



COLLIN COUNTY

OFFICE OF COUNTY AUDITOR
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August 15, 2022

Kenneth Maun
Tax Assessor – Collector
2300 Bloomdale Road, Suite 2302
McKinney, Texas 75071

In accordance with Local Government Code 114.043 and 115.002(b), a Second Quarter 2022 Cash Count and Monthly Reporting Compliance Audit of the Tax Office department was conducted. The following procedures were performed:

- Counted all funds on hand and verified with the amount on the Cash Till Report.
- Counted the change fund and verified the amount with the General Ledger balance.
- Reviewed checks for endorsement and proper date.
- Reviewed the procedures for safeguarding the funds collected.
- Verified that monthly reports were submitted to the Auditor's office by the 15th calendar day of each month.

Refer to the Compliance Audit Report Summary for the results of the audit.

The time and assistance provided by the Tax Assessor-Collector and staff is greatly appreciated.

Sincerely,

Linda Riggs
County Auditor



Collin County Auditor

Compliance Audit Report Summary

Auditee: Tax Assessor - Collector

Audit Period: Second Quarter FY2022

Cash Count

Yes

No

A. Office is following the check endorsement policy.

Comments:

B. Total amount counted matches total amount on Till Report.

Comments: Plano had 1 drawer that was over \$.30 and 1 balanced drawer with the counted totals not matching tender type amounts shown on till report. Frisco had 1 drawer that was over \$.25.

C. Cash drawer change fund counted agrees with General Ledger.

Comments:

D. Cash, checks and receipts kept in a secured place.

Comments: Plano location had 2 clerks leave their workstations unattended and cash boxes unlocked. Plano had 1 overage totaling \$7.50 being held in the safe that was not receipted immediately. McKinney had 13 overages totaling \$1,484.08 being held in the safe that were not receipted immediately. Additionally, McKinney had 5 Gift Cards and 2 Gift Certificate items totaling \$118.80 found in safe.

Recommendation: Any cash box that is over or short should be supported by an explanation and any existing documentation. When issuing receipts, tender type should be accurately entered. Drawers should be locked and secured. All money received should be receipted immediately, accounted for correctly, and deposited at the bank within 2 days of the transaction. It is recommended for the office not to accept gift cards and gift certificates from customers.

Response: Cash change functions will continue to be addressed with employees. Cash handling is a priority in the Tax Office and we track all Over/Under Reports looking for patterns and trends. Balancing errors are discussed with the clerks and re-training is completed when necessary. Occasionally there will be differences in tender type as taxpayers change between payment type (cash, check & credit card) at different times during a transaction. The Tax Office continues to emphasize the importance of using the correct tender type when completing transactions. Our policy indicates that all cash

drawers should be secured and key removed when a clerk steps away from their workstation. Policy will be reviewed with the supervisors and clerks. Miscellaneous funds over the years have been kept in the safe for safekeeping. These funds included change that customers leave on the counter where we may or may not be able to contact to return to collect and money found in the lobby and safely stored in the safe to see if an individual returns to claim. At no time during that timeframe did this money create a shortage in the accounting of monies. A policy will be created on how to deposit money inadvertently left by a customer after 5 business days. The policy will be reviewed with all supervisors and staff. There are times that a customer will give a clerk a small denomination gift card or gift certificate as a way to thank them for a good customer experience. Per Tax Office policy, the clerk will decline the offer of a gift. There are times a customer will still insist. At that time, the clerk will immediately report it to their supervisor. The supervisor secures the cards/certificates in the safe until a purchase can be made to benefit the entire department.

Monthly Reports

Yes No

A. Submitted by the 15th calendar day of the subsequent month.

Comments: January 2022 bank reconciliations were submitted late on 3/8/22. February 2022 bank reconciliations were submitted late on 3/29/22 & 4/12/22. The General Account and Property CC Account bank reconciliations for March 2022 were not submitted at the time of compliance.

Recommendation: All bank reconciliations should be submitted by the 15th calendar day of the subsequent month. The missing bank reconciliations should be completed and submitted immediately.

Response: Every effort is made to submit Monthly Reports by the 15th calendar day of the subsequent month. Bank reconciliations for February have been completed without variance along with March and will be submitted subsequently.