



PAT FRANK  
Clerk of the Circuit Court  
13th Judicial Circuit

**COUNTY AUDIT**

**HILLSBOROUGH COUNTY, FLORIDA**

**CELLULAR TELEPHONES FOLLOW-UP**

**CLERK OF THE CIRCUIT COURT ADDENDUM FOLLOW-UP**

**REPORT # 235A (FOLLOW-UP TO REPORT #212A)**

**AUGUST 9, 2012**

## MEMORANDUM

DATE: August 9, 2012

TO: Pat Frank, Clerk of the Circuit Court

FROM: Daniel A. Pohto, CPA, CIA  
Director, County Audit

SUBJECT: Cellular Telephones Audit Report #235A

We have performed a follow up of the Cellular Telephones Audit Report # 212A, dated March 10, 2011. Based on our follow-up audit work and discussions with management, the original audit concerns will remain OPEN.

Our review indicates that the two original concerns have not been addressed and corrective changes have not been fully implemented. The report on the follow-up audit is enclosed.

We appreciate the cooperation and professional courtesies extended to our auditors by the personnel of County Finance during this follow-up audit.

c: Dan Klein, Chief Deputy Clerk,  
Tim Simon, Director, County Finance Department

**THIS PAGE LEFT BLANK INTENTIONALLY**

## STATUS CHART OF ORIGINAL AUDIT CONCERNS

This chart provides the status of the original report concerns at the completion of the follow-up audit.

For reference purposes, the entire original audit report #212A (issued Fiscal Year 2012, March 10, 2012) can be viewed on the Clerk's web site at <http://www.hillsclerk.com> under Clerk Services, County Audit – Recent Reports.

FINDINGS	OPEN	CLOSED
1	X	
2	X	

**NOTE:** An *Open finding* is defined as a control weakness that needs additional corrective action and a *Closed finding* is a control weakness for which corrective action has been completed to the auditor's satisfaction.

## SUMMARY OF ORIGINAL AUDIT CONCERNS

This chart summarizes the original audit concerns at the completion of the follow-up audit. The original audit concerns that remained **open** are detailed in the next section –

### **FOLLOW-UP COMMENTS ON OPEN CONCERNS WITH CLIENT RESPONSES.**

FINDING	DESCRIPTION	STATUS	COMMENTS
1	<b>Increased automation of the provider's cell phone bills could make processing more efficient.</b>	OPEN	See page 3.
2	<b>County Finance processed vendor payments without proper supporting documentation.</b>	OPEN	See page 4.

## FOLLOW-UP COMMENTS ON OPEN CONCERNS WITH CLIENT RESPONSES

This section details the **open** concerns at the completion of the follow-up audit.  
Note: Client Responses are included verbatim and are seen in *italics*.

### **FINDING 1: FOLLOW-UP COMMENT**

**Increased automation of the provider's cell phone bills could make processing more efficient.**

In the original audit, it was noted that County Finance should explore opportunities with cell phone providers to implement electronic invoices and Electronic Data Interface (EDI) format to automate payments and eliminate paper invoices in the cell phone payment process. County Finance had open discussions with the Clerk's IT department to determine what steps were needed to initiate an EDI project with the cell phone companies. As of May 15, 2012, the heat ticket to explore opportunities with cell phone providers has been placed on hold due to current resources being allocated to Project 1 (ERP).

#### ***RECOMMENDATION:***

County Finance and IT should continue to explore the possibilities of cell phone vendors providing billing files in an EDI format to further automate the cell phone payment process.

#### ***CLIENT RESPONSE:***

***Concur that a discovery should be initiated with vendors.***

#### ***CORRECTIVE ACTION PLAN:***

*Discovery has been initiated and is ongoing. However, because of limited IT resources at this time (this is an IT labor intensive item), and other higher priority projects, namely the ERP initiative, this item is currently in a hold status for the foreseeable future.*

#### ***TARGET COMPLETION DATE:***

*Not known at this time. Wave One of the ERP is expected to go live in May of 2013. However, the depth and duration of transitional activities associated with a project of this nature is not known. Thus, resources may not be available to pursue this item for the foreseeable future.*

## **FINDING 2 : FOLLOW-UP COMMENT**

### **County Finance processed vendor payments without proper supporting documentation**

In the original audit, County Finance was processing Sprint/Nextel wireless phone bills for two departments by using their summary billing invoices in lieu of detailed invoices. Per County Finance, "payment requests from departments must be accompanied by supporting documentation that allows the Clerk's office to perform a proper pre-audit." During follow-up testing, we noted that one department (Development Services) was not submitting detailed invoices for their wireless phone bills. County Finance processed the vendor payments using the summary billing invoices. Therefore, the official record keeper (Clerk's office) did not have the required supporting documentation in order to process payment.

#### ***RECOMMENDATION:***

County Finance management needs to ensure proper documentation is received from the BOCC departments before payment is issued to the vendor.

#### ***CLIENT RESPONSE:***

*Concur*

#### ***CORRECTIVE ACTION PLAN:***

*Current audit procedures and standards are generally accepted and well established. In addition, these standards are set at a very low risk tolerance. Nevertheless, one instance was discovered as described in the above Finding. In response, County Finance Payment Processing manager and supervisors will reiterate to staff the importance of conducting a thorough audit of support documentation to ensure that all required backup is included with the payment requests. Quality Assurance was also notified of the proper documentation so that this is quality checked during the post audit review.*

#### ***TARGET COMPLETION DATE:***

*Immediate and Ongoing*

**THIS PAGE LEFT BLANK INTENTIONALLY**