

Goal: Getting Payments Right

Program or Activity
Military Pay

Reporting Period
Q4 2019

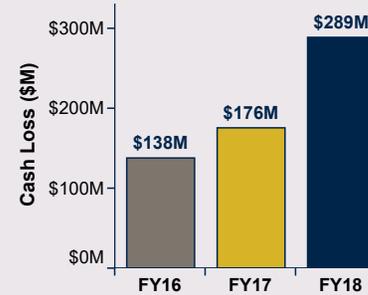
Change from Previous FY (\$M)

\$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.

Cash Loss by FY (\$M)



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 Q4 2019 Report quarterly performance metrics for Military Pay improper payments. The metrics will report the top improper payment errors by Military Service.	On-Track	N/A	Dec-19
2 Q4 2019 Require component's to complete corrective action plans for Military Pay improper payments, monitor milestone dates, and review artifacts or evidence supporting the closure of milestones.	On-Track	N/A	Mar-20

Recent Accomplishments	Date
1 The Department completed the FY 2019 Military Pay post payment reviews, which for the first time, included a review and verification of Military Service members' pay and allowances with supporting documentation.	Nov-19
2 The Department more accurately identified monetary loss errors, as reviewers identified and classified improper payments based on available supporting documentation rather than than relying on established payroll debts to Military Service members.	Nov-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.