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Honorable John Warren
County Clerk
Dallas, Texas

RE: FINAL AUDIT REPORT **County Clerk Civil - FY 2024 and FY2025 (Oct 2024 to March 2025)**

The Dallas County Auditor's Office Internal Audit Division performed procedures for the period October 1, 2023, through March 31, 2025.

The objectives of the engagement were to determine whether:

1. Ensure all funds were accounted for at the time of the unannounced cash count.
2. Ensure all funds collected were receipted and deposited accurately, completely, timely, and in compliance with statutory requirements.
3. Ensure court cost, fines, and fees were accurately assessed and recorded in compliance with statutory requirements.
4. Evaluate internal controls over financial transactions.

Overall Results

A review of County Clerk Civil revealed backdated Texfile receipts and delayed computer receipt voids, including a void that occurred 307 days after the initial transaction. Additionally, as of July 16, 2025 Texfile tills totaling $15,636 have not been deposited with the Treasurer's Office. These tills were opened during fiscal year 2024.

We appreciate the cooperation of the department and the staff during our review. If you prefer that released reports be emailed to a different (or additional) recipient, please inform me of the name and the change will be made.

Respectfully,

Timothy J. Hicks, CPA

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ISSUED: 8/25/2025
RELEASED: SEPTEMBER 10, 2025

REPORTABLE FINDINGS

25-IA-CC-01 Cash Management:

Inspection of the County Clerk Civil department's safe during a cash count performed on July 7, 2025, revealed $46 in cash had not been deposited into the overage/shortage account. These funds were identified during the previous audit which was issued on July 26, 2024.

Status: The funds were deposited on July 10, 2025.

Suggested Actions

- Ensure any funds left by customers are deposited into the overage/shortage account in a timely manner.
- Train staff on proper cash-handling procedures.

Management Action Plan

- Staff received training on procedures for cash management on July 10, 2025 from the Financial Administrator. This issue has been corrected and should not re-occur.
- To ensure that the noted issues are corrected, management immediately revised policies so that all customer funds left behind are deposited to the overage/shortage account after making three attempts to contact the customer; or if no contact information, funds will be deposited within 10 days of being abandoned.
- Management has scheduled refresher training for all staff on cash-handling and overage/shortage account procedures, which should be completed within 30 days.
- All cashiers and supervisors must review and sign off on daily reconciliations to verify compliance with established policies and procedures.

25-IA-CC-02 Voided Computer Receipts:

A review of all County Clerk Civil computer receipt voids revealed 70 backdated Texfile receipts totaling $12,855. In addition, 38 computer receipts totaling $10,672 were voided between 19 hours and and six days after issuance. One additional receipt for $8 was voided after 307 days.

Status: The Manager, Assistant Manager and the Process Support Supervisors were trained on the Texfile process on July 10, 2025.

Suggested Actions

- Develop procedures related to the processing of Texfile (credit card) transactions.
- Develop computer receipt procedures that include controls to ensure receipts are voided timely.
- Periodically review system reports and daily work for accuracy and staff compliance with established policies and procedures.

REPORTABLE FINDINGS

Management Action Plan

- Staff received training on procedures for voided computer receipts on July 10, 2025 from the Financial Administrator. This issue has been corrected and should not re-occur.
- To ensure that the noted issues are corrected, management immediately revised policies so that supervisors review and approve voids daily with documented justification in Odyssey or logbook.
- Management has scheduled refresher training for all staff on voided computer receipt procedures which should be completed within 30 days.
- All cashiers and supervisors must review and sign off on voided computer receipts to verify compliance with established policies and procedures.

25-IA-CC-03 Odyssey Tills and Deposits:

A review of all Odyssey tills, closeouts, and deposits revealed that as of July 16, 2025, four Civil Texfile tills totaling $15,636, and one adjustment till totaling $350 have not been deposited with the Treasurer's Office as indicated in LGC 113.022. These tills were initially opened December 2023, January 2024, May 2024, August 2024, and December 2024.

Suggested Actions

- Resolve all undeposited Civil Texfile tills to ensure funds are deposited to the correct general ledger accounts.
- Periodically review system reports and daily work for accuracy and staff compliance with established policies and procedures.
- Generate the Till Balance Report to ensure all tills have been closed and deposited in a timely manner.

Management Action Plan

- Staff received training on procedures for Odyssey tills and deposits on July 10, 2025 from the Financial Administrator. This issue has been corrected and should not re-occur.
- To ensure that the noted issues are corrected, management immediately revised policies so that the supervisors reconcile Odyssey tills daily and escalate discrepancies to management within 24 hours.
- Management has scheduled refresher training for all staff on Odyssey tills and deposit procedures which should be completed within 30 days.
- All cashiers and supervisors must review and sign off on daily reconciliations to verify compliance with established policies and procedures.
- The outstanding tills are expected to be deposited/resolved by the end of September 2025.

cc: Darryl Martin, County Administrator