



# Personnel Claims



Please note that this Information Paper only provides basic information and is not intended to serve as a substitute for personal consultations with a Legal Assistance Attorney.

---

## If this is a household goods (HHG) shipment claim

You have **180 days** from the day of delivery to submit a notice of loss or damage (NOLD) to the Transportation Service Provider (TSP). This step is a **MUST**, otherwise you will not be paid by the TSP or the Military Claims Office (MCO). The NOLD is **NOT** the actual claim. You **MUST** use the Defense Personal Property System (DPS) to submit a NOLD and the actual claim. In DPS, the NOLD is called a **Loss/Damage Report**.

If you have submitted a NOLD within 180 days, you have **9 months** from the day of delivery to submit the actual claim to the TSP for full replacement value (FRV).

To submit a NOLD and a claim, please go to [www.move.mil](http://www.move.mil) and click on “Sign in to DPS” right underneath the picture. If you have any difficulties with the DPS website, call 001-800-462-2176 or . These are the numbers to the DPS Help Desk, operated 24/7. If you are not familiar with the process of submitting a NOLD or a claim in DPS, please go to [www.move.mil](http://www.move.mil) and scroll down to “**Settling In**”. You will find helpful and detailed instructions for both steps.

If you decide to transfer your claim in DPS to the MCO, the TSP will be notified that you no longer wish to pursue this claim for some or all of the claimed items with them. **The MCO will not be notified** about this choice and it will not automatically receive the claim. You still have to submit a claim to the MCO.

If you have submitted a NOLD within 180 days, you have **9 months** from the day of delivery to file a claim with the MCO **for depreciated value**.

Each branch of the military has their own MCO. All personnel claims, including HHG/POV shipment claims, have to be submitted to the respective MCO because they are considered incident to service. For service specific guidance, please go to [www.move.mil](http://www.move.mil) and scroll to the very bottom of the page.

The Stuttgart MCO is an Army MCO, processing personnel claims of Soldiers on active duty, Members of the U.S. Army Reserve (USAR) or the ARNG engaged in active service or inactive duty training, Civilian employees of the Army or the ARNG, and Civilian employees of DOD agencies who are not employees of the Air Force, Navy, or Marine Corps. The Stuttgart MCO will try to assist members of all services with general guidance in regards to the claims process and DPS.

To file a claim with the Army MCO, please log into: [www.jagcnet.army.mil/pclaims](http://www.jagcnet.army.mil/pclaims) and follow the instructions. Make sure to attach as many substantiating documents as possible: PCS Orders (**SSN redacted**), shipping documents, complete inventory, pictures, purchase receipts/credit card statements etc.

### **If this is a privately owned vehicle (POV) shipment claim**

You have to annotate all new damages to the POV on the Vehicle Inspection and Shipping Form (VISF) **during** your inspection **at the Vehicle Processing Center (VPC)** on Panzer Kaserne.

Any **damage found after** you drive off the military installation is presumed **not to be** shipment related. If you find additional shipment related damage within a few hours after leaving the VPC, report it immediately, it might still be considered in a claim. If the VPC is already closed, send an email with a detailed explanation of the damage (location, size, kind).

International Auto Logistic (IAL) is the TSP of your POV and you can file a claim directly with them. If you did not accept an on-site settlement for minor damages, please obtain a repair cost estimate for the **shipment related damages** and submit it to the IAL representative at the VPC on Panzer Kaserne. The VPC and the MCO are not allowed to recommend a specific repair shop for the estimate. However, the MCO has a list of auto repair shops upon request.

To file a claim with the Army MCO, please log into: [www.jagcnet.army.mil/pclaims](http://www.jagcnet.army.mil/pclaims) and follow the instructions. Make sure to attach as many substantiating documents as possible: PCS Orders (**SSN redacted**), VISF, POV registration, pictures, repair cost estimates etc.

**For any other Army Personnel Claim incident to service (unusual occurrences, theft, vandalism)**

Please log into: [www.jagcnet.army.mil/pclaims](http://www.jagcnet.army.mil/pclaims) and follow the instructions. Make sure to attach as many substantiating documents as possible: PCS Orders (**SSN redacted**), VISF, POV registration, pictures, repair cost estimates, MP report etc.

For general questions in regards to claims, please call the Stuttgart Law Center Client Services Desk, at DSN: 591-4152 or Commercial: 09641-70591-4152. You can also send an email to: [usarmy.stuttgart.21-tsc.mbx.slcla@mail.mil](mailto:usarmy.stuttgart.21-tsc.mbx.slcla@mail.mil).