

Claims Report

United States Army Claims Service

Personnel Claims Notes

Initials No Longer Permitted on Chronology Sheets

One of the changes contained in the new version of *Department of the Army Pamphlet 27-162*¹ is the requirement to list the name, rather than the initials, of the individuals making entries on the chronology sheet.² This was not required under the previous version of the claims pamphlet.³ Traditionally, claims personnel have used initials to identify who made entries on the chronology sheet. Under the new pamphlet, the use of initials is no longer permitted.⁴

The purpose of the new requirement is to make it easier to identify the individuals who completed the chronology sheet. The entries on the chronology sheet are often critical in determining whether the claim was properly adjudicated. When the claim is transferred to another office or to the U.S. Army Claims Service for review, it may be necessary to contact the individual who made the entries to obtain clarification. It is difficult to determine who made the chronology sheet entries if only initials are provided. At a minimum, the last name of the person making the entry should be included on the chronology sheet. Lieutenant Colonel Masterton.

Carrier Industry Requests

Recently, at a military-industry personal property and claims symposium, the carrier industry representatives made two requests that, if followed, would allow for more efficient pro-

cessing of claims. The first request focused on telephone and fax numbers on the Department of Defense Form 1840R, Notice of Loss or Damage. The form provides a space, box 4d, for the telephone number of the claims office. The carrier industry representatives request that the telephone number be provided on all the DD Forms 1840R dispatched. Further, although a specially designated space for a fax number is not provided on the form, the carrier industry representatives request that the claims office provide a fax number. Claims personnel should write the fax number near box 4d and indicate that it is a fax number.

The carrier industry representatives' second request concerns members' statements that electronic items (for example, computers, televisions, and VCRs) worked at the point of origin. The carrier industry's agents often refuse to accept these statements because they are often preprinted and are inadequate to complete the claims process. The industry representatives indicated that the agents would accept a statement if it fully explains why the claimant knew that the item worked at the point of origin. For example, a hand-written statement which explains "my television was working prior to pick up; my children were watching it when the movers arrived" is adequate. On the other hand, a preprinted form that states that "the item(s) listed below worked prior to pick-up" is *not* adequate. The carrier industry representatives believe that if the statements are full and explicit and explain all of the issues involved, the carrier industry will have fewer problems with its agents and claims. Ms. Schultz.

1. U.S. DEP'T OF ARMY, PAM. 27-167, LEGAL SERVICES, CLAIMS PROCEDURES (1 Apr. 1998) [hereinafter DA PAM 27-167].

2. *Id.* para. 11-10f.

3. See U.S. DEP'T OF ARMY, PAM. 27-162, LEGAL SERVICES, CLAIMS, para. 2-55f (15 Dec. 1989).

4. DA PAM 27-162, *supra* note 1, para. 11-10f.