



OFFICE OF THE CITY AUDITOR

TO: Mayor and Council Members
THRU: Margaret Krym, City Auditor *MK*
FROM: Kathy Magaw, Assistant City Auditor *CSM*
DATE: March 30, 2012
SUBJECT: Passport Sales Audit– Completion of Follow up Action Items

The Passport Sales Audit report was issued October 25, 2011. There were four recommendations that resulted from this audit that Management agreed to implement. As of this memo, we have verified that implementation of each of these four action items has been completed.

Attached is a grid that defines the underlying finding, the recommendation and Management's agreed upon follow up action response.

We would like to thank Lynne Jennings, Records Manager for her efforts to complete these actions and eliminate or mitigate the risks associated with them.

We are available to respond to any questions or concerns at 242-3382 about the information contained in this document.

Attachments:

C: Stephen H. Pohlman, Interim City Manager
Dolores Menendez, City Attorney
Rebecca van Deutekom, City Clerk
Lynne Jennings, Records Manager
Audit Committee

City of Cape Coral
City Auditor's Office
Passport Sales Audit – Completion of Follow Up Action Items
March 30, 2012

	Finding	Recommendation	Management Response	Status verified by City Auditor	Date Closed by City Auditor
1	<p>We found that four (4) of the positions do not have the job responsibilities for the Passport Acceptance Agents included in their City of Cape Coral's job description. We brought this to the attention of the Records Manager in the City Clerk's Office during our fieldwork and the Records Manager immediately began implementing the improvement as recommended.</p>	<p>We recommend that the City of Cape Coral job descriptions be updated to include the new responsibilities of Passport Acceptance Agents.</p>	<p><i>1 of the four has been done – Research Specialist. The other three – Assistant City Clerk/Customer Service Manager, Administrative Specialist II and Records Manager positions are currently being updated by HR.</i></p>	<p>Completed, all job descriptions updated</p>	<p>12/08/2011</p>
2	<p>The Passport Sales payments the City Clerk's Office receives from customers are checks or cashier's checks. The City Clerk's Office felt it was not necessary to have the Cash Handling Training that is conducted by the Financial Services Cashier Supervisor because "cash" was not being accepted.</p>	<p>We recommend that any staff that accepts negotiable instruments for the City should attend the Citywide Cash Handling Training provided by Financial Services Department. The City Clerk's Office has contacted the Financial Services Cashier Supervisor for this training to be conducted for the Passport Agents.</p>	<p><i>1 Staff member has taken the course. Will coordinate with Cashier Supervisor to have the rest of the passport agents attend it.</i></p>	<p>Substantially completed, remaining 2 staff are scheduled to attend training</p>	<p>03/23/2012</p>

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3	During this audit engagement, the City Clerk's Office had not established how it intended to monitor compliance of the Passport Acceptance Agents with the "no current criminal history" requirement.	We recommend that a periodic update to the criminal background checks of these employees could be a method to ensure compliance with the Department of State requirement.	<i>Background checks will be done simultaneously with the yearly re-certification that is required by the DOS.</i>	Completed	02/23/2012

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4	<p>Best practice indicates that a population control is a good internal control. With a population control you are provided assurance that all documents have been captured and all are accounted for and that none are missing. Our testing results confirmed that a transmittal sheet was used for every day during our test period, therefore all were accounted for. However, should there be a day when there are no transmittals we believe this best practice is a good internal control.</p>	<p>We recommend Management write <i>"no daily transmittals"</i> on this form and retain it as documentation of the day's lack of activity.</p>	<p><i>A transmittal to indicate "No daily Transmittals" will be created if ever there is a day where no passport transactions are recorded.</i></p>	<p>Completed</p>	<p>12/08/2011</p>