

# Auditor

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Curtis Koch, MBA, CGFM Auditor Blake Woodall Internal Auditor

To:

Davis County Audit Committee

From:

Curtis Koch, Auditor; Blake Woodall, Internal Auditor

CC:

Mark Altom - Davis County Treasurer

Date:

November 15, 2023

Re:

Significant Collector Account Bank Reconciliation Issues September 2023

## **Key Reconciling Issues:**

On the September Collector Account bank reconciliation, two significant reconciling items were present (attachment A):

- Nonexistent Deposit for \$7,287.99, Deposit appears on the books but not in the bank; (see attachments B,C,D, and E)
- Erroneous bounce of (\$1,650.82), unexplainably bounced by the Treasurer with no actual bounce from bank(see attachments F and G)

See the attached explanations the Davis County Treasurer's Office provided for each unreconciled item listed above.

# **Findings:**

For each outstanding reconciliation item on the September Collector Account Bank Reconciliation noted above, multiple explanations were provided by the Treasurer's Office. In both cases, the initial explanation(s) lack merit or factual accuracy.

The Davis County Treasurer's Office still lacks a holistic control environment, which, if implemented, could prevent and detect significant control deficiencies from occurring.

The Davis County Treasurer's Office lacks policies and processes that provide oversight and direction of key processes within the office. This places staff in a vulnerable position; staff could be asked by department leadership to do something questionable, such as creating a fraudulent deposit.

# **Audit Committee Response:**

This report will be reported to the Davis County Audit Committee on November 30, 2023. If a response is received from the Audit Committee, it will be attached here.

#### Attachment A

bank	che	cking	ptif m/v	PTIF		total		book			Δdu	ustments
BEGINNING	5	1,744,708.38	5 3,498,497.66	5	16,574,715.86	5	21,817,921.90		\$	21,521,610.16	Hoje	23tments
deposits	\$	2,748,708.38				5	2,748,708.38		\$	2,822,178.26		
Return items	5	(2,338.00)				Ş	(2,338.00)	асрозна	\$	(16,333.62)		
m/v			5 1,509,427.80			5	1,509,427 80	m/v	5	1,725,788.71		
m/v October			5 284,390.33			\$	284,390.33	100.00	•	1,723,700.71		
to health dept			5 (98,666.25)			5	(98,666.25)				5	(98,666.25)
tax distribution				\$	(4,955,007.38)	5	(4,955,007.38)	ptif	\$	(4,955,007.38)	,	(30,000.23)
bank fees	\$	(38.00)				\$	(38.00)		•	[00.100,200,4]	\$	(38 00) best for-
Interest			\$ 12,459.31	5	74,002.43	5	86,461.74				5	(38.00) bank fees 86.461.74 int
current ck clrd	5	(42,899.05)				5	(42,899.05)	cks written	\$	(53,459.22)	,	00,401.74 Int
prior ckd clrd	\$	(27,217.12)				5	(27,217.12)		5	54.38		
transferred	5	(4,000,000.00)	\$ {2,441,074.99}	\$	6,441,074.99	\$			•	54.30		
total	5	420,924.59	5 2.765,033.86	5	18,134,785.90	5	21,320,744.35		5	21,044,831.29	ς.	(12,242.51)
		1	PTIF		9/27/2023	5	00	booked 10/2/2023	•	21,044,031.23	,,	(12,242.51)
		1	PTIF		9/28/2023	1500		booked 10/2/2023				
		- 1	PTIF		9/29/2023	5		booked 10/5/2023				
		3	Deposit in Transit		9/28/2023	5		bank 10/2/2023				
		1	Deposit in Transit		9/28/2023	5		bank 10/2/2023				
		1	Deposit In Transit		9/28/2023	5		bank 10/2/2023				
		1	Deposit in Transit		9/29/2023	5		bank 10/2/2023				
		1	Deposit in Transit		9/29/2023	5	203.89	bank 10/2/2023				
		3	Deposit In Transit		9/29/2023	Ş	1,393.72	bank 10/2/2023				
		3	Deposit in Transit		9/29/2023	\$	4,886.48	bank 10/2/2023				
		3.	Deposit in Transit		9/29/2023	5	973.66	bank 10/2/2023				
		1	Deposit in Transit		9/29/2023	\$	1,343.75	bank 10/2/2023				
		1	Deposit in Transit		9/29/2023	\$	1,154.01	bank 10/2/2023				
		3	Erroneaus baunce		3/22/2023	\$	(1,650.82)	Unexplainably bour	iced by th	ne Treasurer with	no a	ctual bounce.
		1	Nonexistent Deposit		9/1/2023	5		Deposit appears on				
		4	Deposit in wrong account		9/25/2023	\$		bank 10/6/2023				
		1	Outstanding Checks			5	(62,544.42)		5	(12,242.51)		
						5	21,032,588.78		\$	21,032,588.78		
								\$ (0.	00)			

1 Timing differences

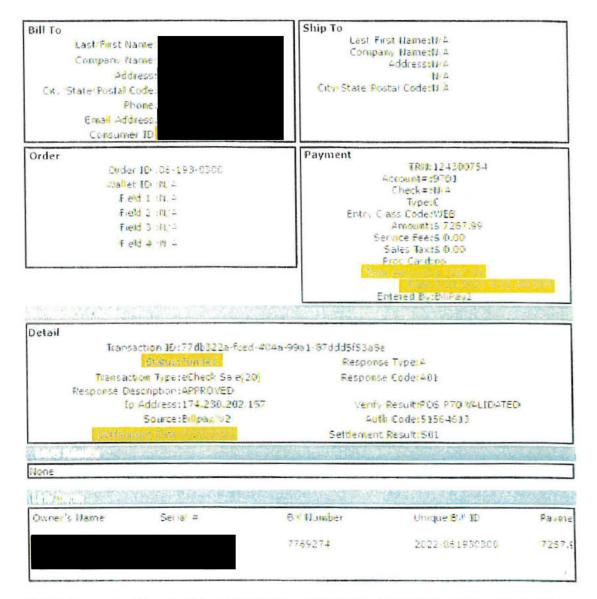
MJE requested as On March 22, 2023, Mark Altom bounced a payment of \$1,650.82 (Deposit #338493 and Receipt #18531113) with no apparent actual bounce per emilial from Mark having occurred.

<sup>3</sup> A Forte deposit for \$7,287.99 was created in Coretax on September 1, 2023 but no such deposit was made at the bank. Size attacked

On 9/22/23 an Assessor cash payment of \$300 was erroneously deposited into the 913 Davis County Operating account when in should have gone to the 616 Collector account Corrected on 10/5/23 whom receipt of approval. PTIF Froms Per



"A Forte deposit for \$7,287.99 was created in Coretax on September 1, 2023 but no such deposit was made at the bank."



This Forte payment is part of deposit 356833 on 3/22/23 for \$20,228.11, which settled at the bank on 3/23/23. This is for parcel 06-193-0300.

CoreTax receipt ID 18529291 created on 3/21/23 was cancelled/bounced on 8/29/23 by Mark, referencing a *Problem with Forte processing 3/21/2023*.

created a payment entry on 8/29/23 referencing FORTE FILE ERROR REF# 18529291. This is deposit 469 and receipt ID 18733264.

# Additional details on \$7,287.99 Deposit #469, 8/29/2023

At the end of the business day on March 20, 2023 RealTax created the file to upload to the Forte portal to pay taxes. Since this file is for payments that will be processed for payments received the following business day, the interest in the file is for the following business day. Parcel 06-193-0300 had a balance of tax due as of 3/21/2023 of \$7,287.99. This included 2021 tax balance of \$4,075.62 and 2022 tax balance of \$3,212.37. When this payment was processed on 3/22/2023 RealTax posted the payment in error and put the entire payment in HOLD. (See EXHIBIT 1) Then Mark Altom attempted to correct the error by transferring the HOLD to tax. However, \$3,196.58 was all that was transferred from HOLD and paid the following to 2022 only:

Tax \$3,053.33 Interest 66.92

Penalty 76.33 NOTE: penalty for 2021, not 2022 but was applied to 2022

\$3,196.58 Total transfer

The remainder of the payment of \$4,091.41 remained in HOLD. This should have been applied to the remaining balance of \$15.79 Penalty on 2022, 2021 tax of \$3,684.82, 2021 interest \$314.47 and 2021 penalty of \$76.33.

This originally looked like a RealTax file creating error, but there was not an error in RealTax for the file creation. However, there was an error by-RealTax when the payment was uploaded from the Forte file on 3/22/2023 and RealTax put the payment into HOLD. Mark Altom did not correct the HOLD error correctly.

This error was revisited on 8/29/2023. Mark Altom made an error when he voided the original receipt, receipt number 1008029864 (in RealTax) that was receipt number 18529291 (in CoreTax). Mark then directed in his office to post the payments to parcel as they were originally received on 3/22/2023, to offset the VOID done in error on the March 21, 2023 payment. Because of the voiding error, CoreTax accrued additional interest, which was adjusted off. This was not a fraudulent receipt since it is offset by the actual receipt received from Forte in their settlement on March 22, 2023. (See EXHIBIT 2).

The correct method of correcting this error would have been to correct the error in March 2023, but was not. The other correct method of correcting the error in CoreTax was to transfer the receipt instead of voiding it. We are learning the new CoreTax system.

The other problem is the void was not sent to upload to MUNIS. working on this. As soon as the void is recorded in MUNIS, the transaction will balance.

Additionally, the change that will be implemented in CoreTax (likely this week) that will not allow voids to transactions (process was called cancel/bounce in RealTax) after 60 days, and the control in CoreTax for the Auditor staff to authorize changes after 60 days will both create better controls in the CoreTax system.

# Attachment C3

RealTax history of payments

Exhibit ]

Tax bill payments

Exit

Exit Detail Print Print to PDF

Parcel ID:

Receipts for this pancel 13

Cell Date	Receipts	Macaipt ID	Sinhe	1	Amount Pit?	- Marell	I LEGISTON	I DATE
03/22/2023	TRANSFER	18529304	ONDEPOSIT	TAX	3,198.58	00	00	TRANSFER FROM HOLD
13/22/2023	TRANSFER	18529804	ON DEPOSIT	HOLD	-3,198,58	.00	00	TRANSFER FROM HOLD
09/21/2d23	D00009664	16520201	ON CERSOIT	HCLD	7,267,50	3.126.58	60	Forte: Olsen Gebble
04/13/2021	TRANSFER	17503740	ONDEPOSIT	TAN	27.65	90.	66	TRANSFER FROM HOLD
14/13/2021	TRANSFER	17503740	ON DEPOSIT	HOLD	-27.05	.00	.00	TRANSFER FROM HOLD
14/13/2021	TRANSFER	17503739	ON DEPOSIT	HOLD	27.05	27.05	CO	TRANSFER TO HOLD
84/13/2621	TRANSFER	17503739	ON DEPOSIT	TAX	-27.85	90	00	TRANSFER TO HOLD
				4				

Metho	eceived (Mountain), Method First Mame	Last Name	- phone =	Auth Code	Principal	Amount Owner's Name.
ECH	The state of the s		Acces from a margin at	Susceeding	\$2,382,9%	5.4 M.C. 1967
03/21/23 10:11 ECHR	Val.			51487137	53,729.57	53,725.57
03/21/23 12:05 ECHR				\$1511256	\$3,406.25	\$3,406.25
03/21/23 14-31 SCHK				51497830	\$16.85	\$16.85
				51536340	\$1,115.93	51,115.93
03/21/23 14:35 ECHK				51517240	51,116.76	\$1,115.75
03/21/23 15:47 ECHR				51580225	\$1,175.00	\$1,175.00

Exhibit 2.

Amount	\$17,848.35	\$17,848.35
Principal	\$17,848.35	\$17,848.35
Quantity	7	•
Method	ECHK	TOTAL

Saffaurent Berbring led (\* 1970) Dayis CO UT Dax WEB 1248203)

# Attachment D- Internal Auditor Questions

Why was the transaction that settled on 3/22/2023 canceled/bounced 5 months later?

The transaction on 3/22/2023 was canceled in error by Mark Altom. This was the time the Treasurer's office was dealing with a number of transactions that were related to the data migration discrepancies.

Initially, this appeared to be an error by RealTax in the creation of the Forte file. However, further research shows there was not an error in the Forte file but there was an error by RealTax when the entire payment of

\$7,287.99 processed to HOLD instead of to the balances due for 2021 and 2022. When Mark Altom found the error on 3/22/2023 he transferred from HOLD to pay 2022 taxes, but failed to take the remaining HOLD of \$4,091.41 to 2021 tax balance.

The reason for the bounce represented by I was a Forte Error, what was the nature of the error?

See above. Also, Mark Altom recalled, as initially thought, that it was a Forte File error. However, as shown above it was a RealTax error when RealTax put the payment in HOLD.

What documentation was used (such as notification from the bank) to justify use of cancel/Bounce?

As stated above, the cancel/bounce was done in error by Mark Altom. There was still a balance that went from HOLD in RealTax to Parked in CoreTax in the amount of \$4,091.41.

Why did create a Fraudulent Receipt dated 8/29/2023 (Receipt without tender)?

Note: Receipt without tender is a better description than Fraudulent Receipt. As shown below, there was no fraud because the funds settled in the bank for the entire \$7,287.99 on 3/22/2023 and was canceled/bounced in error.

was directed by Mark Altom to create the payment and the deposit to offset the error of the cancel/bounce of the 3/21/2023 transaction.

Please see the attached for additional information and documentation of the Receipt of payment from Forte, RealTax payment history and Settlement from Forte.

## Attachment E

NOTE: informed me Monday afternoon that there has been discussion on this matter between Information Systems department staff and Auditor staff. There has apparently been a recommendation to have the Auditor staff enter a Manual Journal entry (MJE) to balance this transaction. I support a MJE, if that is the opinion of the Auditor staff.

Mark Altom

# Email stream regarding \$1,650.82 outstanding bank reconciliation since March 2023:

Treasurer Explanation 1, per Treasurer Altom to October 16, 2023:

Receipt ID #18531113 on parcel 03-016-0128 was cancel/bounced on 3/22/2023. It appears this cancel/bounce was done in error. However, since the cancel bounce put \$1,650.82 in HOLD and this amount was transferred from HOLD back onto the same parcel 03-016-0128 the same day, with Receipt ID#18531114 3/22/2023, this transfer from HOLD to the parcel cleared out the amount in HOLD and balanced the transactions out.

See attached history.

It appears this should no longer be a reconciling item on the Collector bank account.

# Reply 1:

Mark,

As of September 30, 2023, this had not been corrected as evidenced by the fact that it appears on the reconciliation. If you have corrected it in the month of October then it will not appear on the next reconciliation.

#### Treasurer Explanation 2:

I believe this was corrected on 3/22/2023, the same day as the cancel/bounce and should not have been on the reconciliation.

Per the screenshot below, on 3/22/2023 there was a Cancelled/Bounce transaction, Receipt ID 18531113. Then, that same day There was a transfer from HOLD, Receipt ID 18531114 that paid the tax. This transaction offsets the cancel/bounce. IF the HOLD had not been transferred to the tax (for 2015) there would still be a balance due. There is no balance due.

#### Auditor Reply 1:

Mark,

We have just spent an hour and a half researching this item and the explanation provided does not match our discovery. I would recommend the group meet so that your office can understand the impact of the adjustments on 3-22-2023 and what will be required so that this reconciling item can be resolved. I will ask to look for a time that all of us can sit down

#### Treasurer Reply 1:

Curtis,

I have put together a more detailed history of this issue in the two attached documents. The first attachment shows a more detailed history of the transaction, including other notes from RealTax that made in the LOG. It also includes a recommendation from me for a Manual Journal Entry. The second document shows two pages from the November 2015 Collector bank account statement and a history of the payments from RealTax. Some of the problems with this issue may have been system problems in RealTax. However, I am hopeful and confident these types of problems should not be in the new CoreTax computer system.

Let me know if you have any questions.

#### Attachment F2

#### Auditor Reply 2:

Mark,

Just to make sure I understand, the explanation you emailed Tuesday at 1:00 pm and then again at 2:34 pm stating that this item should not have been on the reconciliation was incorrect. After reviewing the work of the Auditor's Office and Information Systems, you would now like to use the attached documents as backup for an MJE to correct the reconciling issue from March 22, 2023? Is this correct?

#### Treasurer Reply 2:

Curtis,

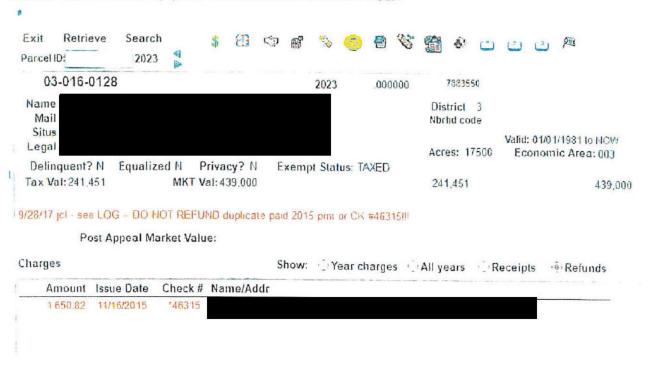
That is correct. I understand now that this item was correctly listed as a reconciling item by the Auditor staff.

I hope my explanation and request would justify the MJE.

See Treasurer attached documents on next two pages.

#### Attachment G1

ionathan made a note on 9/2/2017 to not refund the amount in HOLD.



Jonathan made a more detailed note in the LOG recalling what had happened. See below.

Log/Note						
Exit S	Save	Delete				
09/28/2017 J	JONATH	IAN LEE	PARCEL	0	NOTE	03-01
March a sec	op on t	ne second pays	ment to the count	v. We ha	ad already issu	ed the check and
sent it inthe	e mail	toher by the tin	ment to the count me she called in to e check and place	sav she	stopped paym	

See PDF copies of the bank statement for November 2015. There was a returned item for one of the checks that we received that had a stop payment on it. We cannot go back that far to see which check that was received for payment had the stop payment on it. Before Jonathan was informed of the stop payment on the check received he refunded the second payment with Collector check #46315. However, as shown on the top screenshot and the bank statement, Jonathan put a stop payment on this check. He also voided the check in the FMS system. This process of voiding the check would have put \$1,650.82 in HOLD. It appears he failed to cancel/bounce the check that had the stop payment on it. It appears this failure to cancel/bounce this check, as it should have been done in November 2015, was done by Mark Aitom on 3/22/2023. This should have been found in the reconciliation process for the November 2015 Collector bank statement, but was not. In hind sight, if the cancel/bounce process would have been done correctly by the Treasurer

<sup>\*</sup>Check voided. Refund has not been re-issued or un-refunded.

## Attachment G2

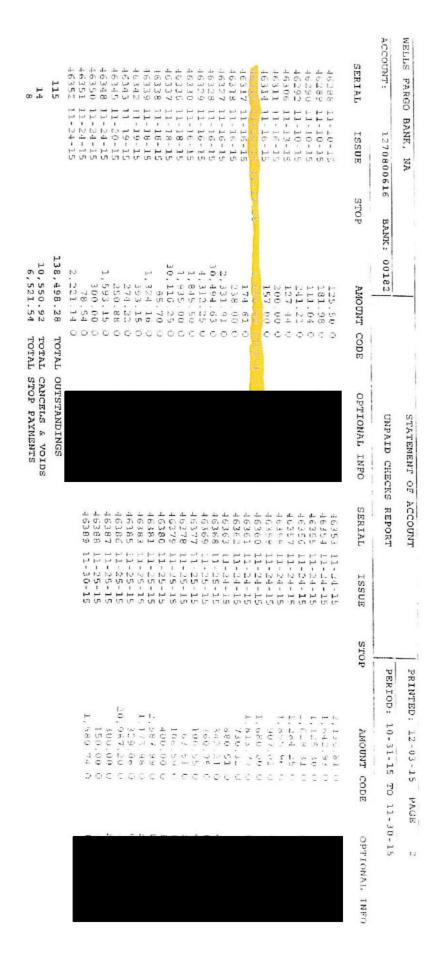
staff in November 2015 AND the HOLD amount that was on the parcel from November 2015 to March 2023 would have been applied in November 2015 there would not have been the differences.

I recommend Davis County enter a Manual Journal Entry for \$1,650.82 to the General Ledger to balance the General Ledger to the Collector bank account.

Mark Aftom

Treasurer

WELLS FARGO	BANK, NA		STATEMENT OF ACCOUNT	PRINTED: 12-03-15 PAGE 15
ACCOUNT:	1270800616	16 BANK: 00182	DETAIL OTHER DEBITS	PERIOD: 10-31-15 TO 11-30-15
REFERENCE	POSTED	AS/OF AMOUNT	TRANSACTION DESCRIPTION	The control of the co
**	1-02-15	114.90	SUPERIOR PRESS PRINT CHRG NOV 02 J3215881DE0000 N1001 DEPOS1954439518 J3215881DE00000 106	J3215881DE00000 MOST POPULAR DENOSIT SLIPS-1-DSI . 00000 106
<b>I</b> '	1-03-15	10,000,000.00	UTAH STATE TREAS MIXED 151102 1070 DAVIS COUNTY	
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_	11-05-15			ON THE MAN EMPERORES AND THE TOP AND THE TOP A TOP AND THE TOP AND
	11-06-15	1,325.86	PORTE 148503 151105 +1 469.675 9920DAVIS CO UE .	CO DI TAA WEBLIJUSOISEO TI 405.075 SEEK HER
h	11100110	5. II U U U U U U U U U U U U U U U U U U	- PAPER AZ	
13865996 1	1-09-15	626.87	ED NOT ENCLOSED	
	11-10-15	1,272.59	FORTE 148503 151109 +1.469.675.9920DAVIS CO UT 1	CO UT TAX WEB1330903620 +1.469.675 9920 0P7
	11-10-15	5. 000.000.00	UTAH STATE TREAS MIXED 151109 1070 DAVIS COUNTY-COLLECTOROR4	COLLECTOROR4
<b>—</b> 1	11.12-15	10.25	ACH	90904620 1325589
	11-12-15	1011.25	ACH DIRECT INC. ACH MEES 151110 4325766 ACH DIRECT DEPT.	SCI FBD PSCIOLOGOGOGO NOLUNDO ON S
1.	11-12-15	2,415.45	AVIS	CO UT TAX WEB1330903620 +1 465.675.9920 084
1	11-12-15	2, 745, 16	REFORM LIEM CHARGE ACH-AKT AK ISTLIK	
<b>⊢</b>	1-17-15	1,000,000.00	1070 DAVIS	COUNTY-COLLECTORORS
سو د	11-16-15	7 - 653 - 35 7 - 853 - 35	FORTH 148503 151117 +1.469.675.9920DAVIS CO UT T	+1.469 675
<b></b>	7-19-15	1,813.59	AVIS	CO UT TAX WEB1336963620 11.469.675.9926 083
يسر ت	11-19-15	2, 113, 56 423, 46	THARGE ACH-ARC AZ 151119 151118 +1.469.675.9920DAVIS CO UT	TAX WEB1330903620 +1 469 675,9920 084
<u>-</u>	1-19-15	2,860.55	5.9920DAVIS CO UT	IVR1330903620 +1 469
1	11-20-15	1,994.82	WHERE ACH-ARC AZ 151120	
	11-20-15	30,000,000.00	UTAH STATE TREAS MIXED 151119 1070 DAVIS COUNTY-	COUNTY - COLLECTORORS
<b></b>	11-23-15	-	151123	
<u></u>	11-24-15		5.99ZODAVIS	CO OT TAX WEB1330903610 +1.459.575.7910 083
	1-25-15	35,000,000.00	TO TO DAVID	COURTI-CORRECTORORS
64462730 1	11-27-15	2,228.10	RETURN ITEM CHARGE ACH-ARC AZ 151130	
<u></u> ,	1-30-15	194,696.27	INATION - DAVIS COUNT	COID 28760002972876000297 FILE 1876
		2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	מונים סלים מינים מ	
35		96,265,947.05	TOTAL OTHER DEBITS	



Payments for parcel ID 03-016-0128