



HOW TO TRANSFER YOUR CLAIM TO THE MILITARY CLAIMS OFFICE? (Pamphlet 2)

HOUSEHOLD GOODS
or
UNACCOMPANIED BAGGAGE
CLAIMS

Northern Law Center
Military Claims Office
(M.C.O.)
SHAPE, BELGIUM

You have submitted your HHG/UAB claim against the carrier company through the DPS system. However, the TSP (Transportation Service Provider) did not respond to you (within 30 days of your submission if your claimed amount was up to \$1000 and within 60 days if your claimed amount was greater than \$1000) or you do not agree with the TSP's proposed settlement.

In this case, to receive some compensation, you need to transfer your claim to the Army. This office is henceforth located in Fort Knox (called CPCS: Center for Personnel Claims Support).



How to transfer your claim to the MCO?

Please note: One claim by shipment!

Please check in the DPS system the box, to either “accept” or “deny the claim” for each item. For the items you clicked “deny the claim”, they may be transferred to the Army. Then, click on the red button, “Transfer to the MCO” in the DPS System. This button does not make any action, it is a mute button.

Submit your claim through the “PCLAIMS+”.

How to navigate the PC+ online system?

Submit your claim through the “PCLAIMS+” (through www.jagcnet.army.mil/ or <https://www.jagcnet2.army.mil/>, log in, go to "Legal Disciplines", go to "File a Claim").

In the “PCLAIMS+” online system, you add your profile, the details of your shipment, and all the information about the damaged/missing items (as you did in the DPS system).

Please also upload in PC+ the following documents (**mandatory**):

1. Orders
2. Bill of lading
3. The CEFT Input Form (“payee name”: your information; “SSN or EIN”: 9 digits of your Social Security Number).
4. “Notices of loss or damage” (AT and AFTER delivery)
5. Inventory sheets (and, possible high risk inventory sheets)
6. DD Form 1842
7. DD Form 1844
8. Detailed information about the damaged/lost items (pictures of the purchased item, receipts of the purchase, credit card statements, date of the purchase, picture of the damage, estimate of repair, etc.)
9. The correspondence between you and the carrier regarding offers for payment of all claimed items

Deadline	Action	Right to receive
After your submission into the DPS System: -30 days if your claimed amount is up to \$1000 -60 days if your claimed amount is greater than \$1000 - Within 2 years of your delivery date	Submit your claim in PC+	DV (Depreciated Value)

FINAL NOTE: If you would like, you can schedule an appointment for us to assist you at our in-office kiosk.

Good luck to you!



Contact Us

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Email: usarmy.knox.hqda-otjag.mbx.cpcs@army.mil (generic email address of CPCS)

Hours of Operation:

Monday – Wednesday: 09.00-12.00;
13.30-16.30
Thursday-Friday: telework

Or by appointment

Source of information:

- <https://home.army.mil/benelux/index.php/my-fort/all-services/legal-assistance-office>

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