



DEPARTMENT OF THE ARMY
HEADQUARTERS, JOINT READINESS TRAINING CENTER AND FORT POLK
OFFICE OF THE STAFF JUDGE ADVOCATE
7090 ALABAMA AVENUE, BUILDING 1454
FORT POLK, LOUISIANA 71459

REPLY TO
ATTENTION OF:

AFZX-JAC

17 July 2012

MEMORANDUM FOR Personnel Concerned

SUBJECT: Instructions for Filing a Household Goods Claim under AR 27-20, Chapter 11 with the Military Claims Office (MCO).

1. When the Transportation Service Provider (TSP) delivered your household goods, the TSP provided you with a Notice of Loss or Damage (Form 1850/1851 or DD Form 1840/1840R). This form officially notifies the TSP of your loss or damaged items in your shipment. Use the Form 1850/DD Form 1840 side at delivery. After the TSP departs your residence, use the Form 1851/DD Form 1840R side to list all additional loss or damage.
2. Do not discard damaged items until the resolution of your claim.
3. All loss or damage **MUST BE REPORTED (ON THE DD FORM 1840/1840R) TO THE TSP WITHIN 75 DAYS OF THE DELIVERY DATE.** Please submit your Notice of Loss or Damage (Form 1850/1851 or DD Form 1840/1840R) to the MCO within 70 days of the delivery date to ensure timely transmission to the TSP of your loss/damage. Failure to provide timely notice (within 75 days of delivery date) may result in the nonpayment of your claim.
4. An Army MCO may now pay Full Replacement Value (FRV) for household goods lost or damage in a government sponsored move for the below three categories.
 - a. The Loss or Damage resulted from an Act of God (i.e. Hurricane) or other specific exclusion in DPS rules.
 - b. The Ocean Carrier caused the loss or damage.
 - c. The Last Handler (mover) denied the claim because the previous mover caused the loss or damage.

Notify the Claims Examiner as soon as possible, if you believe one of the above categories applies to your household goods shipment. If you filed your complete claim in DPS at move.mil or with the TSP within 9 months, you may be entitled to receive FRV through the MCO as long as the above listed three categories apply. Notify the TSP in writing, if you want to transfer your claim to the MCO and enter your claim into PCLAIMS.

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5. In all cases, you must submit your claim within **TWO YEARS OF THE DELIVERY DATE**. If you transferred all or part of your claim from the TSP to the MCO, you must enter your claim into PCLAIMS.

6. To enter your claim into PCLAIMS, you must complete the below steps. Unfortunately, the information you previously entered into DPS at <http://www.move.mil> cannot be automatically transferred into PCLAIMS. We are sorry for this inconvenience.

7. Use PCLAIMS at <https://www.jagcnet4.army.mil/pclaims> to submit your DD Form 1840/1840R and file your claim. Login with an AKO (Army Knowledge Online) user name and password. Contact the **AKO** help desk at 1-866-335-2769, if you do not already have an **AKO** username and password. If a Soldier's spouse uses his/her personal AKO to login, he/she must scan into PCLAIMS the authority to sign for the Soldier (e.g. Power of Attorney). For first time PCLAIMS users, the Soldier must create a personal profile.

8. A separate claim must be filed for each shipment (household goods / POV). Complete the General Tab, Item Tab, Shipment Tab, and Insurance/FRV Tab. While not required, the Attachment Tab benefits you and helps you provide additional documentation to substantiate the value of your claim.

a. **New Claim (General Tab)** – Complete this screen.

b. **Claim Item Details (Item Tab)** – Complete this screen. List the Item Name, Quantity, and Amount Claimed. Choose Missing or Damaged as appropriate. Answer Yes/No questions as appropriate. Click “Save Item.” You must enter the above information for each individual lost or damaged item.

c. **Shipment and TSP Details (Shipment Tab)** – Complete this screen and enter the Origin of Shipment, Destination of Shipment, PPGBL/order number, Pickup Date, Date of Delivery, SCAC, TSP /Contractor Name. Look at your **PCS Orders, DD Form 1299** (Application for Shipment), and **U.S. Government Bill of Lading** (for a local storage move, this would be replaced with a Service Order, DD Form 1164) to ensure you enter the above details accurately.

d. **Insurance/FRV Details (Insurance/FRV Tab)** – Complete this section only if you received payment from an insurance company or TSP for any item listed in the above Item Tab.

e. **Attachments (Attachment Tab)** – Scan and attach the **Notice of Loss or Damage** (Form 1850/1851 or DD Form 1840/1840R), **PCS Orders, DD Form 1299**, and **U.S. Government Bill of Lading**. The Fort Polk Claims Office (FPCO) recommends you attach the below documents:

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Inventory - TSP provides this at pickup. If you cannot locate this form, contact the TSP or call the Fort Polk Claims Office for assistance.

Repair Estimates – You should obtain a repair estimate for all furniture damage over \$100.00. **ALL ELECTRICAL ITEMS** with internal damage **must** have an itemized estimate of repair from a qualified repair firm in order to be considered for payment. If the repair cost does not exceed the replacement cost, Army Regulations permit you to recover the repair cost and the repair estimate cost. The FPCO will provide you with a list of repair shops and an Electronic Repair Form upon request.

Purchase Receipts - Purchase receipts, appraisals, photographs, etc. assist in substantiating the value of items over \$100.00. Without such substantiation, you may receive an amount considered fair and reasonable, i. e., an average price for a similar item.

Replacement Costs - Written statements from a store employee with name, phone number, store name and address, cost, and model and serial number of item and catalog or ad pages assist in substantiating the value of items over \$100.00.

f. **Declaration** – Read the Declaration and click “Yes I Agree” to proceed and file your claim. If you correctly completed the above steps, the “Thank you for creating the Claims through our Online System” Screen will appear. Click “Print this screen for my records” and save the print out for your records.

9. For **PCLAIMS Technical Support**, call the Information Technology Division help desk at (703) 693-0000 or email itdsvicedesk@jagc-smtp.army.mil.

10. Contact the FPCO at (337) 531-2636/1576. Our Customer Service hours are Monday through Friday from 0800-1130 and 1230 -1630. We are closed on all Federal holidays. The Claims Office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459. You may also consult our website at <http://www.jrtc-polk.army.mil/SJA/CL.html> or our Facebook page at <http://www.facebook.com/FortPolkClaims>.