Kaiserslautern (Kleber Kaserne) Legal Assistance Office

Household Goods Claims

(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:

usarmy.knox.hqda-otjag.mbx.cpcs@army.mil.

1. General: Claims must be submitted directly to the Transportation Service Provider (TSP) by one of the methods described here.

2. GBL Number: Please look at the *Government Bill of Lading* for your shipment. If the GBL Number is 2 letters followed by a series of numbers, *e.g.* YA-5555, you must contact the carrier at the contact information provided to you on the Notice of Loss or Damage at Delivery form. If you reach a point where you must transfer your claim to the Army for adjudication, please follow the instructions of Step 6, below, to file your claim with the Army. If your GBL number is 4 letters followed by a series of numbers, *e.g.* BGAC9999, follow the instructions below to file your claim with the carrier through the Defense Personal Property System (DP3) at https://dps.move.mil/cust/standard/user/home.xhtml.

3. DPS: You must go to the DPS system via Military One Source and enter a notice of loss or damage for the move. 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.

4. Deadlines: If your move was scheduled after 15 May 2020, you must enter a notice of loss or damage for the move within **180 days** from the date of delivery. You must then enter your complete claim no later than 9 months from the date of delivery. If you enter your complete claim prior to the 180th day from that delivery mark that suffices for also submitting your notice of loss or damage.

5. Settling claim with the TSP: The TSP then has 15 days from the date you submit your claim to contact you. This is usually done by email acknowledging receipt of the claim. The TSP has 60 days from the date you submit your claim to deny the claim or make an offer of settlement. You can then negotiate with the TSP if you think an offer on an item is not appropriate. Once you have reached an agreement with the TSP on any items you will have to indicate in DPS acceptance of those offers. If the TSP denies the entire claim, denies specific items, or you reject offers on one or more items you will select "Transfer to MCO" on items other than those which were denied. Selecting “Transfer to MCO” in DPS does not automatically transfer your claim to the Army Claims System as DPS is not linked to the services' claims systems.

6. Filing with the Military Claims Office: If you transfer your items to MCO, you will then have to go to www.jagcnet.army.mil/pclaims to file your claim with the Army Claims System. You may either file with CAC access on a dot mil domain computer or by using a personal device and your DOD ID Number, so please have your DOD ID Number written down prior to filing. Once in PClaims, you will create a claimant profile. After creating your claimant profile, you will select "Start a New Claim." Please attach a copy of your orders for the shipment if a HHG claim, and the *Government Bill of Lading* for the shipment, and enter the requested data. You may save your progress and return later to complete the claim. Once you have completely entered your claim and submitted the claim it will be assigned to an examiner for adjudication.

7. Military Claims Office Contact Information:
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;