

Payment Integrity Scorecard

Program or Activity
DoD Travel Pay

Reporting Period
Q2 2023

FY 2022 Overpayment Amount (\$M)*

\$107

*Estimate based a sampling time frame starting 7/2021 and ending 6/2022

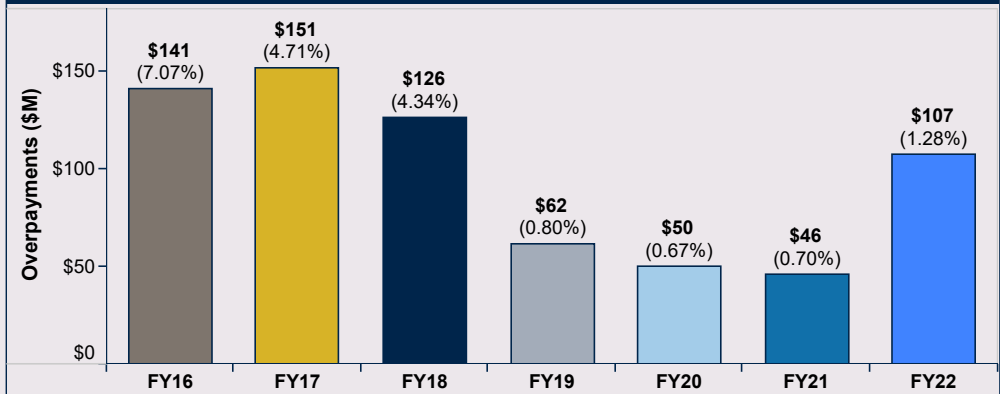


DOD
DoD Travel Pay

Brief Program Description & summary of overpayment causes and barriers to prevention:

Travel Pay consists of payments disbursed by DFAS, the Army, Navy, Air Force, and Marine Corps to Active, Reserve, and National Guard Military Service members and civilian employees for temporary and permanent travel and transportation-related expenses. Primary overpayment causes consist of Approving/Certifying Officials failing to identify invalid receipts and verifying adherence to DoD Financial Management Regulation requirements prior to approving travel-related expenses (i.e., airfare, vehicle rentals, lodging). Known barriers to prevention include the DoD's reliance on a Travel Pay record-keeping systems that are decentralized, heavily interfaced, and manually intensive. Reviewing and validating receipts is susceptible to human error.

**Historical Payment Rate and Amount (\$M)
(Overpayment as Percentage of Total Outlays)**



Discussion of Actions Taken in the Preceding Quarter and Actions Planned in the Following Quarter to Prevent Overpayments

Conducted presentations/panels at the National Defense Travel Administrators (NDTA) GovTravels Conference (approximately 200 participants), the United States Army Reserve Command (USARC) at Fort Bragg (approximately 250 participants), and the Financial Services Worldwide and Training Workshop (over 500 participants) to train staff on updated processes and procedures. Conducted and continue to conduct monthly meetings and frequent trainings with DoD Services to highlight the most common causes of travel pay process errors and discuss the proper use of Travel Pay tools and resources. Conducted training for newly certified Approving Officials (AOs) and those identified as approving travel-related expenses which are subsequently identified as improper payments. Approval responsibilities are removed from AOs identified as being the approvers of multiple improper payments (repeat offenders). The Defense Travel Management Office (DTMO) provided additional training resources and stakeholder outreach (Travel Assistance Center Outreach Calls and the GovTravels event). Published an article in the DTMO Dispatch on Travel Pay topics and provided messaging on the DTMO and Defense Travel System (DTS) websites. Currently working on plans to implement additional on-screen messaging (on the Expenses screens) within the DTS application. In 3rd quarter FY2023, DoD is planning site visits to conduct additional training with examiners and auditors at locations in Jacksonville, FL and Norfolk, VA.

Accomplishments in Reducing Overpayment

Date

1	The Department of the Army hosted a collaborative session for Army Lead Defense Travel Administrators (LDTAs) regarding travel-related policies and procedures. The purpose was to prevent improper payments thereby improving the overall accuracy of DTS vouchers.	Jan-23
2	The Department of the Air Force developed and implemented a robotics program to identify and correct unauthorized Approving Officials in DTS. Over 11,000 unauthorized accesses have been removed to date.	Mar-23
3	The Department of the Air Force implemented a tracking tool to support and validate the DFAS post pay review process. The tool ensures timely and accurate reporting as well as a means to analyze and address root causes of improper payments.	Mar-23

Payment Integrity Scorecard

Program or Activity
DoD Travel Pay

Reporting Period
Q2 2023

Goals towards Reducing Overpayments	Status	ECD	Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
<p>1</p> <p>Continue to hold working group sessions to review monthly improper payment and error reports and identify the root causes of overpayments. Once root causes are identified, the DoD will develop and implement internal controls to help prevent and/or reduce overpayments.</p>	On-Track	Jun-23	<p>1 Recovery Audit</p>	<p>The Travel Policy Compliance Tool reviews DTS vouchers to identify improper payments. When a potential error is identified, the tool emails the traveler and the approver of the voucher with instructions for correcting the error.</p>	<p>Ensured travel claims were paid in adherence to regulations. Recouped funds for erroneous payments. Educated travelers and Authorizing Officials on travel policy. Alerted travelers to errors before being identified in audit processes. Identified trends and training needs.</p>
			<p>2 Recovery Activity</p>	<p>Errors found during sampling performed by DFAS are tracked and reported to Service commands to correct the DTS voucher and associated documentation, and/or collect the overpayment by establishing a debt.</p>	<p>Reviewed errors from DFAS Post Payment Review to determine if findings are valid. Verified findings are reported and tracked for commands to work to correct and/or collect improper payments.</p>
<p>2</p> <p>Provide staff with reoccurring training forums to keep the DoD informed on the most current travel-related policies and procedures. Provide sites with support, materials, and relevant guidance on the applicable polices and procedures to equip staff with the knowledge needed to submit, verify, and approve travel vouchers with adequate receipts.</p>	On-Track	Jun-23	<p>3 Recovery Audit</p>	<p>DTMO Compliance Tool – Automated process that reviews voucher data against established logic to identify improper payments and flag for review. Commands are responsible for reviewing identified errors to correct/collect the improper payment.</p>	<p>Placed priority on reviewing improper payments identified by the Compliance Tool during recurring program meetings with the commands.</p>

Amt(\$)	Root Cause of Overpayment	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$107M	Overpayments within agency control that occurred because of a Failure to Access Data/Information Needed.	<p>Overpayments are caused by failure to access data pertaining to prior payments and/or advances processed by other offices that are not using the appropriate processing system. Not accessing this data to include in the processing calculation results in overpayments.</p>	<p>Automation - automatically controlled operation, process, or system</p>	<p>DTS is being replaced by MyTravel. DTMO is working with the DoD components to transition their users to once the component's ERP system is compatible. MyTravel guides the user to make compliant choices and audits expense receipts, GTCC transactions, to prevent probable IP.</p>
		<p>Overpayments are primarily caused by nonadherence to travel regulation requirements and improper supporting documentation, ex. receipts, by DTS approving officials.</p>	<p>Training – teaching a particular skill or type of behavior; refreshing on the proper processing methods.</p>	<p>This strategy includes training, accountability, utilization of the DTS Post Pay Review Tool, and DTS robotics program. This strategy uses root cause analysis to addresses both stakeholders and training claims examiners to process claims correctly to reduce overpayments.</p>