

The USARCS
Tort and Special Claims
Application
OIF and OEF FCC User
Orientation

13 April 2006

Purpose

This slide show is intended for appointed Foreign Claims Commissioners (FCC's) who are deployed in support of Operation Iraqi Freedom and Operation Enduring Freedom, their supervisors, and those who assist the FCC's in their foreign claims mission. Readers who follow this slide show to the conclusion will be prepared to employ the Tort and Special Claims Application (TSCA) as intended and required by Headquarters, United States Army Claims Service.

Disclaimer

This slide show will not provide guidance on how to execute the foreign claims mission. Please see the USARCS “FCC Resources” page on JAGCNet for information, guidance, etc.

Agenda

- What is TSCA?
- Why do I need to use TSCA?
- Where is it?
- How do I gain access?
- How do I enter a new claim?
- How do I find an existing claim?
- How do I update an existing claim?
- Can the application get me my CEA?
- How do I enter a final disposition on a claim?
- Do I get any reports from this app?

TSCA

The Tort and Special Claims Application (TSCA) is the application developed, fielded, and supported by Headquarters USARCS for the world wide management of tort claims. It contains a variety of accountability, reporting, and process management capabilities for claims ranging from the simple “slip and fall” to the complex “medical malpractice”.

While TSCA contains all the capabilities described above, for most FCC users only a few of the features need be used to create the required level of accountability and meet reporting standards.

Why use TSCA?

Hey, we already have a reporting system in place over here!

That may be true. However, whatever reporting system you may have does not “feed” the Army’s reporting and accountability system for tort claims. The application is designed to support that, and any local reporting needs you may have.

And, if the application does not support your reporting needs, we would be happy to change it so that it does.

Locating TSCA

- Go to JAGCNet
- Click “Applications”
- When the “Application Desk” appears, click the TSCA icon.
- Log into JAGCNet when prompted.

Link for Application Desk



The screenshot shows the JAGCNet website interface. The browser title is "JAGCNet.army.mil - Visitors - Microsoft Internet Explorer". The address bar shows "https://www.jagcnet.army.mil/". The website header includes the JAGCNet logo, the text "The Judge Advocate General's Corps U.S. Army", and a "Welcome to JAGCNet" message. The main content area is divided into several sections: "Welcome to JAGCNet", "Announcements", "Frequently Used Areas", "Public Pages", "Members Only", "Account Options", and "Other Resources". A callout line points from the text "Link for Application Desk" to the "JAGC Applications (Software)" link in the "Frequently Used Areas" section.

JAGCNet
The Judge Advocate General's Corps
U.S. Army

Welcome to JAGCNet
You are not logged on (Visitor access)
Log-in Now

Visitors Enter JAGCNet

Welcome to JAGCNet
JAGC Leadership
Announcements **NEW!**
New JAGCNet Features
Frequently Used Areas
Public Pages
US Army Legal Services Agency (USALSA)
Center for Law and Military Operations (CLAMO)
Forms & Publications (e-JAWS)
JAGC Recruiting (JARO)
TJAG Legal Center & School (TJAGLCS)
Personnel (PP&TO)
In Memoriam
Members Only
Forums
JAGC Applications (Software)
JAGC Directory
LexisNexis
What's New on JAGCNet
Virtual Suggestion Box

Announcements:
Posted 6 APR 2006 - 89th Regional Readiness Command
Click here to register for the conference. Registration closes
Posted 6 APR 2006 - Servicemembers Civil Relief Act Guide
Click here to access this new publication

The U.S. Army has established a procedure for certain protection and Operation Noble Eagle. Click here for more information.
The Judge Advocate General's Corps Leadership and Strategic Plan
JAGC Leadership
JAGC Strategic Plan FY 2004-2010

Account Options
Request/Update Account

Other Resources
Commonly Requested Links
Army Knowledge Online
FirstGov.gov

Publications
Personnel (PP&TO) +/-
Join JAG (Recruiting) +/-
TJAG Legal Center & School (TJAGLCS) +/-

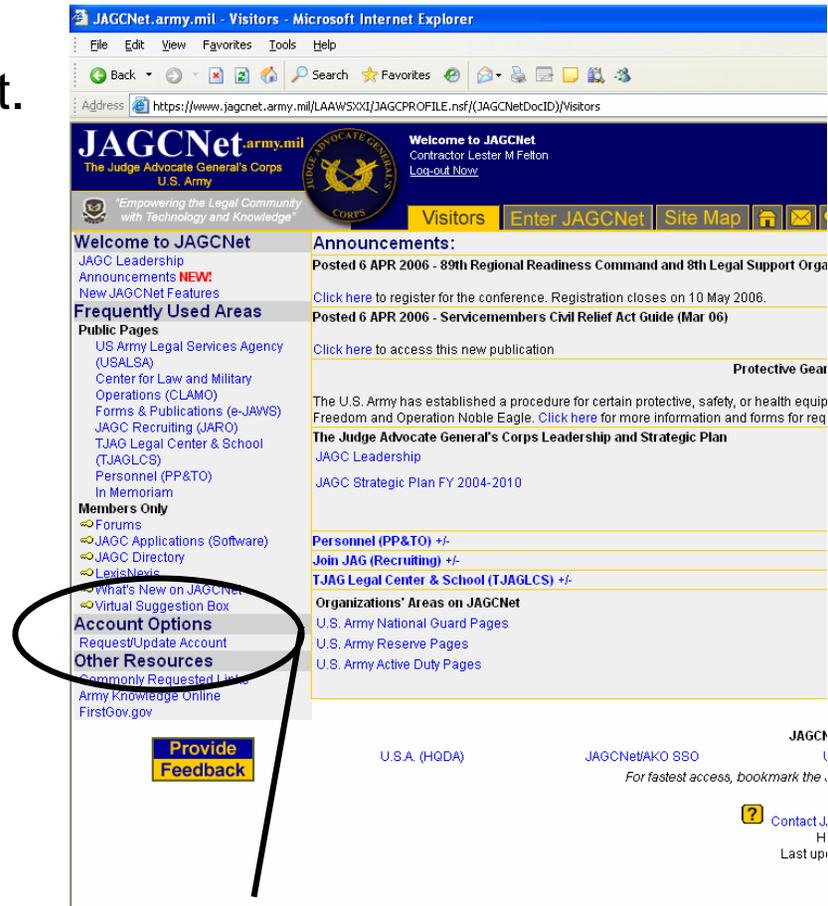
Organizations' Areas on JAGCNet
U.S. Army National Guard Pages
U.S. Army Reserve Pages
U.S. Army Active Duty Pages

Provide Feedback

U.S.A. (HODA) JAGCNet/AKO
For fast

Access to TSCA

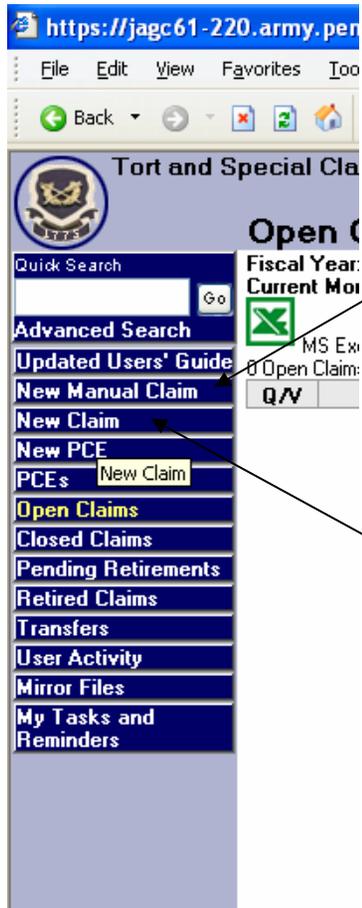
- You need a JAGCNet Account.
- When FCC Orders are published, a copy goes to the TSCA system administrator (S/A).
- The TSCA S/A creates a new account for you.
- The application itself sends you an e-mail with your user access information.
- The S/A will also get you added to the JAGCNet restricted-access FCC forum.



The screenshot shows the JAGCNet website interface. The browser title is "JAGCNet.army.mil - Visitors - Microsoft Internet Explorer". The address bar shows "https://www.jagcnet.army.mil/LAAWSXXX/JAGCPROFILE.nsf/(JAGCNetDocID)/Visitors". The website header includes the JAGCNet logo and navigation buttons for "Visitors", "Enter JAGCNet", "Site Map", and "Home". The main content area is divided into several sections: "Welcome to JAGCNet", "Announcements", "Frequently Used Areas", "Public Pages", "Members Only", "Account Options", and "Other Resources". The "Account Options" section is circled in red, and a red callout box points to it with the text "Provide Feedback". The "Account Options" section includes links for "Request/Update Account".

You don't have a JAGCNet account?
Use this JAGCNet feature to request one.

Adding a Claim



Use the “New Manual Claim” only if the claim was submitted in a previous fiscal year.

Click on “New Claim” to add a claim that is not already entered into the application.

Adding a New Claim (con't)

The screenshot shows the 'New Claim' form in the Tort and Special Claims-Pro Version web application. The form is titled 'New Claim' and includes the following fields and sections:

- Fiscal Year:** 01-Oct-2005 - 30-Sep-2006
- Current Month:** 01-Apr-2006 - 30-Apr-2006
- Selected Office:** IQ7 - FCC IQ7 RCT8 2D MARDIV (Iraq) 15K
- Claim ID:** IQ7 - FCC IQ7 RCT8 2D MARDIV (Iraq) 15K
- Incident Date:** * (Required)
- Date Filed:** * (Required)
- Date Amended:** New Feature
- Date of Final Action:**
- Annuity:** No
- Claimant Title or Salutation:**
- Claimant First Name:**
- Claimant Last Name or Name of Company, Organization, or Group:** * (Required)
- Incident Location:** *
- Claim Amount:** IN: U.S. DOLLARS -- -- The automatic currency conversion feature is disabled. Please make your entry in USD only.
- Property Damage:** 0.00
- Personal Injury:** 0.00
- Wrongful Death:** 0.00
- TOTAL:** \$0.00
- Chapter Codes:** Select one or more chapters that apply. (Required)
- Damage Codes:** Press the SHIFT or CTRL key to select multiple items.
- Basis Codes:** Press the SHIFT or CTRL key to select multiple items.
- Motor Vehicle Accident With A Government Vehicle:** If a U.S. Government owned vehicle was involved, which Branch of the U.S. Government owned it?
- Incident Source:** Press the SHIFT or CTRL key to select multiple items.

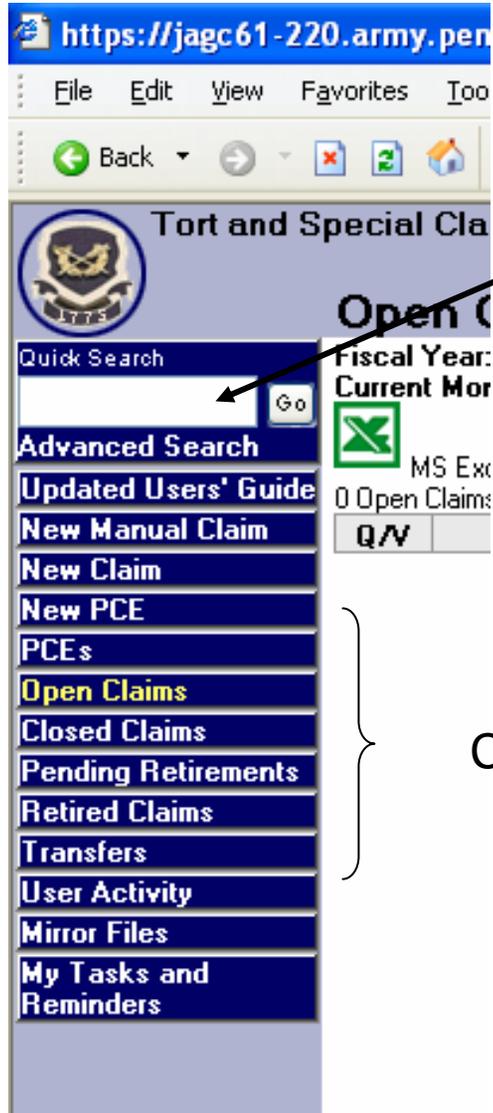
All required fields have an asterisk:

Incident Date
Date Filed
Claimant Last Name
Incident Location
Claimed Amount
Chapter Codes
(select one)

You may make entries to the other fields, if you so choose.

After you make your entries, scroll to the bottom, and click the "Submit New Claim" Button.

Finding My Claims



Enter the claim id, without dashes (-) here
Or
Enter the last name of the claimant.

Click any of these to reveal the list for your office.

Updating an Existing Claim

The screenshot shows a web browser window displaying the 'Tort and Special Claims-Pro Version' interface. The main content area is titled 'Open Claims - Claim Summary - 0315FT004 (Mahmood, Gaith)'. It includes a navigation menu on the left, a top navigation bar with links like 'Home', 'Search', and 'Log Out', and a main content area with several sections: 'Claimant's Assertion', 'Claimant Information', 'Claim Information', 'Army Team', and 'Final Disposition'. Annotations with arrows point to specific parts of the interface:

- Shortcuts:** Points to the top navigation bar and the 'Printer Friendly' links.
- Basic Claim Information:** Points to the 'Claimant Information' and 'Claim Information' sections.
- Transactions:** Points to the 'Open Claims' section in the left navigation menu.

Claimant's Assertion
None entered. See "Claim Data" to enter or just click on the words "Claimant's Assertion" above.

Claimant Information
Claimant Name: GAITH MAHMOOD
Insured, or Name of Deceased in Estate Claim: None Entered. See Claim Data
SSN: None Entered. See Claimant Info
DOB: None Entered. See Claimant Info
Home Phone: None Entered. See Claimant Info
Address: None Entered. See Claimant Info
Claimant Attorney: *No Entry*
Amount Claimed: \$150.00

Claim Information
Claim ID: 0315FT004
Companion Claim(s):
Incident Location: LSA Anaconda, Iraq
Incident Date: 24 Jul-03
Date Filed: 17-Sep-03
Filed in This Office: ISF-FCC ISF V Corps-3d COSCOM (Iraq)
Current Owning Office: ISF-FCC ISF V Corps-3d COSCOM (Iraq)
Chapters: CHAPTER 10 - FOREIGN CLAIMS ACT
Damage Codes: PROPERTY DAMAGE - MOTOR VEHICLE - PRIVATE
Basis Codes: VEH OPNS - OTHER
Incident Source: OTHER

Army Team
Field Office Investigator: 47MAJ susan.bacon at susan.bacon@us.army.mil
Field Office Attorney: None Chosen. See POCs
Area Action Officer: None Chosen. See POCs
HQ Investigator: None Chosen. See POCs
HQ Paralegal: None Chosen. See POCs

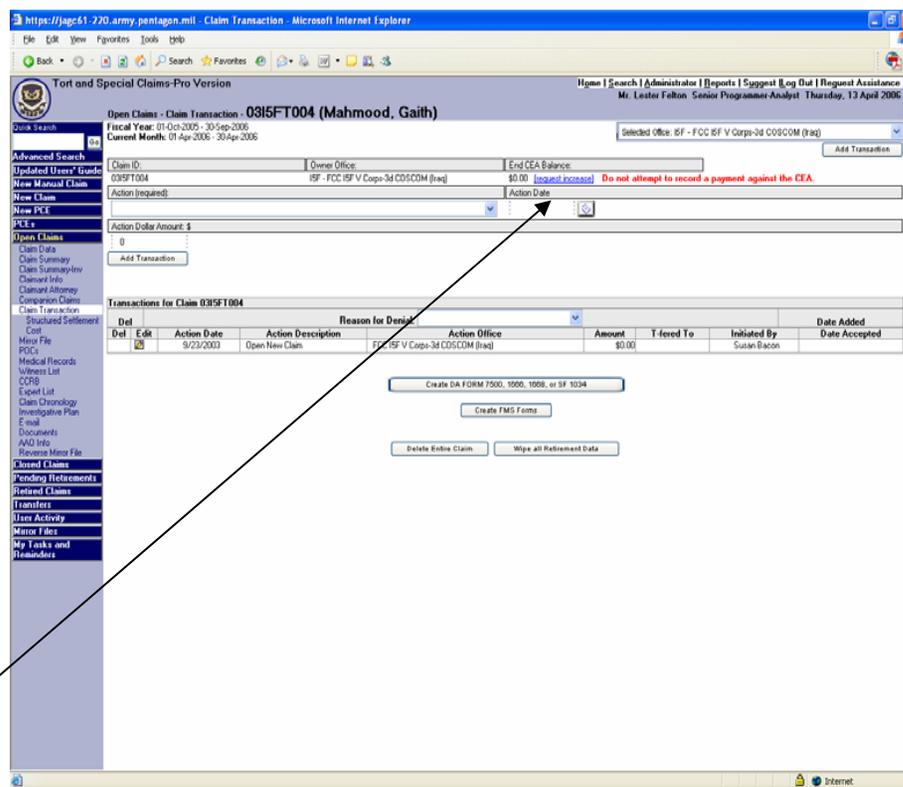
Final Disposition

Navigation Menu (Left): Quick Search, Advanced Search, Updated Users' Guide, New Manual Claim, New Claim, New PCE, PCEs, Open Claims (Claim Data, Claim Summary, Claimant Info, Claimant Attorney, Companion Claims, Claim Transaction, Mirror File, POCs, Medical Records, Witness List, CCRB, Expert List, Claim Chronology, Investigative Plan, E-mail, Documents, AAO Info, Reverse Mirror File), Closed Claims, Pending Retirements, Retired Claims, Transfers, User Activity, Mirror Files, My Tasks and Reminders.

Top Navigation: Home | Search | Administrator | Reports | Suggest | Log Out | Request Assistance
Mr. Lester Felton Senior Programmer-Analyst Thursday, 13 April 2006
Selected Office: ISF - FCC ISF V Corps-3d COSCOM (Iraq)

Claims Expenditure Allowance (CEA)

- You have a separate reporting requirement from the USARCS BIMO. The app doesn't replace that.
- From the app, you can request CEA augmentation.



Final Disposition

- Claim Transactions
- Choose the appropriate disposition from the “drop-down” menu.
- Enter the action date.
- If a payment, enter the amount in USD.
- Click the “Submit” button.

Action Date

Claim ID: 0315FT004	Owner Office: 15F - FCC 15F V Corps-3d COSCOM (Iraq)	End CEA Balance: \$0.00 (request increase) D
Action (required):		Action Date
Action Dollar Amount: \$		
0		
Add Transaction		
Transactions for Claim 0315FT004		
Del	Reason for Denial:	
Del	Edit	Action Date
		Action Description
		Action Office
		Am
		9/23/2003
		Open New Claim
		FCC 15F V Corps-3d COSCOM (Iraq)

Payment Amount

Submit Button

Action (required)

- CA - Claim Abandoned and Closed (See para 13-3(b), AR 27-21)
- CC - Claim Closed and Reopened as a Personnel Claim
- CD - Claim Denied
- CW - Claim Withdrawn and Closed
- DD - Appeal/Reconsideration Denied
- FC - Final Offer not accepted within established time period
- FO - Final Offer Issued (Do NOT enter an amount)
- PA - Payment Advance (Funds deducted from CEA)
- PF - Final Payment Claim Closed (Funds deducted CEA)
- PI - Final Payment (ACIF Funds - not deducted from CEA)
- PL - Final Payment (Civil Works Funds - not deducted from CEA)
- PM - Final Payment (FMS Funds - not deducted from CEA)
- PN - Final Payment (NAFI Funds - not deducted from CEA)
- PS - Payment Supplemental (Appeal/Recon Sustained, ded CEA)
- PK - Final Payment (AFES Funds)
- PZ - Final payment - Other (not deducted from CEA) Explain in Memo field in Claim Data screen
- RR - Received Return Receipt on Denial or Final Offer
- SR - SOFA Reimbursement from Sending State
- TA - TRANSFER claim
- TC - Tortfeasor Contribution (incl insur) (not obligation)
- ZZ - Retire Claim

My Report

The screenshot shows a web browser window displaying the 'My Report' page. The browser's address bar shows the URL <https://jagc61-220.army.pentagon.mil>. The page title is 'Tort and Special Claims-Pro Version'. The navigation menu includes 'Home', 'Search', 'Administrator', 'Reports', 'Suggest', 'Log Out', and 'Request Assistance'. The user is identified as 'Mr. Lester Felton, Senior Programmer-Analyst' on 'Thursday, 13 April 2006'. The 'Reports' section is active, showing a list of report types with checkboxes. A dropdown menu for 'Selected Office' is set to 'ISF - FCC ISF V Corps-3d COSCOM (Iraq)'. Annotations include: 'Click Reports' pointing to the 'Reports' link in the navigation menu; 'Your monthly report' pointing to the 'SJA Monthly Report' checkbox; and 'Don't like your letterhead on the report, click on this (!) to reveal the hidden feature for updating your FCC profile.' pointing to the 'Update My Choices' button.

https://jagc61-220.army.pentagon.mil - Reports - Microsoft Internet Explorer

Home | Search | Administrator | Reports | Suggest | Log Out | Request Assistance
Mr. Lester Felton, Senior Programmer-Analyst Thursday, 13 April 2006

Selected Office: ISF - FCC ISF V Corps-3d COSCOM (Iraq)

Update My Choices

My Reports | All Reports

Reports

Fiscal Year: 01-Oct-2005 - 30-Sep-2006
Current Month: 01-Apr-2006 - 30-Apr-2006

- Area Action Officer Detailed Report (#43b)
- Area Action Officer Report (#25)
- Area Action Officer Report by FY (#44)
- Field Office Detailed Report (#43c-FD)
- *Fiscal Year (part 1) - Expenditure Breakdown
- *Fiscal Year (part 2) - CEA Expenditure by Quarter
- *Large Amount Paid (\$1 Million +)
- *Large Amount Paid (Amount +)
- *Monthly CEA
- *Monthly Report
- *Yearly Report
- FMS Status Report
- Obligations Report
- Open Claims by Claim ID
- Open Claims by Claimant Name
- SJA Monthly Report
- All Open Claims by Office (Not Settled)
- All Open Claims by Office (Settled Not Retired)
- All Open Medical Malpractice Claims
- Chapters 3, 4, 7, 10 and 12 Statistics
- Contingent Report
- Field Office Summary Statistics
- Medical Malpractice Claims Paid
- Medical Malpractice Claims Settled
- Medical Malpractice Statistics
- Open Chapter 12 Claims
- Open Claims by Area Action Officer and Office
- Open Claims Greater Than \$25K
- Open Claims Not Assigned Greater Than \$25K
- Open Claims Not Assigned Less Than \$25K
- Open Medical Malpractice Claims Received at USARCS

Click Reports

Your monthly report

Don't like your letterhead on the report, click on this (!) to reveal the hidden feature for updating your FCC profile.

Summary

- You must enter all your claims.
- You must enter all the final dispositions of those claims, even if denied or withdrawn.
- You can get an account for any member of your team to enter the claims.
- A JAGCNet account is required for access.
- JAGCNet has other resources to help you accomplish your claims mission.