Kaiserslautern (Kleber Kaserne) Legal Assistance Office

How do I check the status of my claim?

(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 check the status of your claim in DPS. 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.

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Check the Status of your Claim

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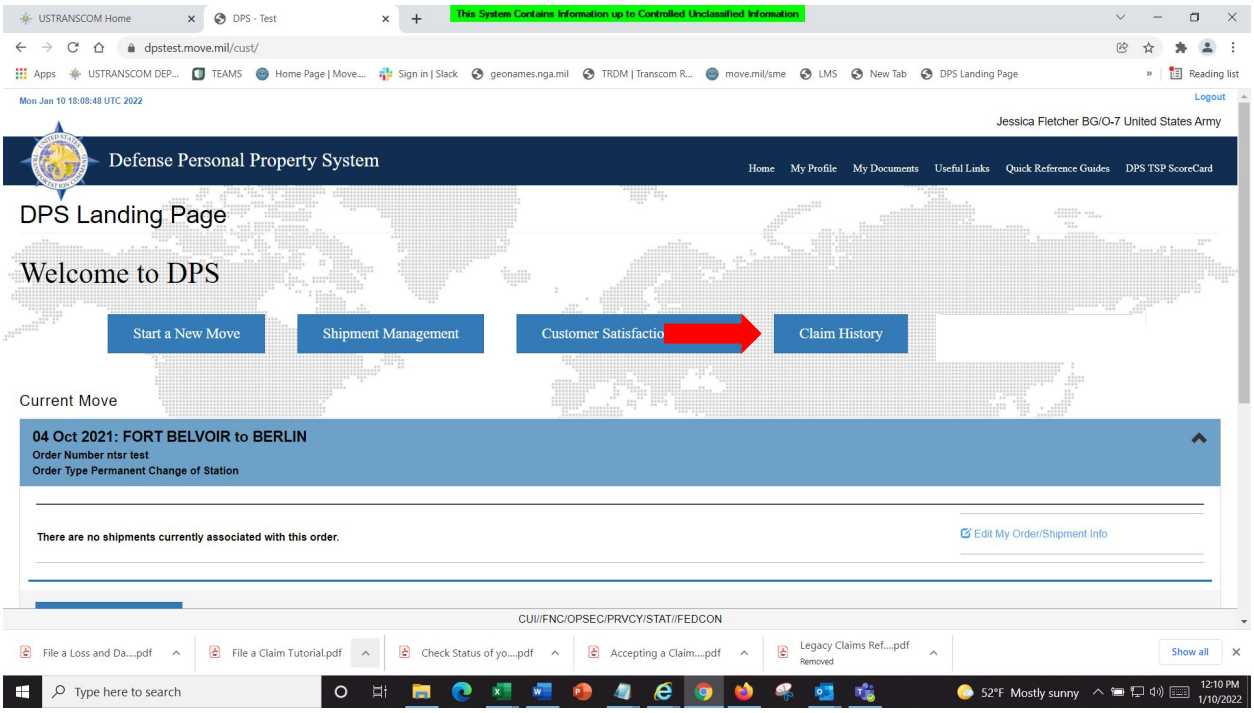
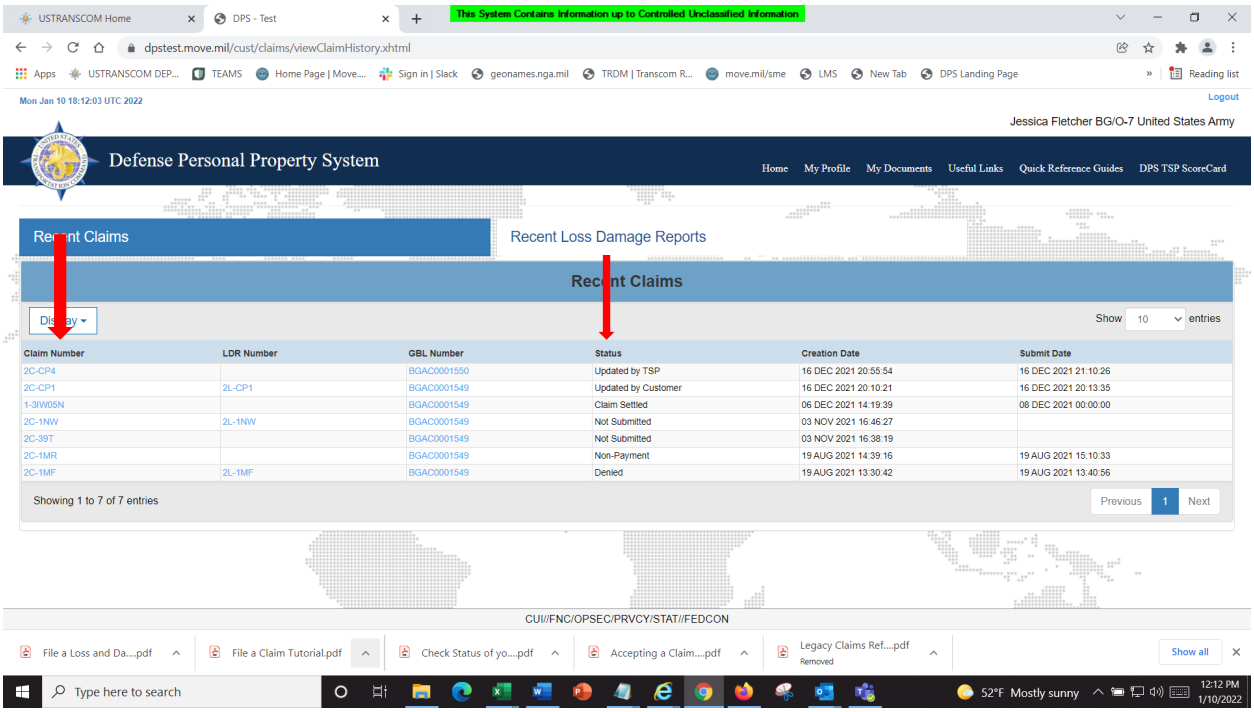
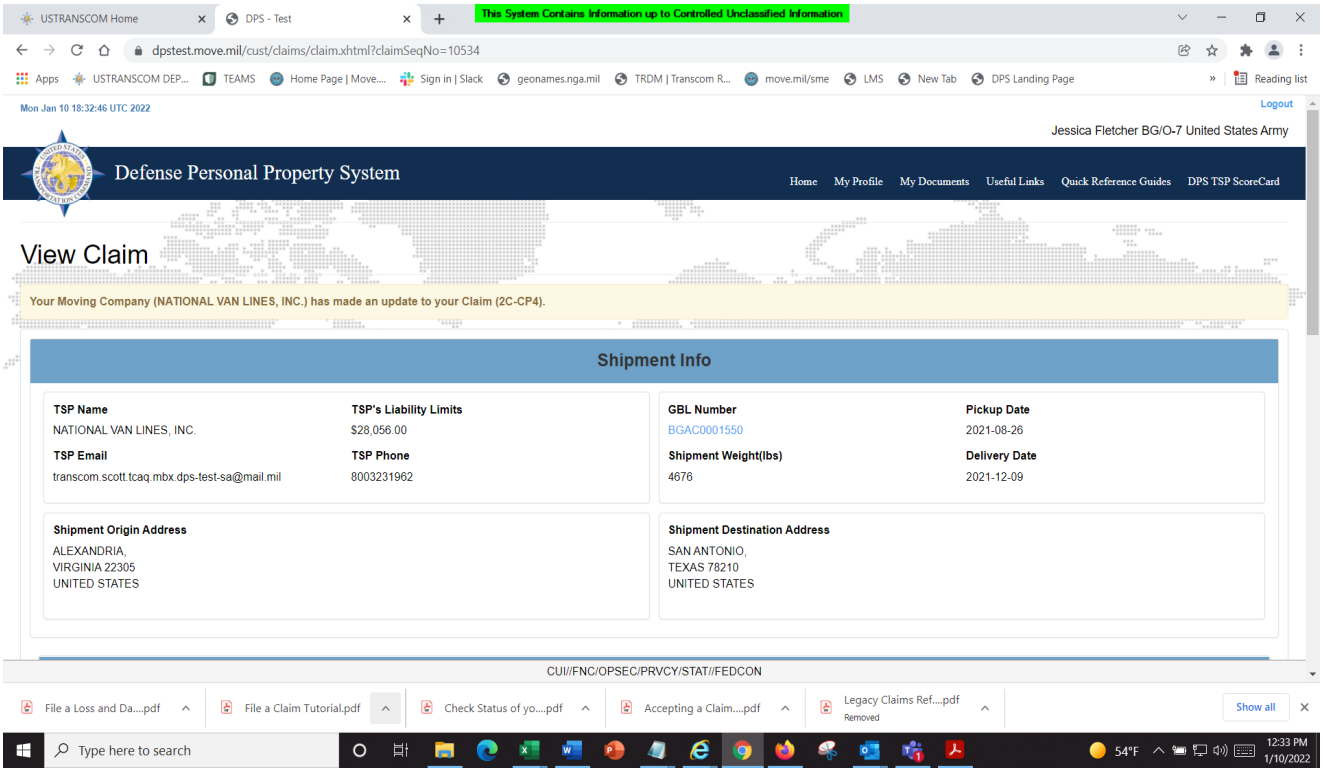


INSTRUCTIONS: From the Welcome to DPS Landing Page screen click on the Claim History button.



INSTRUCTIONS: View Claim Number, then Status column of your claim.

Claim Status meanings:
In Progress – You are still working on creating your claim and have not sent the claim to your moving company for processing.
Submitted - You have sent the claim to your moving company for processing.
Updated by TSP – Your moving company updated your claim.
Updated by Customer – You updated your claim.
Denied - Your moving company has denied your claim.
MCO Adjudication – You have transferred your claim to the Military Claims Office (MCO) for further assistance.
Settled – You have reached an agreement to settling your claim with your moving company.



INSTRUCTIONS: How to you contact your moving company for claim questions and concerns? The information can be located on the Shipment Info panel when viewing your Claim.

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