- 3) January 2020: no longer generating due process letters for those that we do data entry functions. We have on the Forms page of our website, a MS Word doc and guide (pdf) so local governments can generate their own letters.
- 4) January 2020: our intern, Grace Wilkerson became a full-time employee.
- 5) February 2020: the NC Dept. of Revenue, for privacy reasons, no longer provides corrected names and addresses. And is no longer providing a list of SSNs that do not match the debtor name.

Support Schedule:

Mon.—Wed.: technical I.T.—move debt setoff to a different server; install new local government participants (Billie)
 Tuesday—Thursday: client software training (Fran)
 Monday—Thursday: workstation installations for new users/new computers (ALL)
 Monday—Friday: password resets; restore missed setoff files, file imports and letter generation (ALL)

Reminders about Debtors and Debts

- ANY debt owed to a local government can be submitted, as long as delinquent 60 days. Don't forget about fines/fees for: alarms, animal control, code enforcement, civil citations, demolitions, EMS, environmental, fire district, health dept., landfill, lawn maintenance, library, nuisance, ordinance violations, parking tickets, property tax, recreation, rent, returned checks, sewer tap, solid waste, special assessments, storm water and utilities. Even employees can be submitted. Perhaps they didn't return equipment or had education/training that required them to work a minimum number of years.
- Even though the General Statutes allow, the Dept. of Revenue will not setoff Business ID numbers, only social security numbers or ITINs. You need a business owner's SSN/ITIN and Name. **Do not use Business name, we can't collect on it.**
- We DO NOT combine debts to reach the \$50 minimum. So each row in an Excel file, ASCII file and each debt in the software must be \$50 or more.
- A debt that has been setoff and the balance is less than \$50 is not resubmitted to Dept. of Revenue.
- Debts must be combined by the local governments to reach the \$50 minimum. Remember, debts over \$50 must stand alone! Combine debts less than \$50 to others less than \$50. Also, can combine a debt less than \$50 to another one over \$50.
- Do not combine any non-tax debt to a tax debt accruing interest, even if needed to reach \$50.
- Be sure your vendors/third-parties are aware of these combine/standalone rules. Your participation form certifies their compliance.
- We suggest noting debts combined, such as a "*" at the end when not enough room to list all account nbrs.

The Clearinghouse is only allowed to send one file per week to the NC Dept. of Revenue. Debts must: 1) be \$50 or more; 2) Compliance Date passed; 3) Expiration Date not passed

Debtor Social Security Number and Name Issues

Each Tuesday when we submit debtors to the Dept. of Revenue, there are many debtors that we will not be able to set-off. We can only list an SSN once in this file with one last name and one first name. So how do we know which is the correct name for this SSN if there are several local governments with the variations of the last and/or first name? We do not! Our policy is to use the first/oldest occurrence of a debtor's first and last name for an SSN. If this first/oldest occurrence of the name is incorrect, it is stopping other local governments that submitted their debt(s) with the correct name from getting setoff funds. Prior to 2020, this often resolved itself due to the fact that the Dept. of Revenue used to provide files of all debtors that the SSN and Names do not match. We would provide a list in late November to local governments associated so they can research and make corrections. But since no longer provided, there will be some SSNs/ names we never collect for

until the debt expires. Be aware that sometimes even the SSN lookup service providers have incorrect information.

One realistic example: SSN: 949-12-3456 with name Jane Public is submitted to the Clearinghouse on 12/15/2017 and is the first/oldest use of this SSN. Priority is now established for this SSN and Name.

In this example, maybe the local government made an error and transposed digits -3456 and should've been -3465. The Clearinghouse is unaware that the SSN doesn't match the name when originally submitted to the Dept. of Revenue in late December 2017.

SSN: 949-12-3456 with name of James Smith is sent to the Clearinghouse on 1/31/2018 and is the second debtor with this SSN. *Continuing this example, this name, James Smith, is the correct name for this SSN but is not being submitted due to Jane Public was submitted prior for this SSN. However, at this time the Clearinghouse does not*

know that Jane Public is not the name for this SSN. In the above scenario no debts for the SSN 949-12-3456 will be setoff at the Dept. of Revenue in 2018. However, the Dept. of Revenue provided it on a rejected list in mid 2018 and the Clearinghouse deleted this SSN and name in late November 2018. A list was provided to the local government that originally submitted this rejected debtor. However, beginning in 2019 there was a great possibility of a setoff since Jane Public is no longer the name being sent to the Dept. of Revenue and James Smith is now being submitted. But with the NC Dept. of Revenue no longer providing a list of rejected the above scenario no longer works on those that were not deleted prior to late 2019.

Note: we do not submit information to any credit bureaus. We ONLY submit to the NC Dept. of Rev. Every other Thursday, the Dept. of Rev. sends the file to the Education Lottery.

The Department of Revenue will automatically setoff a debtor's tax refund if the Social Security Number AND the first four characters of the last name being submitted by the Clearinghouse matches exactly what the Dept. of Revenue has. If no exact match, the Dept. of Revenue staff has to manually research to see if there is a name change or another issue that can determine if it is the requested debtor and then setoff the tax refund.



The 2020 Participation Form requires the identification (name and title) of the Hearing Officer. It is recommended that one Hearing Officer preside over all hearings for the local government. Although Hearings are rare they are important and are required by the statutes regarding debt setoff.



Hearings—Rare but Important and Required by the General Statutes

One issue that could jeopardize the entire debt setoff program for local governments is not following due process, which is the law. Once a debt is delinquent 60 days, the debt setoff notification letter can be sent to the debtors last known address via regular postal mail. The letter informs the debtor that the debt(s) are being submitted to the NC Local Government Debt Setoff Clearinghouse. The debtor is given 30 days from the date the letter was mailed to submit an official request, in writing, for a hearing. Email is not recommended. If the request is not in writing or is late (over 30 days) there is no requirement for a hearing. However, it is at the discretion of the local government as to whether an appeal is scheduled if the official written request is a few days late.

The local government must have a designated hearing officer. It can be a local government attorney, a high-level official such as the Manager/Clerk or Mayor. However, it cannot be the person presenting on behalf of the local government. There is no rule or law stating there can only be one Hearing Officer. However, only one is recommended so that standard procedures can be adhered to. And note that official written requests for hearings are rare. The debtors are very likely to call and complain (or worse) or attempt to set up a payment plan but they usually do not go to the trouble of sending a written request for an appeal.

Requirements/suggestions for the Hearing Officer:

- Be knowledgeable about the

debt

- Have authority to compromise the debt
- Must be impartial—have no conflict
- Allow all parties to be represented by counsel
- Follow the same process equally for all hearings

Pre-Hearing Duties:

- Receive appeal letter from debt setoff coordinator
- Schedule the hearing as soon as possible.
- Send hearing request letter to debtor informing them of the time, date and location of the hearing. Also identify the person conducting the hearing and a contact person in the event of questions.
- Create rules of procedure and use for each hearing
- Create opening script stating purpose, rules or order and use for each hearing
- Create closing script and use for each hearing
- Set stage for hearing (simulate courtroom if possible)

Hearing Duties:

- Follow rules of procedure
- May record proceedings
- Swear in witness (standard oath)
- Require all comments directed to hearing office and speak when appropriate
- Only allow issues raised in appeal letter
- Exercise control

Post-Hearing Duties:

- At conclusion, render a decision, after reviewing all evidence. May take reasonable time to review all evidence prior to making a decision.
- Do not reopen hearing to take further evidence unless all parties notified
- Consider only evidence presented at hearing to render decision
- Provide written decision to all parties. Doesn't have to be certified but is highly recommended.
- Keep copies of all documents and retain according to any statutes regarding retentions and records keeping.

Miscellaneous information regarding due process:

- Do not send a due process letter prior to a debt being 60 days delinquent
- We recommend generating the due process letters from our client software which has the verbiage approved by the legal staff of the NC Association of County Commissioners and League of Municipalities.
- Letters must have the local government letterhead, not a third-party. The contact information, including phone number, must be the local government's, not the third-party. The local government can then refer debtor to the third-party.

If anyone has any hearing forms/documents, such as rules of procedure, please email to ncsetoff@ncsetoff.org and we may make anonymous versions to provide to others. So far, no local government has provided.

The Flow of Funds and Verification of Setoff Deposits

The Flow of Funds:

- Tuesdays: Setoffs usually occur the 1st and 3rd Tuesdays from February through November and 1st Tuesday in December. The NC Dept. of Revenue and Education Lottery provide secure files.
- Wednesdays: the same week as the setoff, the Clearinghouse has completed the setoff process and provides a report to NC Capital Management Trust (Cap. Mgt.) with the local government name, account number and amount to deposit.
- Fridays: the same week that the setoffs occur, the Department of Revenue and Education Lottery make electronic deposits to Cap. Mgt.
- Following Tuesdays: Cap. Mgt. has completed the deposits and is now available to all local governments.

Reminder: in order to participate, a local government must have an account with Capital Management of the Carolinas. This is the only way the Clearinghouse can provide funds. And, only one account can be used for all the different departments for each local government. Local governments are responsible for applying the funds amongst the different departments.

Reconciliation of Setoffs:

- The setoff files that the Clearinghouse provides will always total the amount of the Cap. Mgt. deposit. The Excel file setoff amount (column "J") total matches the Cap. Mgt. deposit.
- If someone at the local

government deletes a debtor and/or debt, but there is a setoff, then the error report, when processing the setoff, will display any UniqueID that cannot be found.

- In order for the Setoff report to match the deposit, the debtor and debt must be re-entered and the new UniqueID given to the Clearinghouse to modify the setoff file.

Never delete a Debtor and/or Debt: instead, edit the Debt to \$0.00.

Often, a debtor calls and/or visits and is upset so the local government person deletes debtor/debts. It is quite possible the debtor has already been setoff before the call/visit. Wait at least a month or longer before deleting. Late December is recommended.

Deposit at Capital Management but no Setoff Processed:

- There can be many reasons a setoff file was not downloaded and processed, such as the local government's email system rejected the email notification. The Clearinghouse sends so many emails in a short amount of time that we often get marked as Spam.
- The setoff files reside in the secure folder for only 10 days before it is automatically deleted. It can be restored if requested, preferably via email to ncsetoff@ncsetoff.org
- Often someone in Finance or an auditor notices a deposit at Cap. Mgt. but there is no Setoff report.
- To determine if a Cap. Mgt. deposit was for a debt setoff, in late 2019, the Clearinghouse began listing all deposits for the year for each local government. They show on the Statistics page, 1) counties and agencies and 2) municipalities and housing authorities, highlighted below:

- 2020**
- All Alphabetical
 - All by Amount Setoff
 - Counties & County Agencies Alphabetical
 - Counties By Amount Setoff
 - County Agencies By Amount Setoff
 - County Deposits Detail By Date
 - Municipalities Alphabetical
 - Municipalities By Amount Setoff
 - Municipalities Deposits Detail By Date
 - All-time By Amount Setoff
 - Statistics Summary

- When accessing these deposit reports, increase/zoom in order to read, as there are 135+ counties and agencies, and 380+ municipalities and housing authorities:



Year-end Cleanup— it's a great idea for performance and security reasons. Do you really need to keep protected identifiable information on debtors you can no longer collect, due to debt amount less than \$50?

Consider deleting at least those that are \$0.00 NOT setoff. These could be debtors that paid you directly or were submitted in error.

The setoff history is retained in your software from the date you began using. The Clearinghouse retains setoff history for seven years.



The Clearinghouse does not maintain the due process notification letters, even if the Clearinghouse generated the letters using client software. Local governments are responsible for sending the letters and maintaining copies.

Due Process—the Most Important Requirement

Reminders:

- Do not send due process letters before a debt is 60 days delinquent.
- All local government debt setoff participants must send a SEPARATE debt setoff letter. You cannot include the debt setoff information only on an invoice or some other document. There must be a specific debt setoff letter and include the statute and \$15 fee.
- Due process letters can be done by a third-party but must be on local government letterhead and have all contacts and phone numbers for the local government, not the third-parties. However, when debtors call the local government, can refer debtor to the third-party.
- Send letters first class, registered or certified is not required.
- Send to last known address, even if know debtor no longer resides there.
- If using our client software to generate letters may want to use the option **ONLY NEW** rather than **NEW AND UPDATED**. Otherwise, older debts are also listed and debtor may think they have a new 30 day period to request a hearing on debts already sent.
- There is no requirement to send letters in Spanish.
- Keep a copy of ALL letters, at least an electronic version, that can be searched in the event of required proof in the future.
- Back up the due process notification letters electronic version to an external or network location.

Are you taking over debt setoff as a new responsibility? Ask the previous person for the pdf letter files in case someone is setoff in the future and is requesting proof.

Debt Setoff Statute §105A-5

Local agency notice, hearing, and decision.
 (a) Prerequisite. – A local agency may not submit a debt for collection under this Chapter until it has given the notice required by this section and the claim has been finally determined as provided in this section.
 (b) Notice. – A local agency must send written notice to a debtor that the agency intends to submit the debt owed by the debtor for collection by setoff. The notice must explain the basis for the agency's claim to the debt, that the agency intends to apply the debtor's refund against the debt, and that a collection assistance fee of fifteen dollars (\$15.00) will be added to the debt if it is submitted for setoff. The notice must also inform the debtor that the debtor has the right to contest the matter by filing a request for a hearing with the local agency, must state the time limits and procedure for requesting the hearing, and must state that failure to request a hearing within the required time will result in setoff of the debt.

Annual Participation Forms

The 2021 Participation form will be available for online submission beginning September 1, 2020.

When a local government completed their 2020 Participation Form, it allows for submitting debtors and debts to the Clearinghouse until December 31, 2020 and it agrees to the following:

- Abide by the due process regulations
- Protect Identifiable information
- Agree to return funds if requested by the Department of Revenue
- If not using our client software, be aware that it is available at no cost and it provides the functions necessary to participate, including encryption.
- Ensure security procedures are in force: virus protection, malware, etc.
- Save electronic and/or hard-copies of due process notification letters
- Backup databases (mdf and ldf files)

- Someone in Finance or Administration will allow for importing third-party data if there is no one in that associated department. For example, if a third-party provides a Tax file, someone in Tax or Administration must have the client software. The Clearinghouse would not connect to Health or EMS.

More In Depth Information for All Debt Setoff Users

Social Security Numbers:

- Cannot be a drivers license number, federal or state ID number. It can be an individual Tax Identification Number (ITIN) which starts with a 9 and the 4th is a 7 or 8.
- You can ask for SSNs when person requests service. You cannot deny services but you need to provide information on what an SSN would be used for. For the purposes of delinquent debt collection is an appropriate response and even suggest having a document to show them. Some local governments have a larger deposit for those who don't provide an SSN or ITIN.
- To change an SSN—go to TOOLS-USERS-CHANGE SSN (software users)
- If you have pseudo SSNs that were used for the purpose of sending due process notification letters and would like to have them removed, call or send an email requesting so. It is best to remove names and other identifiable information for debtors that we are unable to collect.

Debtors:

- Enter a suffix: Jr, Sr, III, etc. in last name
- Do not use apostrophes or single/double quotes. Use O'Neal rather than O'Neal. Use William (Bill) rather than William "Bill"
- Do NOT delete Debtors or Debts, change debt amounts to \$0. Even if the wrong person's debt. Wait until the end of the year and then use the year-end option=> Remove \$0 Not Setoff.

Debts:

- If someone pays a partial amount against a debt,

enter the remaining amount, not what they paid. As long as the debt is over \$50 we will attempt to collect.

- Local govts. cannot add their own fee to a delinquent debt in the debt setoff program. Initial advertising fees and monthly interest for taxes are allowed .
- WEEKLY (Friday preferred):**
- Suggest a TRANSMIT-EXPORT TO CLEARING-HOUSE-DEBTOR INFORMATION (software users)
 - ◇ If any changes to debtors and/or debts occur in client software, these changes will only be updated at the Clearing-house IF TRANSMITTED. If transmitted, we process each weekend and send to the Dept. of Revenue on Tuesday.
 - ◇ Will generate an Import Status Report via email identifying any invalid debtors/debts, expired debts, future compliant dates, previous and current debt amount.
 - ◇ If major problems identified - can be corrected Monday before sending to Dept. of Revenue on Tuesday.

Importing Setoffs

- A setoff calendar exists on the website that shows each Tuesday of the year that the Dept. of Revenue will provide setoff files, usually 20—22 times per year. We apply recent lottery setoffs on these same dates.
- If you miss downloading a setoff file(s) it could cause debtors that we collected on to incur a setoff in the future. We update our balance after a setoff file but when you send your balances back to us from the software or internal/third-party you are restoring your non-setoff amounts and we will overwrite our balances with yours.
- If you open the Setoff Excel spreadsheet and make Setoff Amount (column J) numeric and sum that column it matches the deposit at Capital Management.
- **Started late 2019** —we now list on our website Statistics

page, all deposits we've made for your Capital Mgt. accounts. You can see all 20 deposits for 2019. You should have a Setoff Report to match the deposit date (always a Tuesday). If missing, contact us and we will restore the setoff files and you can download and process.

Cisco WebEx Support:

- We contract to use this powerful tool that allows us to connect to users of our client software. When the session is terminated it shows a survey. This is entirely optional and the results are not shared with us. We hear your kind words and receive emails that let us know how we are doing. So feel free to opt out of the survey unless there is something you would like Cisco to know about their product.

Emails:

- We have three different methods and lists we use to communicate:
 - ◇ 1: Setoffs and Import Status reports: when we notify you funds were received or the results of an uploaded file, usually weekly processed
 - ◇ 2: Upload Confirmation: when a file is uploaded by the local govt. into their secure folder, usually the - - -XMIT.TXT file
 - ◇ 3: newsletter, participation form and workshop notifications and information: includes I.T., administration and others that may or may not receive #1 and/or #2 above
- We often get treated as Spam so if you stop receiving emails or just to be sure, we suggest you ask your I.T. to whitelist:
@ncsetoff.org and @fivestarcomputing.com



If using our client software and receive the Password Expired Notice (it is already expired and you cannot send or receive until reset) and have the admin password, you can reset the 90 day password.

We have a detailed pdf of instructions to show how to simply reset your own TRANSMIT password and not have to wait on the Clearinghouse. Request this pdf via email so we can return it attached.

If you are the one doing the TRANSMIT password reset, let the other users know that it has been reset for 90 days. Only one person needs to do the password reset, even though multiple people may receive the expiration email.



<http://www.ncsetoff.org>
Toll-free Support:
(866) 265-1668
Interactive Voice Response
(IVR): (877) 843-0330
ncsetoff@ncsetoff.org or
customerservice@ncsetoff.org

Clearinghouse Staff:
Bill Walsh
(President/Clearinghouse
Operations Manager)
Fran McClary, Billie Mills, Becca
Walsh and Grace Wilkerson
(Customer Services)
Drew Bryant
(Software Developer)
Linda Kaneft and Marcia Padgett
(Debtor Inquiries)



North Carolina Association of
County Commissioners
<http://www.ncacc.org>
Contact: Matt Bigelow
Phone: (919) 715-4367
matt.bigelow@ncacc.org



North Carolina League of
Municipalities
<http://www.ncml.org>
Contact: Brittney Hunter
Phone: (919) 715-7974

N. C. Department of Revenue
Debt Setoff Unit
(919) 814-1119

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

Client Software Version 2020 Update

Reminders/Notifications:

Latest updates for the now available version, 2020.08:

The Clearinghouse has been working on a new enhanced upgrade for many months. That time has finally arrived. There are many significant changes and improvements.

- Social Security Number search by last four digits
- Modified the Excel export: 1) simpler, removed the options for date ranges
- Due process letters: for clarity, added spaces between the account nbr. and debt amt.
- Year-end options now allow for selection by department/account code instead of ALL
- Upon the completion of an ASCII or Excel import, the importstatus.rpt and summary.rpt are automatically uploaded to the secure folder and contain a prefix of the account code: ex. TAX-summary.rpt. This allows the Clearinghouse to check for errors and record the number of debtors, debts and current debt amount to be sure of no errors. This is helpful for those local governments that do their own imports. Want to do your own imports? Contact us for instructions and let us configure so you can't select any incorrect options.
- Upon the completion of the import setoff, it automatically executes the EXPORT TO CLEARINGHOUSE-DEBTOR INFORMATION
- The XMIT.txt file can no longer be downloaded via the Selective option. There is never a need for the local government to need this file. It for Clearinghouse use only as it is the entire balance file to be processed on Friday evenings. The local government has these contents in their secure debt setoff database
- The setoff.txt file can no longer be downloaded via the Selective option since it contains full SSNs
- Upon the close of the software, it automatically checks for a new updated version.
- Clearinghouse must install and configure for the first user at a local government. Then the executable application can be copied to all other users. Hopefully your I.T. will assist using our provided instructions.
- To request the new software, send an email to ncsetoff@ncsetoff.org and we will connect via Cisco WebEx and do this free upgrade. We encourage your I.T. to assist, especially with multiple users.

Reminders of other key updates in 2019 version:

- Added a method for entering Comments on debtors and can generate Comment reports. Ex. Note conversations, bankruptcies, etc. but can be seen by all departments!
- Modified the Excel import: 1) Account Code cannot be blank; 2) Expiration Date must be in the future; 3) Compliance Date must be prior to the Expiration Date (protects the two dates from being reversed)
- After importing an ASCII or Excel file, an Error Report and Summary Report are generated and sent to the secure folder so the Clearinghouse can review, if necessary. It then automatically does the TRANSMIT-EXPORT TO CLEARINGHOUSE-DEBTOR INFORMATION
- ASCII/Excel imports can be configured so the user cannot take the wrong options, which makes it simpler and safer for the local government to import themselves.