# Delete a Set-off Claim

## Process

SET-OFF PROCESSING

## Effective Date

08/16/2005

## Purpose

The Delete a Set-off Claim task provides specific instructions on how to delete an existing set-off claim for your agency. When a claim is deleted, it will not be matched to available funds processed through the Set-off system. You may delete your Agency's claims on-line or submit them to TAX by batch. The following Special Notes and Procedure will assist you in deleting an existing claim.

## Special Notes

- Only Set-off Agency Representatives can perform this task and are only allowed to delete claims belonging to their agency.
- A **Claim** is a liability owed to a Set-off Agency by a debtor who exists in IRMS.
- Only one claim can be deleted at a time.
- Claims are deleted on-line or by batch. This task does not address how to delete claims using the batch process.

## Procedure

**Responsibility**
Set-off Agency Representative

**Steps**
1. Access and review documentation indicating that a claim should be deleted.
2. Locate the claim in IRMS.
   A. If a claim number is provided,
      1. Select "Setoff" from the Tax Information menu of IRMS's Main window.
      2. Select "Claim" from the Setoff menu.
         **NOTE:** The Maintain Claim Information window opens.
      3. Go to Step 2.C.
   B. If the claim number is not provided,
      1. Access the Claim Summary window from the Set-off menu.
      2. Enter the debtor's FEIN or SSN.
      3. Click FIND, to display the claims for that FEIN or SSN and your agency.
      4. Locate the specific claim and claim number.
         a. If the claim is found,

           i.    Note the claim number,

           ii.    Return to the <u>Maintain Claim Information</u> window.

           iii.    Go to Step 2.C.

       b.    <u>If the claim is still not found</u>, verify the FEIN or SSN entered for the debtor, and re-enter the name and/or agency number if entered incorrectly, as necessary.
            **NOTE:** Research your records as necessary and resolve any errors before continuing.

   C.    Enter the claim number for the specific claim you are deleting.

   D.    Click FIND, to search for the claim in IRMS.

       1.    If the claim is displayed,

           a.    Verify that the claim displayed is the correct claim to be deleted.

           b.    Go to Step 3.

       2.    If the claim is still not displayed, verify the claim number entered and re-enter the number, as necessary.
            **NOTE:** Research your records as necessary and resolve any errors before continuing.

3.    Review the claim status.

   A.    <u>If the claim status is Deleted</u>, go to Step 6.

   B.    <u>If the claim status is "Paid" and the claim amount is 0</u>, go to Step 6.

   C.    <u>If the Claim status is "Paid" and the claim amount is greater than 0 or the status is "Open"</u>, continue.

4.    Delete the claim by clicking Claim: Delete from the <u>Maintain Claim Information</u> window and selecting DELETE.
    **NOTE:** If you delete a claim when the claim amount is not zero and nothing has been paid on that claim, the remaining claim amount will not be matched to future monies, and the claim status is "Deleted".
    **NOTE:** If you delete a claim and money has been paid on the claim, the claim amount is changed to equal the amount(s) paid previously. The remaining claim amount will not be matched to future monies, and the claim status is "Paid".

5.    Save the delete by clicking YES.

6.    Repeat Steps 1-5 to delete additional claims as necessary.

7.    Follow your agency's Policies and Procedures for documenting for future reference.

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