Kaiserslautern (Kleber Kaserne) Legal Assistance Office

How do I accept a claim offer?

(Personnel claim for household goods damage after PCS move)

All PCS-related claims for damaged POVs or household goods are Personnel Claims ("PClaims"). Personnel Claims are adjudicated by the Military Claims Office at Fort Knox, Kentucky. The Kaiserslautern Legal Services Center Claims Office has **no** authority to adjudicate your PCS damage claims. All PCS-damage inquiries received by the KLSC Claims Office will be forwarded to the Military Claims Office. This information sheet only describes the general process. The Military Claims Office at Fort Knox can be reached at:

Center for Personnel Claims Support (CPCS)
50 Third Ave, Suite 306
Fort Knox, Kentucky 40121-5230
Email: usarmy.knox.hqda-otjag.mbx.cpcs@army.mil

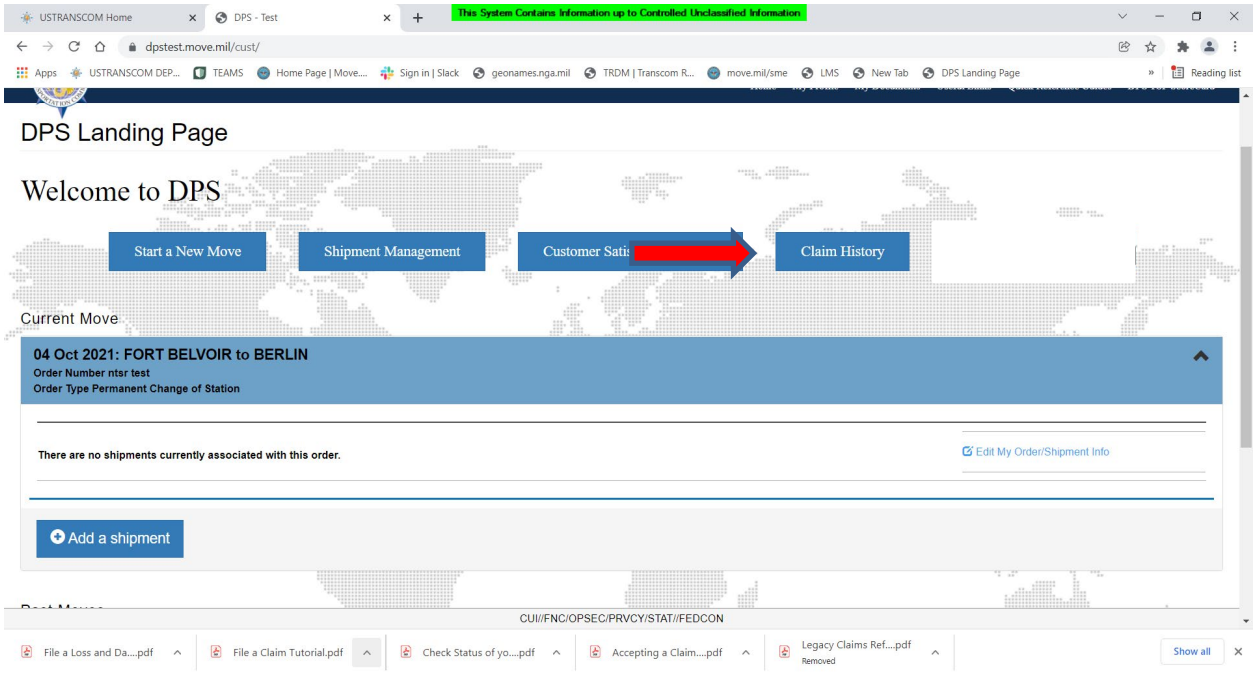
The following pages will give you an overview of how to accept a claim offer from the transportation service provider (TSP). It is a screenshot guide which was provided by CPCS.

If you cannot access DPS, you will have to re-establish DPS access or contact the TSP and request to file your claims outside of DPS. Help is available at the DPS helpdesk by calling toll free (800) 462-2176 or regular commercial or (618) 577-0969.
Email: usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@army.mil
Online ticket: https://src.servicenowservices.com/src/main.do.

TUTORIAL

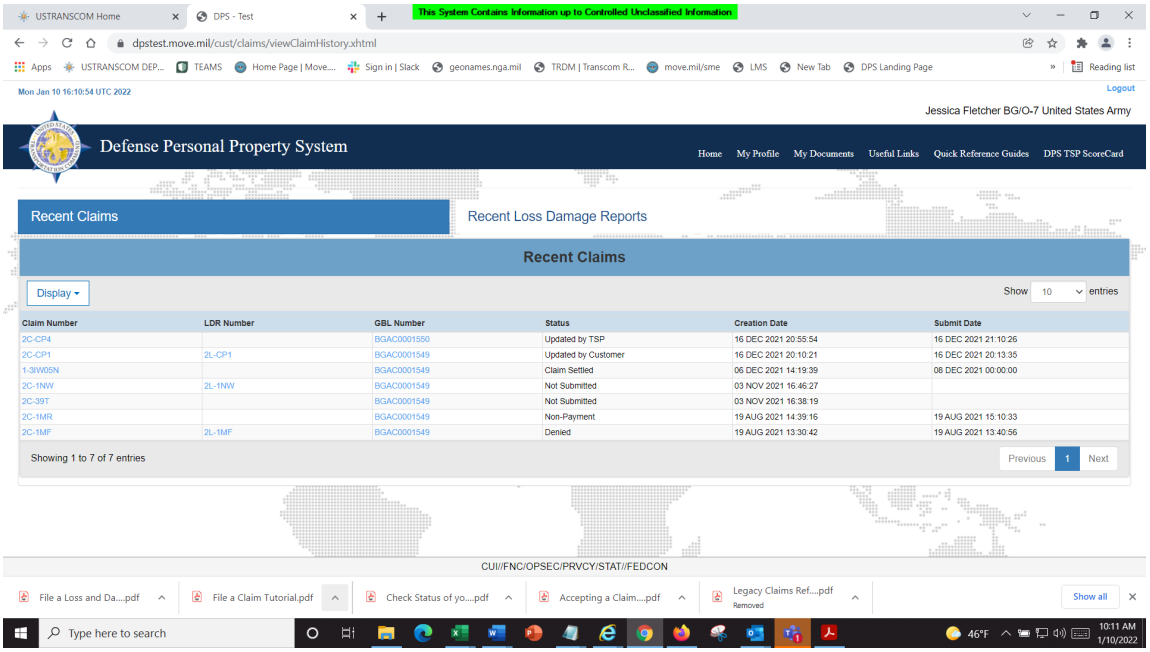
Accepting a Claim Offer

1 of 5

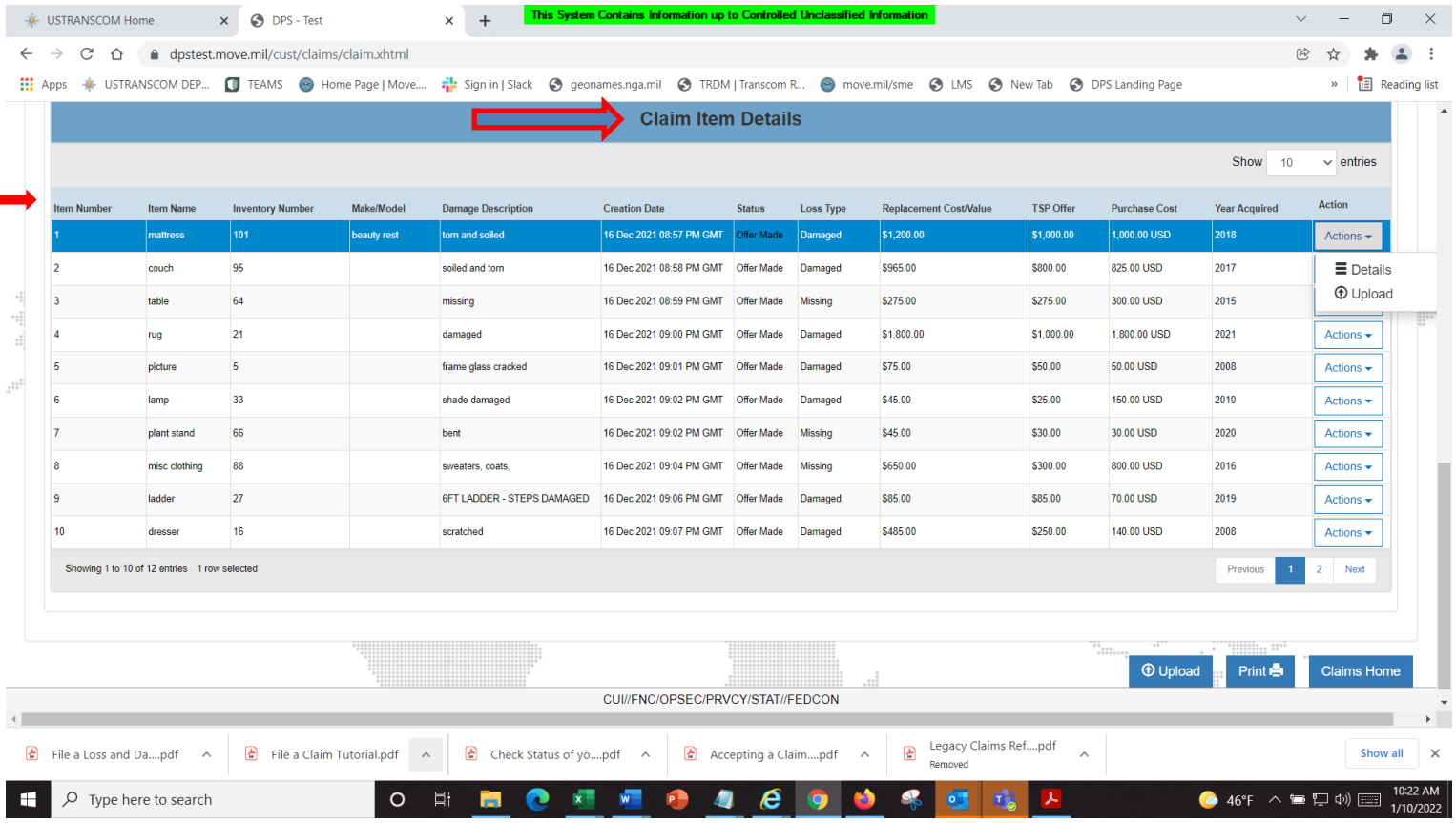


INSTRUCTIONS: To accept a claim offer from your moving company, from the Welcome to DPS screen first click on the Claim History button

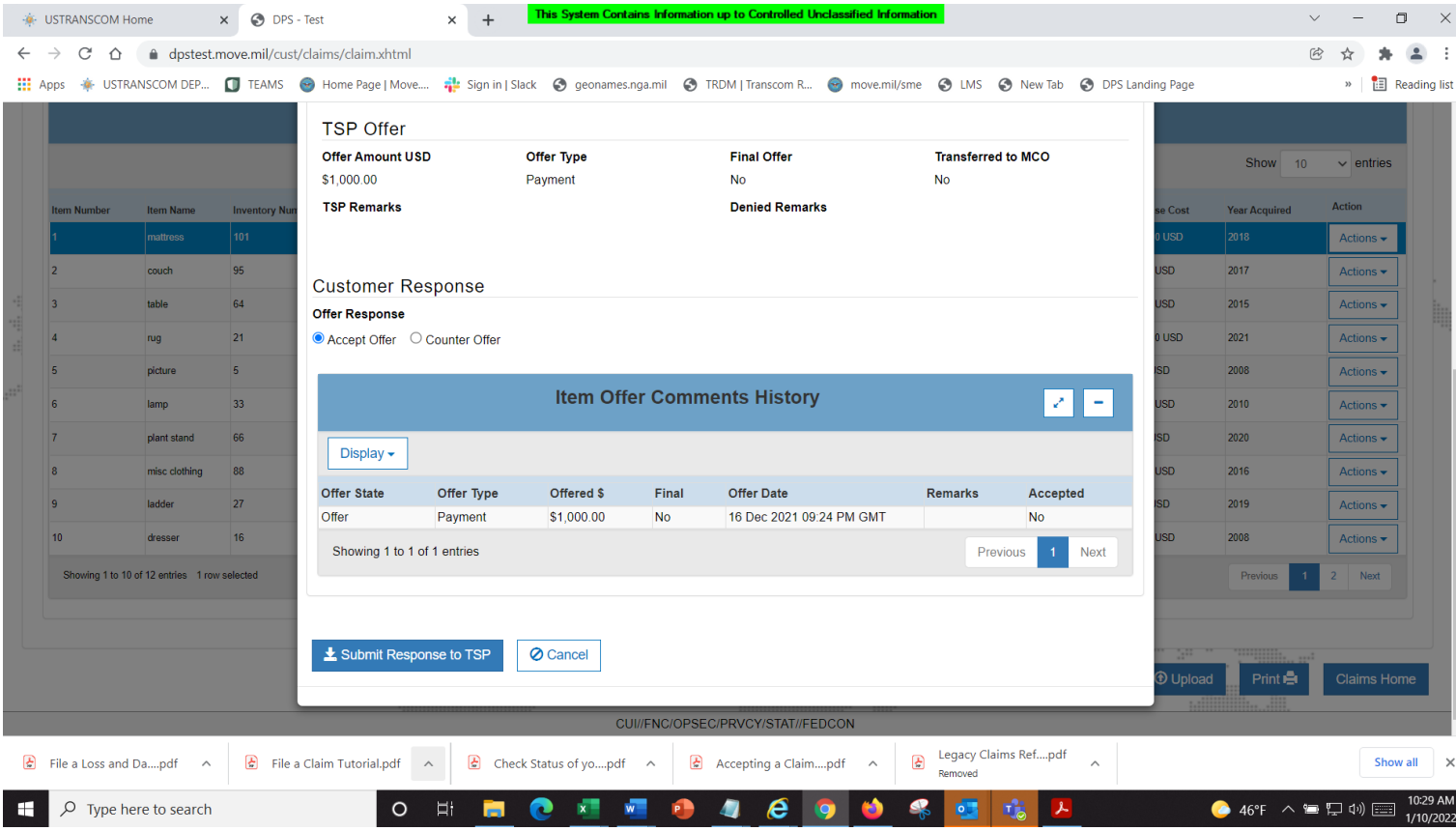
2 of 5



INSTRUCTIONS: Click on the Claim Number.



INSTRUCTIONS: Scroll down to the Claim Item Detail Panel, then click(highlight) the Claim Item Number where status is Offer Made, then select Actions and select Details.



INSTRUCTIONS: Select Accept Offer under Customer Response and Submit Response to TSP.

Note from the Kaiserslautern Legal Services Claims Office: At this step, you have the option to either accept the offer OR reject the offer and transfer the claim to the Military Claims Office separately for every single item.

Maintained by
USTRANSCOM

United States Transportation Command

Technical Help Desk

For help using Move.mil or Electronic Transportation Acquisition.

Phone
Toll-Free: (800) 462-2176
Commercial: (618) 577-0969

Email
usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@army.mil

Submit a ticket online
https://src.servicessnowservices.com/src/main.do