

PLEASE SUBMIT YOUR CLAIM IN THE PCLAIMS + SYSTEM WITHIN 2 YEARS OF YOUR DELIVERY DATE

NOTE: MAKE ONE CLAIM PER SHIPMENT

REMARK: THERE IS NO INTERFACE BETWEEN DPS AND PC+

HERE IS WHAT YOU NEED WHEN YOU SUBMIT YOUR CLAIM IN PC+:

1. Login and passwords (or Government computer and CAC card);
 2. Orders (electronically);
 3. Bill of Lading (electronically);
 4. CEFT Input Form;
 5. "Notice of Loss or Damage" (AT and AFTER delivery, electronically);
 6. Snipping tool pictures of your submission in DPS (Claims Status: MCO adjudication);
 7. Inventory Sheets and High risk Inventory Sheets (electronically);
 8. DD Form 1842 (electronically);
 9. DD Form 1844 (electronically) - not mandatory;
 10. Correspondence with TSP's proposals (electronically);
 11. Any detailed information about the damaged/lost items. For example: date of the purchase, receipts of the purchase, credit card statements, pictures of the purchased item, pictures of the damage, estimates of repair (electronically).
12. Go to www.jagcnet.army.mil/ or www.jagcnet2.army.mil/.
 13. Please turn off your popup blocker.
 14. Click on "Login." If you don't have an account in JAGCNet, you have to create one.
 15. Please go to "Legal Services."
 16. Please go to "File a Claim."
 17. Encode the information about your profile. Be advised that DOD ID is not the SSN.
 18. Note the information about your shipment. SCAC is written on the "Notice of Loss or Damage" AT delivery under your name. The PPGBL # (= PPBOL/ORDER no.) is written on the Notices of Loss or Damage at Delivery on the top, under your name.
 19. Click on "Add a New Item" and then, you arrive on a page where you write the missing or damaged items. Please be as specific as possible.
 20. Describe the type of item by noting the type of material, the model of the TV, the trade of sculpture, brand name, etc.
 21. Describe the type of damage by using specific words. For example: scratches, dents, split, etc. Add the inventory number (see the Inventory Sheets).
 22. Add all the items you already recorded on the "Notices of Loss or Damage" and in DPS.
 23. If you have more than one item, click on "Add a New Item."
 24. Click on "Select Files" and upload all the useful information to support your claim. See point 2-11.
 25. When you finish, click on "Review Claim Data."
 26. Click on "Go to Submit Page→."
 27. Click on "Yes I agree, Submit the Claim."
 28. You will receive a Claim number: 2022-EU23-00xx. It means that you submitted the Claim correctly!
 29. When you have completed this process, please contact the Center for Personnel Claims Support, located at Fort Knox (usarmy.knox.hqda-otjag.mbx.cpcs@army.mil)

