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Honorable Felicia Pitre
District Clerk
Dallas, Texas

RE: FINAL AUDIT REPORT **District Clerk Passports - FY 2024**

The Dallas County Auditor's Office Internal Audit Division performed procedures for the period October 1, 2023 through September 30, 2024.

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, timely, and in compliance to statutory requirements.
3. Ensure court costs, 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 all Dallas County District Clerk passport locations revealed instances in which computer receipt voids were processed between 30 minutes to 23 hours after the original transaction. Additionally, the department's void-related compensating controls were not implemented at all locations.

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

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ISSUED: 3/12/2025
RELEASED: MARCH 27, 2025

REPORTABLE FINDINGS

ISS.25-DC-11-01 Computer Receipt Voids:

A review of District Clerk Central, North, and East locations during fiscal year 2024 revealed 94 computer receipts totaling $11,104 were voided between 30 minutes to 23 hours after the original transaction. Also, the department's compensating control of having two signatures when computer receipt is processed and voided by the same user was not implemented at the East location.

Suggested Actions

- Periodically review non-supervisory voids to ensure voids are appropriate and establish compensating controls which include review and sign-off of voids processed by non-supervisory employees.
- Periodically review system reports and daily work for accuracy, timeliness, and staff compliance to established policies and procedures.

Management Action Plan

- Establish compensating controls for review of voids at passport locations without a full-time supervisor on staff.
- Review non-supervisory voids quarterly to ensure voids were appropriate.
- Update the cash handling and receipt procedures to emphasize the importance of promptly correcting voided receipts within 30 minutes and to highlight the requirement of verifying the accuracy of the amount, payment type, and payer information before issuing receipts to customers.
- Implement and distribute updated cash handling and receipt procedures.

cc: Darryl Martin, Commissioners Court Administration