Goal: Getting Payments Right

Program or Activity	Reporting Period
Travel Pay	Q4 2019

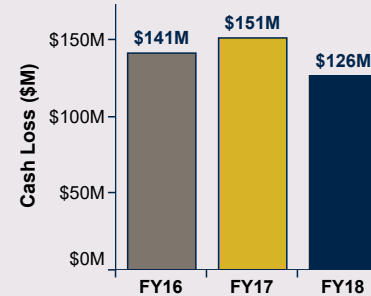| Change from Previous FY ($M)	-$25M ↓

DOD
Travel Pay

Brief Program Description:
The DoD Travel Pay program reviews payments made by DFAS, Army, Navy, Air Force, and Marine Corps to Active, Reserve, and National Guard Military Service members and civilians for temporary and permanent travel and/or transportation-related expenses.

Cash Loss by FY ($M)

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

Quarterly Progress Goals			Status	Notes	ECD
1	Q4 2019	Achieve a monthly/quarterly Defense Travel System improper payments rate below 5.40 percent.	On-Track	Defense Travel System improper payment metrics are reported by DFAS to senior accountable officials and DoD Components on a monthly/quarterly basis.	Dec-19
2	Q4 2019	Require component's to complete travel remediation plans, monitor milestone dates, review artifacts or evidence supporting the closure of milestones, and continue to report metrics on top monetary loss errors.	On-Track	N/A	Jan-20

Recent Accomplishments		Date
1	DoD remediation efforts continue to reduce improper travel payments (i.e., approximately 2.5% since FY 2016), and this program met its improper payment goal rates of 6.0% in FY 2018 and 5.75% in FY 2019.	Nov-19

FY18 Amt($)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
$126M	Administrative or process errors made by: federal agency	Errors caused by incorrect data entry, classifying, or processing of applications or payments.	Require corrective action plans (CAPs) to be completed, provide additional guidance and focused training, as well as increase visibility of improper travel payments to senior accountable officials and enhance travel system controls.	Reduce travel improper payments and comply with the program's annual target rate for improper payments.

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