

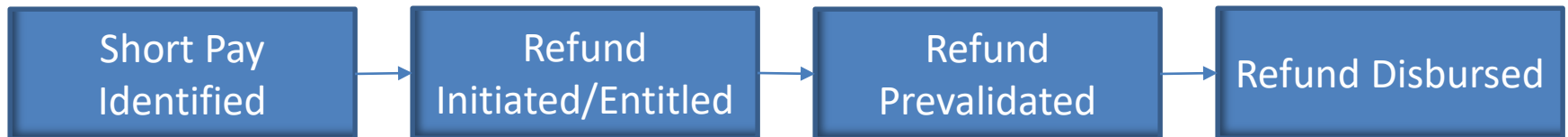
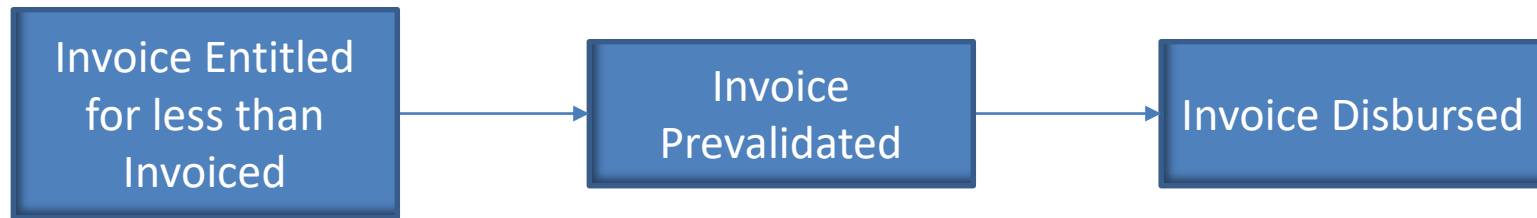


MOCAS Refunds

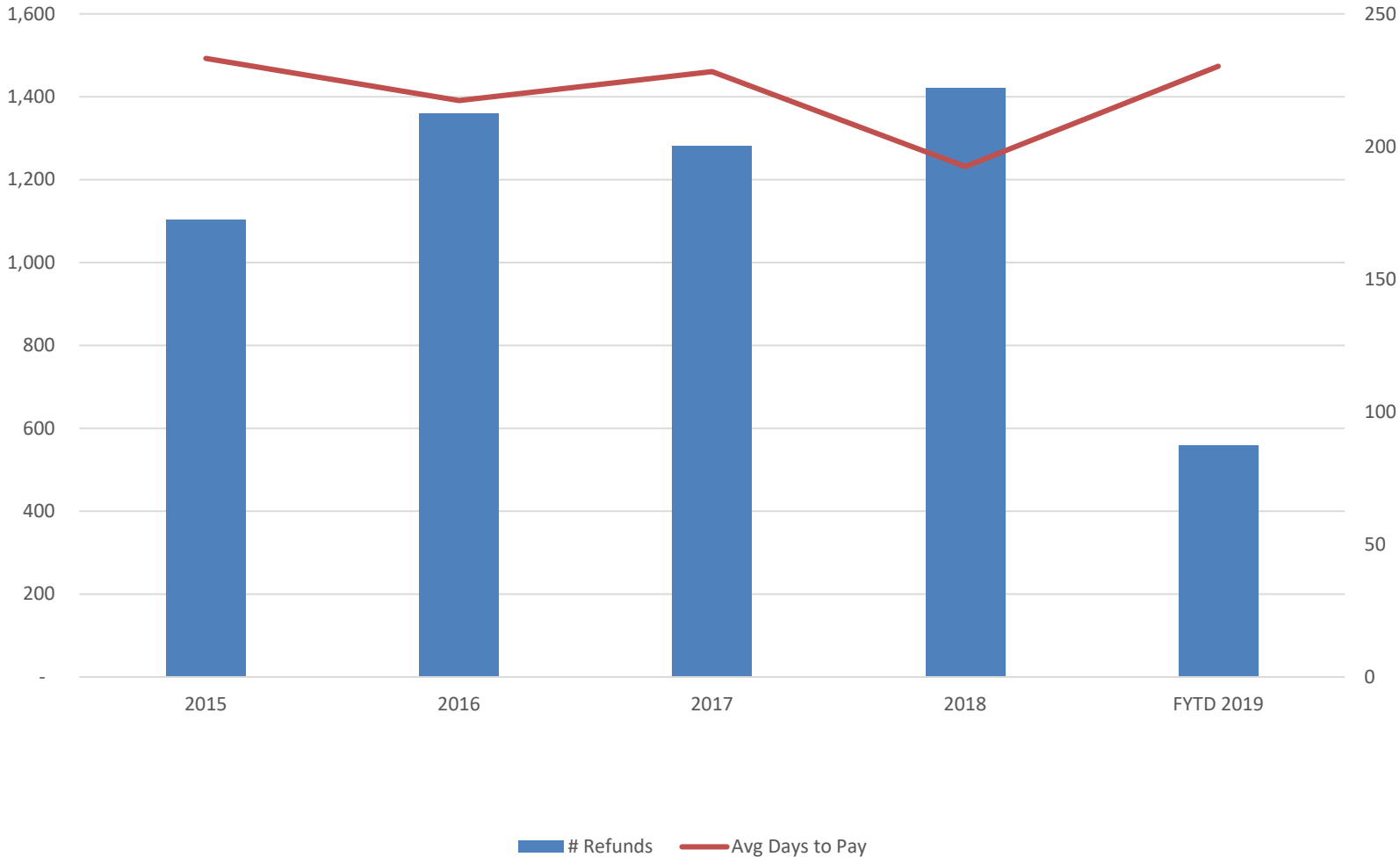
Defense Finance and Accounting Service

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April 18, 2019





Current Process



EDM Workflow for Refunds

- ✓ Workflow is currently active in EDM
- ✓ Operational POCs are gaining access to needed roles

Operational Process Changes

- ✓ Refund packages are now required in order to approve a pay and deduct when DFAS initiated
- ✓ Short Pay Database
 - Database identifies all payments made for less than invoice amount
 - Reports run and researched on a daily basis
- ✓ Monthly reporting of refunds paid
- ✓ Developing performance metrics on days to pay refunds





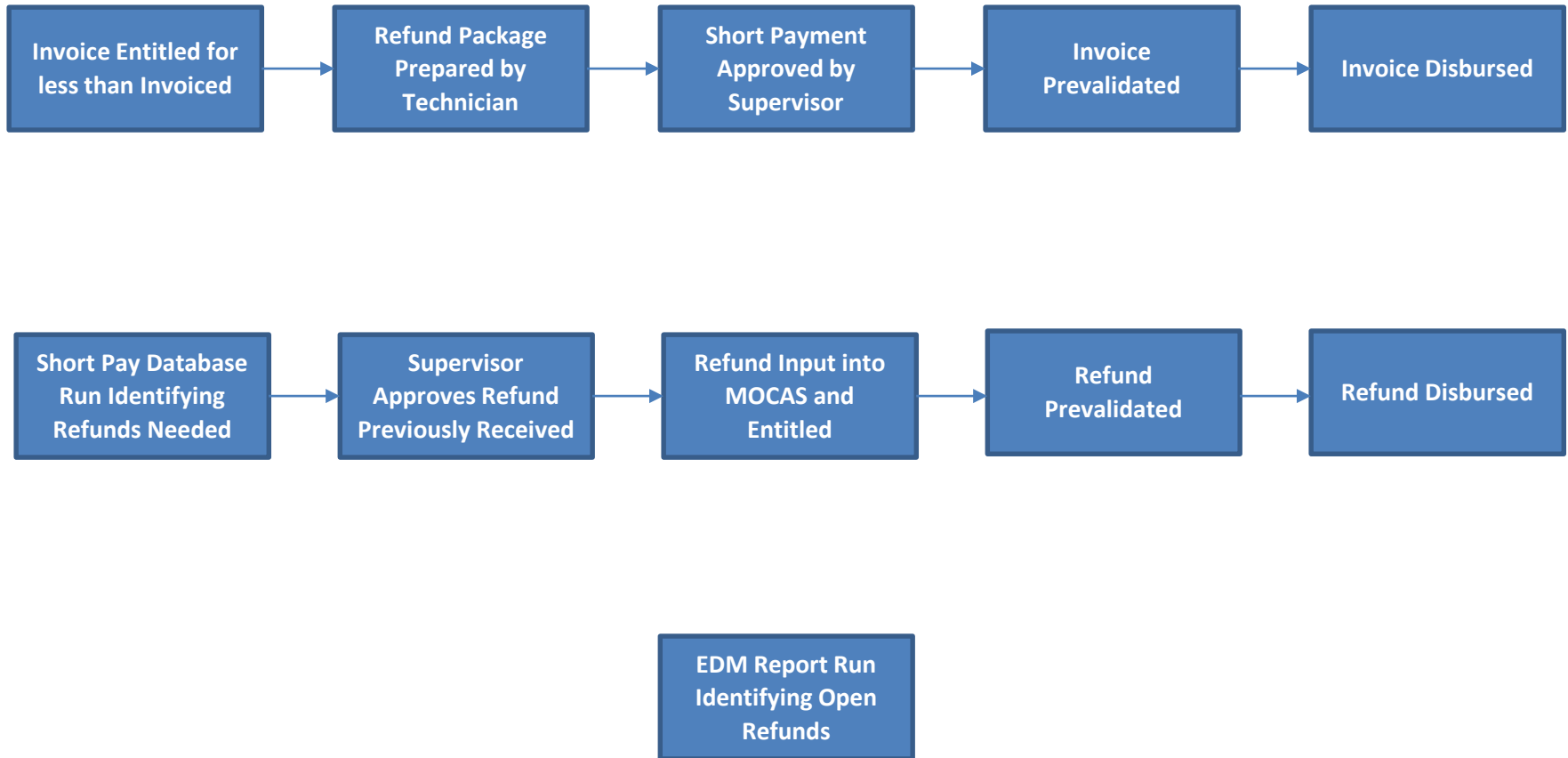
- ▶ Created workflow for multiple areas to initiate refunds
 - ✓ Customer Care
 - ✓ Entitlement
 - ✓ Reconciliation
 - ✓ Prevalidation
 - ✓ BAM

- ▶ Routes the refund to applicable approving officials

- ▶ Created a new report to identify active Refund cases for tracking



To Be Process





EDM Workflow

- ✓ Better routing of refund packages
- ✓ Better tracking of active refunds
- ✓ Ability of each area to input refunds into EDM

Process Changes

- ✓ Refund packages initiated at the time of deduction – less risk to forget to create package
- ✓ Short Pay Database enables immediate identification of refunds required
- ✓ Monthly reporting of refunds paid will allow for root cause analysis and training/education

BENEFITS



Questions?

