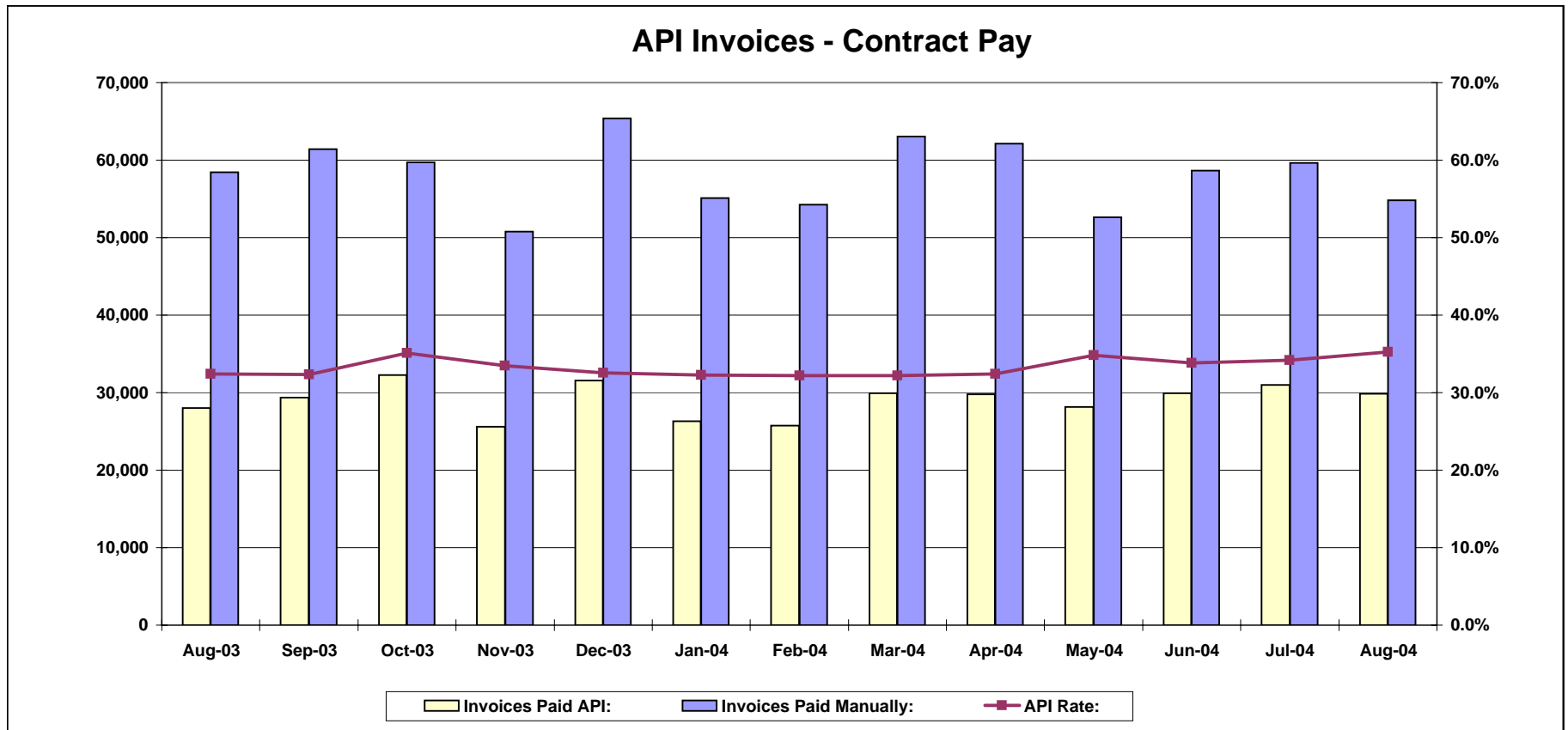


API Invoices - Contract Pay

Presented on this DFAS Columbus Contract Pay chart is a 13 month view, by month, of invoices paid via the Automatic Payment of Invoices (API) system as a percentage of total invoices paid. The total of invoices paid each month varies between 76 thousand and 97 thousand invoices. Invoices not paid via API are paid manually. Invoices paid include classified invoices and do not include voided payments. The percentage of invoices paid via API varies between 32% and 35%.

	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04
Invoices Paid API:	27,980	29,349	32,285	25,583	31,545	26,294	25,746	29,939	29,793	28,174	29,926	31,000	29,886
Invoices Paid Manually:	58,412	61,448	59,687	50,790	65,409	55,121	54,232	63,058	62,120	52,652	58,618	59,665	54,851
API Rate:	32.4%	32.3%	35.1%	33.5%	32.5%	32.3%	32.2%	32.2%	32.4%	34.9%	33.8%	34.2%	35.3%
Invoices Paid:	86,392	90,797	91,972	76,373	96,954	81,415	79,978	92,997	91,913	80,826	88,544	90,665	84,737

NOTE: Invoices paid reflected on this chart include classified invoices paid and do not include voided payments



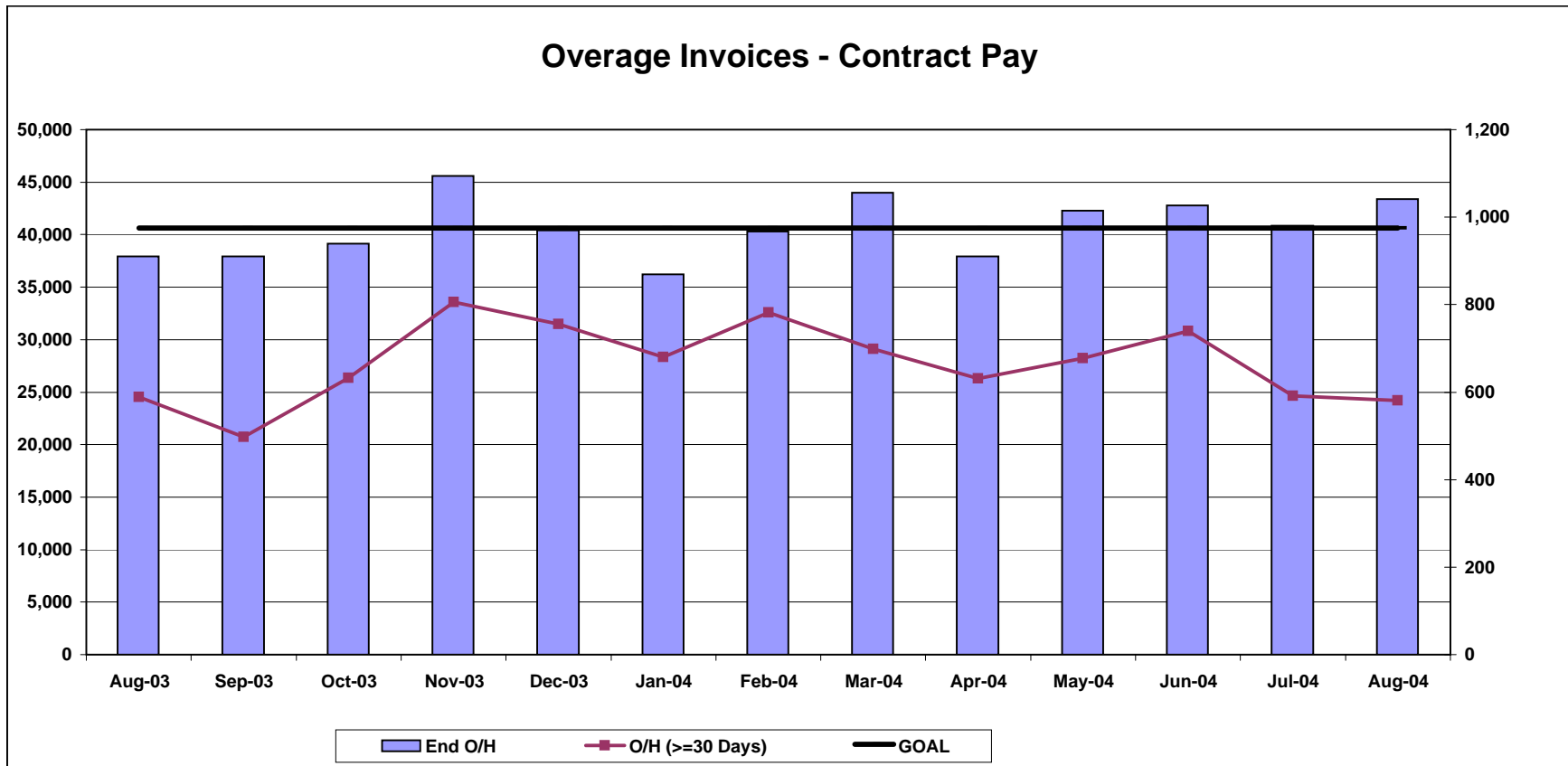
Overage Invoices - Contract Pay

Presented on this DFAS Columbus Contract Pay chart is a 13 month view, by month, of the end of month figures for overage invoices on-hand, total invoices on-hand and overage percentage. Classified invoices have been included. The goal for overage invoices on-hand is not to exceed 975 invoices. An invoice is considered overage if it remains on-hand for 30 days or more. Total invoices on-hand vary between 36 thousand and 46 thousand invoices. Overage invoices on-hand vary between 497 and 806 invoices. The overage percentage varies between 1.3% and 1.9%.

	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04
End O/H	37,938	37,908	39,140	45,617	40,420	36,206	40,324	43,981	37,950	42,291	42,761	40,870	43,368
O/H (>=30 Days)	589	497	632	806	755	680	782	698	631	678	740	592	581
% Overage	1.6%	1.3%	1.6%	1.8%	1.9%	1.9%	1.9%	1.6%	1.7%	1.6%	1.7%	1.4%	1.3%

GOAL: Not To Exceed 975 Overage Invoices On-Hand

NOTE: Classified invoices have been included.



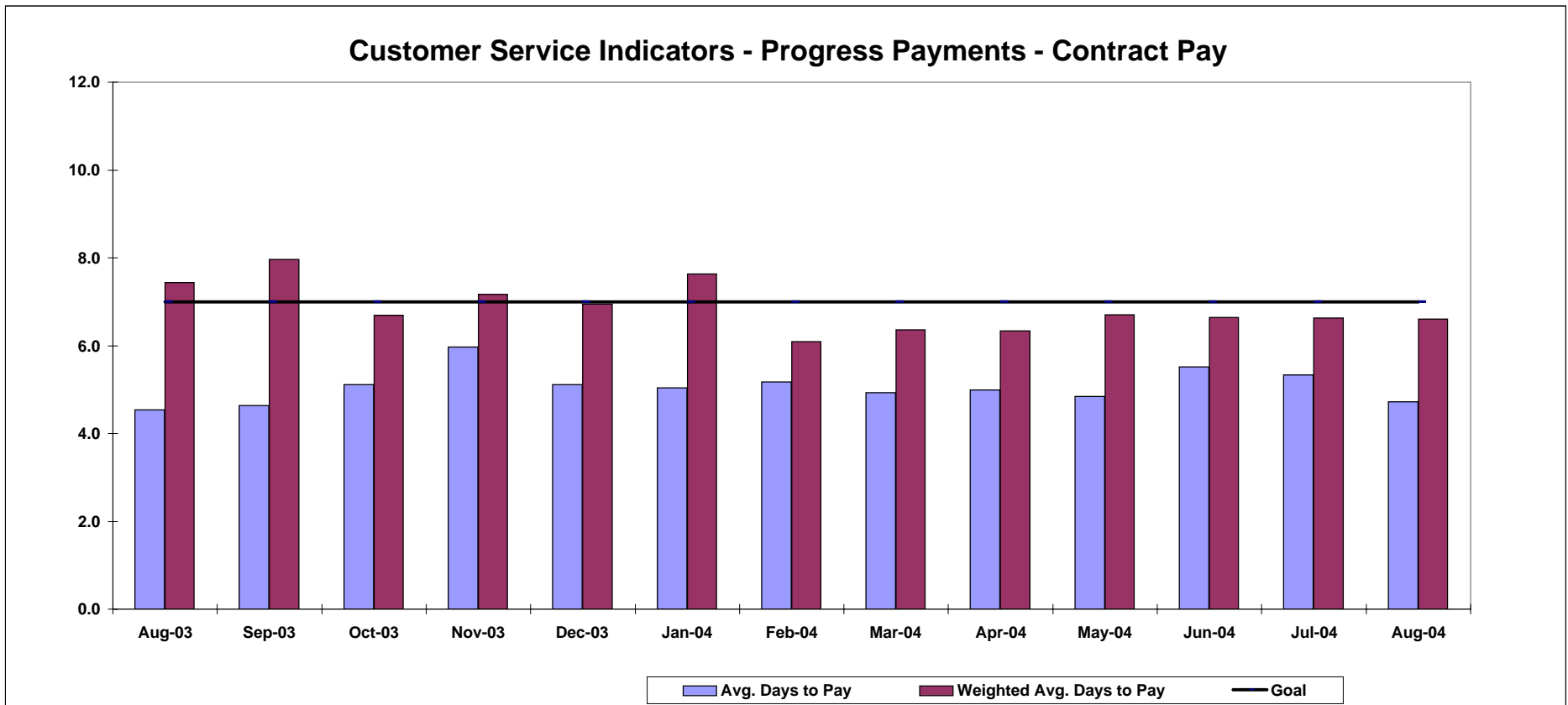
Customer Service Indicators - Progress Payments - Contract Pay

Presented on this DFAS Columbus Contract Pay chart is a 13 month view, by month, of total progress payments paid, the total paid on time, the percentage paid on time, the average days to pay and the weighted average days to pay. Classified invoices paid are included and voided invoices have been removed. The goal is not to exceed 7 days to pay. The percentage paid on time varies between 78% and 85% and the average days to pay varies between 4.5 and 6.0.

	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04
Total	1,237	1,273	1,268	1,125	1,378	1,048	1,066	1,223	1,167	1,110	1,201	1,239	1,204
On Time	1,054	1,076	1,030	881	1,135	885	878	1,021	992	934	983	1,039	1,039
% On Time	85.2%	84.5%	81.2%	78.3%	82.4%	84.4%	82.4%	83.5%	85.0%	84.1%	81.8%	83.9%	86.3%
Avg. Days to Pay	4.5	4.6	5.1	6.0	5.1	5.0	5.2	4.9	5.0	4.8	5.5	5.3	4.7
Weighted Avg. Days to Pay	7.4	8.0	6.7	7.2	6.9	7.6	6.1	6.4	6.3	6.7	6.6	6.6	6.6

GOAL: Not To Exceed 7 Days to Pay

Note: Data in this chart includes classified invoices paid, and excludes invoices on voided payments.



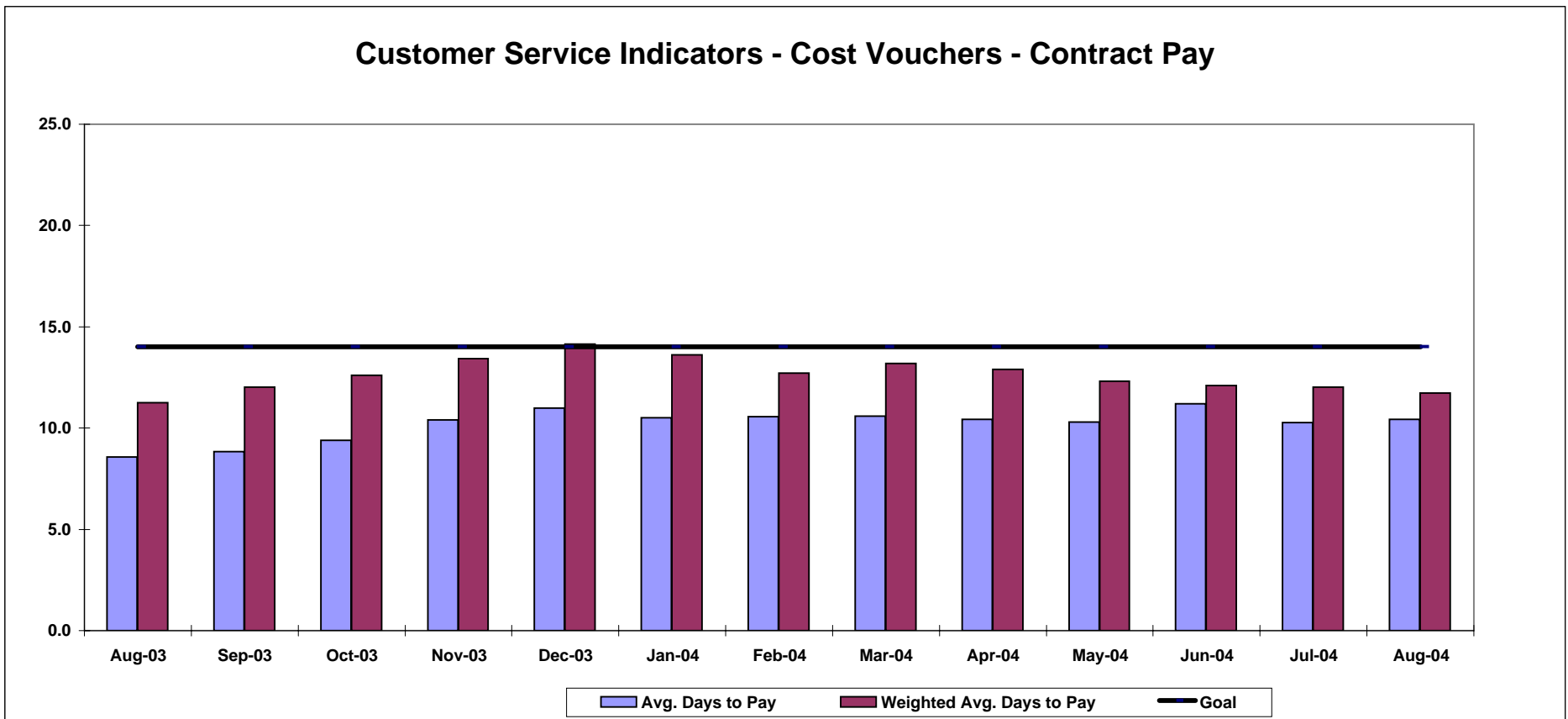
Customer Service Indicators - Cost Vouchers - Contract Pay

Presented on this DFAS Columbus Contract Pay chart is a 13 month view, by month, of total cost vouchers paid, the total paid on time, the percentage paid on time, the average days to pay and the weighted average days to pay. Classified invoices paid are included and voided invoices have been removed. The goal is not to exceed 14 days to pay. The percentage paid on time varies between 75% and 89% and the average days to pay varies between 8.6 and 11.2.

	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04
Total	37,219	39,989	35,132	31,889	39,380	36,003	34,534	39,221	38,094	34,657	39,580	39,722	36,560
On Time	33,176	34,569	29,683	25,857	29,886	29,444	29,816	32,586	30,514	27,366	29,781	32,338	30,058
% On Time	89.1%	86.4%	84.5%	81.1%	75.9%	81.8%	86.3%	83.1%	80.1%	79.0%	75.2%	81.4%	82.2%
Avg. Days to Pay	8.6	8.8	9.4	10.4	11.0	10.5	10.6	10.6	10.4	10.3	11.2	10.3	10.4
Weighted Avg. Days to Pay	11.2	12.0	12.6	13.4	14.1	13.6	12.7	13.2	12.9	12.3	12.1	12.0	11.7

GOAL: Not To Exceed 14 Days to Pay

Note: Data in this chart includes classified invoices paid, and excludes invoices on voided payments



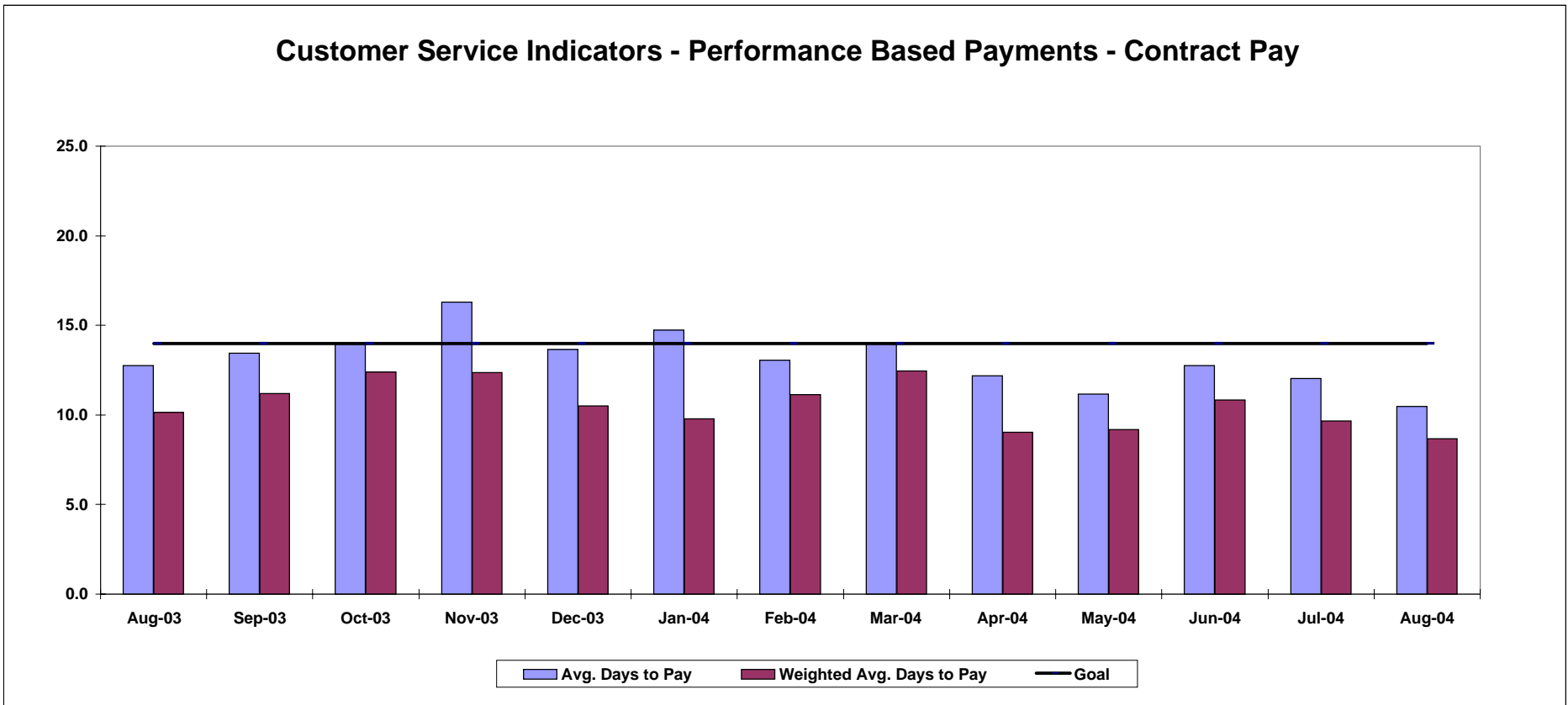
Customer Service Indicators - Performance Based Payments - Contract Pay

Presented on this DFAS Columbus Contract Pay chart is a 13 month view, by month, of total performance based payments paid, the total paid on time, the percentage paid on time, the average days to pay and the weighted average days to pay. Classified invoices paid are included and voided invoices have been removed. The goal is not to exceed 14 days to pay. The percentage paid on time varies between 64% and 82% and the average days to pay varies between 10.5 and 16.3.

	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04
Total	247	261	220	200	337	203	223	323	306	278	289	248	267
On Time	188	209	140	162	221	134	165	239	222	227	206	185	219
% On Time	76.1%	80.1%	63.6%	81.0%	65.6%	66.0%	74.0%	74.0%	72.5%	81.7%	71.3%	74.6%	82.0%
Avg. Days to Pay	12.8	13.5	14.0	16.3	13.7	14.7	13.1	14.0	12.2	11.2	12.7	12.0	10.5
Weighted Avg. Days to Pay	10.1	11.2	12.4	12.4	10.5	9.8	11.1	12.5	9.0	9.2	10.8	9.7	8.7

GOAL: Not To Exceed 14 Days to Pay

Note: Data in this chart includes classified invoices paid, and excludes invoices on voided payments.



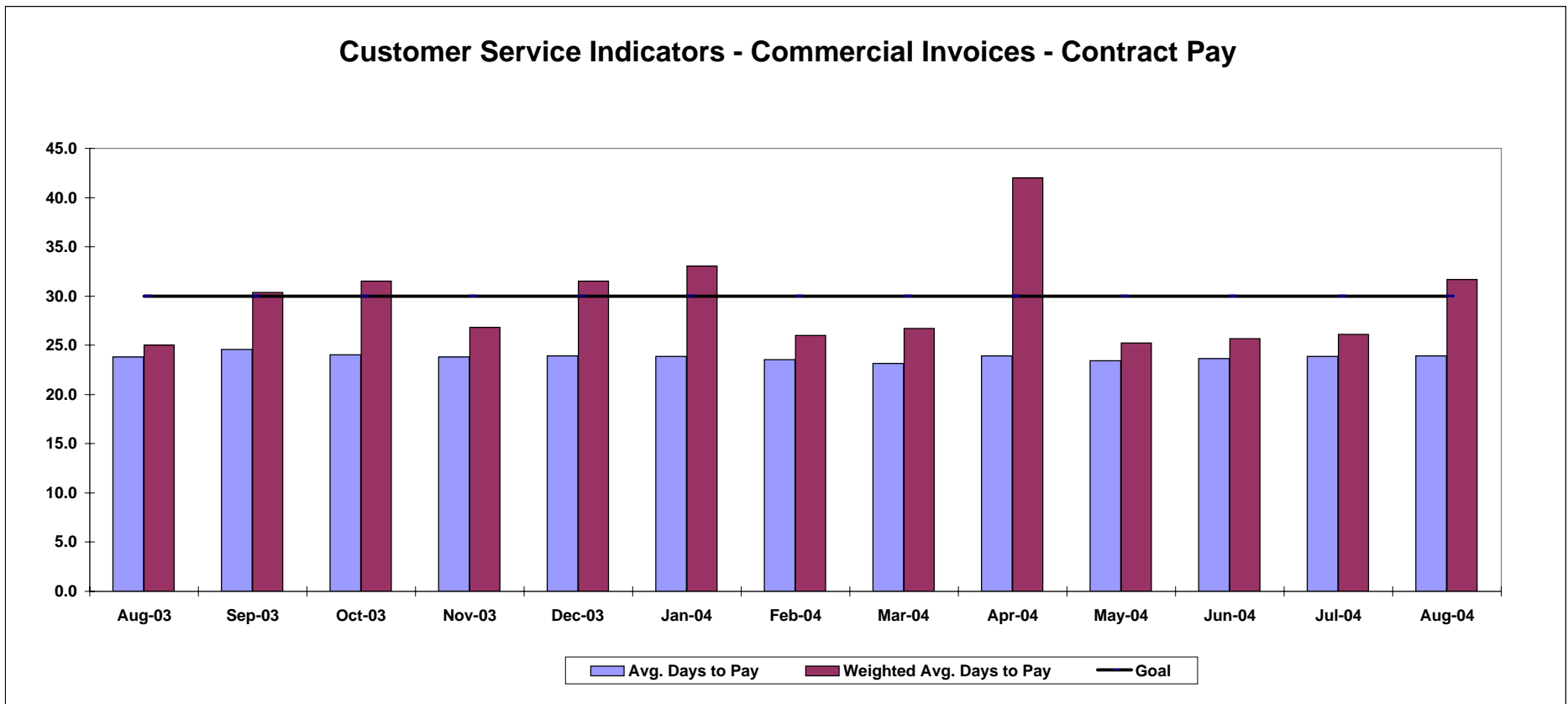
Customer Service Indicators - Commercial Invoices - Contract Pay

Presented on this DFAS Columbus Contract Pay chart is a 13 month view, by month, of total commercial invoices paid, the total paid on time, the percentage paid on time, the average days to pay and the weighted average days to pay. Classified invoices paid are included and voided invoices have been removed. The goal is not to exceed 30 days to pay. The percentage paid on time varies between 97% and 98% and the average days to pay varies between 23.2 and 24.9.

	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04
Total	47,276	49,279	55,352	43,159	55,859	44,161	44,154	52,231	52,346	44,781	47,474	49,456	46,706
On Time	46,265	48,226	54,370	41,968	54,260	42,744	43,263	51,142	51,127	43,723	46,204	48,022	45,476
% On Time	97.9%	97.9%	98.2%	97.2%	97.1%	96.8%	98.0%	97.9%	97.7%	97.6%	97.3%	97.1%	97.4%
Avg. Days to Pay	23.8	24.6	24.0	23.8	23.9	23.9	23.6	23.2	23.9	23.4	23.6	23.9	23.9
Weighted Avg. Days to Pay	25.0	30.3	31.5	26.8	31.5	33.0	26.0	26.7	42.0	25.3	25.7	26.1	31.7

GOAL: Not To Exceed 30 Days to Pay

Note: Data in this chart includes classified invoices paid, and excludes invoices on voided payments.



Customer Service Indicators - Total - Contract Pay

Presented on this DFAS Columbus Contract Pay chart is a 13 month view, by month, of total invoices paid, the total paid on time, the percentage paid on time, the average days to pay and the weighted average days to pay. Classified invoices paid are included and voided invoices have been removed. The goal is not to exceed 30 days to pay. The percentage paid on time varies between 88% and 94% and the average days to pay varies between 17.1 and 18.4.

	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04
Total	85,979	90,797	91,972	76,373	96,954	81,415	79,977	92,998	91,913	80,826	88,544	90,665	84,737
On Time	80,683	84,080	85,223	68,868	85,502	73,207	74,122	84,988	82,855	72,250	77,174	81,584	76,792
% On Time	93.8%	92.6%	92.7%	90.2%	88.2%	89.9%	92.7%	91.4%	90.1%	89.4%	87.2%	90.0%	90.6%
Avg. Days to Pay	17.1	17.4	18.2	18.0	18.4	17.7	17.7	17.6	18.1	17.5	17.8	17.7	17.8
Weighted Avg. Days to Pay	17.2	20.4	22.2	18.6	22.1	22.9	18.0	18.8	26.3	17.1	17.1	17.4	20.1

GOAL: Not To Exceed 30 Days to Pay

Note: Data in this chart includes classified invoices paid, and excludes invoices on voided payments.

