

PCLAIMS ONLINE

ABOUT PCLAIMS

The Personnel Claims Army Information Management System (PCLAIMS) permits Soldiers and Army civilian employees to file personnel claims through the Internet, rather than physically visiting or mailing documents to a (MCO). Although paper copies of claims will still be accepted (such as when Department of Defense personnel or claimants' spouses file claims), PCLAIMS is intended to make it easier for Army personnel to file claims for property loss.

ACCESSING PCLAIMS

PCLAIMS can be accessed at the Judge Advocate General's Corps Internet site at <https://www.jagcnet.army.mil/> and by following these steps:

1. Click the "Claims" link on the [JAGCNET](https://www.jagcnet.army.mil/) homepage.



2. Click the “Personnel Claims Online Filing Database” link on the [U.S. Army Claims homepage](#).

The image shows a screenshot of the JAGCNet .army.mil website. A callout box on the left highlights the 'Personnel Claims and Recovery Division' menu, which includes the following items:

- Personnel Claims and Recovery Division
- Personnel Claims Online Filing Database
- PC Claims Training
- Article 139 General Information

The website header includes the JAGCNet logo and the text 'The Judge Advocate General's Corps U.S. Army'. The main content area features a 'U.S. Army Claims Service' banner with a photograph of a building. Below the banner, there is an 'ANNOUNCEMENTS' section with a link to 'USARCS Personnel Claims Basic Claims Training Conference'.

IMPORTANT INFORMATION ABOUT USING PCLAIMS

You must have an Army Knowledge Online (AKO) account to use PCLAIMS; claimants without such accounts should contact their nearest MCO to file their claims. Also, spouses with their own AKO accounts filing for the actual claimants should not file claims using their own AKO information. The AKO account of the actual claimant must be used. If the move's sponsor cannot initiate the claim himself/herself, the spouse may do so at an MCO using a power of attorney or signed note from the sponsor.

When using PCLAIMS, you will be asked to list all of your lost or damaged property, the purchase dates and costs, and replacement or repair costs; this is required whether you file your claim in paper or electronically. Basic supporting documents, such as a government bill of lading (for transportation-related claims), estimates of repair and photos of damaged property can be scanned and added to the electronic claim. If you do not have access to a scanner, documents can be mailed or hand-carried to your MCO, which will add them to your claim file.

Once you have entered all of the necessary information, you will be asked to verify and submit your claim. It will be electronically sent to an MCO, which will adjudicate the claim and arrange for payment, as appropriate. You also will be asked to provide an e-mail or telephone number so the claims office can contact you with any questions. Providing accurate contact information is critical; if you cannot be contacted your payment may be delayed.



PCLAIMS should not be confused with the Full Replacement Value (FRV) program, the new system applicable to household goods and other transportation-related claims since 2007 or the

Defense Personnel Property Program (DP3), a new computerized transportation program applicable to many household goods shipments since 2008. Under FRV and DP3, Soldiers and Army/DOD civilian employees are encouraged to file transportation-related claims directly against the carrier responsible for the loss. Claimants have only nine months to file such claims. In return, they are paid the full replacement value for their destroyed property. PCLAIMS cannot be used to file claims directly with carriers; it can only be used for personnel claims filed at an MCO. If, however, claimants are dissatisfied with carrier offers to settle claims under the FRV or DP3 programs, they may reject some or all of the carriers' offers and file their claims at an MCO. Such claimants can use PCLAIMS to file these new claims, but should contact the nearest MCO before doing so. There is no interface between DP3 (which also involves electronic claims filing) and PCLAIMS, so it is important to contact an MCO for specific guidance on how to transfer these claims from a carrier to the military.