

Debt Setoff— 2012 Pre-Workshop Edition

Reminders:

- Training Workshops handouts will be available August 10, 2012, view: <http://www.ncsetoff.org/Training.htm>
- Registration is required for the Training Workshops—register now at <http://www.ncsetoff.org/2013WorkshopRegistration.htm>
- 2013 Participation Form will be available beginning September 3, 2012
- When doing the 2013 Participation Form please update your Contacts and Email Addresses, link at top of your form and will be directed again once completed and submitted

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Volume 2: Issue 5

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Six FREE Training Workshops Set for September 2012

The 2012 training workshop locations are set:

**** Week #1—Western Half ****

1. Tuesday, September 11
 Canton Colonial Theatre
 53 Park Street
 Canton, NC 28716
2. Wednesday, September 12
 Hickory Council Chambers
 76 North Center Street
 Hickory, NC 28601
3. Thursday, September 13
 High Point Municipal Bldg Council Chambers
 211 South Hamilton Street
 High Point, NC 27261

**** Week #2—Eastern Half ****

4. Tuesday, September 18
 Pinehurst Assembly Hall
 395 Magnolia Road
 Pinehurst, NC 28374
5. Wednesday, September 19
 Raleigh Quorum Center
 323 West Jones Street
 Raleigh, NC 27603
6. Thursday, September 20
 Beaufort County Community College

Building 10 (Law Enforcement Bldg, Multi-purpose Room)
 5337 Hwy 264 East
 Washington, NC 27889

- Maps are now available on the Training website page: <http://www.ncsetoff.org/Training.htm>
- Agenda, Handouts and PowerPoints will be available by August 10—an email will be sent when ready and posted on the Training page: <http://www.ncsetoff.org/Training.htm>

Two Sessions:

I. 10:30—11:30: New participants

Main topic is the required one-time paperwork/contractual agreements and preparing to submit debts for the first time.

- Local governments that have not completed the required paperwork to participate
- Attendees who have attended this presentation in past and want a refresher
- First time attendees to a debt setoff workshop
- Your local government is currently participating in debt setoff but it is a new responsibility for you

2. 1:00—3:15: All Attendees

Topics:

- Legislation Changes/Status
- Recap Changes since last workshop
- Changes for 2012-2013
- 2013 Participation form
- Tips/Reminders
- Website Review
- Dept. of Revenue Update
- Software Update and demonstration (2:40—3:15)

The presenters will be:

- Lisa Nolen, N.C. Association of County Commissioners
- Madeleine Henley, N.C. League of Municipalities
- Cindy Honeycutt, Department of Revenue
- Bill Walsh, Five Star Computing

Online registration is required and is now available at <http://www.ncsetoff.org/2012WorkshopRegistration.htm>

Spaces may be limited at some locations so don't delay. Please email us with any cancellations.



The training workshops are always held in September at strategic locations across the state. The locations are set each May during an annual planning and review meeting.



The Clearinghouse sincerely appreciates the local governments that attend the workshops each year.

Previous Workshop Locations

2011:

- Hendersonville
- Hickory
- Albemarle
- Wallace
- Washington
- Raleigh

2010:

- Black Mountain
- Hickory
- Albemarle
- Rose Hill
- Washington
- Raleigh

2009:

- Asheville
- Hickory
- Albemarle
- Raleigh
- Washington
- Wilmington

2008:

- Albemarle
- Asheville
- Greenville
- Hope Mills
- Jamestown
- Lenoir
- Raleigh
- Wilmington

2007:

- Asheville
- Cornelius
- Fayetteville
- Greenville
- Raleigh

2006:

- Kernersville
- Marion
- New Bern
- Pinehurst

2005:

- Asheville
- Holly Springs
- Salisbury
- Wilmington

2004:

- Kinston
- Lumberton
- Rocky Mount
- Statesville

2003:

- Hickory
- Greenville
- Raleigh

2002:

- Hickory
- Raleigh

2001:

- Hickory
- Raleigh
- Wilson

Already Participating—So Why Attend?

There must be a good reason that over 400 people have attended each of the last three workshops.

If your local government is already participating there is probably no reason to attend the 10:30—11:30 morning session as that mostly covers the eligible participants and the required one-time paperwork/agreements. But feel free to attend and bring others if interested in seeing what we discuss. But entirely optional except for new prospective participants.

We highly advise that ALL local governments attempt to have at least one person attend the 1:00—3:15 afternoon session. There is always new informa-

tion at that session.

The first few years of the workshops had a main purpose just to explain the process, discuss the legal issues and review the required paperwork/agreements. In addition, the client software updates were demonstrated. Most attendees were attending for the first time and began participating soon afterwards.

The next few years expanded due to significant changes to a new and simplified Interactive Voice Response (IVR) system along with Year-end preparation changes.

The past three years have focused a great deal on the software upgrade from the 2007

version.

Over the years we have had many local governments who attend each year to hear about recent changes to legislation and processes. In addition future changes are discussed and ample time given in case vendors and/or I.T. changes are required or optional. We encourage counties and municipalities with thousands of debts and/or multiple departments to bring I.T. staff. Third-party vendors are welcome but need to have someone from the local government with them.

If you have any ideas, suggestions or questions you would like addressed at the workshops please send to ncsetoff@ncsetoff.org:

Legislation and Miscellaneous Updates

Legislation Update:

- Regional Solid Waste Management Authorities added—effective January 1, 2013
- Housing Authorities—on hold with Federal HUD issues
- N.C. Department of Revenue collection of debts against businesses—NO UPDATE
- Federal Setoffs—NO UPDATE

Year-end:

- Those using our 2011/2012 software will receive instructions in December on how to “clean” the data and get ready for 2013
- ASCII/Excel participants must request Purge/Reloads to “clean” data
- We will provide Excel files by the end of November with instructions for: 1) Expired Debts and 2) Rejected SSN/Names from

the Dept. of Revenue

Refunds:

- If you receive a request from Lisa Nolen (NCACC) or Wanda Veasey (NCLM) with a letter from Dept. of Revenue, process ASAP and send check to them, not directly to the Dept. of Revenue

Reminder: if you want an Excel file of your debts to review and prepare for 2013 just call or email us.

There is so much information to share at the workshops that we don't have time for everything. So here is some information we may not have time for.

Debt Setoff Software Version 2007 ending December 2012

Those local governments using version 2007 have two options by the end of December 2012:

1. Upgrade to the 2012 version OR
2. Switch to ASCII or Excel

We will no longer create the match.zip file version 2007 needs to update the balances and print reports of the debtors setoff.

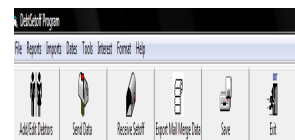
Those local governments with

more than 100 debts are encouraged to upgrade while those with less than 100 debts are encouraged to ask the Clearinghouse to create them an Excel file of all their current debts for editing and re-submission back to the Clearinghouse. We will also explain the process of editing and uploading securely.

If you have less than 100 debts and don't expect to add any or just a few debts we strongly

suggest going to Excel until you intend to submit enough debts to exceed the 100 debt minimum. Even those that switch to Excel can still have the Clearinghouse create the notification letters at no cost.

Note: you must upgrade if you want to use the Interest Accrual feature! Excel will not automatically update interest.



**2007 Users
MUST convert
to version 2012
or move to
ASCII or Excel!**

Can't Make it to any of the Workshops?

We hope you will make every effort to attend but we know that various issues at work or home may keep you from attending. We just hope you don't chose to not attend if you've attended before. We try to cover topics that affect all levels of participants: new attendees, regular attendees and vendors/third-party support.

But if you can't make it we will have the agenda, handouts and PowerPoint presentations avail-

able on the website for download. View <http://www.ncsetoff.org/Training.htm> for this year (after August 10) and last year's workshop information (now available). Contact us after viewing with questions or concerns.

We can set-up a conference call to discuss any questions or concerns you might have. We get extremely busy immediately following the workshops but can work in time to assist you.

Feel free to invite other co-workers, I.T. staff and vendors/ third-party support.

Those sending debts for the first time will need to contact us for training on how to securely send data to us via the Internet or our free client software.

Remember: NEVER send an attached file to us via email if Social Security Numbers are included!



We understand people are sometimes too tied up at work in September to make the workshops. We can still help!

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

N.C. Clearinghouse Staff:
Bill Walsh
(President/Operations Manager)
Fran McClary
(Customer Services)
Brandon Walsh
(Customer Services)
Drew Bryant
(Software Developer)



North Carolina Association of
County Commissioners
Website: <http://www.ncacc.org>
Contact: Lisa Nolen
Phone: (919) 715-4362
E-mail: 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

N. C. Department of Revenue
Tax Care Assistance
(877) 252-3052

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

Client Software Version 2011/2012 Information/Update

• Number of Local Governments Now on Version 2011 or 2012

Total: 171 >> Counties: 47 Agencies: 12 Municipalities: 112 <<

• Local governments still using version 2007 that need to be converted to our 2012 version OR ASCII/Excel before December 31, 2012: 61

- Counties (11): Caswell, Catawba, Columbus, Currituck, Granville, Halifax, Jackson, Mitchell, Nash, Pender and Wayne
- Agencies (2): Martin-Tyrrell-Washington and South Granville Water
- Municipalities (48)*: Asheboro, Belhaven, Belmont, Black Mountain, Boiling Springs, Canton, Carolina Beach, Columbia, Concord, Eden, Elizabeth City, Elon, Farmville, Fayetteville, Fayetteville PWC, Graham, Greenville Utilities, Hertford, Hickory, Hillsborough, Holly Springs, Jacksonville, Kenly, King, Laurinburg, Liberty, Littleton, Louisburg, Lucama, Magnolia, Maiden, Morehead City, Mooresville, Mount Airy, Mount Olive, Ranlo, Sanford, Scotland Neck, Shalotte, Southport, Troy, Vanceboro, Wake Forest, Waynesville, Wendell, Williamston, Windsor and Zebulon

* more than 100 debts—those with less should convert to excel or let Clearinghouse do data entry

- Why the requirement to convert? The Clearinghouse needs to make enhancements that the previous version of software is restricting. In addition, the old software will not operate on a Windows 7— 64 bit computer

Announcements, Updates and Tips:

1. PDF Creator—for letters

- Windows 7— 64 bit users need this update unless we've upgraded you in past few weeks to 2012.07 or .07a — fixes message about Demo Version in PDF document
- Windows 7—32 bit or XP— fixes message about "Trial Version Expired"

Contact us and we'll connect remotely and install the new PDF and NCDebtsetoff application.

2. Interest Accrual Report bug fixed

- If received an error "multi-part identifier could not be bound" it was caused by the Date setting on some computers
- Once we upgrade your version to 2012.07a you can start from this point forward or even go back and run past reports that didn't print

Contact us and we'll connect remotely and install the latest NCDebtsetoff application

3. We are currently working on:

- Audit trail reports—more selections and combination of criteria selections
- Letters—bring up reminder to "Mark as Printed" after letters printed
- Debtors—add a Comments area for notes
- Users—maintain department, email address and type of emails to receive
- Online Help and PDF —to be current with software changes

Are there any errors or bugs you are experiencing? Our latest version may correct it, if not we will work on it. Or do you have a suggestion for the software? Send to ncsetoff@ncsetoff.org. We are working on a major upgrade to prepare for 2013 and will demonstrate at the workshops in September.