



# CITIZENS SUMMARY

## Findings in the audit of the Lebanon Contract License Office

Background	The Department of Revenue has appointed 183 contract agents to operate contract license offices. These offices issue driver licenses; titles for motor vehicles, trailers, and marine craft; and license plates. Contract agents are compensated through transaction-based processing fees. Under a state law which became effective in 2009, the State Auditor may audit contract license offices.
Prepayment Void Transactions	The Lebanon contract license office did not document customers' acknowledgements for three void transactions that occurred from March 13 to March 15, 2012, making it more difficult to ensure each transaction was voided for a valid reason.
Statutory Compliance	The Lebanon contract license office does not always ask customers if they want to donate to the Blindness Education, Screening, and Treatment Program Fund or the Organ Donor Program Fund, inform customers about the ability to be included in the organ donor registry and to consent to organ donation.
Accounting Controls and Procedures	The Lebanon contract license office did not always accurately record the method of payment (cash and check) and did not reconcile the composition of monies received to deposits.

In the areas audited, the overall performance of this entity was **Fair**.\*

American Recovery and Reinvestment Act (Federal Stimulus)	The Lebanon contract license office did not receive any federal stimulus monies during the audited time period.
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\*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.