

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

NOTE: MAKE ONE CLAIM BY SHIPMENT

REMARK: THERE IS NO INTERFACE BETWEEN DPS AND PC+

HERE ARE 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. "Notice of Loss or Damage" (AT and AFTER delivery) (electronically)
 5. Snipping tool pictures of your submission in DPS (Claims Status: MCO adjudication)
 6. Inventory Sheets and High risk Inventory Sheets (electronically)
 7. DD Form 1842(electronically)
 8. DD Form 1844(electronically)
 9. Correspondence with the proposals of DPS(electronically)
 10. Whatever detailed information about the damaged/lost items (pictures of the purchased item, receipts of the purchase, credit card statement, date of the purchase, picture of the damage, estimate of repair,...) (electronically)
11. Go to www.jagcnet.army.mil/ or www.jagcnet2.army.mil/
 12. Please turn off your popup blocker.
 13. Click on "Login". If you don't have an account in jagcnet, you have to create one.
 14. Please go to "Legal services"
 15. Please go to "file a claim".
 16. Put the information about your profile. Note that DOD ID is not the SSN.
 17. Put the information about your shipment. SCAC is noted on the DD Form at Delivery under your name. The PPGBL nr (= PPBOL/ORDER no.) is noted on the Notices of Loss or Damage at Delivery on the top, under your name.
 18. Click on "add a new item", then, you arrive in a page where you have to put the missing or damaged items. Please be specific as much as possible.
 19. Describe the type of item by putting the type of wood, the model of the TV, the trade of sculpture, name brand, ...
 20. Describe the type of damage by putting specific words, eg. scratches, dents, split,... Add the inventory number (see the Inventory Sheets).
 21. Add all the item(s) that you already recorded on the "DD Forms" and in the DPS system.
 22. If you have more than one item, click on "add a new item".
 23. Click on "Select files" and upload all the useful information to support your claim. See point 2-10.
 24. When you finish, click on "review claim data".
 25. Click on "go to submit page→"
 26. Click on "Yes I agree, submit the Claim"
 27. You will receive a Claim nr: 2018-EU23-00xx. It means that you submitted the Claim!
 28. Please contact the Military Claims Office that you did it.

Thank you!

