

New Ways to File Your Claim On-Line

by CPT Erik Lapin



Important improvements have recently been made to the procedures for filing household goods and other transportation-related claims. Now, claimants may (and in some cases must) file their claims on-line.

The Personnel Claims Information Management System (PCLAIMS) allows Soldiers and Army civilian employees to file personnel claims against the government using the Internet. These claims include household goods claims, transportation-related claims, and claims that result from loss due to fire or flood at on-post quarters.

The Defense Personal Property Program (DP3) is an on-line program that allows you to track household goods shipments and file claims against the Transportation Service Provider (TSP). If you used DP3 to ship your household goods you will be required to use DP3 to file your claim. Filing against the TSP will afford you the opportunity to recover the full replacement value of the lost or damaged item.

PCLAIMS, by contrast, is only for filing directly with your military claims office and does not include the Full Replacement Value (FRV) Program for lost or damaged household goods. When filing with your military claims office, your recovery will be based on the depreciated value of the lost or damaged item.

DEFENSE PERSONAL PROPERTY PROGRAM (DP3)

Many service members, DoD civilians, and their families are now required to file their transportation-related claims on-line using the DP3 program. The DP3 program was designed to improve the moving process. It provides 24-hour access to personal property shipment information throughout the entire move. As mentioned above, by filing against the carrier you can be paid the full replacement value of the property. Before you can file a claim using DP3, you must have a DPS user account. You can create a DPS user account by going to www.move.mil website. To have your claim paid on the basis of FRV, you must file directly with the TSP within **9 months** of delivery. However, you must first file your notice of loss/damage within **75 days** of delivery. You can file your claim by logging into DPS and selecting the "CLAIMS" tab.

Under the FRV program, the TSP is required to replace any item that is lost or destroyed with a new item, or pay for the cost of a new item of the same kind and quality, without deducting for depreciation. The TSP is not required to replace items which can be repaired for less than the FRV of the item. If the TSP makes an unreasonable offer or fails to respond in 30 days, the customer may transfer the claim to the military claims office.

PERSONNEL CLAIMS INFORMATION MANAGEMENT SYSTEM (PCLAIMS)

The PCLAIMS program can be accessed by going to www.jagcnet.army.mil. You start by clicking the US Army Claims Service link and then click the PCLAIMS link. In order to use PCLAIMS you must have an Army Knowledge Online (AKO) account. [If you do not have an AKO account, please contact your local military claims office for assistance in filing your claim.] After accessing the PCLAIMS program, you will be asked to list all of your lost or damaged property, the purchase dates and costs, the replacement or repair costs, and which military claims office you want to have adjudicate your claim. You will also be asked to provide supporting documents. Supporting documents include government bills of lading (for transportation-related claims), estimates of repair, and photos of damaged property. These supporting documents can be scanned and added to the electronic claim. If you do not have a scanner, you can hand-deliver or mail your supporting documents to the military claims office you picked to adjudicate your claim. Claims office personnel can help with obtaining estimates of repair. Prior to submitting your claim, please make sure that your contact information is accurate. When filing your claim using PCLAIMS, remember that you must file your notice of loss with the claims office (electronically or in hard copy) within **70 days** of delivery and you have **two years** to finalize your claim.

If you have claims questions or need assistance filing your claim, contact the Kaiserslautern Legal Services Center Claims Office at DSN 483-8414 or Civilian 0631-411-8414.