

INFORMATION PAPER

SUBJECT: Personnel Claims Act Claims, Center for Personnel Claims Support

1. Starting 1 January 2021 claims filed under the Personnel Claims Act (PCA) for the Army (also known as the Military Claims Office, or MCO) are adjudicated by the Center for Personnel Claims Support (CPCS). PCA MCO claims adjudicated by CPCS include:

- a. Household goods (HHG) shipment claims.
- b. Privately owned vehicle (POV) shipment claims.
- c. Claims incident-to-service, including vandalism and theft.

2. PCA Claims Filing Deadlines and Procedures:

a. At POV delivery: Notify the transportation service provider (TSP, the shipping company) of all damage or discrepancies on POVs using the Vehicle Inspection and Shipping Form (VISF). Damage reported after the vehicle departs the vehicle delivery point must be supported with evidence the damage was not reasonably visible at delivery. POV TSP (IAL) information: <https://www.pcsmypov.com>

b. At HHG delivery: Notify the TSP of loss/damage (NOLD) observed at delivery using the "Start My Loss & Damage Report" in the Defense Personal Property System (DPS) website (Log In To DPS): <https://www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/>

c. 180 days after HHG delivery: Submit NOLD discovered after delivery to the TSP through the MilitaryOneSource website: <https://www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/>

d. Nine months after HHG delivery: File a full replacement value claim with the TSP through the MilitaryOneSource website: <https://www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/>

e. Two years after HHG/POV delivery: File a MCO claim with CPCS through the JAGCNet website: <https://www.jagcnet.army.mil/PCLAIMS>

f. Two years after an incident-to-service event: File an incident-to-service MCO claim with CPCS through the JAGCNet website: <https://www.jagcnet.army.mil/PCLAIMS>

3. Direct procurement method moves (DPM, often local moves), are not managed through DPS. DPM NOLD and claims are made by email directly to the TSP under the same timelines listed above. Local move claimants should submit NOLD and file claims directly with the TSP. Use DD Form 1844 to identify lost/damaged items and repair or replacement costs. Local move claimants who reject some or all of a TSP offer may file an MCO claim (para. 2f, above). [Local move GBL = two letters + six numbers.]

4. Center for Personnel Claims Support

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5. Electronic Forms: <http://www.apd.army.mil/>