

Debt Setoff—2021 Pre-Workshop Edition

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Inside

this issue:

Six FREE Workshops Set for October 2021	1
2022 Required Annual Participation Form	2
Some of the steps involved with processing debt setoff	2
An Excel file provided with every debt setoff	2
Reminders about Debtors/Debts	3
IVR- Advantage of Departmentalization	3
Dates and Times for Debt Setoff Support	4
Email-We Do Our Best to Get Information to You	5
Surpluses/Refunds Happen-What/Why	5
Statute of Limitations	6
Sample Delinquent Debt Scenarios	6
Preparing for Year-end Cleanup	6
Flow of Funds and Verification of Setoff Deposits	7
Client Software	8

Six FREE Training Workshops Set for October 2021

As of this date, the 2021 training workshops are set for six locations throughout the state.

- 1) Tuesday, October 12
Hickory—Western Piedmont Council of Governments
- 2) Wednesday, October 13
Waynesville—Town Hall
- 3) Thursday, October 14
Asheboro—Public Works Facility

- 4) Tuesday, October 26
Wilmington-New Hanover County Library
- 5) Wednesday, October 27
Washington—Beaufort County Comm. College
- 6) Thursday, October 28
Raleigh—Local Govt. Federal Credit Union Corp. Office

The actual addresses are available on the website Information-Training/Workshops page.

The agenda and presentation materials should be available by October 4. An email will be sent when ready and the documents will be posted on the website Information-Training / Workshops page.

There is no longer a separate session for new attendees. Each Training Workshop has ONLY ONE session.

9:30 a.m. — 12:00 p.m.

For ALL Attendees

Some of this year's topics:

-) Training audios
-) 2022 Participation form
-) Security
-) Recap changes since last workshop
-) Planned changes for 2021-22
-) Surpluses/Refunds
-) Setoff process
-) Debtor/Debts
-) Preparing for 2022
-) Agenda for the Zoom workshops in November
-) Client Software update and demonstration

The presenters will be:

-) NC Assoc. of County Commissioners
-) NC League of Municipalities
-) Five Star Computing

Online registration is required and is now available on the website main page or on the Training/Workshops page. Some locations may have limited capacity so don't delay. There is currently no limit on the number of attendees for a local government. Vendors and third

-party administrators are welcome with or without someone from the local government they are representing for debt setoff.

For wellness measures, there will be no sign-in sheets at the workshops. All attendees may enter without any type of check-in.

If you feel comfortable, please make all effort to attend this valuable sharing of information. There are always topics and questions that arise that are not covered in the presentation materials. But for those that cannot attend, please review the presentation materials listed on the Information-Training/Workshops page.

There will also be two virtual sessions using Zoom, both from 10:00—11:00 a.m.:

- 1) Wednesday, November 10
Counties and Agencies
- 2) Tuesday, November 16
Municipalities and Housing Authorities

The main focus of these workshops are closing out the 2021 year and preparing for 2022. It is not a replacement for the attended workshop.

Local government staff may attend both the live attendee and the virtual training. The live workshop is more intensive (2.5 hrs.) versus the virtual (1 hr.).

You are required to have ONE (and only one) Capital Management account. We cannot deposit to another financial institution.

2022 Required Annual Participation Form is ready

The 2022 form is now available for completion on the website.

There are two steps that must be completed before

local government debts will be submitted to the Department of Revenue in 2022.

1. Complete the comprehensive online form.

2. Complete the electronic signature.

Check the participation page for status a few days after completing each step.

Change in the 2022 Participation Form electronic signature section:

Setoff files must be downloaded within 30 days in order to: a) respond to debtor inquiries; b) provide surplus refunds for over payment collections; c) provide reporting support /audit information for deposits the Clearinghouse has placed into local government Capital Management accounts.

Not doing so may result in temporary removal of all debts until setoff file downloads are current.

To limit the chance we are marked as spam, we send about 70 emails per hour. So it may be the following day before you receive notification you have a setoff file.

Some of the Steps Involved with Processing Debt Setoff

1. Import file early Tuesday from Dept. of Revenue and Education Lottery
2. For debts already setoff in 2021, ensure only one \$15 Clearinghouse fee is taken
3. For debts recently adjusted but setoff, apply the funds to any additional debts, if possible
4. Verify the amounts match the totals from Dept. of Revenue/Lottery and notify Capital Mgt. with a deposit list for all local govts. receiving funds
5. Create setoff files, including an Excel file of all setoffs and a separate file of surpluses that have been identified.
6. Place these setoff files in the local government's secure folder to remain for 10 days. Can be restored if not downloaded within the 10 days.
7. Update the website with the status of the processes affecting local governments
8. Send email notifications to local govts. that setoff files are available

No need to wait for an email—try accessing secure folder: TRANSMIT-IMPORT FROM CLEARINGHOUSE-SETOFFS (software users) and use a previous email for instructions.

The Setoff Amount (column J) totaled ALWAYS matches the Capital Management deposit. Even if a debtor and/or debt was deleted by local government.

An Excel Provided with Every Setoff—Matches Capital Mgt. Deposit

Every local government that receives funds gets a detailed excel file. This is a composite list of ALL debtors and debts setoff, whether in full or just a partial setoff. The information provided:

-) SSN (only last four digits)
-) Name and Address (City, ST, Zip)
-) Debt Amount AFTER Setoff
-) Setoff Amount, Date and Fee
-) Account Number and Dept. Code
-) Unique ID/Import ID
-) Compliance and Expiration Dates

-) Source: REV (Dept. of Rev.) or LOT (Educ. Lottery)
-) Clearinghouse Name (if not exact match) that was submitted to Dept. of Rev. May be different than your submission as can only send one name for each SSN. Could be a name change or mis-spell. If different it may indicate you collected on wrong person.
-) Note: Dept. of Rev. no longer provides debtor names or addresses.
-) To download this Excel file using client software: TRANSMIT-IMPORT FROM CLEARINGHOUSE-SELECTIVE, highlight, download and save.

Reminders About Debtors And Debts

- J Any debt owed to a local government can be submitted as long it is 60 days delinquent. A required due process letter must be sent giving them 30 days to request a hearing or pay.
- 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 the 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 the Dept. of Revenue.
- J Debts must be combined by the local governments to reach \$50. Remember, debts over \$50 should stand alone. Only combine a debt less than \$50 to others to get to \$50 or one less than \$50 to one over \$50.
- J Do not combine any non-tax debt to a tax debt, even if needed to reach \$50.
- J If someone declares bankruptcy, all delinquent debts occurring PRIOR to bankruptcy must be changed to \$0.00.
- J Be sure your vendors/third parties are aware of these combine/standalone rules. Signing the participation form certifies your compliance to this requirement.
- J We suggest noting debts combined, using combined account numbers or if not enough room, some kind of indicator such as "*" or "*C*".
- J Joint debts— two options:
 - 1) submit just one of the debtors, if have only one SSN/ITIN
 - 2) If have both SSNS, create debts for both debtors but send letters to both. Can split the debt in half or enter entire amount for both. But each debt must be minimum \$50. If enter full amounts for both and collect in full, refund the surplus amount
- J If use our software, DO NOT DELETE debtor/debt, change debt amount to \$0. Then in mid Dec. run year-end clean-up.

Some of the types of debts being submitted to debt setoff: taxes, utilities, EMS, health, animal violations, assessments, civil citations, code enforcement, demolitions, employees, fines, housing, inspections, landfill, loans, lawn maintenance, nuisance, ordinance violations, recreations, returned checks, sewer tap, solid waste, storage rental, storm water, traffic citations. ANY DEBT is eligible after 60 days delinquent.

Interactive Voice Response (IVR)—Take Advantage Of Departmentalization

Local governments can have only ONE account at Capital Management. But we DO allow local governments the OPTION of having separate contacts and phone numbers for each department/account codes rather than just one. Currently, more than 75 local governments are taking advantage of this.

Some local governments have one main number for all debt setoff issues from debtors. This is fine but please be sure the staff that answers this one number can answer questions for all the departments/account codes in debt setoff.

Local governments that take advantage of the Clearinghouse handling the data entry option do not have the option of multiple contact phone numbers in

our IVR.

We suggest using a department or section as the contact, rather than a person's full name. Or maybe use just a contact person's first name.

When you have an individual's name as the contact and if that person leaves, permanently or for an extended time let us know by calling or sending an email to ncsetoff@ncsetoff.org with the following:

Local Govt. Name

Department and/or Contact Name (first OR full name)

Phone Number (w/ extension if applicable)

Department Code (type of debt: TAX, EMS, HLT, UTL, etc.)

Sample:

Central County
Customer Services
(910) 555-1212
TAX

If we can help with multiple contacts and phone numbers, let us know. The intent is to direct debtors to the proper contact who can assist in explaining the debt(s). Now may be a good time to review how our IVR directs debtors to the contact(s) you have specified.

To test/verify, call (877) 843-0330 and enter an SSN for each department/account code used and listen for your local government information.

All of the Clearinghouse's services are at no cost: software installation, training, software, file imports, data entry, letter generation and more...

The \$15 fee added to the debt that goes to the NC Association of County Commissioners and NC League of Municipalities pays for these services.

We try to ensure that only one \$15 per debt per year is taken.

Dates/Times for Debt Setoff Support

) Office Hours:

Monday through Thursday (8:30 a.m.—5:00 p.m.)

Friday (8:30 a.m.—4:00 p.m.)

) Debtor lookups—past setoff and current debt amounts: Monday through Friday

) Restore previous setoff files: Monday through Friday

) Password Resets: Monday through Friday

) Change I.P. addresses for Connectivity: Monday through Friday

) Software Installations:

Server: Monday through Wednesday (database upgrades/restores)

Workstations: (new and/or updates): Monday through Thursday

) Client software training:

) Tuesday through Thursday (by appointment only)

) File Imports into Client Software: Monday through Thursday (8:30 a.m.—4:30 p.m.), Fridays (8:30 a.m. —3:00 p.m.)

) Notification Letter Generation: Monday through Thursday (8:30 a.m.—4:30 p.m.), Fridays (8:30 a.m. —3:00 p.m.)

) Days to Submit files: **TRANSMIT-EXPORT TO CLEARINGHOUSE-DEBTOR INFORMATION (software users) or UPLOAD (non-software users):**

Monday through Friday 5:00 p.m. Soon after 5:00 pm each Friday, the Clearinghouse imports all submitted files for the automated processing which takes 30—40 hours. Files submitted by Friday midnight are also normally processed, if enough time on Sundays for a second batch. Files submitted on Sundays and even early Monday mornings normally wait until the upcoming Friday, unless we receive a call or email and explanation.

) Import Status Emails:

Usually begin sending Sunday evenings after all submitted files processed

) File Created and Sent to Department of Revenue: Created on Monday evenings, Tuesday mornings if setoff file received from Dept. of Revenue and Lottery. Sent late Monday or early Tuesdays as it is due by 9:30 a.m.

) File Sent to Education Lottery: Dept. of Revenue sends to Education Lottery every other Thursday. The Clearinghouse does not send to the Education Lottery

Past Important Changes:

) Data Entry Users—the Clearinghouse no longer generates notification letters, nor enters debtors without SSNs or ITINS.

) Software Users—the Clearinghouse will no longer import debts into our software, nor generate letters for debtors without SSNs or ITINS

) The Clearinghouse will provide a word document template so local governments can generate their own required notification letters to those debtors with no SSNs or ITINS.

Hopefully all users of debt setoff receive the many types of emails we distribute. We send so many emails from several different methods that we often get treated as Spam. Let your I.T. staff know if you aren't receiving one or more of the types.

Local governments must send refunds/surpluses to the debtor. These funds are deposited into your Capital Management account.

Emails—We Do Our Best To Get Information To You

The NC Local Government Debt Setoff Clearinghouse sends lots of emails. And when we do, it can be to more than a thousand in a single day. Although we send to ONLY our local government participants in NC, the spam monitors often don't like this. Our email provider monitors and has been helpful but sometimes it is out of our control.

We hear sometimes that frequent users have stopped getting emails from us even though we made no changes. Sometimes we get notifications that email was rejected and we attempt to resolve. We have several types/categories for sending electronic mail:

1. when a file is uploaded to our secure site, directly or through our client software (MoveIt)
2. when the secure folder password has expired (MoveIt)
3. when a setoff file from NCDOR/Education Lottery is available or for

Import Status reports (Outlook)

4. when a newsletter/technical bulletin is available (Outlook)

File Upload Confirmations and Password Expiration notifications come from an unauthenticated email as the vendor (Progress/IPSwitch) for this product (MoveIt), doesn't allow for an authenticated method for emails. So some users may not be receiving the File Upload Confirmations or Password Expiration notifications.

When we send emails for an Import Status report we usually send those over the weekend so that the emails are available to the local governments on Monday. In the event of a problem the file can be recreated and processed before being sent to the Dept. of Revenue on Tuesday morning.

When we send emails notifying of a setoff file from Dept.

of Revenue and Lottery those are sent at less than 100 per hour so it may take an entire day for those emails to be completed. If you are aware of the setoff date, you can proceed with your instructions from a previous setoff email to see if the files are available to process. The first step we do is place the setoff files in the secure folders then send the emails. So no requirement for waiting for the email notification to start.

You may need to contact your I.T. to request they allow emails from:

) @ncsetoff.org

) @fivestarccomputing.com

) We can also provide specific IP addresses if necessary

Contact us if you want to review the email addresses we have for your local government or to make additions or changes.

We also know that many I.T. have removed links from our emails, like the Import Status, making it diffi-

Surpluses/Refunds Happen—Why and What to Do

Refund (rare)—when Dept of Rev. requests funds and fees be returned. Only 13 of 90,698 setoffs so far in 2021.

Surplus (common)—when too much of a refund or lottery winning was taken. We provide a surplus.xlsx for review.

Surpluses will always occur, especially with the fact that we can ONLY submit one file per week, each Tuesday, to NCDOR. So as debtors pay you directly please send us an updated file, every Friday is recommended. Users of our software do: TRANSMIT-EXPORT TO CLEARING-

HOUSE-DEBTOR INFO.

Thousands of debtors file more than one tax return per year, often within the same setoff file period or within the next one. NCDOR will setoff their refund for EACH tax return filed and assess a \$5 legislated fee. However, the Clearinghouse will assess only ONE \$15 legislated fee per debt per year.

Also, we do not recommend that you return any fees for debts that were setoff that were just recently paid directly to you. Often the debtors receive a letter in the mail from NCDOR informing them that

they were setoff. They may then make payment to you expecting to get the surplus and the fees returned. Only return the fees if they paid you a month or so before the debt was setoff. The Clearinghouse does not refund fees unless NCDOR provides an official letter requesting.

You are required to refund surpluses, you cannot apply to other debt UNLESS the other debt meets the setoff requirements: the setoff notification letter must be sent to last known address and 30 days given to appeal/request a hearing.

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!

Three criteria for sending debts weekly to the Dept. of Revenue:
1. Debt must be \$50 or more
2. Compliance Date must have passed
3. Expiration Date must NOT have passed

Note: we do NOT combine debts, they must be combined by local government.

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	2007	Dec 2013	YES	Activity within 10 years
Utility	2011	July 2019	YES	Activity within 3 years
Health	2019	Nov 2019	YES	Activity within 3 years
Tax	2004	Jan 2010	NO	Activity more than 10 years
EMS	2010	April 2017	NO	Activity more than 3 years

Preparing for Year-end Cleanup

The recent T-Mobile breach of millions of customers should be an eye-opening experience for us all. There were many who are not even customers who had their personal information accessed.

So as we near the end of tax season consider making your debt setoff information the most secure by considering the following:

Delete:

1. ALL \$0 not setoff (these are debtors who were entered but paid their debt or declared bankruptcy, deceased, etc.)(GOOD)
2. ALL \$0 (BETTER)
3. ALL less than \$50 not setoff (GOOD)
4. ALL less than \$50 (BEST)

We suggest doing option #4—ALL debts less than \$50 to be as secure as possible and protecting of your debtors personal information.

All four options allow you to choose the type of debts: TAX, EMS, UTL, HLT, etc. so different options may be done on different types of debts.

There are also three options to delete Expired Debts . Consider updating the Expiration dates, refer to the article above on this page. But if you choose not to extend, consider removing them.

If you want to save the Social Security Numbers and debt information you can create an Excel file in our software BEFORE doing the year-end cleanup. That Excel file could be copied to an external drive and stored securely. Then you have SSN and debt information if needed in the future.

Contact the Clearinghouse in December if you want assistance with year-end cleanup.

The Flow of Funds:

-) Tuesdays: Setoffs from the Dept. of Rev. and Education Lottery usually occur the 2nd and 4th Tuesdays from February through November and 2nd Tuesday in December.
-) 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.
-) Fridays: statistics updated on website
-) Following Tuesdays: Cap. Mgt. has completed the deposits and is available to local govts.

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

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.

The Flow of Funds and Verification of Setoff Deposits

-) 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 the UniqueID(s) 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 was 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. Check even if you don't receive an email!
-) The setoff files reside in the secure folder for only 10 days before it is automatically deleted. Past setoffs can be restored if requested, send an email to ncsetoff@ncsetoff.org and customerservice@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, the Clearinghouse lists all deposits for the year for each local government. They show on the Statistics page, 1) Counties (and agencies); 2) Municipalities (and housing authorities), highlighted below:



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

Local Government	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999	1998	1997	1996	1995	1994	1993	1992	1991	1990	1989	1988	1987	1986	1985	1984	1983	1982	1981	1980	1979	1978	1977	1976	1975	1974	1973	1972	1971	1970	1969	1968	1967	1966	1965	1964	1963	1962	1961	1960	1959	1958	1957	1956	1955	1954	1953	1952	1951	1950	1949	1948	1947	1946	1945	1944	1943	1942	1941	1940	1939	1938	1937	1936	1935	1934	1933	1932	1931	1930	1929	1928	1927	1926	1925	1924	1923	1922	1921	1920	1919	1918	1917	1916	1915	1914	1913	1912	1911	1910	1909	1908	1907	1906	1905	1904	1903	1902	1901	1900	1899	1898	1897	1896	1895	1894	1893	1892	1891	1890	1889	1888	1887	1886	1885	1884	1883	1882	1881	1880	1879	1878	1877	1876	1875	1874	1873	1872	1871	1870	1869	1868	1867	1866	1865	1864	1863	1862	1861	1860	1859	1858	1857	1856	1855	1854	1853	1852	1851	1850	1849	1848	1847	1846	1845	1844	1843	1842	1841	1840	1839	1838	1837	1836	1835	1834	1833	1832	1831	1830	1829	1828	1827	1826	1825	1824	1823	1822	1821	1820	1819	1818	1817	1816	1815	1814	1813	1812	1811	1810	1809	1808	1807	1806	1805	1804	1803	1802	1801	1800	1799	1798	1797	1796	1795	1794	1793	1792	1791	1790	1789	1788	1787	1786	1785	1784	1783	1782	1781	1780	1779	1778	1777	1776	1775	1774	1773	1772	1771	1770	1769	1768	1767	1766	1765	1764	1763	1762	1761	1760	1759	1758	1757	1756	1755	1754	1753	1752	1751	1750	1749	1748	1747	1746	1745	1744	1743	1742	1741	1740	1739	1738	1737	1736	1735	1734	1733	1732	1731	1730	1729	1728	1727	1726	1725	1724	1723	1722	1721	1720	1719	1718	1717	1716	1715	1714	1713	1712	1711	1710	1709	1708	1707	1706	1705	1704	1703	1702	1701	1700	1699	1698	1697	1696	1695	1694	1693	1692	1691	1690	1689	1688	1687	1686	1685	1684	1683	1682	1681	1680	1679	1678	1677	1676	1675	1674	1673	1672	1671	1670	1669	1668	1667	1666	1665	1664	1663	1662	1661	1660	1659	1658	1657	1656	1655	1654	1653	1652	1651	1650	1649	1648	1647	1646	1645	1644	1643	1642	1641	1640	1639	1638	1637	1636	1635	1634	1633	1632	1631	1630	1629	1628	1627	1626	1625	1624	1623	1622	1621	1620	1619	1618	1617	1616	1615	1614	1613	1612	1611	1610	1609	1608	1607	1606	1605	1604	1603	1602	1601	1600	1599	1598	1597	1596	1595	1594	1593	1592	1591	1590	1589	1588	1587	1586	1585	1584	1583	1582	1581	1580	1579	1578	1577	1576	1575	1574	1573	1572	1571	1570	1569	1568	1567	1566	1565	1564	1563	1562	1561	1560	1559	1558	1557	1556	1555	1554	1553	1552	1551	1550	1549	1548	1547	1546	1545	1544	1543	1542	1541	1540	1539	1538	1537	1536	1535	1534	1533	1532	1531	1530	1529	1528	1527	1526	1525	1524	1523	1522	1521	1520	1519	1518	1517	1516	1515	1514	1513	1512	1511	1510	1509	1508	1507	1506	1505	1504	1503	1502	1501	1500	1499	1498	1497	1496	1495	1494	1493	1492	1491	1490	1489	1488	1487	1486	1485	1484	1483	1482	1481	1480	1479	1478	1477	1476	1475	1474	1473	1472	1471	1470	1469	1468	1467	1466	1465	1464	1463	1462	1461	1460	1459	1458	1457	1456	1455	1454	1453	1452	1451	1450	1449	1448	1447	1446	1445	1444	1443	1442	1441	1440	1439	1438	1437	1436	1435	1434	1433	1432	1431	1430	1429	1428	1427	1426	1425	1424	1423	1422	1421	1420	1419	1418	1417	1416	1415	1414	1413	1412	1411	1410	1409	1408	1407	1406	1405	1404	1403	1402	1401	1400	1399	1398	1397	1396	1395	1394	1393	1392	1391	1390	1389	1388	1387	1386	1385	1384	1383	1382	1381	1380	1379	1378	1377	1376	1375	1374	1373	1372	1371	1370	1369	1368	1367	1366	1365	1364	1363	1362	1361	1360	1359	1358	1357	1356	1355	1354	1353	1352	1351	1350	1349	1348	1347	1346	1345	1344	1343	1342	1341	1340	1339	1338	1337	1336	1335	1334	1333	1332	1331	1330	1329	1328	1327	1326	1325	1324	1323	1322	1321	1320	1319	1318	1317	1316	1315	1314	1313	1312	1311	1310	1309	1308	1307	1306	1305	1304	1303	1302	1301	1300	1299	1298	1297	1296	1295	1294	1293	1292	1291	1290	1289	1288	1287	1286	1285	1284	1283	1282	1281	1280	1279	1278	1277	1276	1275	1274	1273	1272	1271	1270	1269	1268	1267	1266	1265	1264	1263	1262	1261	1260	1259	1258	1257	1256	1255	1254	1253	1252	1251	1250	1249	1248	1247	1246	1245	1244	1243	1242	1241	1240	1239	1238	1237	1236	1235	1234	1233	1232	1231	1230	1229	1228	1227	1226	1225	1224	1223	1222	1221	1220	1219	1218	1217	1216	1215	1214	1213	1212	1211	1210	1209	1208	1207	1206	1205	1204	1203	1202	1201	1200	1199	1198	1197	1196	1195	1194	1193	1192	1191	1190	1189	1188	1187	1186	1185	1184	1183	1182	1181	1180	1179	1178	1177	1176	1175	1174	1173	1172	1171	1170	1169	1168	1167	1166	1165	1164	1163	1162	1161	1160	1159	1158	1157	1156	1155	1154	1153	1152	1151	1150	1149	1148	1147	1146	1145	1144	1143	1142	1141	1140	1139	1138	1137	1136	1135	1134	1133	1132	1131	1130	1129	1128	1127	1126	1125	1124	1123	1122	1121	1120	1119	1118	1117	1116	1115	1114	1113	1112	1111	1110	1109	1108	1107	1106	1105	1104	1103	1102	1101	1100	1099	1098	1097	1096	1095	1094	1093	1092	1091	1090	1089	1088	1087	1086	1085	1084	1083	1082	1081	1080	1079	1078	1077	1076	1075	1074	1073	1072	1071	1070	1069	1068	1067	1066	1065	1064	1063	1062	1061	1060	1059	1058	1057	1056	1055	1054	1053	1052	1051	1050	1049	1048	1047	1046	1045	1044	1043	1042	1041	1040	1039	1038	1037	1036	1035	1034	1033	1032	1031	1030	1029	1028	1027	1026	1025	1024	1023	1022	1021	1020	1019	1018	1017	1016	1015	1014	1013	1012	1011	1010	1009	1008	1007	1006	1005	1004	1003	1002	1001	1000	999	998	997	996	995	994	993	992	991	990	989	988	987	986	985	984	983	982	981	980	979	978	977	976	975	974	973	972	971	970	969	968	967	966	965	964	963	962	961	960	959	958	957	956	955	954	953	952	951	950	949	948	947	946	945	944	943	942	941	940	939	938	937	936	935	934	933	932	931	930	929	928	927	926	925	924	923	9
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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, Marcia Padgett,
 Becca Walsh and
 Grace Wilkerson
 (Customer Services)
 Billie Mills
 (Installation Technical Support)
 Drew Bryant
 (Software Developer)



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



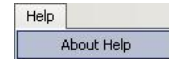
North Carolina League of
 Municipalities
 Website: <http://www.nclm.org>
 Contact: Dave Welker
 Phone: (919) 715-8719
 E-mail: dwelker@nclm.org

NC Department of Revenue
 Debt Setoff Unit
 For local govts. and debtors
 (919) 814-1119

NC Education Lottery
 (919) 301-3531 or 3331

N C Capital
 Management Trust
 (800) 222-3232

) **Latest Version Available to All — July 2021 (2021.07a) - those with a version prior to this should contact us. Check by selecting:**



) **NEW FEATURES:**

When the Transmit password is changed it automatically uploads to the Clearinghouse the settings information prefixed with the agency code number.. For example: C999_settings.txt

B If it sends the file name: settings.txt, without the agency prefix, you have an older version

Export to Excel option: call do an ALL option, not just a specific account/department code

When exit software, checks for a new version and downloads if available.

B If doesn't check for an update,, it may be disabled due to you connecting to a remote server, such as Citrix, and your I.T. needs to manually upgrade to the new versions. Have your I.T. contact us if you aren't using 2021.07a.

REMINDERS— EXPIRED PASSWORDS:

) Every 90 days you must change the TRANSMIT password. The sign-on passwords are not yet required to be changed. When the TRANSMIT password email notification is received, it means you cannot use any of the TRANSMIT menu options until the password is changed. It is the “behind the scenes” password and not the one to used to sign-in to the software. When this email is received someone from each local government must change or contact the Clearinghouse and we connect and change it. Our software has, for two years, made the TRANSMIT password reset just a few clicks, nothing to enter, store, or remember.

) The only requirement is that you have to sign-on with username: **admin**

) We can provide the **admin** password if necessary. But this should be the main user, not someone from each department. Remember, only one person has to update/reset the password, then all users can immediately TRANSMIT. You can continue to use your regular sign-on, if not already using admin, to do the daily functions for auditing and transaction logging. But the admin sign-on must be used when the password expires in order to reset it

B We have created instructions in a pdf that you should store on your desktop to use when time to change it. Let us know if you need us to email to you.

) So the next time your password expires and you contact us, we will install this new version, if you don't already have it.

TIPS:

#1: Every Friday have someone do the option: **TRANSMIT-EXPORT TO CLEARINGHOUSE-DEBTOR INFORMATION.** This sends any updated balances for manual adds, edits and/or imported file(s) to the Clearinghouse. Otherwise, you may have updated debts at your location but the Clearinghouse does not have the update. This could result in someone's tax refund or lottery winnings being setoff requiring the local government to send a refund and also pay any fees taken. It also creates an Import Status email with statistics, before and after, and any errors or rejections. This email is normally sent on Sunday so it is there on Monday. Check and let us know ASAP if problems!

#2: Change Debts to \$0.00—don't delete debt and/or debtor

It's happened many times. An irate person comes to a local government and complains, threatens, etc. so someone deletes the debt and or the debtor from the software. Often, the debtor has already been setoff and is aware of it. This means we will be receiving the funds soon and if the debtor/debt is gone, we cannot match the SSN and Unique ID. It appears on the Setoff Error page and the report will not match what was deposited at Capital Management. Your auditors approve of a deposit showing more than the debt setoff report. So you probably end up restoring the debtor/debt and we have to make it match the newly system generated Unique ID. We recommend waiting several months or at year-end to remove these types of debtor issues.