

# Payment Integrity Scorecard

**Program or Activity**  
Military Pay - Air Force

**Reporting Period**  
Q1 2021

**Change from Previous FY (\$M)**

N/A

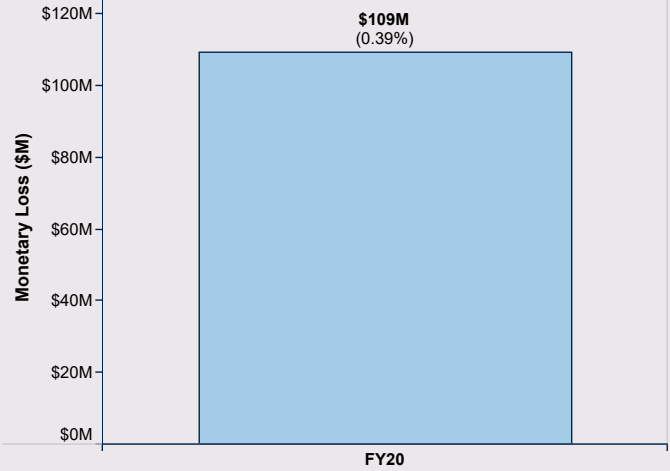


**DOD**  
Military Pay - Air Force

**Brief Program Description:**

Payments disbursed by DFAS for the Air Force to Active, Reserve, and National Guard Military Service members for salary, benefits, and other compensation entitlements.

**Monetary Loss (\$M)**  
(Overpayment as Percentage of Total Outlays)



Key Milestones		Status	ECD
1	Develop mitigation strategies to get the payment right the first time	On-Track	Jul-21
2	Evaluate the ROI of the mitigation strategy	On-Track	Aug-21
3	Determine which strategies have the best ROI to prevent cash loss	On-Track	Aug-21
4	Implement new mitigation strategies to prevent cash loss	On-Track	Aug-21
5	Analyze results of implementing new strategies	On-Track	Apr-22
6	Achieved compliance with PIIA	On-Track	May-22
7	Identified any data needs for mitigation	On-Track	May-22

Goals towards Reducing Monetary Loss			Status	ECD
1	Q1 2021	Re-examine improper payment results that resulted in a monetary loss and verify the completeness and existence of payroll entitlements based on the available supporting documentation to determine to the true root cause.	On-Track	Apr-21

Recovery Method	Brief Description of Plans to Recover Overpayments
1 Recovery Activity	Review management notices and Customer Service Portal products and metrics to ensure corrective actions are taken.
2 Recovery Activity	Review outstanding suspended debt reports and metrics to ensure debts are completely collected and subsequently reported.
3 Recovery Activity	Review overpayments found in PIIA and other post pay reviews to ensure debts are identified, established and tracked.

Accomplishments in Reducing Monetary Loss			Date
1	Performed quality control reviews to ensure the proper key supporting documentation is provided for each sample that will support the entitlements.		Jan-21

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$109M	Administrative or process errors made by: federal agency	Improper payments resulted from payroll data input errors and/or untimely updates to payroll records and systems.	Internal Process or Policy Change	To improve the availability of key supporting documentation which includes timely system updates to support salaries, benefits and other compensation entitlements.

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