

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Debbie Brannon

Honoree's Job Title: Accounting Technician

Department: County Clerk Treasury

Years of Service with the County: 15

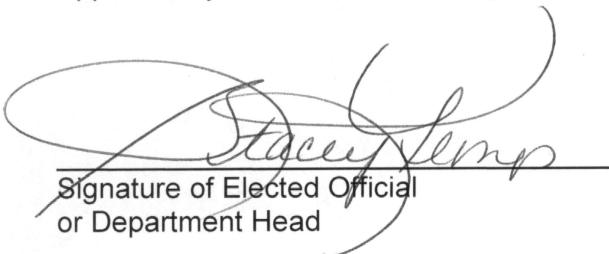
Why the Honoree is receiving a GEM Award including dates:

On January 27, 2015 a notice of charge back was listed on the County Clerk's Fee Account bank statement. The bank statement provided a reference number, however this number did not correspond with any of the information contained on the three other financial reports used to balance the account. Debbie spent several hours tracking down the original charge and subsequently found the Odyssey case number and the customer's name. The customer had two separate filings that cost \$326 each; however, when the customer's bank received the charges, they returned one of them due to "Duplicate Processing".

Debbie caught error and was able to balance the receipts. She found the customer's contact information and sent a letter to recover the funds. Debbie demonstrated diligence and dedication in her job duties by tracking down the original charge with only the bank statement.

In addition, Debbie discovered a critical flaw in the current financial reporting capabilities provided by Tyler. This has been addressed so that corrections can be made before the Criminal section moves to efilng.

Approved by elected official or department head on the 13th day of February 2015


Signature of Elected Official
or Department Head

Stacey Kemp
Printed Name