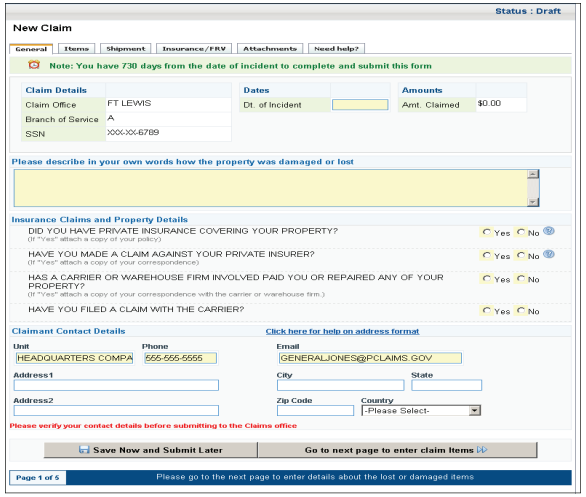
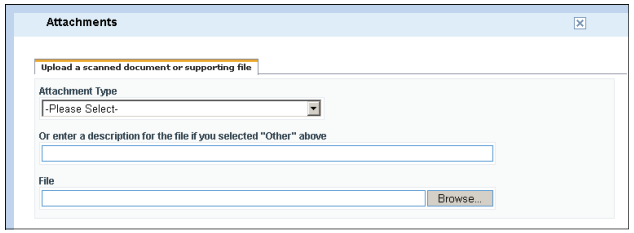
Once you have added all the items you can click on **Go to next page to upload 1840/1840R** . By clicking on **Upload a File** you now have the option to attach and save the required document(s). Once you save the attachment and close the Attachments Screen, you have completed all applicable tabs for your notice of loss/damage and can choose between **Save Now and Submit Later** or **Submit to Claims Office** at the bottom of the New Notice of Loss/Damage Screen. If you click on **Submit to Claim Office** you are required to read all text on the screen. If you agree with the text, click the **I'm done. Send it to Claims Office** button.

Step 4: Filing a Claim with the Military Claims Office

After you have submitted the Notice of Loss/Damage you have the option of filing a claim. Click on **My Notices of Loss/Damage** from the main menu screen and click on the notice you want to file your claim for. On the top right of the screen you can click on the button **File a claim now**. It will ask you to convert the notice of loss/damage into a claim. If this is what you would like to do, simply click on **Yes. File a claim now.**



Enter the information in the required fields and then click on **Go to next page to enter claim Items**. All the items that you have added on your Notice of Loss/Damage should automatically show up now. You can navigate to the next screen: **Go to next page to enter shipment details**. This information, if entered in the Notice of Loss/Damage should also show up automatically. Click on **Go to next page to enter insurance details.** You have the option of adding any insurance or FRV (Full Replacement Value from the carrier) payments in this screen. If you have received payments please click on **Add insurance/FRV Payment**. If not, please click on **Go to next page to upload any related files**. The Attachment Screen appears. Please select the desired attachment type or enter a description for the file.



Once you have uploaded the desired attachments click the **Close** button. Now you have completed all applicable tabs for your claim and you can either click **Save Now and Submit Later** or **Submit to Claim Office**. If you click on **Submit to Claim Office** the Declaration Screen appears. Simply read the declaration on the screen, and if you agree click the **Yes I Agree** button to proceed. You have successfully filed your claim. If you should experience any problems while using PCLAIMS, please don't hesitate to contact us.

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Kaiserslautern Legal Services Center

PCLAIMS

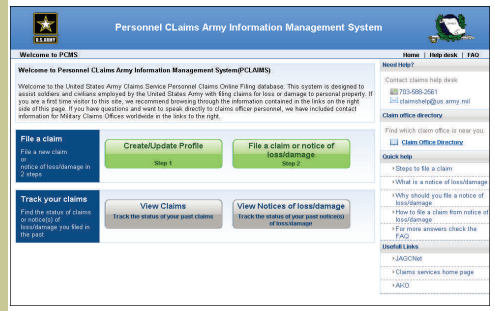
(Personnel Claims Army Information Management System)

What is PCLAIMS?

PCLAIMS is a secure, web-based management tool that gives claimants the opportunity to file their notice of loss/damage or claim online from home or anywhere else. This is an easy step-by-step guide on how to use PCLAIMS.

Step 1: Getting Started

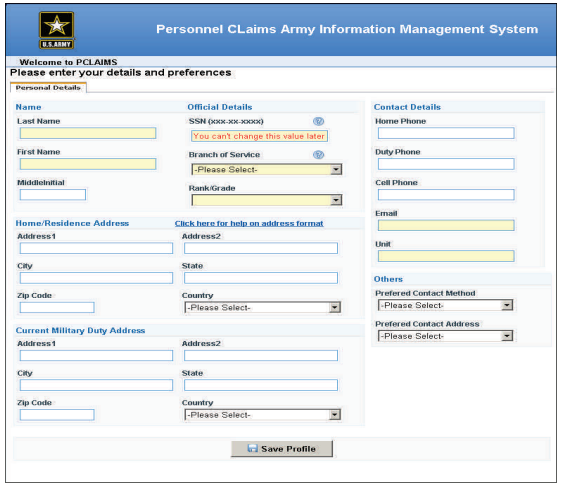
To access PCLAIMS, go to **www.jagcnet5.army.mil/pclaims** and log in using your CAC card or your AKO username and password. The PCLAIMS Homepage Screen appears:



The main options you have are to **Create/Update Profile** or to **File a claim or notice of loss/damage**. Once you have submitted a claim or a notice of loss/damage you can track them by clicking on **View Claims** or **View Notice of loss/damage**.

Step 2: Create/Update Profile

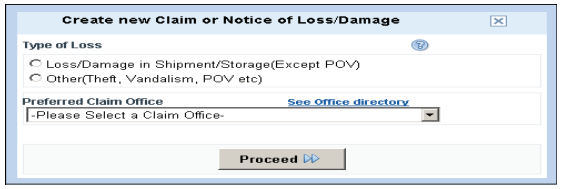
All required PCLAIMS fields are highlighted in yellow. Although other fields are optional, you are still strongly encouraged to enter data in as many fields as possible.



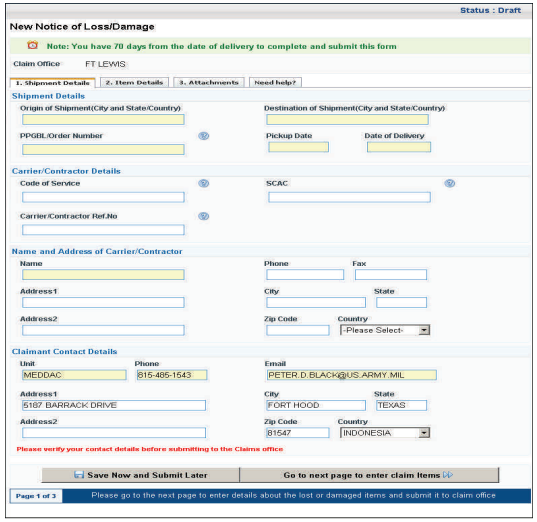
Once you have filled out the fields click **Save Profile** at the bottom of the screen. (You can edit your profile from any profile screen at a later point by clicking **Edit Profile**). Once you have submitted your profile the **Confirm SSN Screen** appears. If your SSN is correct click **My SSN is correct. Continue saving**; if not, you can **Edit SSN**. Once your profile is saved you will have three options: **Submit a Claim or Notice of Loss**, **View all my past claims**, or **View all my past notice(s) of loss**.

Step 3: File a notice of loss/damage

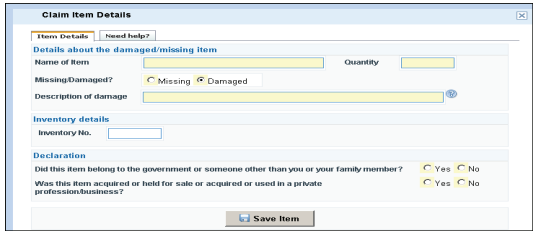
You have 70 days to file your notice of loss/damage online or at any Claims Office. Filing a notice of loss/damage does not mean you have filed a claim; it notifies the carrier of any items you discovered damaged or missing after the carrier has left your house. To submit a notice of loss, click on **File a claim or notice of loss/damage** from the PCLAIMS main menu.



Choose **Loss/Damage in Shipment/Storage (Except POV)** and select your **Preferred Claims Office**. The New Notice of Loss/Damage Screen appears:



You will find the information required to complete this screen on the DD Form 1840/R that was given to you by the carrier upon delivery of your items. You can continue to enter your notice of loss/damage by clicking the **next tab** from the upper screen or by clicking **Go to next page to enter claim items** or you can click **Save Now and Submit Later**. If you click on **Go to next page to enter claim items** you can add all items that were damaged/missing. Click on **Add Item** and the Claim Item Details Screen appears:



Put in the required information and click **Save Item.**