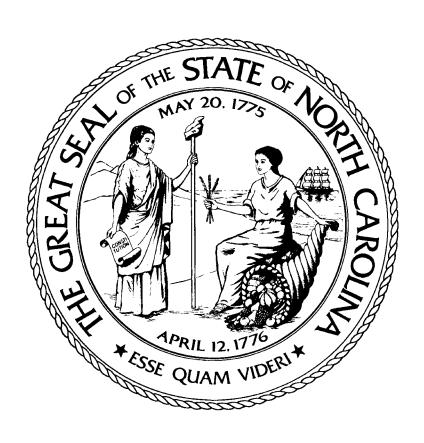
NORTH CAROLINA



STATEWIDE ACCOUNTS RECEIVABLE REPORT

For the Year Ended June 30, 1999

Statewide Accounts Receivable Report

December 1999

The Office of the State Controller is responsible for the *Statewide Accounts Receivable Program*. The authority originates from North Carolina General Statute 147-86.20-.27. In fulfilling the reporting requirements, the Office of the State Controller provides you with the Statewide Accounts Receivable Report for fiscal year end June 30, 1999, displayed in a three-year analysis of receivables format.

The *Statewide Accounts Receivable Report* includes all receivables reflected in the State's Comprehensive Annual Financial Report (CAFR). These receivables are recorded in the financial statements based on generally accepted accounting principles (GAAP) for governments. Included in this report are notes receivable, taxes receivable, intergovernmental receivables (due from federal, local or other state governments), accounts receivable, interfund receivables (due from other entities within the State's financial reporting entity), contributions receivable, premiums receivable, interest receivable and other miscellaneous receivables.

Total receivables increased \$271 million, or 6.09%, to \$4.71 billion, which equates to 13.3% of total revenues as compared to 12.05% in 1998. Total revenues decreased 3.84% to \$35.4 billion. In summary, for every \$7.52 of revenues the State earns we carry \$1.00 in receivables.

To explain the \$271 million increase in total receivables for 1999 we need to look at several areas. The first involves notes receivable where there was a total increase of \$212 million, most of which occurred in the component unit proprietary funds. The most significant portion lies in the State Education Assistance Authority, \$141 million, the majority of which pertains to the non-current or long term portion of the notes, and the North Carolina Housing Finance Agency, \$45 million. There were also increases of \$12 million in the notes of the component unit University Funds, as well as \$8 million in the 401(k) Supplemental Retirement Income Plan notes, which fall under the pension trust funds.

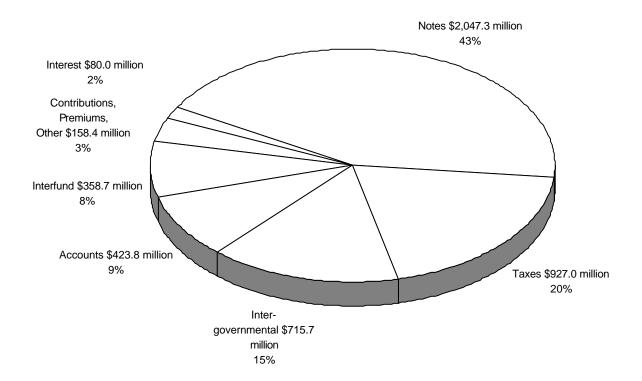
The second area in which major changes occurred is accounts receivable. The majority of the \$52 million increase occurred in the component unit University Funds, which increased \$30 million. In addition, there was an increase in accounts receivable of \$14 million in the special revenue funds and \$9 million in the component unit proprietary funds.

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The following chart summarizes the State of North Carolina's receivable components:

State of North Carolina Total Receivables for the Fiscal Year Ended June 30, 1999 \$4.71 billion



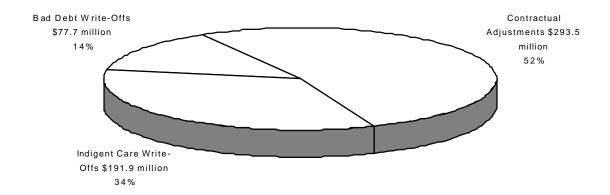
Again this year, a greater effort was undertaken to make improvements in agency reporting of write-off information. Definite progress has been made in this area and we will continue to educate and inform the State's entities on the importance of reporting accurate and complete write-off information. The major area for State write-offs relates to healthcare business. This involves basically four agencies/institutions. These are UNC Hospitals, UNC Physicians & Associates of UNC-Chapel Hill, ECU's medical program and affiliation with Pitt County Hospital, and the Department of Health and Human Services via their hospital and patient treatment centers. The second major area for write-offs relates to taxes. These relate specifically to the Department of Revenue and the Employment Security Commission.

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The following chart summarizes the State of North Carolina's major write-off components:

State of North Carolina Total Write-offs for the Fiscal Year Ended June 30, 1999 \$563.1 million



Contractual Adjustments. The differences between revenue at established rates and the amounts realizable from third-party payors under contractual agreements. These adjustments are made to customer, patient, business, or taxpayer accounts as the result of a contractual agreement to provide certain services or products at a previously negotiated price. The contractual adjustment is the difference between the value assigned by the State provider/supplier of the product or service and the predetermined price as negotiated with a third-party payor (example: insurance company).

Indigent Care Write-Offs. The differences between revenue at established rates and the amounts realizable from the financially responsible party for those receiving the State product or service. In this instance, the write-off is the result of the financially responsible party being **unable** to meet the financial obligations due to poverty or a lack of subsistence.

Bad Debt Write-Offs. All write-offs of bad debts other than those for contractual or indigent care reasons.

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Setoff Debt Collection Program Activity

G.S. 105A, Setoff Debt Collection Act, requires all claimant agencies and DOR to cooperate in identifying debtors who owe money to the State through its various agencies and who qualify for refunds from DOR. It further requires that procedures be established for setting off against any refund the sum of any debt owed to the State.

Recent changes to G.S. 105A have expanded the list of claimant agencies to include all State agencies. This change is effective January 1, 2000. OSC requested that DOR provide summary debt setoff information for the last three tax years to be included in the annual Statewide Accounts Receivable Report. Summary data for the prior three tax years is reflected below.

Calendar Year	1999	1998	1997
Tax Year	1998	1997	1996
Gross Amount of Refunds Setoff Collection Assistance Fee Applied Based on	\$ 14,721,654	\$ 16,298,065	\$ 10,845,604
Prior Year Actual Expenses	\$ (485,146)	\$ (787,122)	\$ (399,234)
Net Amount of Refunds Paid to Claimant Agencies	\$ 14,236,508	\$ 15,510,943	\$ 10,446,370
DOR Administrative Expenses - Current Year	\$ 860,824	\$ 536,901	\$ 504,027
Total Setoffs (includes completed, denied, and canceled setoffs)	81,219	106,589	61,481
Number of Completed Setoffs	72,418	79,530	54,588
Average Gross Setoff Amount	\$ 203.29	\$ 204.93	\$ 198.68
Average Cost per Setoff	\$ 10.60	\$ 5.04	\$ 8.20
Average Net Amount of Refunds Setoff	\$ 196.59	\$ 195.03	\$ 191.37

Additionally, the Office of the State Controller continues to evaluate alternative business practices in order to improve the Statewide Accounts Receivable Program. Two initiatives that will have potential impacts on the Statewide Accounts Receivable Program include the Credit Card Acceptance Project and the Accounts Receivable/Debt Collection Clearinghouse Project discussed below.

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Impact of Credit Card Acceptance Project on Accounts Receivable

A joint project between the Office of the State Controller, the Department of State Treasurer, and the Office of Information Technology Services of the Department of Commerce has been initiated for the purpose of providing the citizens of North Carolina with additional and more convenient payment methods. SB 222, ratified in July 1999, authorized State government agencies to maximize acceptance of electronic payments including credit/debit card payments. A key objective of the project is to maximize economies and efficiencies by providing a consistent processing approach to citizens through a single statewide method for processing credit/debit card payments by all State agencies. Additional credit card acceptance objectives are reflected below.

- Improve customer service for citizens
- Reduce accounts receivable
- Reduce credit card fees (per transaction)
- Enable electronic commerce
- Integrate credit card acceptance into current State business processes

As a result of a competitive bidding process, IBM was engaged to lead a three-month effort to assist in the analysis of requirements for key credit card payment processes and to prepare a bidding document for obtaining processing services that will meet statewide needs. Interviews with representative agencies were conducted to determine common and unique requirements. Best business practices were reviewed by analyzing both government and private sector processes including payment authorization, funds settlement, normal and exception process flows, financial reporting and reconciliation.

We anticipate credit card processing services will be available for use by all agencies in June 2000. Key work tasks and timeframes for meeting this schedule are summarized as follows:

- 1. In early January 2000, a bidding document was developed to solicit proposals from major credit card processors. A vendor should be selected by mid March 2000.
- 2. From the end of January 2000 to the end of April 2000, the State's common credit card infrastructure will be built. This work includes: installing the hardware and software necessary to establish the links to the payment processor's system, building back-end processes or systems to handle new financial reporting requirements, and implementing a common payment authorization service.
- 3. During April and May 2000, a few agencies will be selected to verify that the new infrastructure works. This testing phase will involve a full business cycle (authorization-settlement-reconciliation)

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and is anticipated to have two test cases – one for converting existing users of a swiping system, and another for handling payment in an Internet application.

4. Beginning in June 2000, the procedures will be implemented at additional agencies, as the process is put into practice statewide.

A positive impact on accounts receivable is anticipated based on faster revenue recognition as the credit card acceptance and other electronic payment methods become generally accepted practice within State government.

Impact of Accounts Receivable/Debt Collection Clearinghouse Project

Section 26 of the 1999 budget bill requires the OSC to study the feasibility of establishing a one-year Bad Debt Collection Clearinghouse Pilot Program. The study is restricted to approximately one hundred million dollars (\$100,000,000) in bad debts representing appropriate types of accounts receivable. In addition, the study is to address the use of one or more private collection agencies, whether the potential pilot should be administered jointly by the Department of Revenue and the OSC and also address local government participation in the pilot program. The report is due the General Assembly not later than May 1, 2000, along with recommendations on changes in law or procedure to better collect the bad debts including the feasibility of implementing a Bad Debt Collection Clearinghouse Pilot Program.

Additionally, HB 1433 requires DOR to contract during the 1999-2001 fiscal biennium for the collection of delinquent tax debts owed by nonresidents and foreign entities. Further, the DOR is required to conduct a study to identify and evaluate proposals for more efficient collection of taxes, including using electronic commerce and other technology to increase efficiency. The study shall include an analysis of the most efficient tax collection methods used in other states. The State Controller is required to cooperate with DOR in this study and DOR is to report the results of its study, including findings, recommendations, and estimated revenue gains of each recommendation, to the Revenue Laws Study Committee by May 1, 2000.

Based on the aforementioned legislation, the OSC has engaged PricewaterhouseCoopers LLP in a joint effort to perform work required to:

- Meet the OSC and Department of Revenue (DOR) legislative mandates;
- Perform a best business practice review of DOR collection processes;
- Create an attractive scenario for DOR to participate in the debt collection clearinghouse prototype;
- Keep future options open for debt collection; and
- Generate live supportable numbers on the cost-effectiveness of debt collection within NC.

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The scope of the debt collection clearinghouse prototype is based on total bad debt between \$50,000,000 and \$100,000,000. It is important to stress that this approach is to develop a proof of concept prototype that will validate the reasonableness of this approach for collecting bad debts. While the prototype system is not an on-going operational system, it will allow OSC to test the concept and provide a solid basis for the development of an operational system.

Separate OSC and DOR reports to appropriate legislative committees will be presented in May 2000.

In conclusion, the State Controller believes that by continuing to stress more consistent accounts receivable policies and procedures, monitoring agency activity closely, coordinating best business practices among agencies, and establishing and enforcing procedures for write-offs and setoff debt collection, the State can maximize the collection of past due accounts receivable.

Please contact the Office of the State Controller if additional information is required.

Statewide Accounts Receivable Program

Three-Year Analysis of Receivables

(Expressed in Thousands)

	June 30							
		1999		1998		1997		
Total Receivables				_				
Governmental Funds:								
General Fund	\$	1,327,720	\$	1,380,985	\$	1,221,804		
Special Revenue Funds		425,611		371,282		343,699		
Capital Projects Funds		3,924		3,629		624		
Total Governmental Funds		1,757,255		1,755,896		1,566,127		
Proprietary Funds:								
Enterprise Funds		2,208		2,550		7,971		
Internal Service Funds		61,276		52,403		36,984		
Total Proprietary Funds		63,484		54,953		44,955		
Fiduciary Funds:								
Expendable Trust Funds		160,203		239,210		219,134		
Non-expendable Trust Funds		264,499		257,746		233,996		
Pension Trust Funds		220,740		119,160		118,433		
Investment Trust Fund		10,278		4,063		-		
Agency Funds		122,552		109,667		106,417		
Total Fiduciary Funds		778,272		729,846		677,980		
Component Units:								
College and University		548,693		538,286		524,837		
Proprietary		1,563,212		1,361,431		1,159,471		
Total Component Units		2,111,905		1,899,717		1,684,308		
Total Receivables [1]	\$	4,710,916	\$	4,440,412	\$	3,973,370		
Percent Increase/Decrease from Prior Year		6.09%	=	11.75%	=	<u> </u>		
Receivables as % of Total Revenues		13.30%		12.05%		12.09%		
Total State Revenues	\$	35,432,359	\$	36,848,957	\$	32,860,541		
Percent Increase/Decrease from Prior Year		(3.84%)		12.14%				

[1] Total Receivables consist of the following:							
	1999	%	of Total		1998	% of	Total
Notes Receivable	\$ 2,047,308		43.46%	\$	1,835,168	,	41.33%
Taxes Receivable	926,961		19.68%		981,821		22.11%
Intergovernmental Receivables	715,723		15.19%		668,903		15.06%
Accounts Receivable	423,804		9.00%		371,948		8.38%
Interfund Receivables (CAFR-Note 8)	358,721		7.61%		353,736		7.97%
Contributions, Premiums, Other Receivables	158,402		3.36%		155,681		3.51%
Interest Receivable	79,997		1.70%		73,155		1.64%
Total Receivables	\$ 4,710,916		100.00%	\$	4,440,412	1	00.00%
				_			

Source: State of North Carolina

Statewide Accounts Receivable Program

Three-Year Analysis of Receivables (Expressed in Thousands)

	June 30								
		1999		1998	1997				
Notes Receivable									
Governmental Funds:									
General Fund	\$	497	\$	497	\$	497			
Special Revenue Funds		111,095		112,371		99,726			
Total Governmental Funds		111,592	_	112,868	_	100,223			
Fiduciary Funds:									
Expendable Trust Funds		-		81,154		72,560			
Non-expendable Trust Funds		262,499		256,142		232,585			
Pension Trust Funds		89,125		-		-			
Total Fiduciary Funds		351,624		337,296		305,145			
Component Units:									
College and University		96,077		84,127		82,031			
Proprietary		1,488,015		1,300,877		1,108,054			
Total Component Units		1,584,092		1,385,004		1,190,085			
Total Notes Receivable [1]	\$	2,047,308	\$	1,835,168	\$	1,595,453			
Percent Increase/Decrease from Prior Year		11.56%		15.02%					

[1] Notes Receivable consists of the following:		<u></u>		
	1999	% of Total	1998	% of Total
NC Housing Finance Agency	\$ 874,944	42.74%	\$ 830,169	45.24%
State Education Assistance Authority	600,481	29.33%	459,165	25.02%
Clean Water Revolving Loan & Grant Fund	261,651	12.78%	255,487	13.92%
University Funds	95,577	4.67%	83,461	4.55%
Clean Water Bonds Loan Fund	87,550	4.28%	88,577	4.83%
401(k) Supplemental Retirement Income Plan	89,125	4.35%	81,154	4.42%
Other	37,980	1.85%	37,155	2.02%
Total Notes Receivable	\$ 2,047,308	100.00%	\$ 1,835,168	100.00%

Source: State of North Carolina

Statewide Accounts Receivable Program

Three-Year Analysis of Receivables (Expressed in Thousands)

	June 30								
		1999		1998	1997				
Taxes Receivable									
Governmental Funds:									
General Fund	\$	594,212	\$	675,428	\$	553,169			
Special Revenue Funds		103,499		103,133		97,070			
Total Governmental Funds		697,711		778,561		650,239			
Fiduciary Funds:									
Expendable Trust Funds		116,234		106,293		90,163			
Agency Funds		113,016		96,967		85,241			
Total Fiduciary Funds		229,250		203,260		175,404			
Total Taxes Receivable [1]	\$	926,961	\$	981,821	\$	825,643			
Percent Increase/Decrease from Prior Year		(5.59%)		18.92%					

	 1999	% of Total	1998	% of Total
Individual Income Tax	\$ 248,350	26.79%	\$ 296,232	30.17%
Sales and Use Tax	244,330	26.36%	231,372	23.57%
Unemployment Compensation Funds	116,234	12.54%	106,293	10.83%
Local Sales Tax Collections	113,016	12.19%	96,967	9.88%
State Highway Fund	73,818	7.96%	73,735	7.51%
Corporate Income Tax	30,892	3.33%	76,679	7.81%
Franchise Tax	32,675	3.52%	34,711	3.54%
Highway Trust Fund	27,512	2.97%	27,279	2.78%
Beverage Tax	15,869	1.71%	15,349	1.56%
Other	24,265	2.63%	23,204	2.35%
Total Taxes Receivable	\$ 926,961	100.00%	\$ 981,821	100.00%

Source: State of North Carolina

Statewide Accounts Receivable Program

Three-Year Analysis of Receivables (Expressed in Thousands)

	June 30							
		1999		1998		1997		
Intergovernmental Receivables								
Governmental Funds:								
General Fund	\$	517,803	\$	440,646	\$	482,651		
Special Revenue Funds		77,601		92,766		67,801		
Capital Projects Funds		1,509		176		249		
Total Governmental Funds		596,913		533,588		550,701		
Proprietary Funds:								
Internal Service Funds		651		547		370		
Total Proprietary Funds		651	_	547		370		
Fiduciary Funds:								
Expendable Trust Funds		1,440		1,552		1,819		
Non-expendable Trust Funds		122		2		-		
Agency Funds		-		6,238		6,290		
Total Fiduciary Funds		1,562		7,792		8,109		
Component Units:								
College and University		105,398		118,841		107,027		
Proprietary		11,199		8,135		6,455		
Total Component Units		116,597		126,976		113,482		
Total Intergovernmental Receivables [1]	\$	715,723	\$	668,903	\$	672,662		
Percent Increase/Decrease from Prior Year	-	7.00%		(0.56%)	-			

[1] Intergovernmental Receivables consist of the following:									
		1999	% of Total		1998	% of Total			
Due From Federal Agencies	\$	474,020	66.23%	\$	392,459	58.67%			
State Highway Fund		70,922	9.91%		87,082	13.02%			
Community College Funds		56,127	7.84%		74,573	11.15%			
Due From Local Governments		65,383	9.14%		70,521	10.54%			
University Funds		49,271	6.88%		44,268	6.62%			
Total Intergovernmental Receivables	\$	715,723	100.00%	\$	668,903	100.00%			

Source: State of North Carolina

Statewide Accounts Receivable Program

Three-Year Analysis of Receivables

(Expressed in Thousands)

	June 30						
		1999	1998			1997	
Accounts Receivable							
Governmental Funds:							
General Fund	\$	95,228	\$	101,960	\$	90,145	
Special Revenue Funds		24,900		11,385		5,112	
Capital Projects Funds		15		203			
Total Governmental Funds		120,143		113,548		95,257	
Proprietary Funds:							
Enterprise Funds		1,254		1,622		7,265	
Internal Service Funds		25,505		19,551		13,031	
Total Proprietary Funds		26,759		21,173		20,296	
Fiduciary Funds:							
Expendable Trust Funds		14,724		12,896		14,831	
Non-expendable Trust Funds		5		24		3	
Pension Trust Funds		593		414		358	
Agency Funds		2,602		1,821		9,433	
Total Fiduciary Funds		17,924		15,155		24,625	
Component Units:							
College and University		232,002		204,093		177,064	
Proprietary		26,976		17,979		13,791	
Total Component Units		258,978		222,072		190,855	
Total Accounts Receivable [1]	\$	423,804	\$	371,948	\$	331,033	
Percent Increase/Decrease from Prior Year		13.94%		12.36%			

[1] Accounts Receivable consists of the following:					
		1999	% of Total	1998	% of Total
University Funds	\$	221,915	52.36%	\$ 192,205	51.68%
DHHS-Division of Medical Assistance		31,089	7.34%	36,399	9.79%
DHHS-Division of Mental Health		61,612	14.54%	59,352	15.96%
Unemployment Compensation Funds		14,313	3.38%	12,424	3.34%
Community College Funds		10,087	2.38%	11,888	3.20%
Other		84,788	20.00%	59,680	16.03%
Total Accounts Receivable	\$	423,804	100.00%	\$ 371,948	100.00%
	:				

Source: State of North Carolina

Statewide Accounts Receivable Program

Three-Year Analysis of Receivables

(Expressed in Thousands)

	June 30							
		1999		1998	1997			
Interfund Receivables*					-			
Governmental Funds:								
General Fund	\$	84,711	\$	126,278	\$	63,744		
Special Revenue Funds		90,302		35,865		59,642		
Capital Projects Funds		2,400		3,250		375		
Total Governmental Funds		177,413		165,393		123,761		
Proprietary Funds:								
Internal Service Funds		28,384		24,822		20,336		
Total Proprietary Funds		28,384		24,822	_	20,336		
Fiduciary Funds:								
Expendable Trust Funds		26,296		25,711		25,689		
Agency Funds		6,929		4,638		3,477		
Total Fiduciary Funds		33,225		30,349	_	29,166		
Component Units:								
College and University		105,168		119,678		148,109		
Proprietary		14,531		13,494		13,602		
Total Component Units		119,699		133,172	_	161,711		
Total Interfund Receivables	\$	358,721	\$	353,736	\$	334,974		
Percent Increase/Decrease from Prior Year		1.41%	<u> </u>	5.60%				

* Interfund Receivables are comprised of:

Due From Other Funds
Due From Component Units
Due From Primary Government
Advances to Component Units

(For detail see Comprehensive Annual Financial Report - Note 8)

Source: State of North Carolina

Statewide Accounts Receivable Program

Three-Year Analysis of Receivables

(Expressed in Thousands)

	June 30							
	1999		1998		1997			
Contributions, Premiums, Other Receivables		_						
Governmental Funds:								
General Fund	\$	14,413	\$	14,519	\$	14,098		
Special Revenue Funds		8,092		6,962		4,871		
Total Governmental Funds		22,505		21,481		18,969		
Proprietary Funds:								
Enterprise Funds		803		812		637		
Internal Service Funds		5,284		5,541		1,119		
Total Proprietary Funds		6,087		6,353		1,756		
Fiduciary Funds:								
Expendable Trust Funds		154		9,882		12,735		
Pension Trust Funds		129,656		117,965		117,359		
Agency Funds		-		-		680		
Total Fiduciary Funds		129,810		127,847		130,774		
Total Contributions, Premiums, Other Receivables	\$	158,402	\$	155,681	\$	151,499		
Percent Increase/Decrease from Prior Year		1.75%		2.76%				

Source: State of North Carolina

Statewide Accounts Receivable Program

Three-Year Analysis of Receivables (Expressed in Thousands)

	June 30						
Interest Receivable	1999		1998			1997	
Governmental Funds:							
General Fund	\$	20,856	\$	21,657	\$	17,500	
Special Revenue Funds		10,122		8,800		9,477	
Total Governmental Funds		30,978		30,457		26,977	
Proprietary Funds:							
Enterprise Funds		151		116		69	
Internal Service Funds		1,452		1,942		2,128	
Total Proprietary Funds		1,603		2,058		2,197	
Fiduciary Funds:							
Expendable Trust Funds		1,355		1,722		1,337	
Non-expendable Trust Funds		1,873		1,578		1,408	
Pension Trust Funds		1,366		781		716	
Investment Trust Fund		10,278		4,063		-	
Agency Funds		5		3		1,296	
Total Fiduciary Funds		14,877		8,147		4,757	
Component Units:							
College and University		10,048		11,547		10,606	
Proprietary		22,491		20,946		17,569	
Total Component Units		32,539		32,493		28,175	
Total Interest Receivable	\$	79,997	\$	73,155	\$	62,106	
Percent Increase/Decrease from Prior Year		9.35%		17.79%			

Source: State of North Carolina