August 2019

Do Not Pay Digest Newsletter

BUREAU OF THE
Fiscal Service
U.S. DEPARTMENT OF THE TREASURY

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Innovation in Service to Our Customers

"Creativity is thinking of something new. Innovation is the implementation of something new."

That quote came from Paul Sloane of Destination Innovation. Do Not Pay (DNP) has been collaborating with its agency partners to think of creative new solutions, and now we are implementing some of those new solutions in our Portal re-architecture, which is turning your insights and suggestions into tangible results.

The Portal will go through a complete redesign. You will see improvements beginning with Release 6.0 on August 3, 2019, and continuing with subsequent releases through the end of calendar year 2020. Users will see screen redesign, updated search and data source selection functionality, new search match results display layout, and a new outcomes section, which will allow them to provide feedback regarding the quality or value of the match information provided. These changes are designed to make a positive impact on your day-to-day DNP activities addressing improper payments. This issue of the Dige$t is dedicated to introducing these innovations to you.

DNP is excited to deliver these improvements, and we look forward to continuous collaboration with our agency partners to create and innovate.

Tricia Long
Director,
Do Not Pay Business Center

Change from the Customer Perspective

The Do Not Pay Business Center invites you to be a part of the exciting changes that are taking place in our Portal. DNP is in the midst of making systematic and programmatic changes to the Portal to better align our operations with the business needs of our agency partners. These changes are not driven by any mandates or policies, but by a deepening commitment to customer-centric growth and expansion. We realize that in order to grow successfully, we need to understand exactly what our agencies need and collaborate with each other on innovative solutions. This collaboration is evident with the evolution of our Do Not Pay Focus Groups and User Experience sessions.

Many of our agency customers are now seeing changes they requested during our initial Focus Group sessions. Most notably, Payment Integration users can be more efficient in their improper payment determinations by executing multiple adjudications, and they can prioritize a record for enhanced viewing. See "Upcoming Release: Do Not Pay Portal User Interface Redesign Schedule" on page 4 for more detailed information on upcoming changes.

The Portal will go through a complete redesign over the next two to three years. Recently, DNP showed agency customers our new Portal screen concepts during User Experience/Focus Group sessions. It is of utmost importance for us to understand agency users' insights and perspectives about these new concepts, in order to create a better experience for our users. As we continue to improve the Portal, we will continue to call on you, our agency partners, to join us in building an enhanced, more efficient system that works for you!

If you are interested in participating in any of our upcoming Focus Groups, please reach out to Lori Makle-Sellman at lori.makle-sellman@fiscal.treasury.gov or by phone at 202.874.8782. We look forward to hearing your perspective on how we can change and create a path forward in our efforts to combat the challenges in the improper payment landscape.

Congratulations to Dominique McCreary—new Manager of the DNP Outreach and Business Processes staff!

Dominique McCreary has recently been named the new Manager of the DNP Outreach and Business Processes staff. Dominique brings passion and versatility to engage DNP's customers and other stakeholders to showcase the benefits of partnering with DNP. His dedication to the mission and goals of DNP translates into results for DNP's federal and state partners in combating improper payments.

Dominique has 10 years of federal government experience with a focus on agency outreach, customer relationships, system development, and project management. He holds a Bachelor of Arts in Management from Gettysburg College, is a graduate of the Federal Career Internship Program (FCIP) in Government Wide Accounting (GWA), and holds a certificate in Business Process Management.
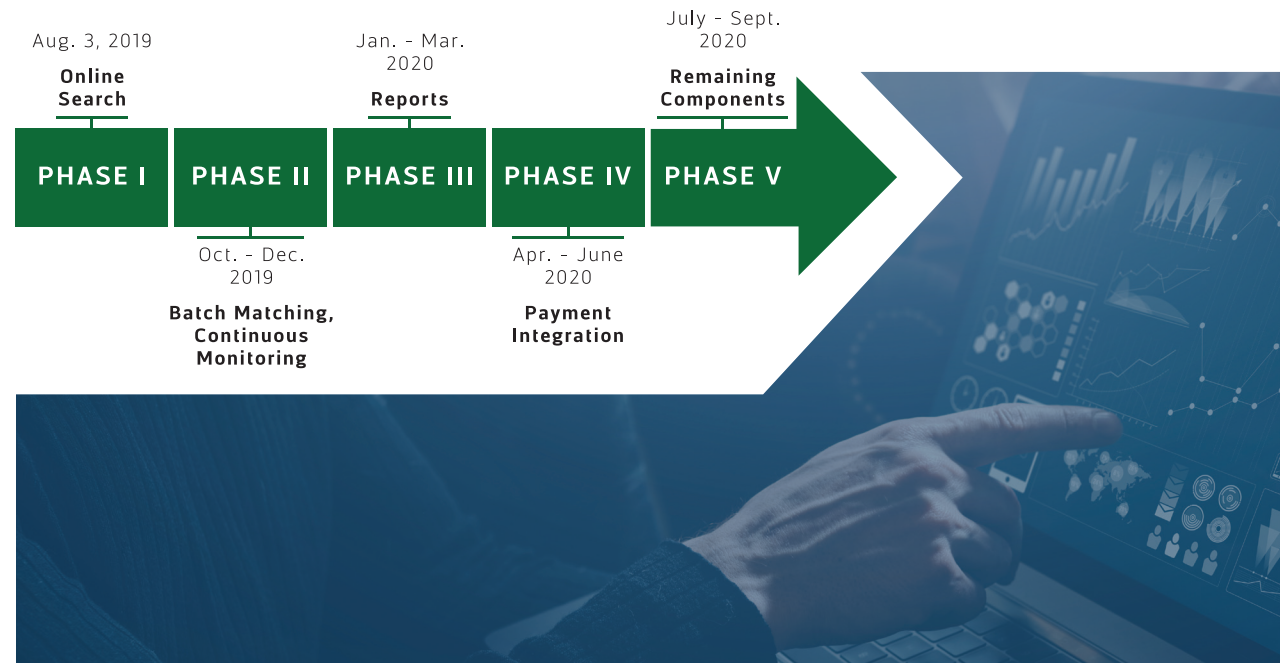
Upcoming Release:

Do Not Pay Portal User Interface Redesign Schedule

On August 3, 2019, the Online Search module will be the first UI phase implemented in Release 6.0. This module features an intuitive search interface and a user-friendly results display, which will quickly and efficiently provide you the data you need in your improper payment prevention activities. The Online Search module includes a function for you to provide us the results of your adjudications. This will help us improve our search logic even more.

By December 2019, DNP will release the new UI for the Batch Matching and Continuous Monitoring modules. By March 2020, DNP will release the new Reports module, which will be followed by the Payment Integration module scheduled for June 2020. We will release all remaining modules and functions before the end of September 2020.

Be assured that all modules and functions will be available to you during all phases. Modules and functions that have not been migrated to the new UI will be available in the legacy version of the Portal until it is phased out in September 2020. Before that happens, DNP will be creating communications and training materials and providing any training that you may need.

Aug. 3, 2019 **Online Search**		Jan. - Mar. 2020 **Reports**		July - Sept. 2020 **Remaining Components**
PHASE I	**PHASE II**	**PHASE III**	**PHASE IV**	**PHASE V**
	Oct. - Dec. 2019 **Batch Matching, Continuous Monitoring**		Apr. - June 2020 **Payment Integration**	

Changes to Online Search:
Same Functionality, Different Results

DNP is making changes to the Online Search feature to streamline the process of finding matches in the Portal. These changes will provide more search results across multiple data sources, based on a single search.

Previously, the Online Search feature used an exact matching logic, in which the search criteria had to match the record information in a particular data source exactly in order to return a match result. For example, a search of the name "Mickey Mouse" along with the Social Security Number (SSN) "000000000," would only return results that exactly matched both the name and SSN against the available data sources. While an exact match is helpful for researching payee eligibility, there are circumstances in which broader match criteria may be beneficial. For instance, in the old search logic the search above would not return match results for "Mick Mouse" or "Mick E. Mouse" with an SSN of "000000000." It is quite likely that these records refer to the same individual, and you would want to have them included in your eligibility checks.
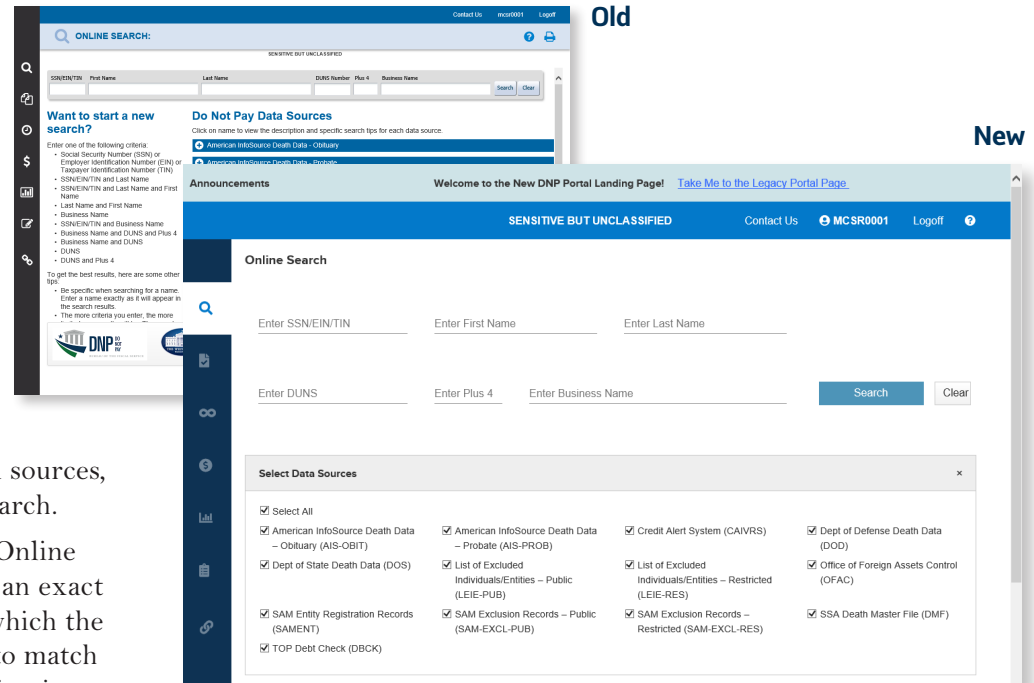
As a part of the Portal re-architecture, the Online Search functionality will include a change to the matching logic to provide more results across your authorized data sources. In the search example above, you will receive results as if you had only searched the name "Mickey Mouse" by itself or the SSN "000000000" by itself, along with exact match results that include the name and SSN fields together. Another component of the new matching logic is that if you search using the above criteria, the Portal will return results with a priority on the SSN. For any data sources that include an SSN, matches will be made to the SSN, and the name field will be ignored. This matching change provides you with more matches and information to leverage as part of your improper payment research activities.

An Important Story to Tell:
Online Search Resolution Information

Since the creation of the Portal, users have had the ability to adjudicate payments made through Treasury's Payment Automation Manager (PAM). When a payment was adjudicated as improper, year-end reporting in the Portal captured these totals to tell the important story of identified improper payments. However, adjudication occurred in the post-payment phase in PAM. Since the ideal time to catch improper payments is before funds have been released, DNP realized capturing the number of improper payments prevented would be a very important story for our agency users to tell.

With the upcoming Release 6.0 User Interface redesign, agencies will have the ability to provide resolution information as they are performing Online Searches in their day-to-day business activities. Users will be able to indicate whether pre-payment and pre-award match information provided by DNP was able to verify eligibility and prevent a potentially improper payment from being disbursed. This brings the added benefit of tracking potential improper payments before they are awarded. Agency users will be able to indicate the amount of the payment and also the frequency at which the payment would have been made.

While this enhancement will be added first to the Online Search module with this release, DNP will also add this function to Batch Matching and Continuous Monitoring to be able to track resolution information for bulk payment or payee files.

If you are interested in learning how your agency can begin using this new feature, please reach out to your DNP Senior Agency Outreach Liaison.

Search Outcome

Did this search prevent an improper payment?
● Yes ○ No

Dollars

Frequency

Payment Category

Comment

Submit

Announcements

Join DNP for Spotlight Training Thursdays at 2:00 PM EST!

The schedule below is subject to change. Invitations with confirmed training topics and instructions on how to join the webinar are sent out at the beginning of each month. DNP Spotlight Training Thursdays are offered to users of the DNP Portal who are either newly enrolled or who need to refresh their knowledge on how to use the Portal. You can also find out about new enhancements ahead of their appearance in the Portal.

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