

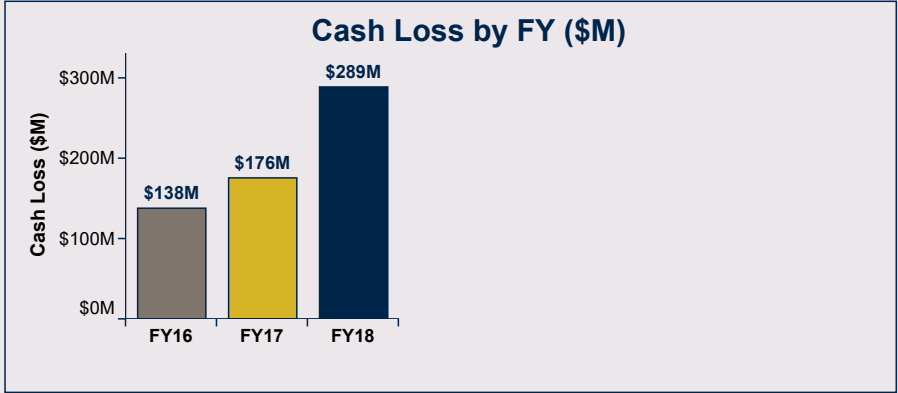
# Goal: Getting Payments Right

Change from Previous FY (\$M)

\$113M



**Brief Program Description:**  
The Military Pay program reviews payments made by the Defense Finance and Accounting Service to Active, Reserve, and National Guard Military Service members for salary, benefits, and other compensation entitlements.



Key Milestones	Status	ECD
1 Finalize estimated cash loss estimation methodology	On-Track	Oct-19
2 Identify estimated cash loss amount for FY 2018	Completed	Oct-18
3 Identify true root causes of cash loss	On-Track	Dec-19
4 Develop mitigation strategies to get the payment right the first time	On-Track	Mar-20
5 Evaluate the ROI of the mitigation strategy	On-Track	Apr-20
6 Determine which strategies have the best ROI to prevent cash loss	On-Track	May-20

Quarterly Progress Goals	Status	Notes	ECD
1 Q2 2019 Complete the FY 2019 Military Pay post payment reviews which, for the first time, include a review and verification of members' pay and allowances with supporting documentation.	On-Track	N/A	Sep-19
2 Q2 2019 Develop quarterly performance metrics for Military Pay improper payments that report the top monetary loss errors by Military Service.	On-Track	N/A	Dec-19

Recent Accomplishments	Date
1 For the first time, provided a FY 2019 MILPAY Account Post-Payment Review Status to the DoD Improper Payments Senior Accountable Officials Steering Committee.	Mar-19

FY18 Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$289M	Administrative or Process Errors Made by: Federal Agency	Errors caused by incorrect data entry, classifying, or processing of applications or payments.	In FY 2019, DoD is implementing a new review process for the Military Pay program. The new process will introduce verification of members' pay and allowances with supporting documentation. This change will improve root cause analysis and mitigation.	Based on the new review process for the Military Pay program, DoD will improve its ability to determine root causes of improper payments resulting in monetary loss and develop more targeted and effective corrective actions to reduce and prevent them.

Cash Loss - Cash loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.