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# CITIZENS SUMMARY

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

Background	The Department of Revenue (DOR) has appointed 177 contract agents to operate contract license offices across the state. These offices process transactions to 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	Prepayment void transactions occur when transactions are voided before payment is made, such as when the customer lacks sufficient funds or the entry has incorrect information. DOR procedures require an independent supervisory review of voided transactions, a documented reason for voiding a transaction, and customer acknowledgment if a new transaction is not completed or is for a lesser amount. License office management personnel did not perform independent supervisory reviews for all 11 prepayment void transactions that occurred from October 5 through October 17, 2016. In addition, license office personnel did not document the reasons for voiding 2 of 11 transactions or obtain customer acknowledgment for 3 of 5 applicable transactions.
Statutory Compliance	License office personnel do not normally ask if customers want to donate to the organ donor program, blindness awareness program, and/or the World War I Memorial Trust Fund, as required by state law.

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

\*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.

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