

# Update a Set-off Claim

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## Process

[SET-OFF PROCESSING](#)

## Effective Date

08/16/2005

## Purpose

The Update a Set-off Claim task provides specific instructions on how to update an existing set-off claim. Set-off Agencies must update their own claims on-line or submit updates to claims by batch. You can update claims throughout the processing year, if the claim status is not "Deleted", "Paid" or if the claim is not for a prior year. The following Special Notes and Procedure will assist you in changing an existing set-off claim.

## Special Notes

- Only Set-off Agency Representatives can perform this task and can only change claims belonging to their agency.

## Procedure

### Responsibility

Set-off Agency Representative

### Steps

1. Locate the claim in IRMS.
  - A. If the claim number is provided,
    1. Select "Setoff" from the Tax Information menu of IRMS's Main window.
    2. Select "Claim" from the Set-off menu.  
**NOTE:** The Maintain Claim Information window opens.
    3. Go to Step 1.C.
  - B. If a claim number is not provided, review the Claim Summary.  
Please refer to TASK: [Review a Claim Summary](#)
  - C. Verify the claim information on the request is the same as the claim information displayed on the window.
2. Verify that the Set-off claim name matches the name on the change request.
  - A. If the claim name matches the IRMS name, go to Step 3.
  - B. If the claim name does not match, locate the documentation supporting the name change.  
**NOTE:** You may only accept documentation from the debtor verifying a name change. If the Customer Profile for the debtor must be changed, refer the debtor to TAX's Customer Service. You may not make changes to the Customer Profile.
    1. If the name change is documented on the request, go to Step 3.
    2. If the name change is not documented on the request,

- a. Research your agency's records and/or contact the debtor to verify the correct name on the claim.
  - b. Begin this procedure with Step 3, once documentation on the name change is received.
3. Review the claim status.
  - A. If the claim status is not "Deleted" or Paid", Go to Step 4.
  - B. If the claim status is "Deleted",
 

**NOTE:** Any claim with a deleted status cannot be changed until the claim is reinstated.

    1. Verify that the claim should be reinstated and changed.
    2. Reinstated the claim or end the task.  
Please refer to TASK: [Reinstate a Set-off Claim](#)
  - C. If the claim status is "Paid" and the claim amount is zero, no changes can be made, go to Step 7.
  - D. If the claim status is "Paid" and there is still money owed on the claim, verify the finalized claim amount.
    1. If the claim was correctly finalized for a lesser amount,
      - a. Delete the remaining amount on the claim.  
Please refer to TASK: [Delete a Set-off Claim](#)
      - b. Go to Step 7.
    2. If the claim was finalized for the incorrect amount and the amount on the claim is still owed by the debtor,
      - a. Create a new claim for the amount outstanding on the original claim.  
Please refer to TASK: [Create a Set-off Claim](#)
      - b. Go to Step 7.
4. Make the necessary changes to the claim and correct any errors, as necessary.
 

**NOTE:** IRMS allows you to change the following fields, if necessary.

  - Customer External ID
  - Customer External ID Type
  - Claim Name
  - Claim Amount
  - Agency Information
5. Save the changes made by clicking SAVE.
6. Repeat Steps 1-5 to change additional claims, as necessary.
7. Follow your agency's Policies and Procedures for documenting for future reference.

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