



**DEPARTMENT OF THE ARMY**  
**U.S. ARMY COMBINED CENTER AND FORT LEAVENWORTH**  
**OFFICE OF THE STAFF JUDGE ADVOCATE**  
**415 CUSTER AVENUE**  
**FORT LEAVENWORTH, KANSAS 66027-2313**

**TRANSFERRING YOUR CLAIM TO THE MILITARY CLAIMS OFFICE (MCO) ONLINE WITH PCLAIMS**

Similar to the Defense Property System (DPS) for filing a claim online, PClaims is the online version of transferring a claim to the Military Claims Office (MCO). PClaims is only available to users with a Common Access Card (CAC). If you are a retiree or have ETSed, please submit documents to the MCO directly.

**DPS is not linked to PClaims. DPS does not notify the MCO.** You must contact the MCO directly or enter your claim into PClaims.

**1. Log In To PClaims**

Go to <https://www.jagcnet.army.mil>

On the blue toolbar, click "Legal Services"

A menu appears, under "Claims", click "File a Personnel Claim"

Click the CAC/PIV tab to login with your CAC

**2. Entering Your Claim Online**

The home page "Welcome to Personnel Claims Army Information Management System (PCLAIMS)" appears.

Open or save the "PCLAIMS Claimant Manual" at

[https://www.jagcnet.army.mil/8525799500461E5B/0/D856D75A46223B2D85257A800054D2A0/\\$FILE/PCLAIMS\\_ClaimantManual\\_v1.2.pdf](https://www.jagcnet.army.mil/8525799500461E5B/0/D856D75A46223B2D85257A800054D2A0/$FILE/PCLAIMS_ClaimantManual_v1.2.pdf)

Follow the manual to create your profile and enter your claim.

You can scan and upload supporting documents (i.e., government bill of lading, estimates of repair, internet page listings of replacement values, and photos of damaged items).

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 the MCO.

**3. Document Checklist**

See the included Document Checklist for Filing a Claim with the MCO. For any documents not uploaded in PClaims, you will need to submit paper copies, faxes, or email attachments directly to the MCO.

**4. About Transferring Your Claim:** You may transfer your claim to the MCO if you are unsatisfied with the TSP's offer or the TSP does not respond to your claim within 30 days of filing. You must submit your claim to the MCO within **two years** of your household goods delivery date. The MCO will adjudicate (process to pay or deny) the claim. If you filed your claim with the TSP within 9 months and transfer a proper claim to the MCO, for lost or destroyed items, you will **initially receive the depreciated value**. Then, U.S. Army Claims Service (USARCS) will take action against the carrier and **reimburse you the difference** up to the full replacement value (FRV) if USARCS recover from the TSP. If you do not file your claim initially with the TSP, you will **only receive the depreciated value** of your lost or destroyed items. For damaged items, the MCO will reimburse you **full repair cost** up to the replacement value.

**5. Help with the PClaims Program**

If you encounter any technical problems using the program, please contact the JAGCNET PCLAIMS Helpdesk at 703.693.0000 or [usarmy.belvoir.hqda-otjag.mbx.jagcnet-service-desk@mail.mil](mailto:usarmy.belvoir.hqda-otjag.mbx.jagcnet-service-desk@mail.mil).