

# Payment Integrity Scorecard

**Program or Activity**  
DoD Travel Pay

**Reporting Period**  
Q3 2023

**FY 2022 Overpayment Amount (\$M)\***

**\$107**

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

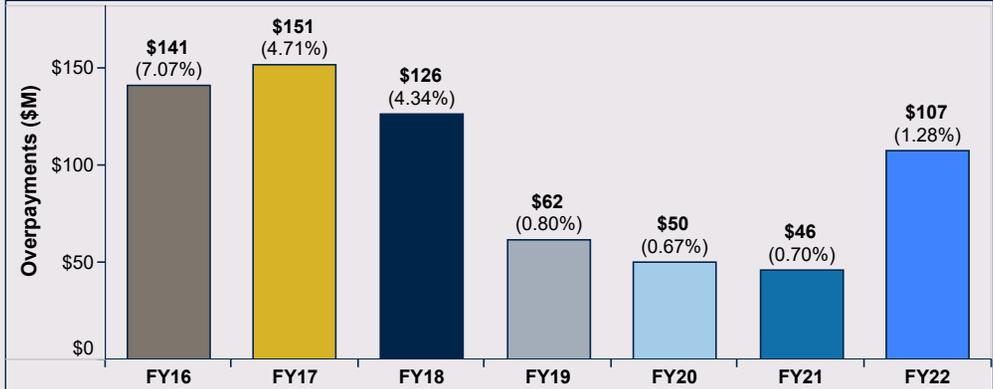


**DOD**  
DoD Travel Pay

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

DoD Travel Pay consists of payments disbursed by the Defense Finance and Accounting Service (DFAS), the Department of the Air Force, Army, Navy, 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 due to insufficient supporting documentation and Approving/Certifying Officials failing to identify vendor invalid receipts and verifying adherence to DoD Regulations prior to approving travel expenses. Known barriers to prevention include the DoD's reliance on Travel Pay record-keeping systems that are decentralized, heavily interfaced, manually intensive, and 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**

The DoD Travel Pay has done extensive training during the previous quarter to prevent improper payments (IPs). The Army Financial Management & DFAS Customer Workshop conducted presentations to train staff on the most recent updates to processes and procedures to provide guidance on the frequent causes of IP's. The Dept. of Air Force (DAF) conducted training three times each month for all financial management on common Defense Travel System (DTS) IP's and proper use of the DTS Compliance Tool. Accountability is instilled by DAF policy by removing approving authorization from AOs who repeatedly cause IP's. DAF has developed and implemented a robotics program to correct unauthorized AOs in DTS. The Navy DTS PMO has met with several Budget Submitting Office (BSO) DTS Lead Defense Travel Administrators (LDTAs) between April 2023 - June 2023 to discuss travel activity and related metrics including volume, trends, and sources. Navy DTS PMO held a Navy-wide BSO LDTA meeting in which the IP's of each command and their causes were briefed. In July - September 2023, the Navy DTS PMO is distributing BSO IP's results to the executives of each BSO, requiring each command to enforce accountability. In the 4th Quarter, the DoD will implement retroactive corrections to the Regulation that will prevent technically IP's due to verbiage that was missing. DoD Payment Integrity Office is pursuing receipt definition policy changes to allow corroborating evidence to support insufficient receipts.

**Accomplishments in Reducing Overpayment**

**Date**

1	Conducted training (i.e., Army Financial Management and DFAS Workshop, FSO Worldwide Workshop in February 2023 attended by over 500 personnel in person and remotely) on important topics such as the major causes and prevention of improper payments throughout the Department.	Jun-23
2	The Dept. of Air Force (DAF) enhanced a tool to validate the DFAS post pay review process. The tool ensures timely and accurate improper payment (IP) reporting, tracks recoveries to collection, and is a means for DAF to analyze and address root causes of IPs.	Jun-23
3	The DoD revised regulations for authorization of resort fees before travel begins (i.e., evacuations), in instances where fees being charged by hotels were not available. The verbiage was corrected to allow for both authorization before and approval after travel.	Jun-23

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Goals towards Reducing Overpayments	Status	ECD	Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
<p><b>1</b></p> <p>Continue to conduct 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. The Navy DTS PMO is holding on-site Approval Official training in San Diego, CA, Lemoore, CA, and Seattle, WA. This Navy DTS PMO training addresses notable improper payment topics like valid/invalid receipts and verbal orders.</p>	<p style="text-align: center; background-color: #4CAF50; color: white;">On-Track</p>	<p style="text-align: center;">Oct-23</p>	<p><b>1 Recovery Audit</b></p>	<p>DTS Tool reviews all voucher data to identify improper payments (IP). When an IP is identified, the tool sends emails to the traveler and the Authorizing Official (AO) with correcting instructions. Commands are responsible to correct and establish debts to collect IP.</p>	<p>Recouped funds for erroneous payments. Alerted travelers to errors before being identified in audit processes. Identified trends and training needs. For FY 2023, DTMO has identified \$4.70M in overpayments, of which \$1.48M, or 31.5 percent, has been recovered by the DoD.</p>
			<p><b>2 Recovery Activity</b></p>	<p>Improper Payments discovered during PIIA compliance sampling performed by DFAS are tracked and reported to the Military Departments or Defense Agency commands to correct the DTS travel voucher and associated documentation and collect the overpayment by establishing a debt.</p>	<p>Training and workshop events serve as a forum to inform DoD Components and Services on the leading causes of overpayment errors. The purpose is to keep the DoD informed on the most current and effective practices for identifying, preventing, and recovering improper payments.</p>
<p><b>2</b></p> <p>Provide staff with reoccurring training forums on the most current travel-related policies and procedures. Provide sites with support, materials, and continuing guidance to equip staff with the knowledge needed to submit, verify, and approve travel vouchers with adequate receipts. The Defense Travel Management Office implemented additional on-screen messaging within the DTS application. Results and feedback will be continuously analyzed to update training and corrective actions as needed.</p>	<p style="text-align: center; background-color: #4CAF50; color: white;">On-Track</p>	<p style="text-align: center;">Oct-23</p>	<p><b>3 Recovery Activity</b></p>	<p>Reoccurring training events on the latest processes, procedures, metrics, and guidelines on overpayments and their root causes, prevention, and collection methods. Continuously review feedback from participants for trends to strengthen DoD's overpayment recovery methods.</p>	<p>Reviewed overpayments identified by the Travel Compliance Tool, robotics, and sampling during recurring meetings with the commands. The errors are reviewed to determine if valid. Results are reported and tracked for commands to correct and collect overpayments.</p>

Amt(\$)	Root Cause of Overpayment	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
<p style="text-align: center; font-weight: bold;">\$107M</p>	<p>Overpayments within agency control that occurred because of a Failure to Access Data/Information Needed.</p>	<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>Change Process – altering or updating a process or policy to prevent or correct error.</p>	<p>DoD Payment Integrity Office is pursuing receipt definition policy changes to allow corroborating evidence to support receipts missing attributes (e.g., foreign lodging receipts, certain rental car receipts). Which would decrease the number of IP's tied to invalid receipts.</p>
		<p>Overpayments are primarily caused by nonadherence to regulations and improper supporting documentation. Invalid receipts and what constitutes a valid receipt, and vendors providing receipts that do not meet the definition of a receipt according to the DoD.</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 address both stakeholders and training claims examiners to process claims correctly to reduce overpayments.</p>