Kaiserslautern (Kleber Kaserne)
Legal Assistance Office

How do I file in DPS?

(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 on how to file 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.

TUTORIAL
File a Claim

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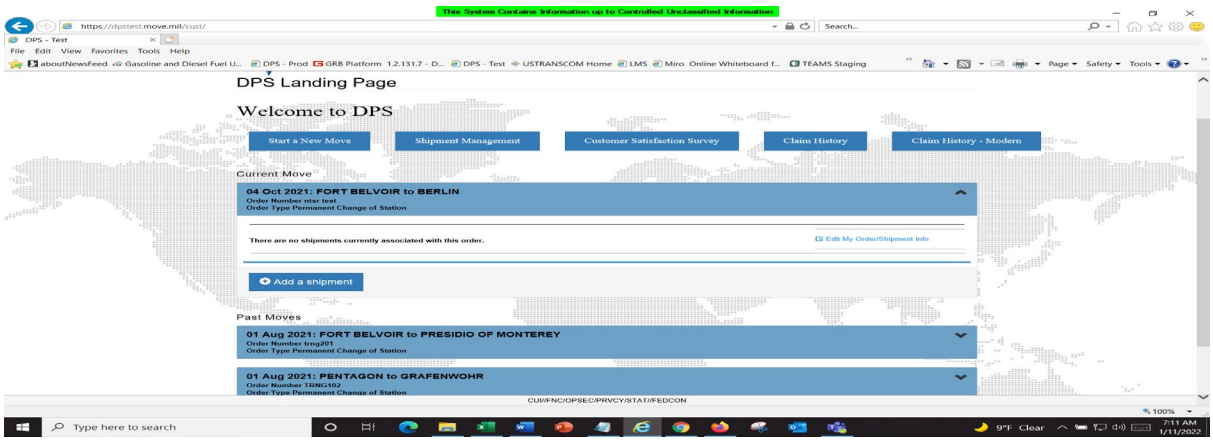
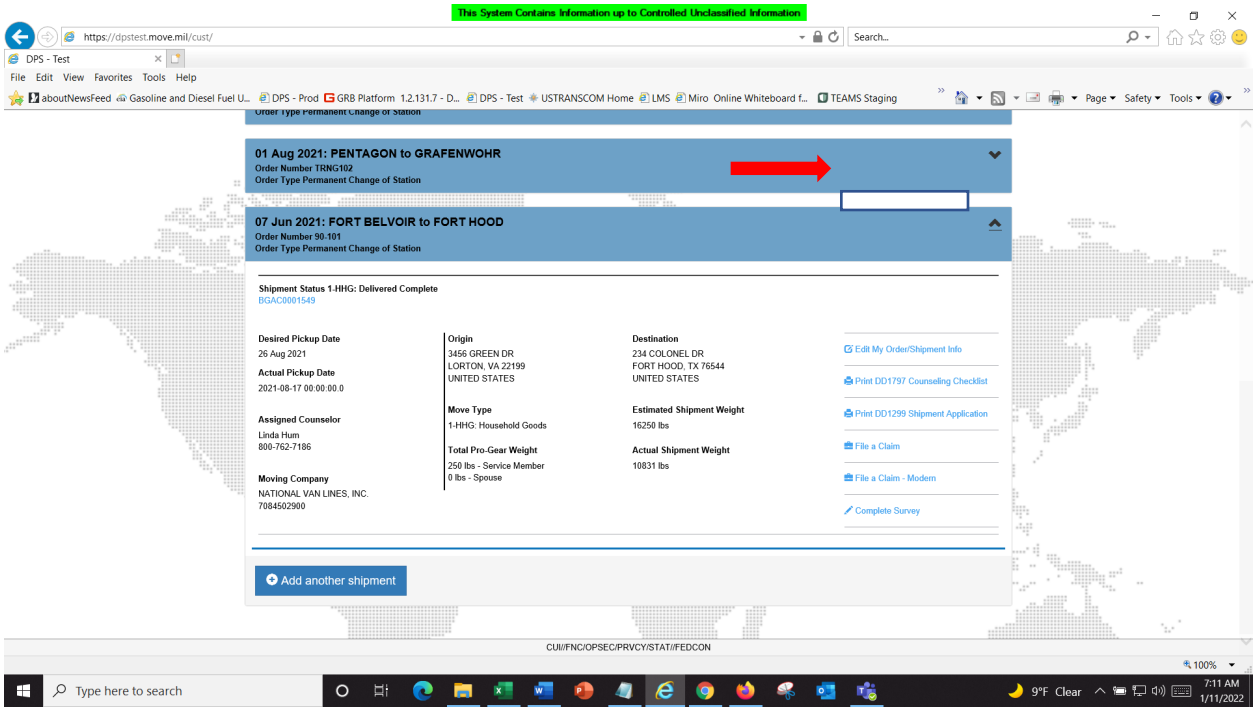
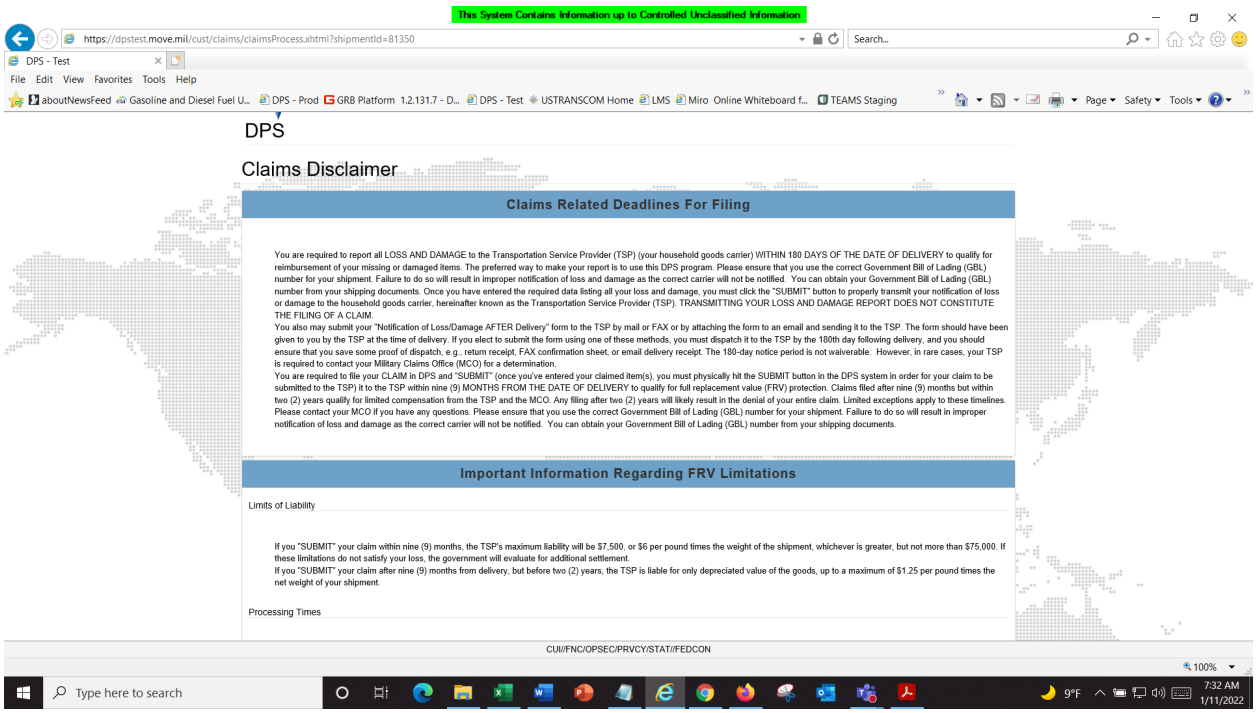
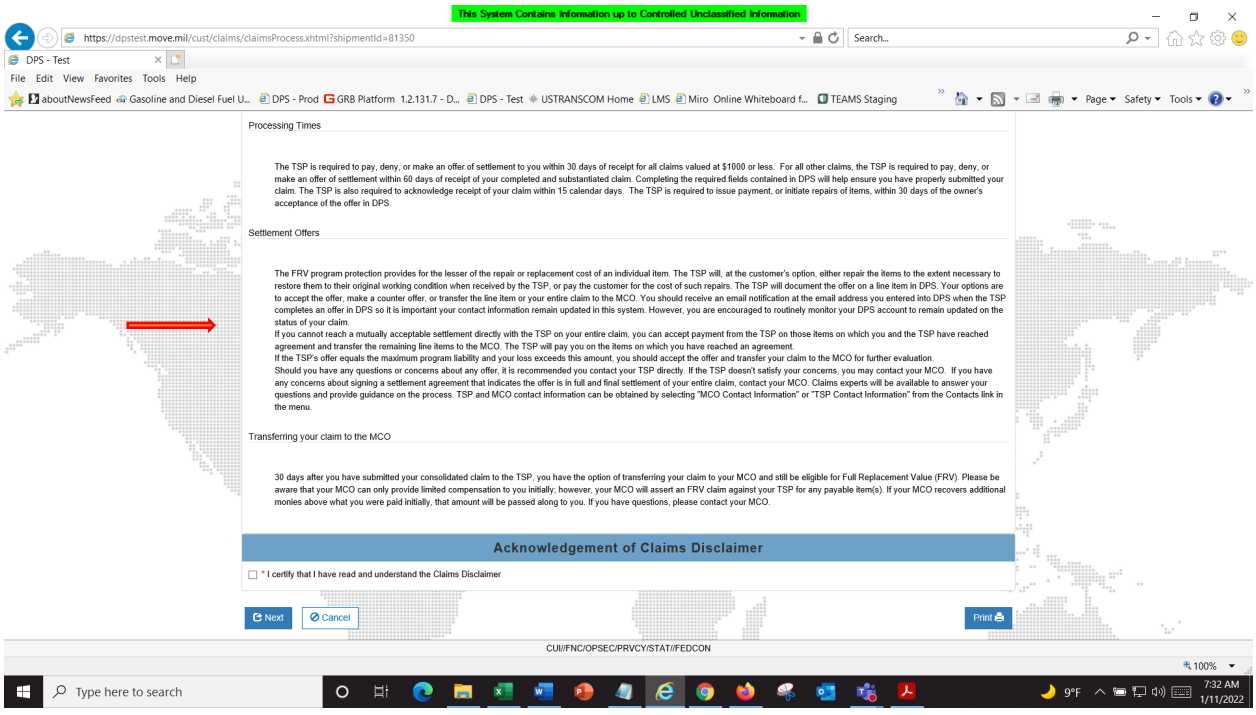
INSTRUCTIONS: To create a Claim, from the welcome screen locate your shipment and click on the File a claim link. If you've had previous moves, you may have to use the expand icon to locate your shipment.



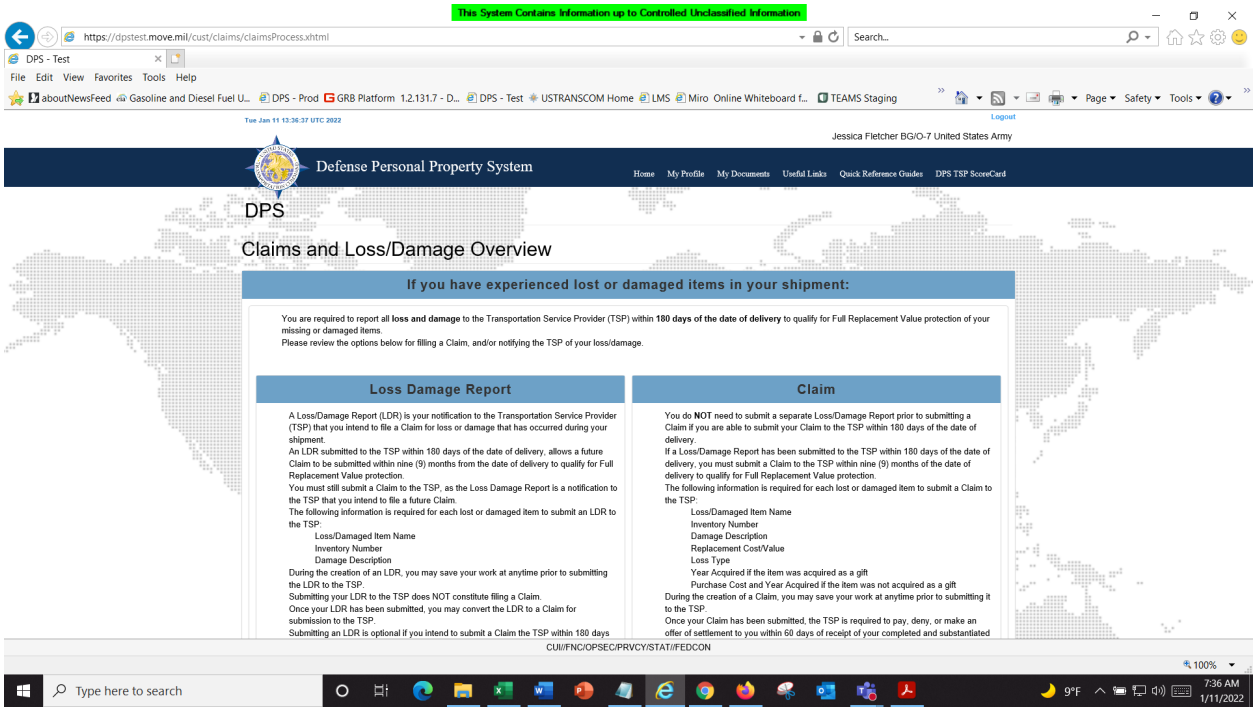


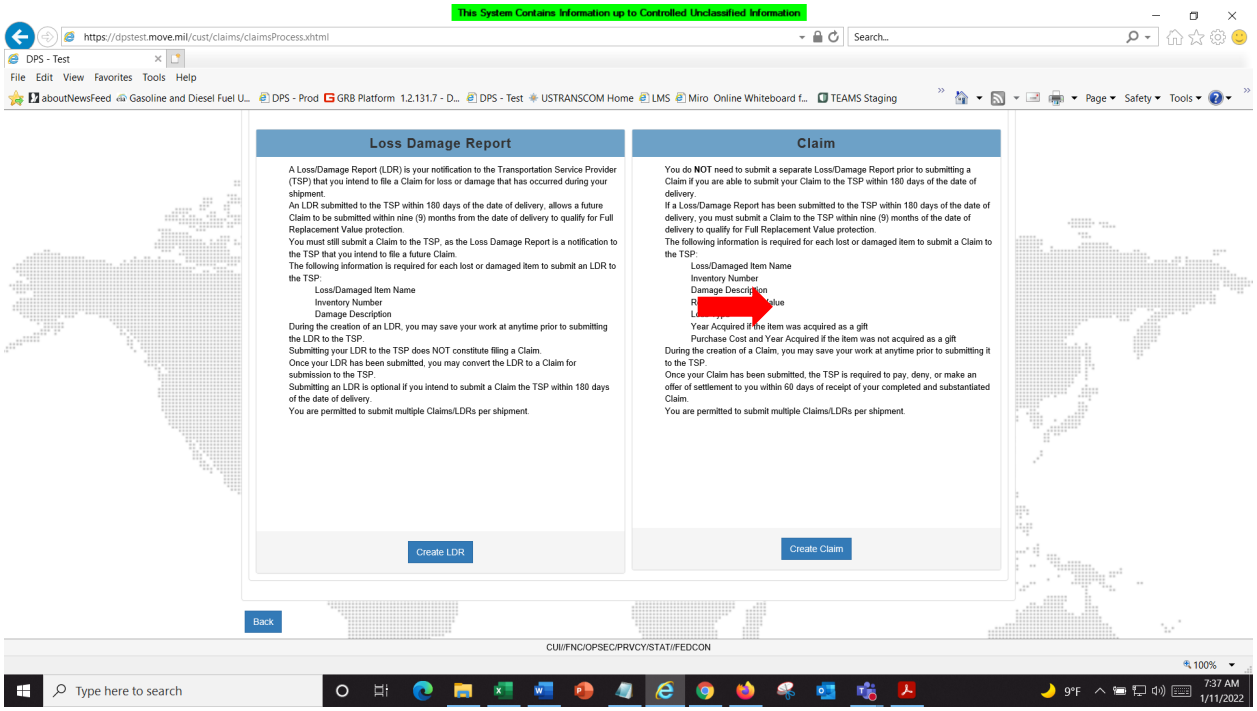
INSTRUCTIONS: Review the Claims Disclaimer Page, the check the Acknowledgment box and press next.



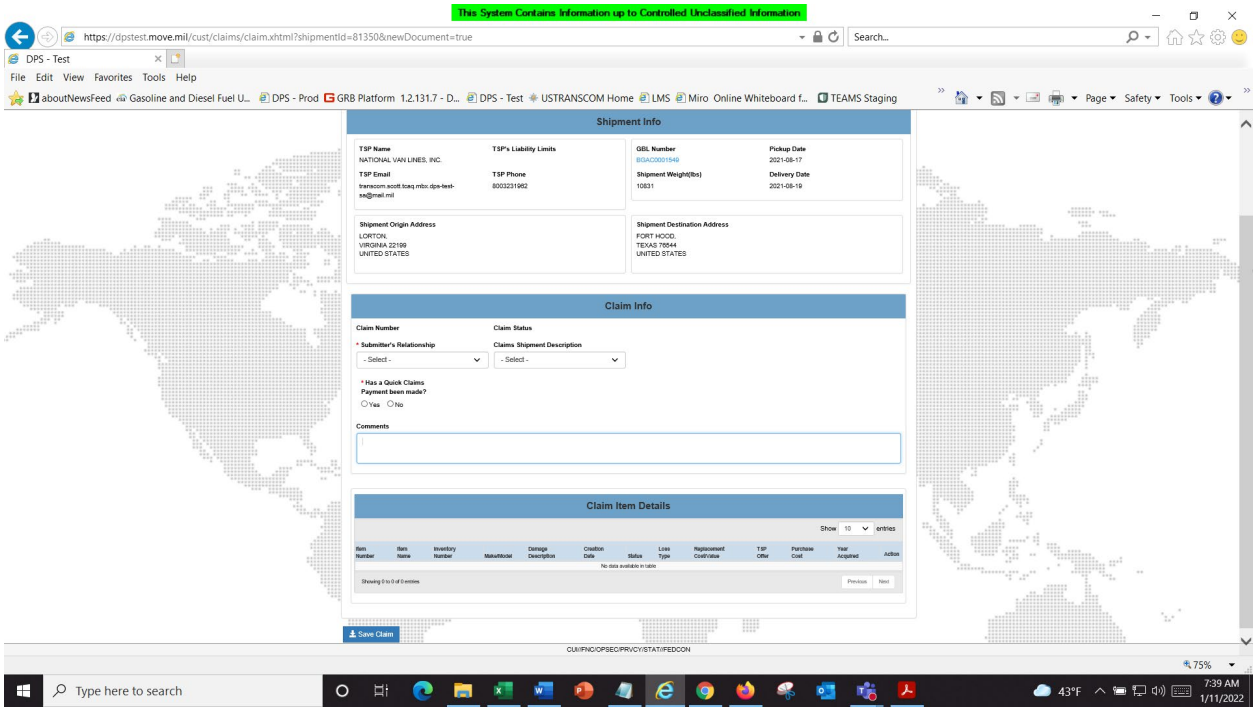


INSTRUCTIONS: Select Create Claim

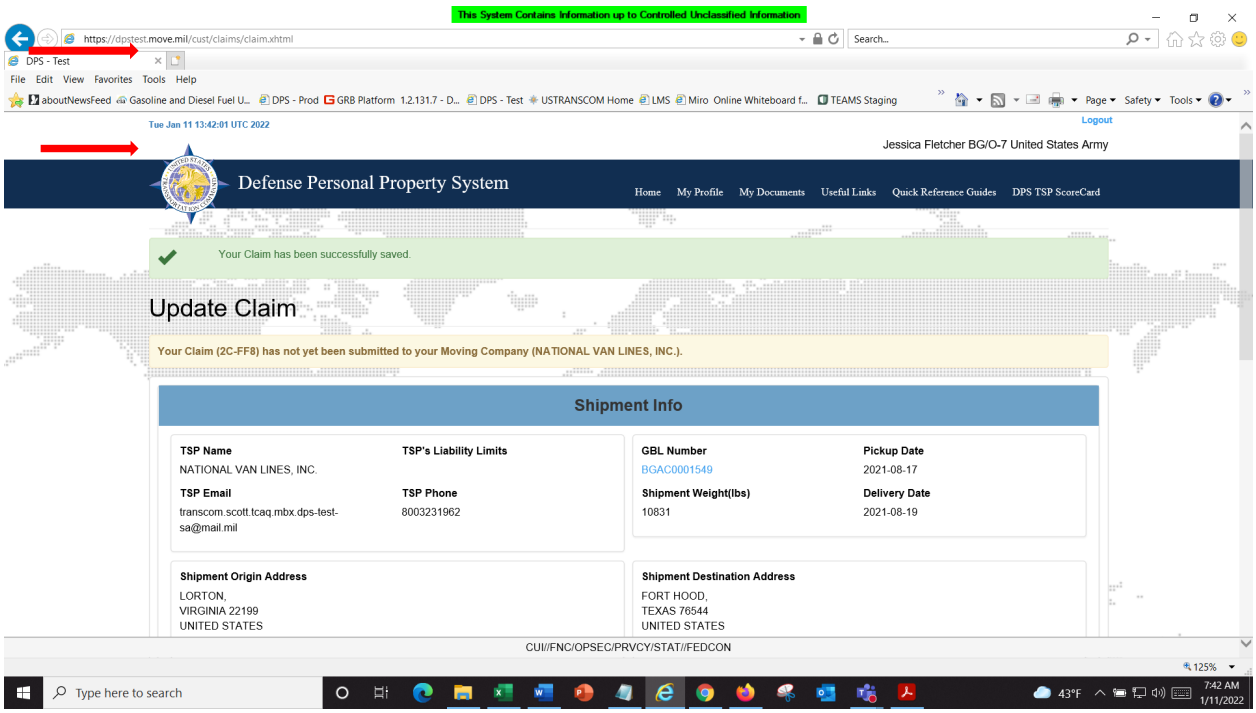


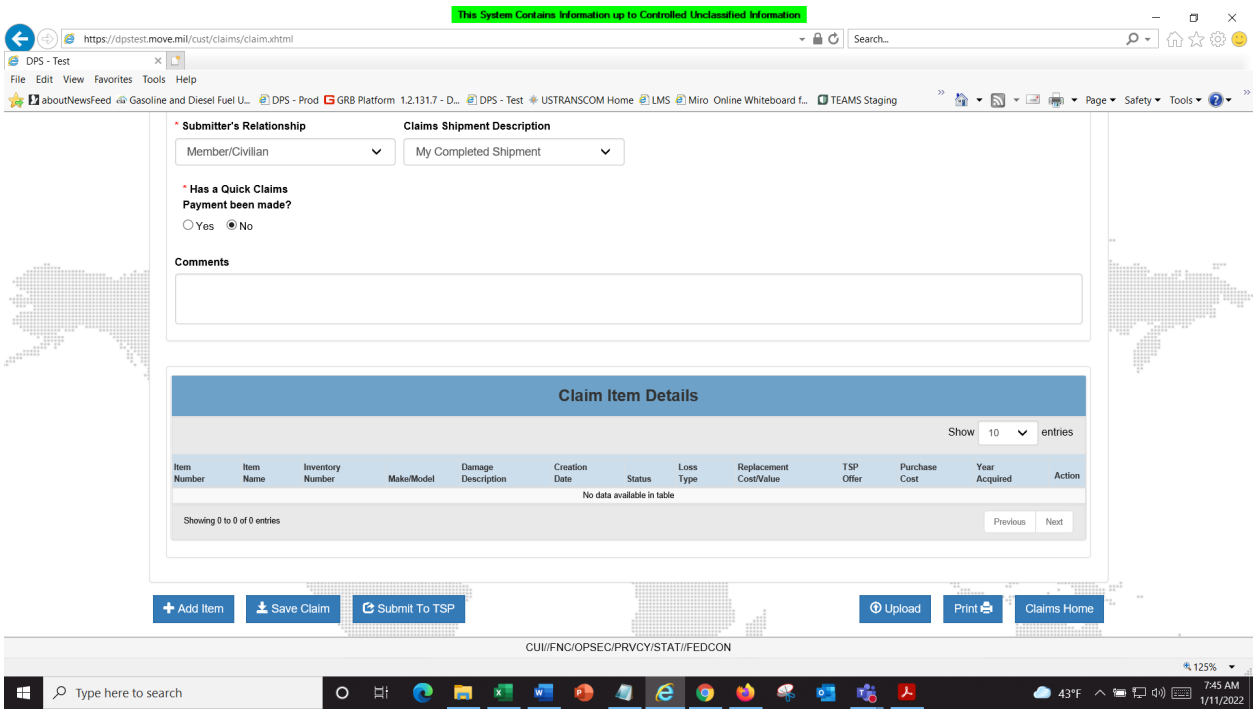


INSTRUCTIONS: On the Create Claim page review the Shipment Info panel details, complete the mandatory fields (red *), then press Save Claim.

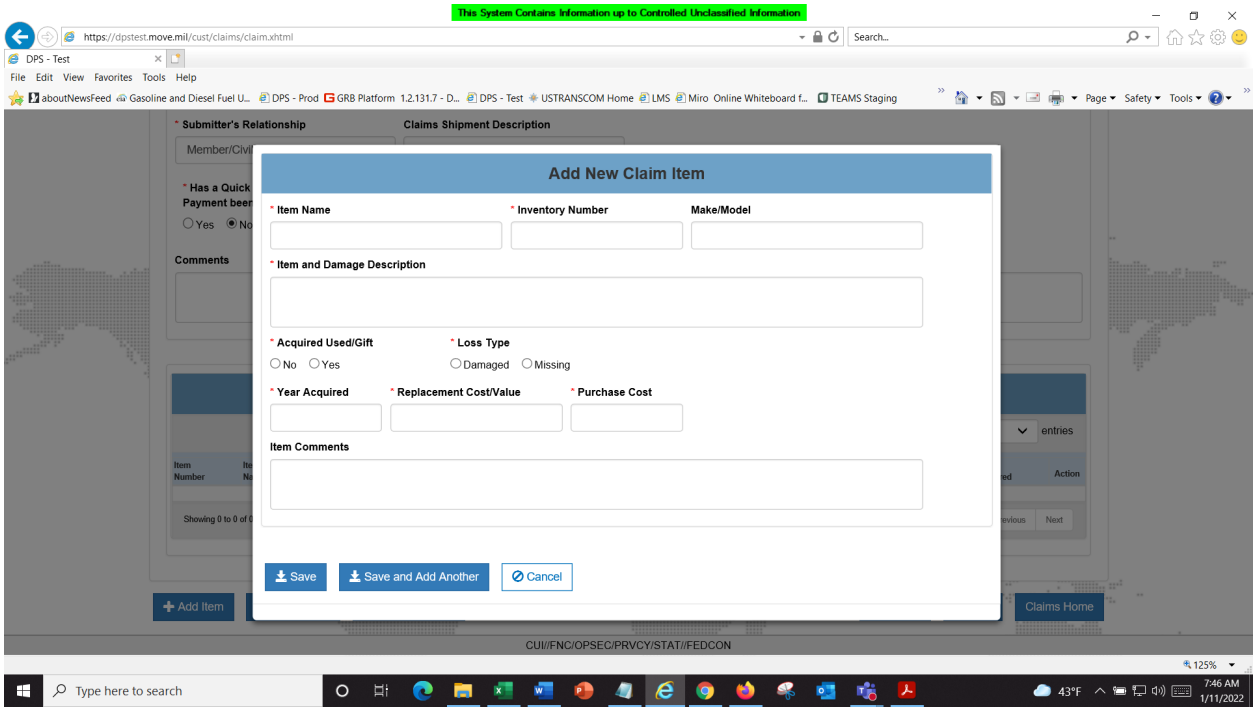


INSTRUCTIONS: System will display message your claim has successfully been saved and provide your Claim number and advise it has not been submitted to the TSP. Proceed to bottom of page and select Add Item.

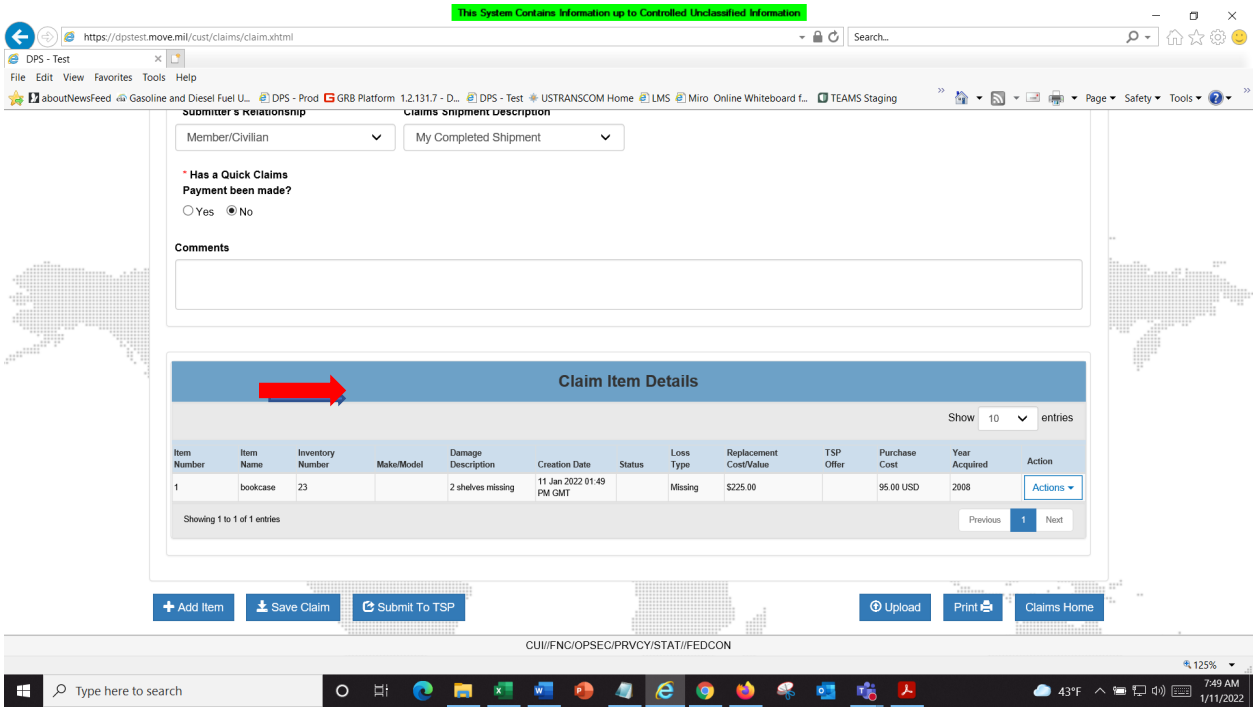




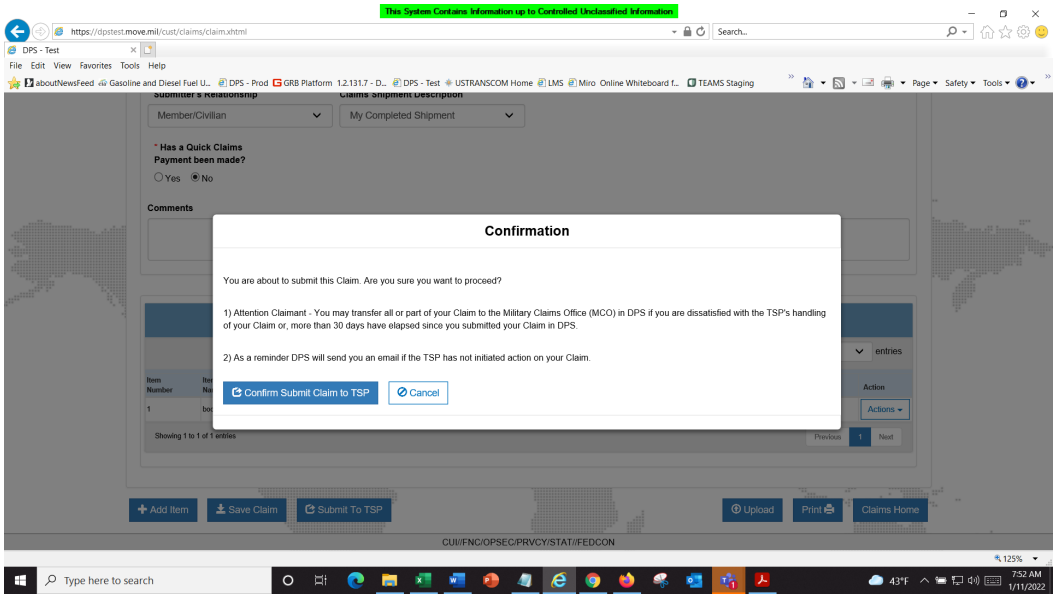
INSTRUCTIONS: Fill in fields (mandatory fields are defined with red *). Once completed if you are filing multiple items, select Save and Add Another, repeat process until all items have been added, then press Save.



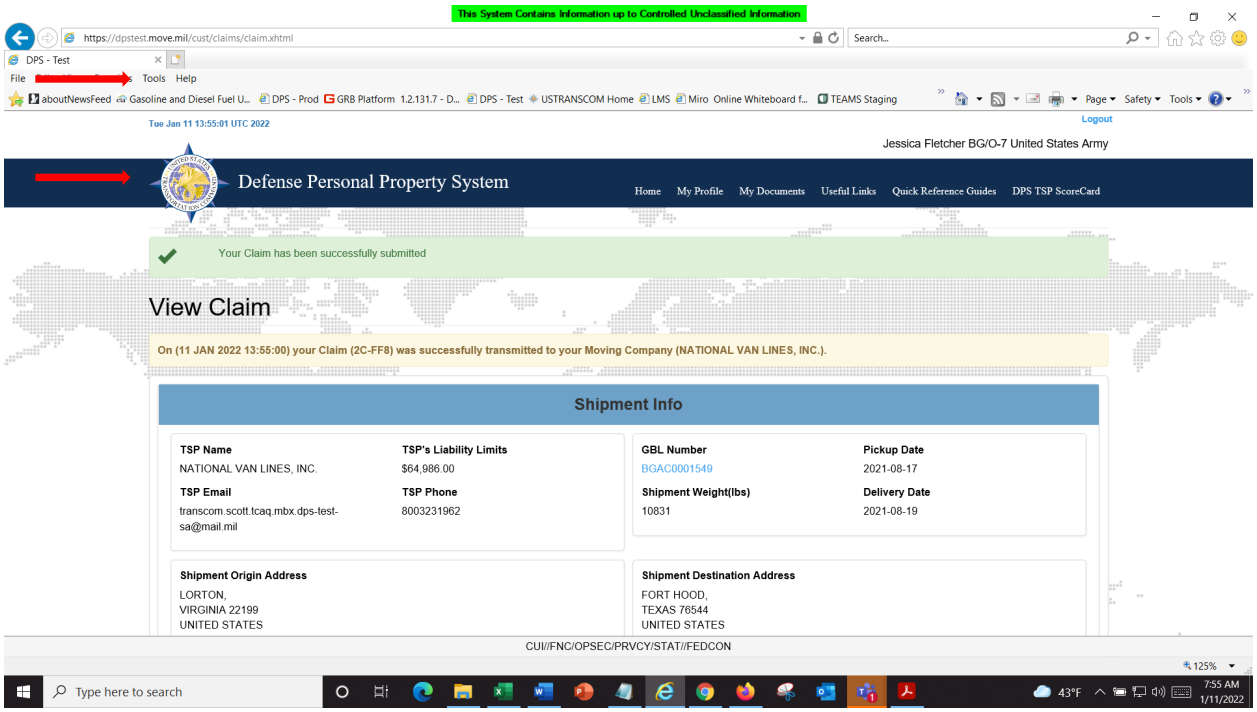
INSTRUCTIONS: Once you have added all claim items, Press Submit to TSP.
NOTE: Once you have submitted your claim to the TSP, no additional items can be added. You will need to create a New Claim for any missed items.



INSTRUCTIONS: Acknowledge, the Confirmation and press Confirm Submit Claim to TSP.



INSTRUCTIONS: On the View Claim page, system will display message stating your Claim was successfully submitted, along with date and Movers Name.



Once you file your claim and the TSP contacts you, they will request you provide substantiation or make the damaged property available for inspection. You may be asked to prove your ownership of the items, prove the damages of the items or prove the costs of repair or replacement of the damaged items.