



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

AFZX-JAC

18 May 2016

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. This form officially notifies the TSP of your lost or damaged items in your shipment. Complete the Notice of Loss or Damage At Delivery before the movers leave the residence and list any obvious lost or damaged items. After the TSP departs the residence, use the reverse side "Notice of Loss or Damage After Delivery" to list all additional lost or damaged items.
2. All loss or damage **MUST BE REPORTED (ON THE NOTICE OF LOSS OR DAMAGE AFTER DELIVERY) TO THE TSP WITHIN 75 DAYS OF THE DELIVERY DATE**. Please **submit** your Notice of Loss or Damage After Delivery 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 nonpayment by both TSP and the MCO.
3. If you have a DPS shipment, you must first file your claim (within **NINE MONTHS OF THE DELIVERY DATE FOR FULL REPLACEMENT VALUE**) with the TSP online at <http://www.move.mil>. If you file after 9 months, but within 2 years, you will only receive depreciated value. Please allow the TSP 60 days to make you an offer or deny your claim. After 60 days, you may transfer all or part of your claim from the TSP to the MCO. All transfers to the MCO should be made within **TWO YEARS OF THE DELIVERY DATE**. Limited exceptions to this time deadline apply to deployment related delays in filing the claim. Please contact the MCO and inform the MCO you transferred your claim.
4. An Army MCO may now pay Full Replacement Value (FRV) for household goods lost or damaged in a government sponsored move **ONLY** 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.

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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.

5. File a claim with the MCO (including transferred claims from DPS via <http://www.move.mil>) online with PCLAIMS at <https://www.jagcnet5.army.mil/pclaims>. Log onto PCLAIMS with your CAC card. **DO NOT UPLOAD CLASSIFIED INFORMATION IN PCLAIMS.** If you cannot access PCLAIMS, see further guidance at below number 8.

6. You must have a personal profile in PCLAIMS to file a claim. Please confirm your mailing address. Fill out the General Tab, Item Tab, and Insurance/FRV tab in PCLAIMS. It is optional for you to attach documents in the Attachment Tab; however, this feature benefits you and provides documentation to substantiate your claim.

a. **New Claim (General Tab)** – Complete this screen in order to file your claim.

b. **Claim Item Details (Item Tab)** – Complete this screen and list the item name, quantity, and amount claimed for each item. You must claim a specific dollar amount. Choose missing or damaged as appropriate. Answer the Yes/No questions as appropriate. Click “Save 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 **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)** – You do not have to file with your private insurance before you file with the government. If the TSP previously paid you money for this loss, please provide this information.

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 **Bill of Lading**. The Fort Polk Claims Office (FPCO) recommends you attach the below documents:

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(1) **Inventory** - TSP provides this at pickup. If you cannot locate this form, contact the TSP or call the FPCO for assistance.

(2) **Repair Estimates** – If the TSP previously conducted an inspection and provided a repair estimate, you may submit this information for the MCO to consider. **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. You must initially pay for the repair estimate, however, Army Regulations permit payment for the repair estimate even if the item cannot be repaired. The FPCO will provide you with a list of repair shops and an Electronic Repair Form upon request.

(3) **Purchase Receipts** - Purchase receipts, appraisals, photographs, etc. assist in substantiating an item value over \$100.00. Army Regulations typically permit payment of a fair and reasonable amount (an average price for a similar item) without such substantiation.

(4) **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 an item value over \$100.00.

(5) **Attachments (Attachment Tab)** – Scan and attach all pertinent documents.

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

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

8. If you cannot access PCLAIMS, you must complete a **DD Form 1842** and submit it to the Fort Polk Claims Office (FPCO) or your nearest Military Claims Office. See Enclosure 1. The DD Form 1842 must be signed in Block 17 by the Soldier. If the spouse signs the form, the spouse must provide a Power of Attorney and write “Attorney in fact for the Soldier.” You must write a dollar amount in Block 9. Complete a **DD Form 1844** and submit it to the FPCO. See Enclosure 2. You may email the DD Form 1842 and 1844 to the FPCO at usarmy.polk.imcom.mbx.sja-claims-office@mail.mil or

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fax (337) 531-8909 or mail OSJA, Claims, 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459.

9. Contact the FPCO at (337) 531-2636/1197 or usarmy.polk.imcom.mbx.sja-claims-office@mail.mil. 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>.