

Fall 2019—Post-Workshop and Year-end Edition

Reminders

- J 2020 Participation forms due by December 20 or existing debts will be deleted and priority lost.
- J Holiday Schedule—closed Dec. 23-27

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Six Training Workshops Completed—Largest Attendance Ever

Over 400 people attended the six workshops in October. Based on feedback, it appears to be the most informative one yet. Thanks to all attendees for attending as we get ready to end one tax season and begin another.

Most of the morning session attendees were those with new responsibilities or needed a refresher. Most of you know the rules, regulations and requirements but still attended to hear about security, year-end and preparing for the new year.

If you were unable to attend, there are handouts in pdf format on the Training page.

The next training workshops will be in October 2020. Dates and locations will be set by June 2020. However, call us toll-free at (866) 265-1668 if you have questions, need assistance or training. We will also work with your third-party vendors and I.T. support staff.

If you have any comments on the workshops or a topic that wasn't covered please email or call us.

Upcoming changes for 2020 Workshops

There will still be two sessions, morning and afternoon. However, the morning session will

change from 10:30—11:30 a.m. (1 hour) to 10:00—11:30 a.m. (1.5 hours).

The afternoon session will change from 1:00—3:30 p.m. (2.5 hours) to 1:00—2:30 p.m. (1.5 hours).

Attendees should attend both sessions as topics in each session would be for all local governments. There are very few eligible local governments that are not participating so most topics will be for existing participants. The overall session time would be reduced from 3.5 hours to 3.0 hours. Again, we welcome comments. Send to ncsetoff@ncsetoff.org

2020 Participation Form Information

J The 2020 Participation Form is available and ready for online submission. There are two steps, both electronic.

J Step #1— the online 2020 Participation form. This must be completed by the local government coordinator.

J Step #2 is the electronic signature. The email is from echosign@echosign.com. Check your Spam/Junk folder if email doesn't arrive within 2 business days.

J The deadline to complete and ensure debts are rolled over into 2020 is Friday, December 20. We will be sending

reminders to those who haven't completed BOTH required steps. Those not completing both steps will have their debts removed in early January 2020.

J To check your status, check the Participants page on the website.

J Only one form is needed for each local government.

J There is an instruction guide on the top part of the form that can viewed in order to assist in completing this required annual document.

J Identify your Hearing Officer

Additional documents:

J Health and EMS departments participating for the first time need to complete a one-time Business Associates Agreement. Contact your NCACC or NCLM representative for the required document.

J Housing Authorities can participate if submits a one-time Rider form, available on the Forms page.

Don't delay –complete this as soon as possible so we don't remove your debts in January.

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!

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. Eligible debts being submitted to debt setoff do not need to expire unless local government

On the Forms page of our website is a Microsoft Word doc and guide (pdf) so local governments can generate their own letters without SSNs or ITINs.

Changes at the Clearinghouse

- 1) Effective July 1, 2019 we began closing at 4:00 p.m. on Fridays.
- 2) Effective July 1, 2019 we no longer generate due process letters for debts without SSNs/ITINs.
- 3) Effective January 1, 2020 we will no longer generate 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) In August we hired an intern, Grace Wilkerson. Once she completes her college education in December she will begin full-time. She is currently managing the 2020 Participation Forms.

Support schedule

Monday—Wednesday: technical I.T.— move debt setoff to a different server; install new local governments (Billie)
 Tuesday—Thursday: client software training (Fran)
 Monday—Thursday: workstation installations (ALL)
 Monday—Friday: password resets; file imports and letter generation (ALL)

Reminders about Debtors and Debts

- J 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.
- J 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.**
- J 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.
- J A debt that has been setoff and the balance is less than \$50 is not resubmitted to Dept. of Revenue.
- J 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.
- J Do not combine any non-tax debt to a tax debt accruing interest, even if needed to reach \$50.
- J Be sure your vendors/third-parties are aware of these combine/standalone rules. Your participation form certifies their compliance.
- J We suggest noting debts combined, using all account numbers or if not enough room, some kind of indicator such as "*" or "*C*".

For security reasons, the Clearinghouse:

- 1) **provides only the last four digits of SSN in ALL Excel files after a setoff.**
- 2) **provides the entire nine digit SSN in only the match.dat file (ASCII) for counties and large municipalities who request it.**

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 setoff. 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. However, this may resolve itself due to the fact that the Dept. of Revenue provides the Clearinghouse with monthly files of all debtors that the SSN and Names do not match. We compile this information and provide a list in late November of these rejected debtors to all local governments associated so they can research and make corrections to the name and/or

SSN. Be aware that sometimes the SSN lookup service providers have incorrect information. The Clearinghouse removes all rejected debtors in late November, prior to sending the rejected list to the local governments. This way, it removes the first/oldest occurrence of a name and SSN that is incorrect and moves the next name with that SSN to the top. This next occurrence may now be correct and the debts associated with the SSN may be setoff.

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, John 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 and provided a list to the local government that originally submitted this rejected debtor. However, beginning in 2019 there is 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.

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 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 is 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.

There are various 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.

Other 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.

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.

Year End Cleanup and Preparing for 2020

Expired Debts:

-) An Excel file of debts expiring by December 31, 2019 will be provided the week of December 6.
-) The Excel file only stays in the secure folder for 10 days. Contact the Clearinghouse to have it restored.
-) For security reasons, only the last four of the SSN are provided. We also provide the Account Code/Dept. in order to sort and distribute to other users, if necessary.
-) All Expired debts will be deleted at the Clearinghouse on December 30 or 31. This removes the priority date of those debts. If a local government resends the debt that was expired, even with an adjusted expiration date, the priority date starts over.

Client Software Users:

-) download the expired list using the TRANSMIT-IMPORT FROM CLEARINGHOUSE-SELECTIVE. There is also a global update to extend expired or soon to be expiring debts: TOOLS-USER-CHANGE EXPIRATION DATE
 -) Client software users should run the EXPIRATION REPORT and use the following three dates:
 - 12/31/2019: expiring this year
 - 06/30/2020: expiring by end of major tax season
 - 12/31/2020: expiring next year
- Contact us if we can assist in extending any or all expiration dates. Using our global update.

Rejected SSNs:

-) An Excel file of debts with SSNs and associated

names rejected by the Dept of Revenue will be provided the week of December 6.

-) The Clearinghouse will delete these debts from our system at the time the Excel file is provided. If same SSN and name is resent, priority is now at end of the line so if another local government has the same SSN and a different name, that priority moves up and is sent to the Dept. of Revenue. Reminder, we can only send one name per SSN to the Dept of Revenue each Tuesday so we take the name with the highest priority.

-) The Excel file lists the entire SSN as it is invalid with the name submitted. We also provide the Account Code/Dept. in order to sort and distribute.

-) Please attempt to correct the SSN and/or name. If submitting a Business name, it will continue to be rejected by Dept. of Revenue. To attempt to collect, change to individual's SSN/ and name.

-) Please research the SSN for validity, often there are digits transposed or miss-typed. And sometimes an SSN lookup service will even provide an inaccurate SSN and/or name.

Client Software Users:

-) Select TOOLS-USER-CHANGE SSN to correct an SSN (as long as the corrected SSN doesn't already exist). More detailed instructions will be provided with each of the Excel files in early December.

Debts and the Interactive Voice Response (IVR):

-) We will delete all debts less than \$50 on December 30 or 31. This removes the priority date for those particular debts. It will also remove those debts from the IVR.

-) Beginning January 1, 2020 if a debt doesn't exist at the Clearinghouse (after the removal of debts less than \$50 on December 31) but is sent to us and

the amount is less than \$50, it is not loaded. Thus it does not get placed in our IVR for callers. However, all debts \$50 or more are loaded and are placed on the IVR.

-) Balances of \$50 or more, sent to us after January 1, 2020, will be loaded and provide information to callers to our Interactive Voice Response (IVR) unit for the entire 2020 year.

Reminders:

-) Send required due process notification letters to debtors by Friday December 13, 2019 in order to be compliant for the start of tax refund processing in mid-January 2020.

Client Software Users:

-) Clean-up options for the Admin user:

Delete \$0.00 debts
All \$0.00

\$0.00 not setoff
Delete < \$50 debts
All < \$50

< \$50 not setoff

Deleting Expired Debts
All expired

\$0.00 and expired
< \$50 and expired

All of the above options do ALL account codes/ departments. If only one or more, but not all are desired contact the Clearinghouse and we can process selective deletions.

-) If resisting deleting debts less than \$50 as a result of already paying for SSN lookups and want to retain, consider creating an Excel file first with SSN (if have full SSN report access). Then copy to an external media and store securely and then delete these debts. You can access the SSNs from the external media in the future if necessary.



**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.**

**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.

Agreement When Submitting a 2020 Participation Form

The Clearinghouse is currently auditing IP addresses of local government secure folders and removing those not used in 2019.

- When a local government completes a 2020 Participation Form, it allows for submitting debtors and debts to the Clearinghouse until December 31, 2020. You are also agreeing 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 there is no cost and it provides the functions necessary to participate.
-) Ensure security procedures are in force: virus protection, malware, etc.
-) 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 to import a Tax file.

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.
-) 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 Clearinghouse if transmitted. If transmitted, we process each week-end 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 you 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.

-) **NEW for Fall 2019**—we now list on our website Statis-

tics 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 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 the 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
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North Carolina League of
 Municipalities
 http://www.nclm.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 2019 Update

Reminders/Notifications:

-) We can assist you in printing your notification letters, even import a logo for letter-head and generate a pdf version to save for proof, if ever needed.
-) We can also assist with year-end clean-up functions: mid-December is the BEST TIME! deleting expired debts AND/OR debts \$0.00, and/or less than \$50.00 (recommend doing after December 12, 2019—the last setoff file of 2019)
 Deleting pseudo SSNs that were used for generating letters

Updates during 2019 and included in latest version, 2019.07a:

-) Added a method for entering Comments on debtors and generate reports
-) 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, rather than waiting on the Clearinghouse. We can provide instructions and assistance.
-) The next version will have an automated check for a new version. Clearinghouse must install and configure. Coming soon, an email will be sent once ready.

Getting Ready for 2020 Tax Year:

-) Run Expiration Report with the following criteria:
 Select ALL account codes or just ONE account code:
 START DATE: 1/1/2000 and EXPIRATION DATE: 12/31/2019
 The above dates will display any Expiration Dates that have already expired or will be expiring by the end of this year. Another suggestion is to see what debts will expire before the end of the next major tax season: 4/30/2020
 Or the end of 2020: 12/31/2020
-) Consider extending these dates for another year or more using the global option. Contact us to assist. We can connect and easily extend the Expiration Dates.

Financial/Auditing (CRITICAL):

-) If missing any, run Setoff Reports **before** any year-end clean-up options are executed and even if no cleanups are executed. These are valuable for auditors and/or financial reconciliation:
 Run for each setoff file date where funds were received, (see the 2019 Setoff Calendar on website **AND** reconcile with Capital Management deposits) for the ALL codes option and also for each account code/department
 Run for the Past Fiscal Year date range for ALL and each account code/department

Report shows only setoffs AFTER the local govt. began using the software!