

Claims Report
U.S. Army Claims Service

Personnel Claims Note

New Personnel Claims Computer Program: PCLAIMS
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This fall, the U.S. Army Claims Service (USARCS) fielded a new computer program to process personnel claims:¹ the Personnel Claims Army Information Management System (PCLAIMS).² The new program permits Army claims offices and the USARCS to track personnel claims, much like the current personnel claims database. The program will also allow claimants to file personnel claims online, a feature that is not available through the current database.³

The new computer program is designed to replace the Personnel Claims Management System, which was taken offline in May 2008 because of security concerns.⁴ For the past year, claims offices had been tracking claims using the personnel claims database, which was developed over twelve years ago and did not permit online filing.⁵ The new program, PCLAIMS, has all of the features of the old Personnel Claims Management System and the older personnel claims database but is more robust.

Training on PCLAIMS was offered to all field claims offices worldwide in September 2009. Claims professionals who were unable to participate in the training can obtain information on the program from the USARCS Internet site.⁶ A JAGCNet account is required to obtain access to the information on PCLAIMS.

Claimants who wish to file claims using the program should also consult the USARCS website.⁷ The portion of the site used to file claims is open to the public and contains electronic versions of all of the forms needed to file a personnel claim,⁸ along with detailed instructions describing the claims process. Individuals filing a claim must describe their loss, list their lost and damaged property, and provide repair or replacement costs, as appropriate. Claimants must also complete, scan, and upload the forms needed to adjudicate their claim, such as the DD Form 1840/1840R, Joint Statement of Loss or Damage at Delivery,⁹ and estimates of repair.¹⁰

Claims filed using PCLAIMS are transferred to an appropriate Army claims office, which is responsible for assigning the claim to an examiner, obtaining necessary documentation, and adjudicating and paying the claim, as appropriate. Claimants must provide phone numbers and e-mail addresses so field claims offices may contact them if documents, such as the DD Form 1840/1840R, are missing or other information is required.

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¹ The Personnel Claims Act, 31 U.S.C. § 3721, provides the authority to pay military personnel for loss or damage to personal property incurred incident to service. See generally U.S. DEP'T OF ARMY, REG. 27-20, CLAIMS ch. 11 (8 Feb. 2008) [hereinafter AR 27-20].

² See Posting of Colonel Reynold P. Masterton to JAGCNet Claims Forum, subject: Name for New Personnel Claims Program: PCLAIMS, <https://www.jagcnet2.army.mil/nntp/fclaims.nsf/b76c69a8a3b2d0fe85256a1900521a69/22e6f5e19c1a5b36852575e10070d036?OpenDocument> (June 26, 2009, 16:32 EST).

³ See Posting of Colonel Reynold P. Masterton to JAGCNet Claims Forum, subject: Training on New Personnel Claims Database—PCLAIMS, <https://www.jagcnet2.army.mil/nntp/fclaims.nsf/b76c69a8a3b2d0fe85256a1900521a69/6048eaa8fc2dc427852575f4006f6351?OpenDocument> (July 15, 2009, 16:16 EST).

⁴ See Posting of Colonel Reynold P. Masterton to JAGCNet Claims Forum, subject: New Personnel Claims Database, <https://www.jagcnet2.army.mil/nntp/fclaims.nsf/b76c69a8a3b2d0fe85256a1900521a69/11f8e6f70cf6923e852575d1005c0f0b?OpenDocument> (June 10, 2009).

⁵ See Posting of Joseph Goetzke to JAGCNet Claims Forum, subject: New PCMS—training schedule, <https://www.jagcnet2.army.mil/nntp/fclaims.nsf/b76c69a8a3b2d0fe85256a1900521a69/e4630e19659358c385256fa900724ce2?OpenDocument> (Feb. 15, 2005, 15:48 EST).

⁶ U.S. Army Claims Service, available at <https://www.jagcnet.army.mil/8525752700444FBA> (last visited Oct. 5, 2009).

⁷ *Id.*

⁸ See AR 27-20, *supra* note 1, ¶ 11-8a.

⁹ *Id.* ¶ 11-21c.

¹⁰ *Id.* ¶ 11-15a.

The PCLAIMS program should not be confused with the Full Replacement Value (FRV) program, the 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 2008.¹¹ Under FRV and DP3, Soldiers and Army civilian employees are encouraged to file transportation-related claims directly against the carrier responsible for the loss. Claimants only have nine months to file such claims but may recover the full replacement value for their lost or destroyed property.¹² In contrast, PCLAIMS cannot be used to file claims against carriers; it can only be used for personnel claims filed against the Government. However, claimants dissatisfied with carrier offers to settle claims under the FRV or DP3 programs may reject the carrier offers and file their claims against the Government using PCLAIMS.¹³ Claimants interested in using PCLAIMS to file these new claims should contact the nearest military claims office for specific guidance on how to transfer these claims from a carrier to the military because there is no interface between DP3 (which also involves electronic claims filing) and PCLAIMS.

The new PCLAIMS program should improve the service we provide to Soldiers and family members. Any comments or recommended improvements to the program should be forwarded to the USARCS.¹⁴

¹¹ Information on these programs may be obtained at the Surface Deployment and Distribution Command (SDDC), available at <http://www.sddc.army.mil/Public/Home> (last visited Oct. 5, 2009).

¹² *Id.* Information on the FRV program may be found at [http://www.sddc.army.mil/Public/Personal%20Property/Full%20Replacement%20Value%20\(FRV\)](http://www.sddc.army.mil/Public/Personal%20Property/Full%20Replacement%20Value%20(FRV)). Information on DP3 may be found at <http://www.sddc.army.mil/sddc/Content/Pub/45685/DP3%20Customer%20Pamphlet%202009%20Revision%202.pdf>.

¹³ *Id.*

¹⁴ The USARCS may be contacted by telephone at (301) 677-7009 or e-mail at USARCSFRVclaims@conus.army.mil. A discussion board relating to personnel claims is available on the U.S. Army Claims Service internet site at <https://www.jagcnet.army.mil/8525752700444FBA>.