Timothy J. Hicks, CPA
Dallas County Auditor

500 Elm Street
Suite 4200
Dallas, TX 75202

Tel: (214) 653-6472
Fax: (214) 653-6440

Honorable John Warren
County Clerk
Dallas, Texas

RE: FINAL AUDIT REPORT **County Clerk Central Records FY2025 Special Review**

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

The objectives of the engagement were to determine whether:

1. Ensure all funds collected were receipted and deposited accurately, completely, timely, and in compliance with statutory requirements.
2. Evaluate internal controls over financial transactions.

Overall Results

A review of County Clerk Central Records online credit card payments revealed transactions totaling $3,803 have not been receipted in Odyssey. This includes $3,197 in credit card payments that were deposited with the Treasurer's Office and an additional $606 that have not been deposited with the Treasurer's Office.

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

Timothy J. Hicks, CPA
County Auditor

ISSUED: 8/26/2025
RELEASED: SEPTEMBER 17, 2025

REPORTABLE FINDINGS

25-IA-CC-60.02-01 Unreceipted Online Credit Card Payments:

A special review of County Clerk Central Records online credit card payments received between April 2025 through July 2025 revealed that as of August 4, 2025:

- 206 online credit card payments totaling $3,197 were deposited with the Treasurer's Office prior to being receipted in Odyssey.
- 75 online credit card payments totaling $1,006 have not been deposited with the Treasurer's Office. This includes 55 transactions totaling $606 that have not been receipted in Odyssey or deposited with the Treasurer's Office.
- Five transactions totaling $94 that were later refunded are still receipted in Odyssey.
- Department does not have documented procedures related to receipting online credit card payments. Additionally, Odyssey reports were not reviewed and/or verified to ensure all transactions were receipted prior to creating a Deposit Form 98.

Suggested Actions

- Develop, implement, and train employees on formal written procedures detailing credit card handling procedures.
- Receipt credit card payments to Odyssey and deposit in compliance with LGC 113.022. Reconcile transactions using the Credit Card Settlement report, and the Odyssey Payment and Till Balance reports daily to ensure all tills have been closed and deposited.

Management Action Plan

- The five refunded transactions have been reversed in Odyssey.
- A written procedure manual has been created for Central Records.
- Staff is currently being fully trained on credit card handling procedures and are expected to be fully trained by December 2025.
- Credit card payments have been receipted in Odyssey, except for three online payments which do not match the bank records.
- The deposits for the three June dates have not been made due to the same issue of amounts not matching the bank reports. Also, a May deposit has not been made due to totals not matching.
- Management is meeting with the Financial Administrator to review and complete the necessary corrections. The corrections are to be completed in September 2025.

cc: Darryl Martin, County Administrator