

# Goal: Getting Payments Right

Program or Activity  
Military Pay

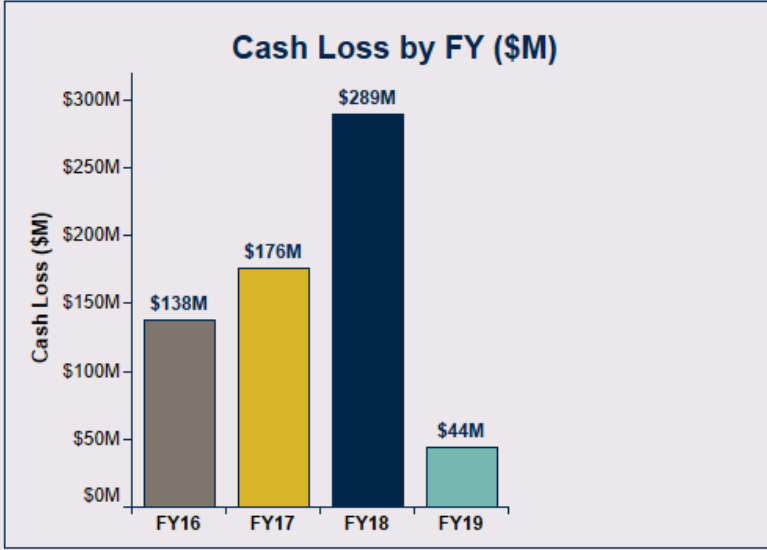
Reporting Period  
Q3 2020

Change from Previous FY (\$M)

-\$245M



**Brief Program Description:**  
Payments made by the Defense Finance and Accounting Service (DFAS) to Active, Reserve, and National Guard Military Service members for salary, benefits, and other compensation entitlements.



Key Milestones	Status	ECD
1 Develop mitigation strategies to get the payment right the first time	On-Track	Sep-20
2 Evaluate the ROI of the mitigation strategy	On-Track	Sep-20
3 Determine which strategies have the best ROI to prevent cash loss	On-Track	Sep-20
4 Implement new mitigation strategies to prevent cash loss	On-Track	Sep-20
5 Analyze results of implementing new strategies	On-Track	Dec-20

Quarterly Progress Goals	Status	Notes	ECD
1 Q3 2020 Facilitate training and conduct walkthroughs of the MILPAY business practices/processes to increase awareness about key supporting documentation required to conduct a thorough review of payments.	On-Track	N/A	Sep-20
2 Q3 2020 To accompany the SOPs, the Department of Army will develop a Military Pay key supporting documentation matrix to assist with the post payment review process.	On-Track	N/A	Sep-20

Recent Accomplishments	Date
1 The Military Services (i.e., Navy and Air Force) developed a Military Pay key supporting documentation (KSD) matrix that was distributed to all stakeholders to assist with the post payment review process.	Jan-20
2 Hosted trainings sessions and conducted walkthroughs of the MILPAY business practices/processes to expand the knowledge base of post payment reviewers in order to conduct a thorough review of payments.	Feb-20

Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$44M	Administrative or Process Errors Made by: Federal Agency	The DoD implemented a revised sampling plan and testing methodology for the Military Pay program. As a result, there were gaps in the post payment review process due to lack of understanding the key supporting documentation required for submission.	Internal Process or Policy Change	Accurately classify improper payments based on appropriate supporting documentation submitted for review and accurately identify improper payments that result in a monetary loss to the Department.

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