

Personnel Claims Army Information Management System (PCLAIMS)

Version 1.2, September 2012

Claimant Manual

The screenshot shows the homepage of the Personnel Claims Army Information Management System (PCLAIMS). The header features the U.S. Army logo on the left and a globe icon on the right. The main navigation bar includes links for Home, Help desk, and FAQ. The main content area is divided into several sections:

- Welcome to PCMS:** A welcome message for the Personnel Claims Army Information Management System (PCLAIMS), explaining its purpose for assisting soldiers and civilians with filing claims for loss or damage to personal property.
- File a claim:** A section with a blue background and white text, stating "File a new claim or notice of loss/damage in 2 steps".
- Track your claims:** A section with a blue background and white text, stating "Find the status of claims or notice(s) of loss/damage you filed in the past".
- Buttons:** Several green and grey buttons are present: "Create/Update Profile Step 1", "File a claim or notice of loss/damage Step 2", "View Claims Track the status of your past claims", and "View Notices of loss/damage Track the status of your past notice(s) of loss/damage".
- Need Help?:** A section with a grey background and white text, providing contact information for the claims help desk: "703-588-2561" and "claimshelp@us.army.mil".
- Claim office directory:** A section with a grey background and white text, stating "Find which claim office is near you." and providing a link to the "Claim Office Directory".
- Quick help:** A section with a grey background and white text, listing several topics: "Steps to file a claim", "What is a notice of loss/damage", "Why should you file a notice of loss/damage", "How to file a claim from notice of loss/damage", and "For more answers check the FAQ".
- Usefull Links:** A section with a grey background and white text, listing several links: "JAGCNet", "Claims services home page", and "AKO".

At the bottom of the page, there is a footer with the text: "This is an official US Department of Army website" and links for "Privacy Policy" and "FOIA".

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Introduction

PCLAIMS (Personnel Claims Army Information Management System) is a secure, web-based management tool that **OTJAG** (Office of the Judge Advocate General) **ITD** (Information Technology Division) developed for **USARCS** (U.S. Army Claims Service) to assist their personnel with monitoring, tracking, and documenting all steps required to maintain official personnel claims that U.S. Army soldiers and personnel have filed—from claim initiation through adjudication to recovery of monies and budget allocation to final claim outcome.

The screenshot shows the PCLAIMS website interface. At the top, there is a blue header with the U.S. Army logo on the left, the title "Personnel CLaims Army Information Management System" in the center, and a globe icon on the right. Below the header, there is a navigation bar with "Home", "Help desk", and "FAQ" links. The main content area is divided into several sections:

- Welcome to PCMS:** A message welcoming users to the United States Army Claims Service Personnel Claims Online Filing database, explaining its purpose and providing contact information for Military Claims Offices.
- File a claim:** A section with a blue background and white text, offering options to "File a new claim or notice of loss/damage in 2 steps".
- Track your claims:** A section with a blue background and white text, offering options to "Find the status of claims or notice(s) of loss/damage you filed in the past".
- Buttons:** Several green and grey buttons are present: "Create/Update Profile Step 1", "File a claim or notice of loss/damage Step 2", "View Claims Track the status of your past claims", and "View Notices of loss/damage Track the status of your past notice(s) of loss/damage".
- Need Help?:** A section on the right side with a grey background, providing contact information for the claims help desk (703-588-2561, claimshelp@us.army.mil) and a link to the "Claim office directory".
- Quick help:** A section on the right side with a grey background, listing links for "Steps to file a claim", "What is a notice of loss/damage", "Why should you file a notice of loss/damage", "How to file a claim from notice of loss/damage", and "For more answers check the FAQ".
- Usefull Links:** A section on the right side with a grey background, listing links for "JAGCNet", "Claims services home page", and "AKO".

At the bottom of the page, there is a footer with the text "This is an official US Department of Army website" and links for "Privacy Policy" and "FOIA".

If you have questions, Contact the ITD service desk at 901 North Stuart Street, Suite 1202, Arlington, VA 22203, telephone. 703.696.0000.

User feedback is welcome. You can email questions, comments or additional requirements to itdservicedesk@jagc-smtp.army.mil for action. Service desk staff will forward them to the application sponsor. User feedback pertaining to substantive development issues will be staffed through the proponent office.

1 Getting Started

Before you can use **PCLAIMS**, you must have an **AKO** (Army Knowledge Online) username and password. Contact the **AKO** help desk at 703-704-4357 (DSN 312-654-4357) if you do not already have an **AKO** username and password.

Like **JAGCNet**, **PCLAIMS** is best viewed with Internet Explorer 5.5 (or higher) with a 1024 x 768 resolution.

1.1 Accessing the Application

To access **PCLAIMS**, perform the following steps from your open web browser:

1. Enter www.jagcnet4.army.mil/pclaims in your browser's **Address** line.
2. Press the **Enter** key.

The Connect to www.jagcnet4.army.mil Screen appears:

CAC Login

A **CAC** login{ XE "CAC login" } is one method of authentication{ XE "CIS authentication" }. This particular authentication method requires that you have a **CAC** and a **PIN**.

To use a **CAC** login{ XE "CAC login" }, perform the following steps from the **Log-in** portion of the JAGCNet Portal Page:

1. Click **CAC Login**. The DoD Notice and Consent Banner{ XE "DoD Notice and Consent Banner" } opens:

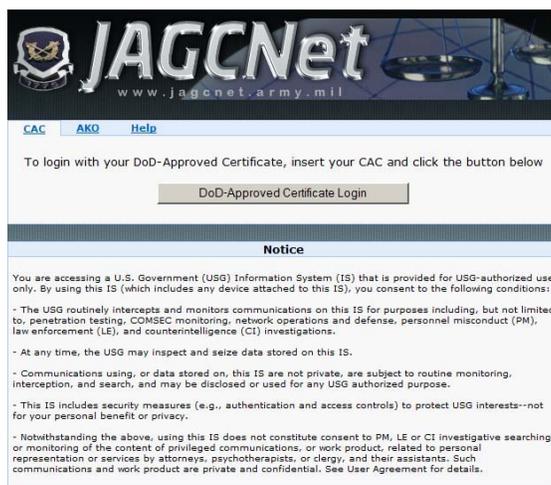


Figure 1: DoD Notice and Consent Banner{ XE "DoD Notice and Consent Banner" } Screen

2. Click (to continue).

The Choose a Digital Certificate dialog box{ XE "Choose a Digital Certificate dialog box" } opens:

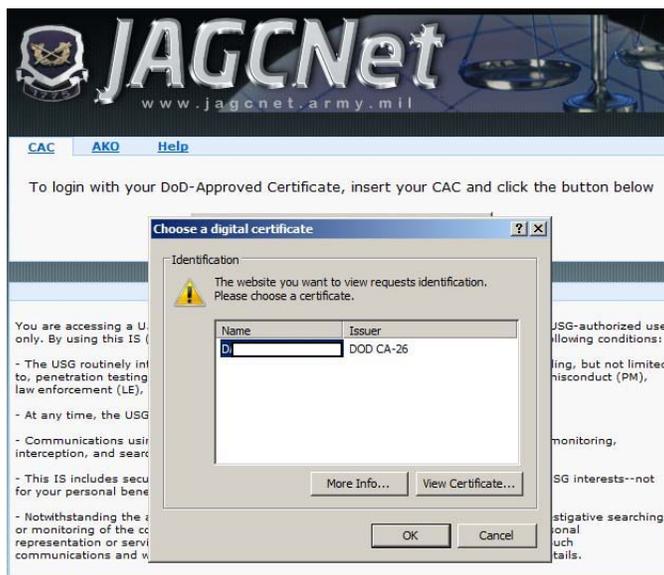


Figure 2: Choose a Digital Certificate Dialog Box

3. Select the desired digital certificate{ XE "digital certificate" }.
4. Click (to continue).

-or-

Click

Assuming that you clicked , the ActivClient Login Dialog Box{ XE "ActivClient Login Dialog Box" } opens:

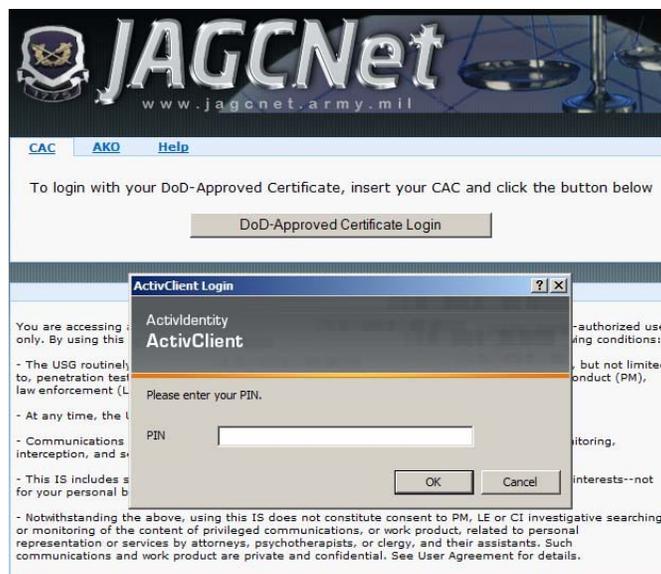
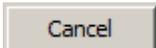


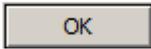
Figure 3: ActivClient Login Dialog Box

5. Enter your **PIN** in the **PIN** field{ XE "PIN field" } (*Note: Press your **Num Lock** key to enter numbers from your keypad. Alternatively, you can also use the numbers above your top keyboard row to enter your **PIN**.*).

6. Click  (to continue).

-or-

Click 

Assuming that you clicked , the PCLAIMS Homepage Screen appears (*Note: See Section 1.2, Viewing the PCLAIMS Homepage Screen, below, to continue.*).

-or-

- **AKO Login**

An **AKO** login{ XE "AKO login" } is an alternate authentication{ XE "CIS authentication" } method. This authentication method requires that you have an **AKO** username and password. Contact the **AKO** help desk{ XE "AKO help desk" } at 703-704-4357 (DSN 312-654-4357) if you do not already have an **AKO** username and password{ XE "AKO username and password" }.

To use an **AKO** login, perform the following steps from the **Log-in** portion of the JAGCNet Portal Page:

1. Click .

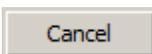
The DoD Notice and Log On { XE "DoD Notice and Consent Banner" } opens:



Figure 4: DoD Notice and { XE "DoD Notice and Consent Banner" } Log On Screen

2. Enter your username in the **User name:** field{ XE "User name\): field" }.
3. Enter your password in the **Password:** field{ XE "Password\): field" }.
4. Click  (to continue).

-or-

Click 

Assuming that you had clicked , the PCLAIMS Homepage Screen appears (*Note: See Section 1.2, Viewing the PCLAIMS Homepage Screen, below, to continue.*).

1.2 Viewing the PCLAIMS Homepage Screen

After initial login, PCLAIMS directs you to the PCLAIMS Homepage Screen, below.

Figure 5: PCLAIMS Homepage Screen

You can access PCLAIMS's functionality directly from the PCLAIMS Homepage Screen. Each section of the PCLAIMS Homepage Screen that you can access as a claimant, including the quick links on the upper-right corner of all PCLAIMS screens, is described below:

Main Screen

The following sections, which appear in the main portion of the PLCAIMS Homepage Screen, are described below:

- **Create/Update Profile:** Click this button to create or update your profile.
- **File a claim or notice of loss/damage:** Click this button to file any claim(s) or notice(s) of loss.
- **View Claims:** Click this button to view the status of your previous claims.
- **View Notices of loss/damage:** Click this button to view the status of your previous notice(s) of loss/damage.

- **Need Help?:** This portion of the screen lists the phone number and email for the claims help desk.
- **Claim Office Directory:** Click this link to determine your nearest claim office.
- **Quick Help:** This section contains links that will provide you with information about how to use **PCLAIMS**.
- **Useful Links:** This section will provide links to **JAGCNet**, the Claims Services homepage, as well as **AKO**.

Top of Screen

The following links, which appear across the top right of the PCLAIMS Homepage Screen, are described below:

- **Home:** Click this link to return to the **PCLAIMS** homepage.
- **Help desk:** Click the link to be provided with a form-driven email to send your questions or concerns to the **ITD** help desk.
- **FAQ:** Click this link to view a list of frequently asked questions and answers regarding **PCLAIMS**.

Bottom of Screen

The following links, which appear across the bottom of the PCLAIMS Homepage Screen, are described below:

- **Privacy Policy and Security:** Click this link to read the **JAGCNet** privacy policy.
- **FOIA:** Click this link to read how **FOIA** (Freedom of Information Act) requests impact the **OTJAG** (Office of the Judge Advocate General).

1.3 Required Fields

All required **PCLAIMS** fields are highlighted in yellow to facilitate your timely completion of these fields. Although all other fields are optional, you are still strongly encouraged to enter data in as many fields as possible.

2 Actions

In your capacity as a claimant, you should know how to create and update your profile, submit a claim or notice of loss, view all of your past claims, as well as view all of your past notice(s) of loss. These functions are described in the sections that follow.

2.1 *Creating a Profile*

Before you can submit a claim or notice of loss, you must first create your personal profile. You only need to create your profile the first time you submit a claim or notice of loss. By providing accurate information, your claim office will be able to process your claim more efficiently. In addition, please remember to update your profile if your contact information or military rank change. To create a profile, perform the following steps from the **PCLAIMS** main menu:

1. Click .

The Details and Preferences Screen appears:

Figure 6: Details and Preferences Screen

2. Enter your last name in the **Last Name** field.
3. Enter your first name in the **First Name** field.
4. Enter your **SSN** in the **SSN** field.
5. Click the **Branch of Service** drop-down menu.

The Branch of Service Screen appears:

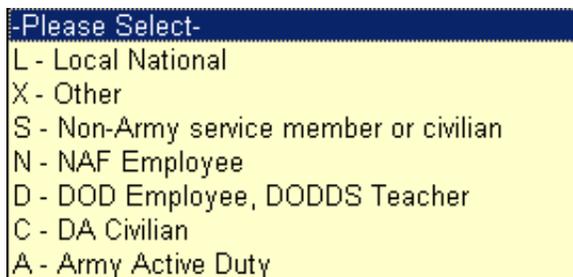


Figure 7: Branch of Service Screen

6. Click the **Rank/Grade** drop-down menu.

The Rank/Grade Screen appears (*Note: You should note that the **Rank/Grade** drop-down menu changes based on the branch of service you selected in Step 6, directly above.*).

7. Enter your email address in the **Email** field.
8. Enter your unit name in the **Unit** field.

(*Note: Although all other fields on this screen are optional, you are still strongly encouraged to enter data in as many fields as possible.*)

9. Click  to save your profile details (*Note: You can edit your profile from any profile screen that contains the  button.*).

The Confirm SSN Screen appears:

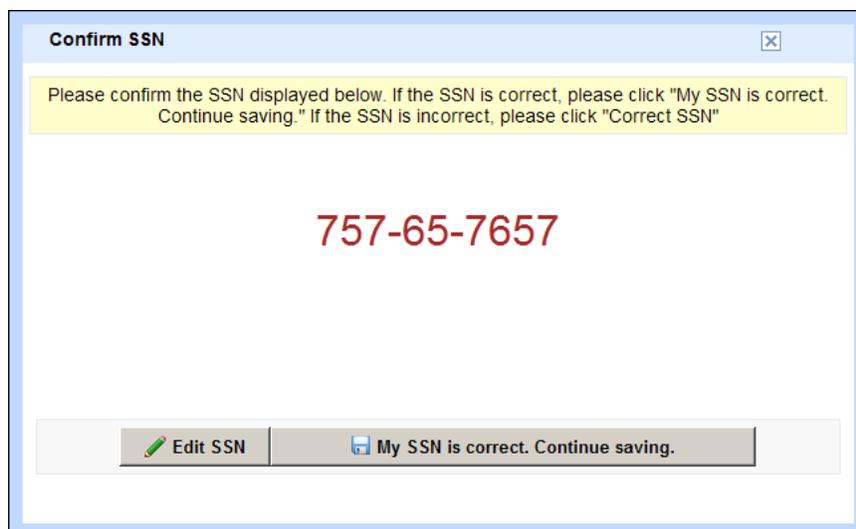
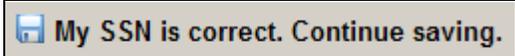
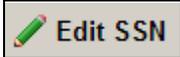
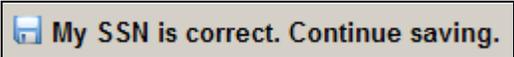
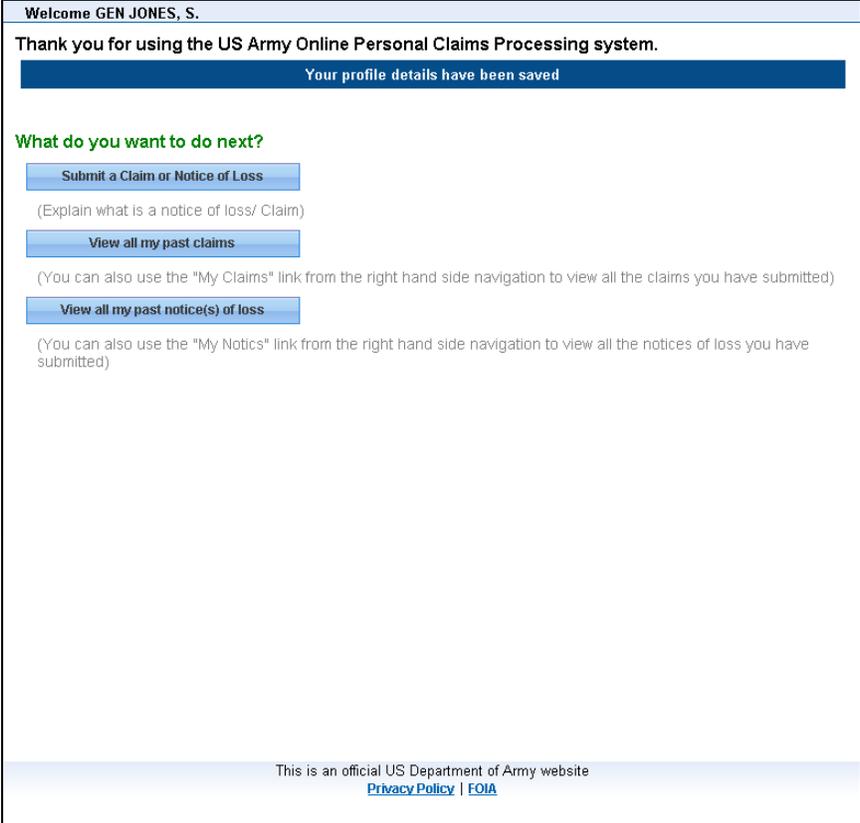


Figure 8: Confirm SSN Screen

If your **SSN** is correct, click  and the What do you want to do next? Screen appears. If you need to edit your **SSN**, click  and your Details and Preferences Screen reappears where you can edit your **SSN** and resubmit your profile.

Assuming you clicked , the What do you want to do next? Screen appears:



Welcome GEN JONES, S.

Thank you for using the US Army Online Personal Claims Processing system.

Your profile details have been saved

What do you want to do next?

[Submit a Claim or Notice of Loss](#)
(Explain what is a notice of loss/ Claim)

[View all my past claims](#)
(You can also use the "My Claims" link from the right hand side navigation to view all the claims you have submitted)

[View all my past notice\(s\) of loss](#)
(You can also use the "My Notices" link from the right hand side navigation to view all the notices of loss you have submitted)

This is an official US Department of Army website
[Privacy Policy](#) | [FOIA](#)

Figure 9: What do you want to do next? Screen

From this screen, you can submit a claim or notice of loss, view all of your past claims or view all of you past notice(s) of loss by simply clicking the corresponding button. To submit a claim or notice of loss, see Section 2.3, *Submitting a Claim or Notice of Loss/Damage*, below. To view a claim, see Section 2.4, *Viewing a Claim*, below. To view your notice(s) of loss, see Section 2.5, *Viewing a Notices of Loss/Damage*, below.

2.2 Viewing or Editing Your Profile

To view or edit your profile, perform the following step from the PCLAIMS Homepage Screen:

1. Click

> My Profile

The Profile Details Screen appears:

Profile details for GEN JONES, S.

Personal Details | Claims | Notices of Loss

Name		Official Details		Contact Details	
Last Name	JONES	SSN	XXX-XX-6789	Home Phone	
First Name	S.	Branch of Service	A	Duty Phone	
Middle Initial		Rank/Grade	GEN	Cell Phone	
Home/Residence Address			Click here for help on address format		
Current Military Duty Address			Email		
			GENERALJONES@PCLAIMS.GOV		
			Unit		
			HEADQUARTERS COMPANY		
			Others		
			Preferred Contact Method		
			-Please Select-		
			Preferred Contact Address		
			-Please Select-		

[Edit Profile](#)

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[Privacy Policy](#) | [FOIA](#)

Figure 10: Profile Details Screen

From this screen you can edit your profile as well as view all claims and notices of loss that you have submitted. To edit your profile, simply click [Edit Profile](#). After you click the button, you can make any desired changes to your profile. Simply click [Save Profile](#) after you have updated your profile.

To view your claims or notices of loss, simply click the applicable tab from the Profile Details Screen. From the resultant screen, simply click the hyperlinked claim or notice of loss to view the applicable record.

2.3 Submitting a Claim or Notice of Loss/Damage

In your role as a claimant, you must know how to submit a claim as well as a notice of loss. These functions are described in the sections that follow.

2.3.1 Submitting a Claim

A claim is a document that you submit via **PCLAIMS** (or in paper format) that describes the loss of your goods. A claim contains information that describes in detail what was lost or damaged, the quantity of what was lost or damaged, how and where the goods were lost or damaged, the date(s) of loss, as well as the approximate dollar value of the lost or damaged goods.

To submit a claim, perform the following steps from the **PCLAIMS** main menu:

1. Click .

The Create New Claim or Notice of Loss/Damage Screen appears:

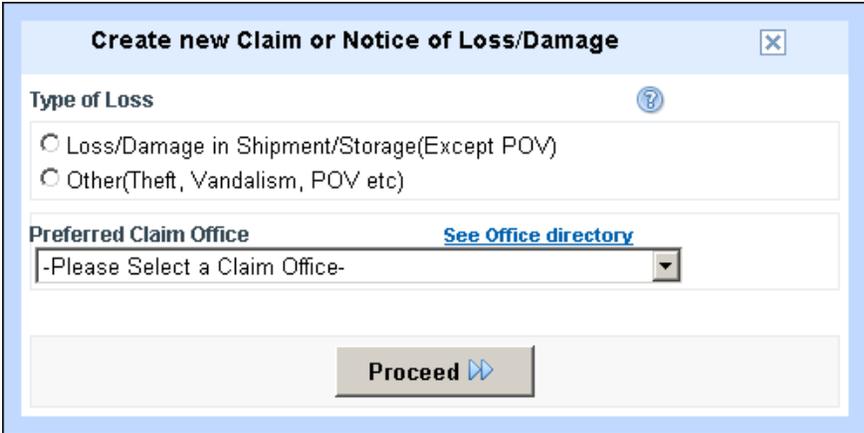


Figure 11: Create New Claim or Notice of Loss/Damage Screen

2. Click the radio button that corresponds to your type of loss (**Note:** If you click the **Loss/Damage in Shipment/Storage (Except POV)** radio button, an additional question appears that asks you if your entire shipment is missing. Simply click **Yes** to continue with your claim.).
3. Click the **Preferred Claim Office** drop-down menu (**Note:** The screen will display pertinent information that corresponds to your preferred claim office choice, such as the office code, the office address, the office phone and fax number as well as that particular claim office's business hours.).
4. Select your desired claim office from the resultant list.
5. Click .

The New Claim Screen appears:

Status : Draft

New Claim

General
Items
Shipment
Insurance/FRV
Attachments
Need help?

Note: You have 730 days from the date of incident to complete and submit this form

Claim Details	Dates	Amounts
Claim Office: FT LEWIS	Dt. of Incident: <input style="width: 50px;" type="text"/>	Amt. Claimed: \$0.00
Branch of Service: A		
SSN: XXX-XX-6789		

Please describe in your own words how the property was damaged or lost

Insurance Claims and Property Details

DID YOU HAVE PRIVATE INSURANCE COVERING YOUR PROPERTY?
(If "Yes" attach a copy of your policy) Yes No ?

HAVE YOU MADE A CLAIM AGAINST YOUR PRIVATE INSURER?
(If "Yes" attach a copy of your correspondence) Yes No ?

HAS A CARRIER OR WAREHOUSE FIRM INVOLVED PAID YOU OR REPAIRED ANY OF YOUR PROPERTY?
(If "Yes" attach a copy of your correspondence with the carrier or warehouse firm.) Yes No

HAVE YOU FILED A CLAIM WITH THE CARRIER? Yes No

Claimant Contact Details [Click here for help on address format](#)

Unit HEADQUARTERS COMPA	Phone 555-555-5555	Email GENERALJONES@PCLAIMS.GOV
Address1 <input style="width: 90%;" type="text"/>	City <input style="width: 50%;" type="text"/>	State <input style="width: 50%;" type="text"/>
Address2 <input style="width: 90%;" type="text"/>	Zip Code <input style="width: 50%;" type="text"/>	Country -Please Select-

Please verify your contact details before submitting to the Claims office

Save Now and Submit Later
Go to next page to enter claim Items >>

Page 1 of 5
Please go to the next page to enter details about the lost or damaged items

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Figure 12: New Claim Screen

*(Note: To streamline this manual, the New Claim Screen view with the **Shipment** tab is presented. However, please keep in mind that the **Shipment** tab only appears when you select the first radio button from the Create New Claim or Notice of Loss/Damage Screen.)*

6. Enter a date in the **Dt. Of Incident** field using a **MM/DD/YYYY** format (to indicate the date of the incident) or you can also left-click the field:

The Calendar Screen appears:



Figure 13: Calendar Screen

7. Select the desired month from the **Month** drop-down menu on the upper-left corner of the calendar.
8. Select the desired year by clicking or .
9. Select the desired date by clicking the date in the desired month.

The **Dt. of Incident** field populates (*Note: Notice how the date message at the top of the screen changes depending on the date of incident date you choose.*).

10. Enter a description of how your property was damaged or lost in the **Please describe in your own words how the property was damaged or lost** scrollbox.
11. Click the **Yes** or **No** radio button to indicate if you have private insurance that covers your property (*Note: If you do have private insurance covering your property, please attach a copy of your policy.*).
12. Click the **Yes** or **No** radio button to indicate if you have made a claim against your private insurer (*Note: If you have made a claim against your private insurer, please attach a copy of any correspondence with your private insurer regarding this claim.*).
13. Click the **Yes** or **No** radio button to indicate if a carrier or warehouse firm has paid you or repaired any of your property (*Note: If a carrier or warehouse firm has paid you or replaced any of your property, please attach a copy of any correspondence.*).

The **Unit Name, Phone, and Email** fields are auto-populated from your profile; no further action on your part is required.

(*Note: Although no other fields are mandatory, you are still strongly encouraged to enter data in as many fields as possible.*)

You can continue to enter your claim by clicking the next tab from the upper screen or by clicking **Go to next page to enter claim Items** or you can click



Both scenarios are described in the sections that follow.

To go to the Next Page to Enter Claim Details

To go to the next page to enter claim details, perform the following steps from any New Claim Screen:

1. Click **Go to next page to enter claim Items**.

-OR-

Click **Items**.

With either choice, the Enter Details About Each Lost/Damaged Item Screen appears:

A screenshot of a web application interface for a "New Claim". The status is "Draft". The interface has tabs for "General", "Items", "Shipment", "Insurance/FRV", "Attachments", and "Need help?". The "Items" tab is active, showing "Enter details about each lost/damaged item" and an "Add Item" button. A note states: "Note : All costs and amounts should represent the entire quantity of items." Below this, a yellow message box says "No items added. Please add items by clicking 'Add Item' button". At the bottom, there are two buttons: "Save Now and Submit Later" and "Go to next page to enter shipment details". A footer bar indicates "Page 2 of 5" and provides instructions: "Please go to the next page to enter shipment data. If you do not have that information, you can skip to the next page." The footer also includes "This is an official US Department of Army website" with links for "Privacy Policy" and "FOIA".

Figure 14: Enter Details About Each Lost/Damaged Item Screen

2. Click .

The Claim Item Details Screen appears:

Figure 15: Claim Item Details Screen

3. Enter the name of the claimed item in the **Name of Item** field.
4. Enter the quantity of the claimed item in the **Quantity** field.
5. Click the **Missing** radio button or the **Damaged** radio button to indicate the status of the missing or damaged item.
6. Enter the amount you are claiming for this item in the **Amt. Claimed** field (*Note: All amounts should reflect the entire quantity of the items you are claiming.*).
7. Click the **Yes** or **No** radio button to indicate if this item belonged to the government or someone other than you or your family member.
8. Click the **Yes** or **No** radio button to indicate if you acquired or held for sale or acquired or used this item in a private profession or business.

(Note: Although no other fields are mandatory, you are still encouraged to enter data in as many fields as possible.)

9. Click .

The Claim Item Details Screen reappears with the following message displayed at the top of the screen: **The Item has been saved successfully**. From the resultant screen, you can edit the current item, add another item or close the screen by clicking the associated button.

Assuming you closed the Claim Item Details Screen, the Enter Details About Each Lost/Damaged Item Screen would reappear with the item(s) you just entered now displaying on the screen.

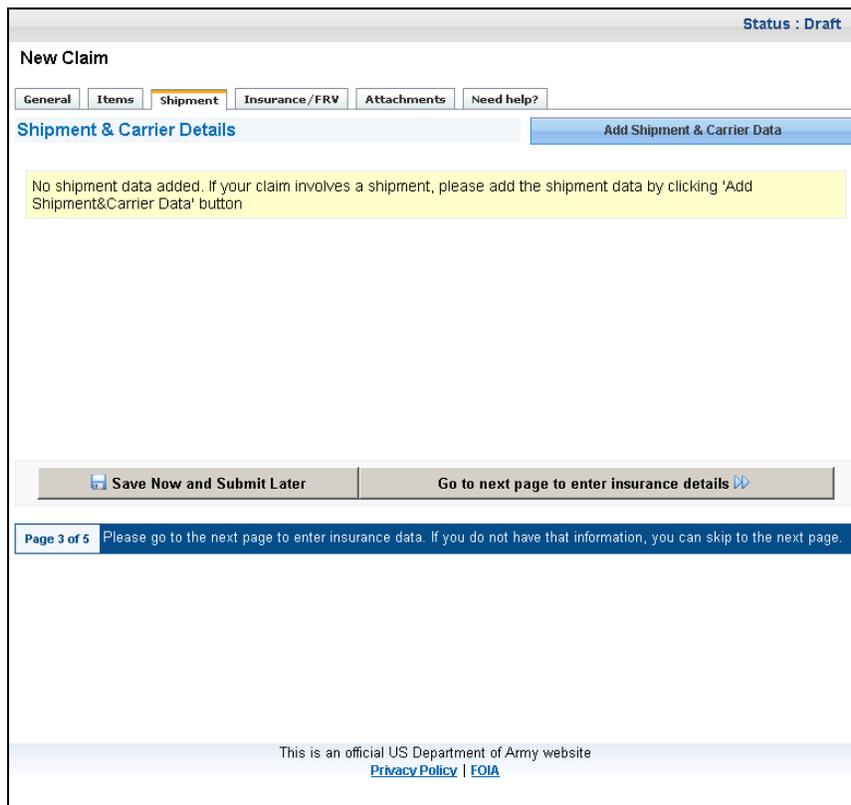
To go to the next page and enter shipment details, continue performing the following steps from the current New Claim Screen:

10. Click **Go to next page to enter shipment details** .

-or-

Click **Shipment**.

With either choice, the Shipment & Carrier Details Screen appears:



New Claim Status : Draft

General Items **Shipment** Insurance/FRV Attachments Need help?

Shipment & Carrier Details Add Shipment & Carrier Data

No shipment data added. If your claim involves a shipment, please add the shipment data by clicking 'Add Shipment & Carrier Data' button

 Save Now and Submit Later Go to next page to enter insurance details 

Page 3 of 5 Please go to the next page to enter insurance data. If you do not have that information, you can skip to the next page.

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Figure 16: Shipment & Carrier Details Screen

11. Click **Add Shipment & Carrier Data**.

The Shipment & Carrier Data Screen appears:

Figure 17: Shipment & Carrier Data Screen

12. Enter the origin of the shipment in the **Origin of Shipment** field.
13. Enter the destination of the shipment in the **Destination of Shipment** field.
14. Enter the **PPGBL**/order number in the **PPGBL Order number** field.
15. Click the **Pickup Date** field.
16. Enter a date in the **Pickup Date** field using a **MM/DD/YYYY** format (to indicate the date the shipment was picked up) or left-click the **Pickup Date** field.

The Calendar Screen appears:

Figure 18: Calendar Screen

17. Select the desired month from the **Month** drop-down menu on the upper-left corner of the calendar.

18. Select the desired year by clicking or .

19. Select the desired date by clicking the date in the desired month.

The **Pickup Date** field populates.

20. Click the **Date of Delivery** field.

21. Perform Steps 15-19, above, to enter data in the **Date of Delivery** field.

22. Enter the **SCAC** in the **SCAC** field.

23. Enter the carrier/contractor name in the **Carrier/Contractor Name** field.

(Note: Although no other fields on this screen are mandatory, you are still strongly encouraged to enter data in as many fields as possible.)

24. Click

The Claim Item Details Screen reappears with the following message displayed at the top of the screen: **Shipment details has been saved successfully**. From the resultant screen, you can edit the current shipment information or close the screen by clicking the associated button.

Assuming you closed the Claim Item Details Screen, the Shipment & Carrier Details Screen would reappear with the item(s) you just entered now displaying on the screen.

To go to the next page to enter insurance details, perform the following steps from the current New Claim Screen.

25. Click

-or-

Click

With either choice, the Insurance/FRV Payments Screen appears:

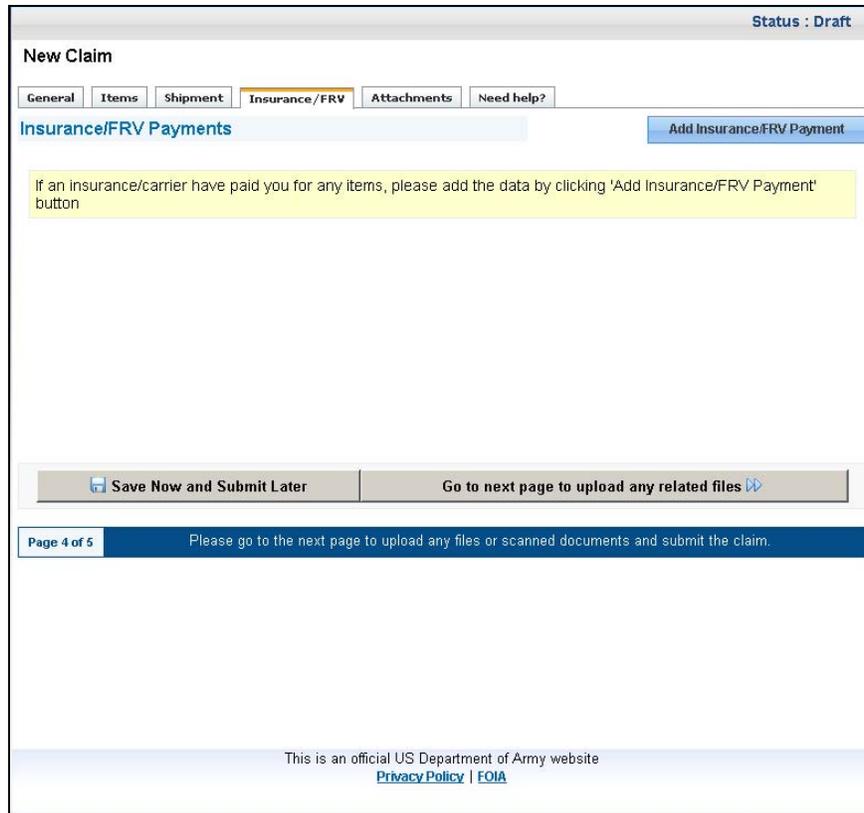


Figure 19: Insurance/FRV Payments Screen

26. Click .

The Insurance/FRV Details Screen appears:

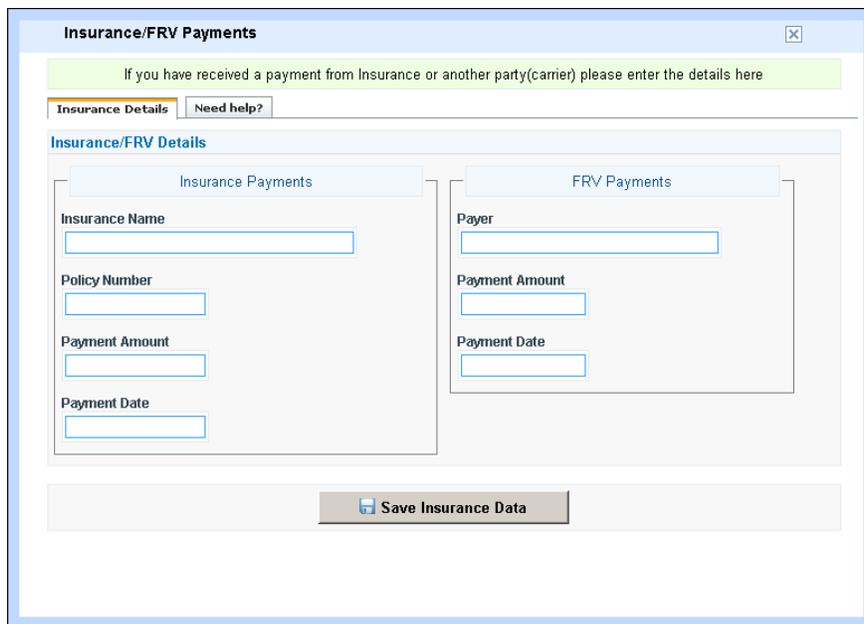


Figure 20: Insurance/FRV Details Screen

27. Enter the insurance name in the **Insurance Name** field.
28. Enter the insurance payment amount in the **Payment Amount** field.
29. Enter the payer name in the **Payer** field.
30. Enter the payer amount in the **Payment Amount** field.

(Note: Although no other fields on this screen are mandatory, you are strongly encouraged to enter data in as many fields as possible.)

31. Click .

The Claim Item Details Screen reappears with the following message displayed at the top of the screen: **Insurance Details has been saved successfully** From the resultant screen, you can edit the current shipment information or close the screen by clicking the associated button.

Assuming you closed the Claim Item Details Screen, the Insurance/FRV Payments Screen would reappear with the item(s) you just entered now displaying on the screen.

To go to the next page and upload any related files, perform the following steps from the current New Claim Screen.

32. Click .

-or-

- Click .

With either choice, the Attachments Screen appears:

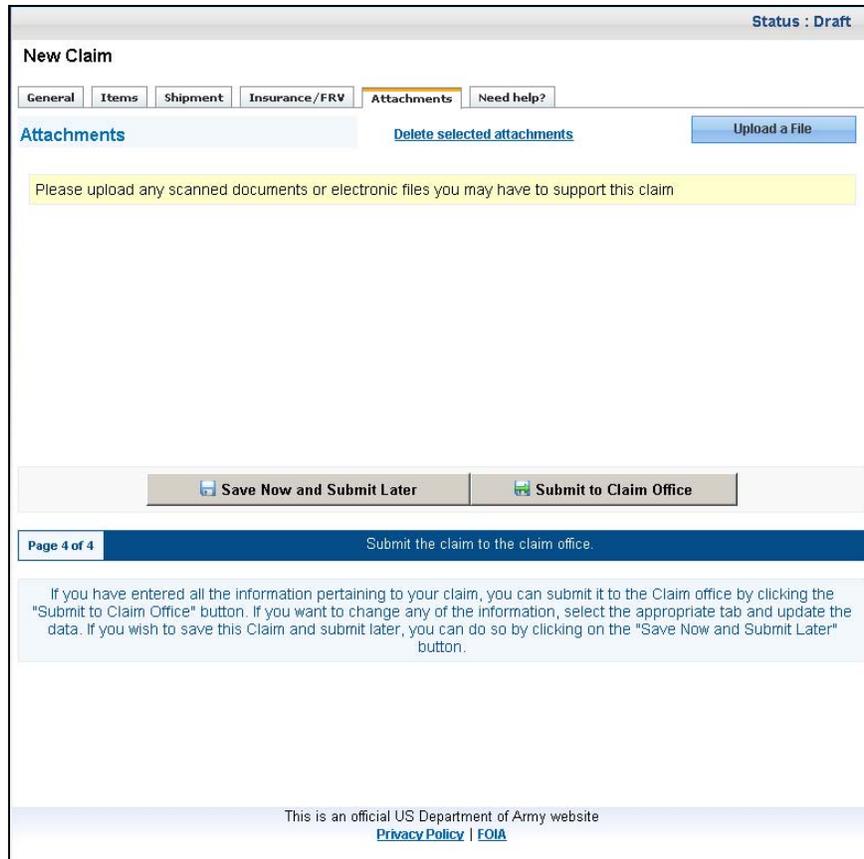


Figure 21: Attachments Screen

33. Click .

The Attachments Screen appears:

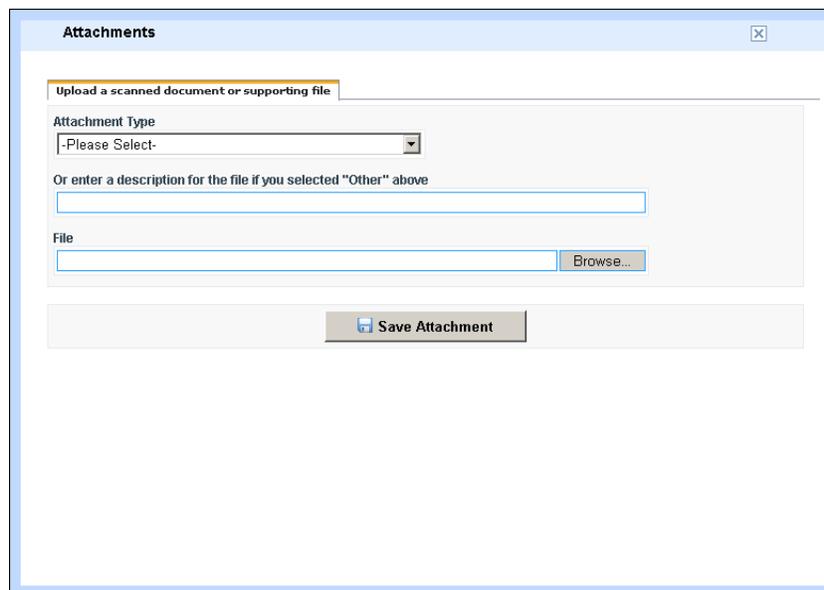


Figure 22: Attachments Screen

34. Click the **Attachment Type** drop-down menu.

The Please Select Screen appears:

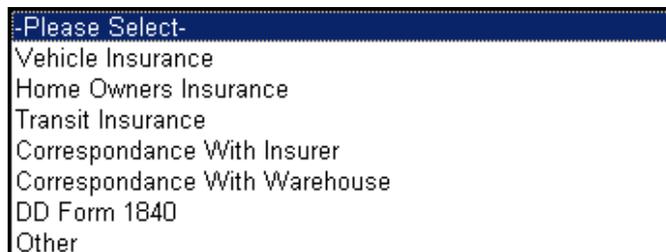


Figure 23: Please Select Screen

35. Select the desired attachment type.

36. Enter a description of the file in the **Or enter a description for the file if you selected “Other” above** field.

37. Click .

The Choose File Screen appears:

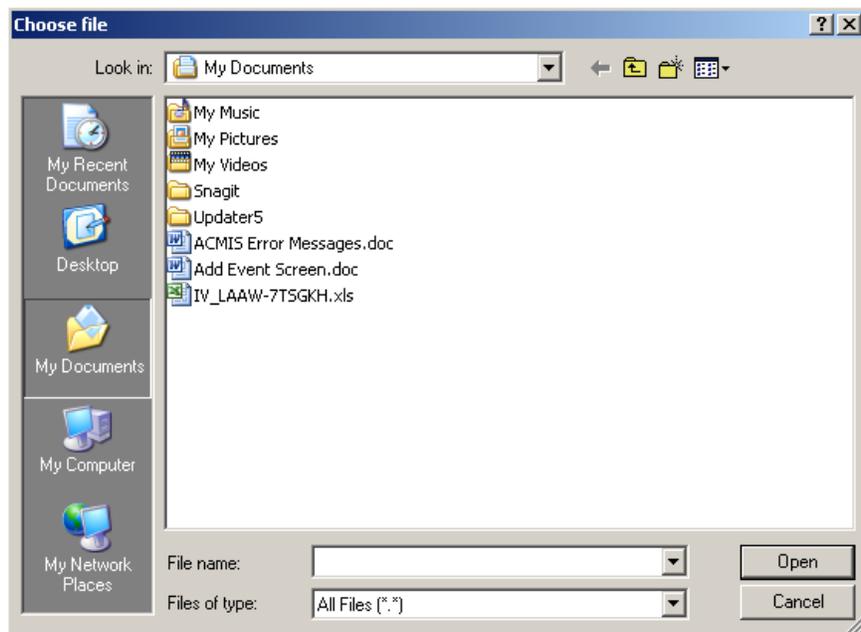


Figure 24: Choose File Screen

38. Select the desired file.

39. Click .

-or-

Click  to return to the previous screen.

Assuming that you clicked , the file directory path for the file you just chose would now appear in the **File** field from the Attachments Screen, as follows:

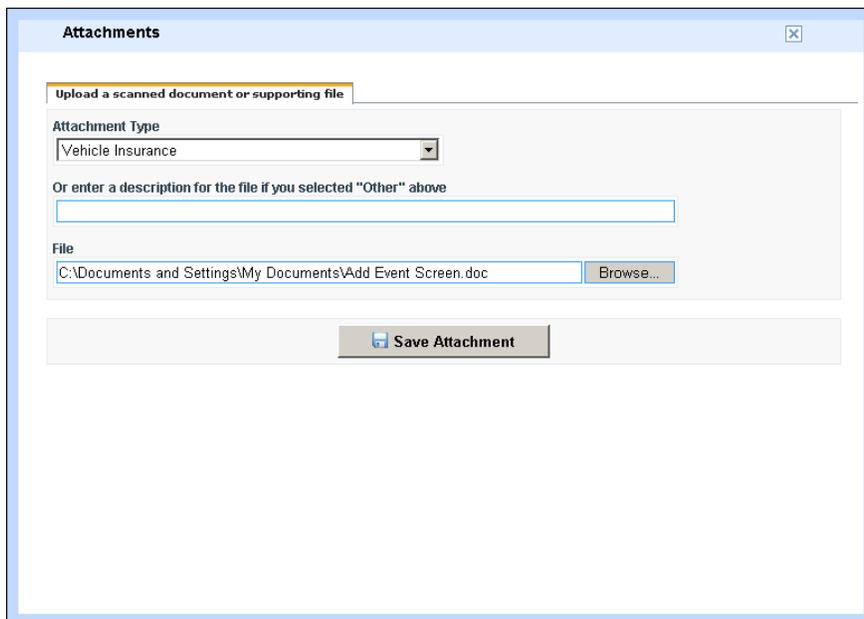


Figure 25: Attachments Screen

40. Click .

The Attachments Screen reappears and displays a confirmation message at the top of the screen:

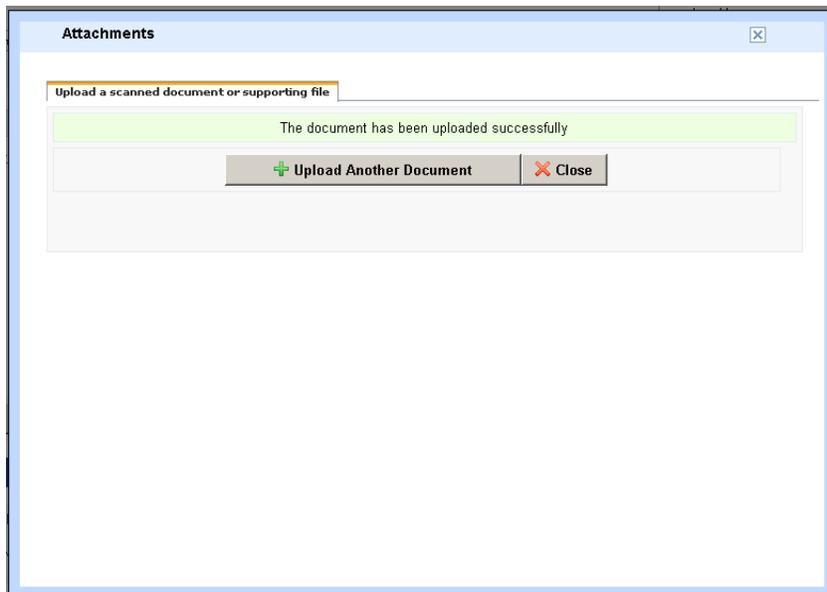


Figure 26: Attachments Screen

From this Attachments Screen, you can upload another document or close the Attachments Screen. To upload another document, simply click the **Upload Another Document** button and follow Steps 37-40, above. To close the current screen, simply click the **Close** button to return to the New Claim Screen.

Assuming you closed the Attachments Screen, the Attachments Screen would reappear with the item(s) you just entered now displaying on the screen.

To delete an attachment, simply click the checkbox next to the attachment you want to delete and then click the [Delete selected attachments](#) link. When the Microsoft Internet Explorer Screen appears, click the **OK** button. The item you just deleted no longer appears on the Attachments Screen.

Because you have now completed all applicable tabs for your claim, the

 and the  buttons appear at the bottom of the Attachments Screen. To save your claim now and submit it later, see the *To Save Your Claim Now and Submit Later* section below. To submit your claim to the claim office, see the *To Submit Your Claim to the Claim Office* section, directly below.

To Submit Your Claim to the Claim Office

To submit your claim to the claim office, perform the following step from the Attachments Screen:

1. Click .

The Declaration Screen appears:

DECLARATION

UNDER PENALTY OF LAW, I DECLARE THE FOLLOWING AS PART OF SUBMITTING MY CLAIM:

If any missing items for which I am claiming are recovered, I will notify the office paying this claim.(For shipment claims.) Missing items were packed by the carrier, they were owned prior to shipment but not delivered at destination; after my property was packed, I/my agent checked all rooms in my dwelling to make sure nothing was left behind.

I assign to the United States any right or interest I have against a carrier, insurer, or other person for the incident for which I am claiming; I authorize my insurance company to release information concerning my insurance coverage.

I authorize the United States to withhold from my pay or accounts for any payments made to me by the carrier, insurer or other person to the extent I am paid on this claim, and for any payment made on this made on this claim in reliance on information which is determined to be incorrect or untrue. I have not made any other claim against the United States for the incident for which I am claiming. I understand that if any information I provide as part of my claim is false, I can be prosecuted.

Figure 27: Declaration Screen

To submit you claim, simply read the declaration on the screen. If you agree with the declaration, click the **Yes I Agree** button to proceed. If you do not agree, click the **No I Do not Agree** button.

The Thank You for using the US Army Online Personal Claims Processing System Screen appears:

Thank you for using the US Army online Personal Claims Processing system.

Your Claim has been successfully sent to FT LEWIS

You can access this claim later from the **"My Claims"** section in the navigation links.
You will receive a confirmation email shortly with the details of the claim you just submitted.
You can also print a copy of this message for your records.

Details of the Claim	What do you want to do next?
Claim ID 2009-011-0063	Print this page for my records
Claim Office FT LEWIS	Open the claim I just submitted
Submission Time 09/09/2009 01:39 PM EDT	View all my past claims
Details of the Claim Office where the Claim is created	View all my past notice(s) of loss
Address Ft Lewis 4411 Llewellyn Avenue Fort Meade MD US 20755	
Phone 703-588-2561	
Fax 345	

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Figure 28: Thank You for using the US Army Online Personal Claims Processing System Screen

The details about your claim, such as the claim ID, the claim office, and the submission date and time are prominently displayed on the resultant screen. In addition, please note the change in the blue status bar indicating that your claim has been successfully sent to your chosen claim office.

To Save Your Claim Now and Submit Later

To save your claim now and submit it later, perform the following step from the Attachments Screen:

1. Click .

The Thank You for Creating the Claim through the Online System Screen appears:

Thank you for creating the Claim through the online system

Please note that this claim is not submitted to the claim office yet. It is in a **Draft** stage. You can access this claim later from the **"My Claims"** section in the navigation links.
Please make the necessary changes and submit it to the Claim office within 730 days from the date of incident.

IMPORTANT
You may not get compensated if you don't submit the claim to a Claim Office within 730 days from the date of incident

Details of the Claim

Claim Office
FT LEWIS

Details of the Claim Office where the Claim is created

Address
Ft Lewis
4411 Llewellyn Avenue
Fort Meade MD US 20755

Phone
703-588-2561

Fax
345

What do you want to do next?

Print this page for my records

Open the claim I just submitted

View all my past claims

View all my past notice(s) of loss

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Figure 29: Thank You for Creating the Claim through the Online System Screen

From this screen, you can see details about your claim as well as buttons that let you perform the following functions:

- Print the claim for your records
- Open the claim you just submitted
- View all past claims
- View all past notice(s) of loss

These functions are described in the sections that follow.

To print the Claim for your Records

To print the claim for your records, perform the following steps from the Thank You for Creating the Claim through the Online System Screen:

1. Click **Print this page for my records**.

The Processing Screen appears:

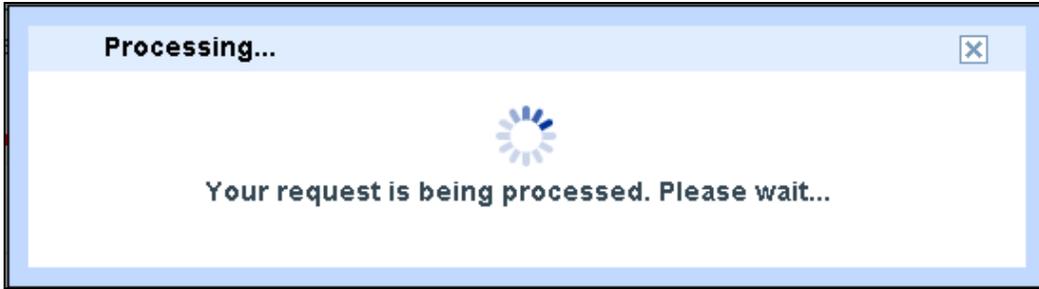


Figure 30: Processing Screen

The Claim Report Screen subsequently appears:

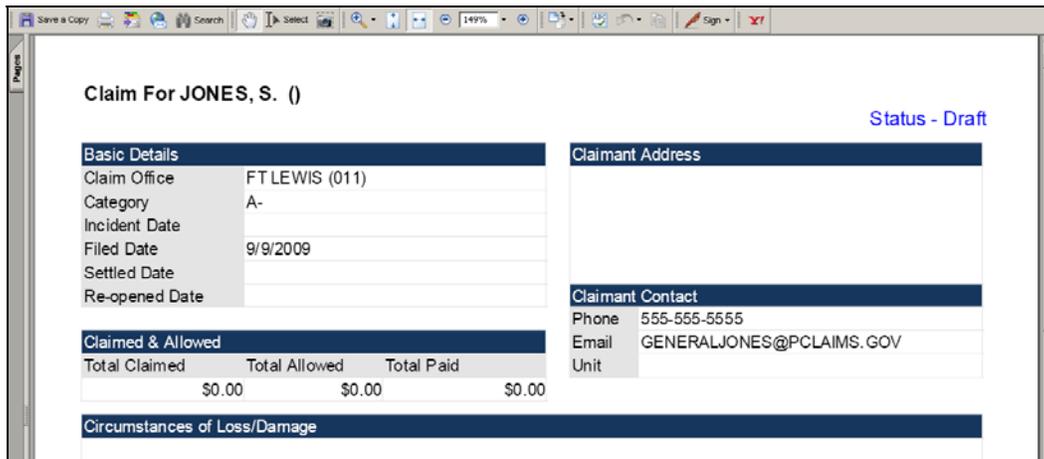


Figure 31: Claim Report Screen

2. Click .

The Print Screen appears:

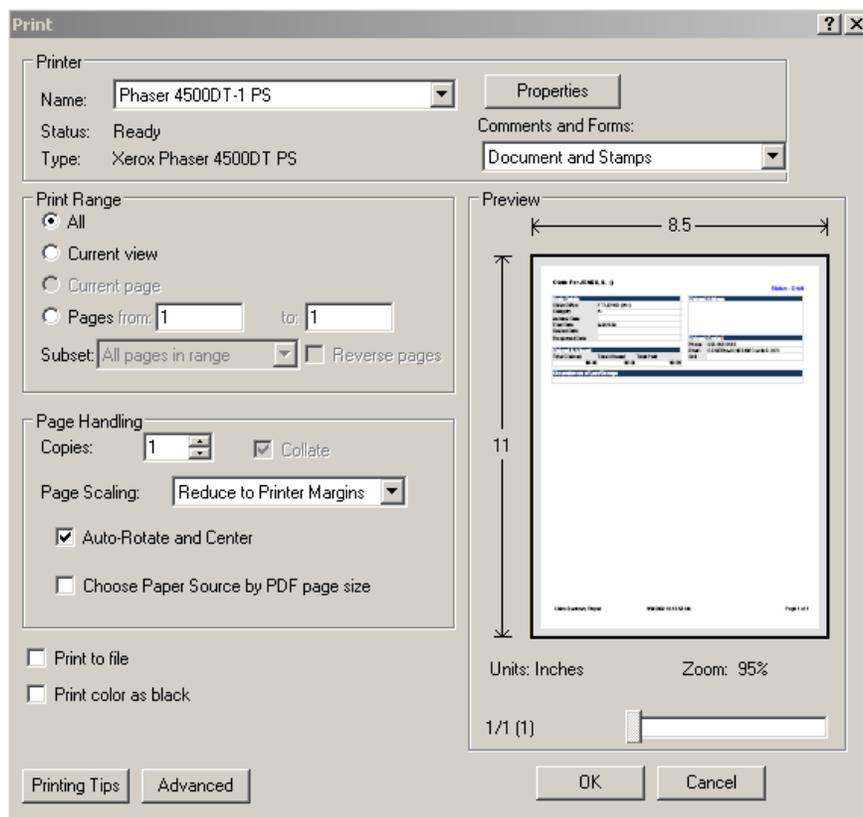


Figure 32: Print Screen

3. Click  to print your claim.

-or-

Click  to return to the previous screen.

To open the Claim you just submitted

To open the claim you just submitted, perform the following steps from the Thank You for creating the Claim through the Online System Screen:

1. Click .

The New Claim Screen appears:

Status : Draft

New Claim

General | Items | Shipment | Insurance / FRV | Attachments | Need help?

Note: You have 730 days from the date of incident to complete and submit this form

Claim Details	Dates	Amounts
Claim Office: FT LEWIS	Dt. of Incident: []	Amt. Claimed: \$0.00
Branch of Service: A		
SSN: XXX-XX-6789		

Please describe in your own words how the property was damaged or lost

Insurance Claims and Property Details

DID YOU HAVE PRIVATE INSURANCE COVERING YOUR PROPERTY? Yes No ?
(If "Yes" attach a copy of your policy)

HAVE YOU MADE A CLAIM AGAINST YOUR PRIVATE INSURER? Yes No ?
(If "Yes" attach a copy of your correspondence)

HAS A CARRIER OR WAREHOUSE FIRM INVOLVED PAID YOU OR REPAIRED ANY OF YOUR PROPERTY? Yes No
(If "Yes" attach a copy of your correspondence with the carrier or warehouse firm.)

HAVE YOU FILED A CLAIM WITH THE CARRIER? Yes No

Claimant Contact Details

[Click here for help on address format](#)

Unit: HEADQUARTERS COMPA Phone: 555-555-5555 Email: GENERALJONES@PCLAIMS.GOV

Address1: [] City: [] State: []

Address2: [] Zip Code: [] Country: -Please Select-

Please verify your contact details before submitting to the Claims office

Page 1 of 5 Please go to the next page to enter details about the lost or damaged items

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Figure 33: New Claim Screen

See Section 2.3.1, *Submitting a Claim*, above, for a detailed description about all fields associated with the New Claim Screen.

To view all Past Claims

To view all past claims, click the corresponding button from the Thank You for Creating the Claim through the Online System Screen and then go to Section 2.4, *Viewing Claims*, below.

To view all Past Notice(s) of Loss

To view all past notice(s) of loss, click the corresponding button from the Thank You for Creating the Claim through the Online System Screen and then go to Section 2.5, *Viewing Notice(s) of Loss/Damage*, below.

2.3.2 Submitting a Notice of Loss

A notice of loss provides detailed information about your loss of household goods. A notice of loss contains information such as shipment details, carrier contact details, claimant details, details describing the extent of the loss, as well as any supporting documents that can be added to the notice of loss as an attachment.

To submit a notice of loss, perform the following steps from the **PCLAIMS** main menu:

1. Click .

The Create New Claim or Notice of Loss/Damage Screen appears:



Figure 34: Create New Claim or Notice of Loss/Damage Screen

2. Click the **Loss/Damage in Shipment/Storage (Except POV)** radio button (*Note: When you click the **Loss/Damage in Shipment/Storage (Except POV)** radio button, an additional question appears that asks you if your entire shipment is missing. Simply click the corresponding **No** radio button to continue with your notice of loss.*).
3. Click the **Preferred Claim Office** drop-down menu (*Note: The screen will display pertinent information that corresponds to your preferred claim office choice, such as the office code, the office address, the office phone and fax number as well as that particular claim office's business hours.*).
4. Select your desired claim office from the resultant list.

5. Click 

The New Notice of Loss/Damage Screen appears:

New Notice of Loss/Damage Status : Draft

 **Note: You have 70 days from the date of delivery to complete and submit this form**

Claim Office FT LEWIS

1. Shipment Details | 2. Item Details | 3. Attachments | Need help?

Shipment Details

Origin of Shipment(City and State/Country)

Destination of Shipment(City and State/Country)

PPGBL/Order Number ?

Pickup Date Date of Delivery

Carrier/Contractor Details

Code of Service ?

SCAC ?

Carrier/Contractor Ref.No ?

Name and Address of Carrier/Contractor

Name Phone Fax

Address1 City State

Address2 Zip Code Country

Claimant Contact Details

Unit Phone Email

Address1 City State

Address2 Zip Code Country

Please verify your contact details before submitting to the Claims office

Page 1 of 3 Please go to the next page to enter details about the lost or damaged items and submit it to claim office

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Figure 35: New Notice of Loss/Damage Screen

6. Enter the origin of you shipment, including city, state, and country, in the **Origin of Shipment (City and State/Country)** field.

7. Enter the destination of your shipment, including city, state, and country, in the **Destination of Shipment (City and State/Country)** field.
8. Enter the **PPGBL/order number** in the **PPGBL/Order Number** field.
9. Enter a date in the **Pickup Date** field using a **MM/DD/YYYY** format (to indicate the date the shipment was picked up) or left-click the **Pickup Date** field.

The Calendar Screen appears:



Figure 36: Calendar Screen

10. Select the desired month from the **Month** drop-down menu on the upper-left corner of the calendar.
11. Select the desired year by clicking or .
12. Select the desired date by clicking the date in the desired month.

The **Pickup Date** field populates.

13. Perform Steps 9-12, above, to enter data in the **Date of Delivery** field.
14. Enter the carrier/contractor's name in the **Name** field from the **Name and Address of Carrier/Contractor** portion of the screen.

The **Unit** field, **Phone** field, and **Email** field are populated from your profile; no further action on your part is required.

(Note: Although no other fields are mandatory, you are still strongly encouraged to enter data in as many fields as possible.)

You can continue to enter your notice of loss/damage by clicking the next tab from the upper

screen or by clicking or you can click

Both scenarios are described in the sections that follow.

To go to the Next Page to Enter Claim Details

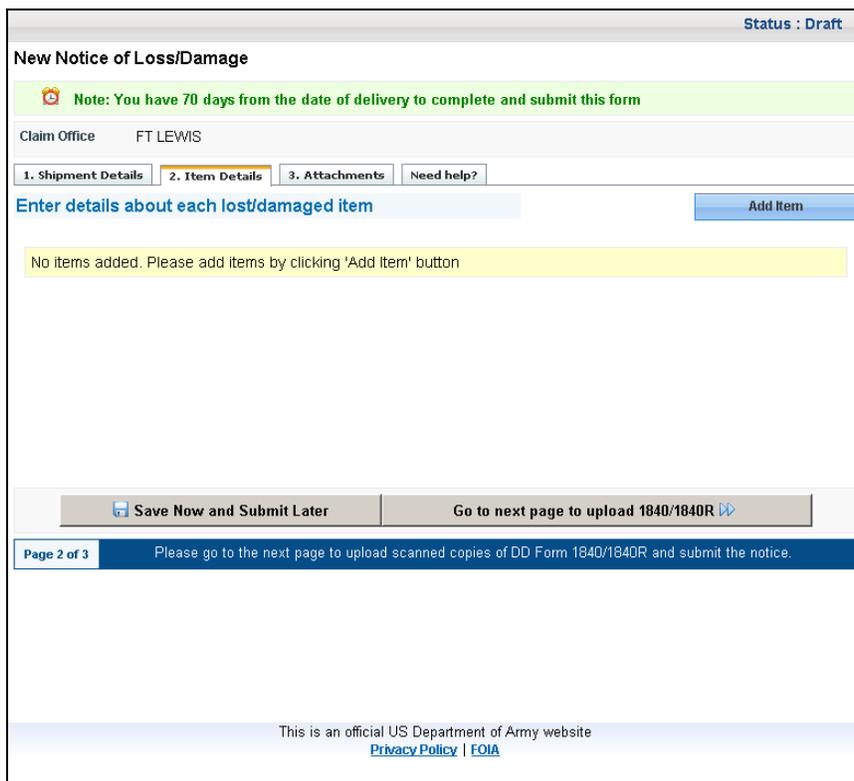
To go to the next page to enter claim details, perform the following steps from any New Notice of Loss/Damage Screen.

1. Click .

-OR-

- Click .

With either choice, the Enter Details about each Lost/Damaged Item Screen appears:



The screenshot shows the 'New Notice of Loss/Damage' screen. At the top right, the status is 'Draft'. A green banner contains a clock icon and the text: 'Note: You have 70 days from the date of delivery to complete and submit this form'. Below this, the 'Claim Office' is listed as 'FT LEWIS'. There are four tabs: '1. Shipment Details', '2. Item Details' (which is selected), '3. Attachments', and 'Need help?'. A blue button labeled 'Add Item' is on the right. Below the tabs, a light blue box says 'Enter details about each lost/damaged item'. A yellow box below that says 'No items added. Please add items by clicking 'Add Item' button'. At the bottom, there are two buttons: 'Save Now and Submit Later' and 'Go to next page to upload 1840/1840R'. A blue footer bar says 'Page 2 of 3' and 'Please go to the next page to upload scanned copies of DD Form 1840/1840R and submit the notice.' At the very bottom, it says 'This is an official US Department of Army website' with links for 'Privacy Policy' and 'FOIA'.

Figure 37: Enter Details about each Lost/Damaged Item Screen

2. Click .

The Claim Item Details Screen appears:

Claim Item Details

Item Details | Need help?

Details about the damaged/missing item

Name of Item Quantity

Missing/Damaged? Missing Damaged

Description of damage

Inventory details

Inventory No.

Declaration

Did this item belong to the government or someone other than you or your family member? Yes No

Was this item acquired or held for sale or acquired or used in a private profession/business? Yes No

Figure 38: Claim Item Details Screen

3. Enter the name of the claimed item in the **Name of Item** field.
4. Enter the quantity of the claim item in the **Quantity** field..
5. Click the **Missing** radio button or the **Damaged** radio button to indicate the status of the missing or damaged item.
6. Enter the amount you are claiming for this item in the **Amt. Claimed** field (*Note: All amount should reflect the entire quantity of items you are claiming.*).
7. Click the **Yes** or **No** radio button to indicate if this item belonged to the government or someone other than you or your family member.
8. Click the **Yes** or **No** radio button to indicate if you acquired or held for sale or acquired or used this item in a private profession or business.

(Note: Although no other fields are mandatory, you are still strongly encourages to enter data in as many fields as possible.)

9. Click .

The Claim Item Details Screen reappears with the following message displayed at the top of the screen: **The Item has been saved successfully**. From the resultant screen, you can edit the current item, add another item or close the screen by clicking the associated button.

Assuming you closed the Claim Item Details Screen, the Enter Details About Each Lost/Damaged Item Screen would reappear with the item(s) you just entered now displaying on the screen.

To go to the next page and upload an 1840/1840R, continue performing the following steps from the current New Notice of Loss/Damage Screen:

10. Click 

-or-

Click 

With either choice, the Attachments Screen appears:

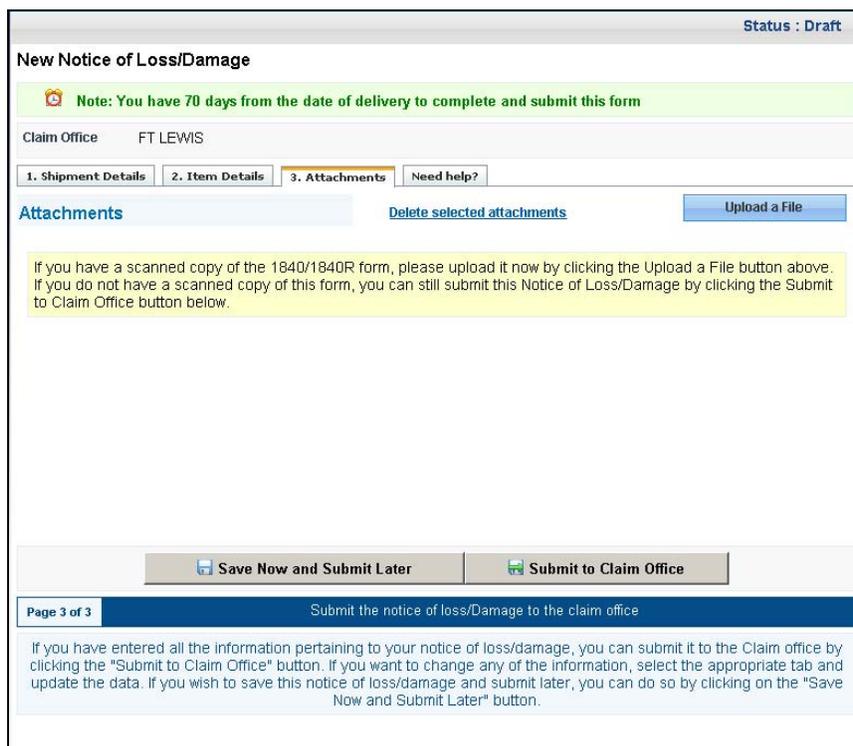


Figure 39: New Notice of Loss/Damage Screen

11. Click 

The Attachments Screen appears:

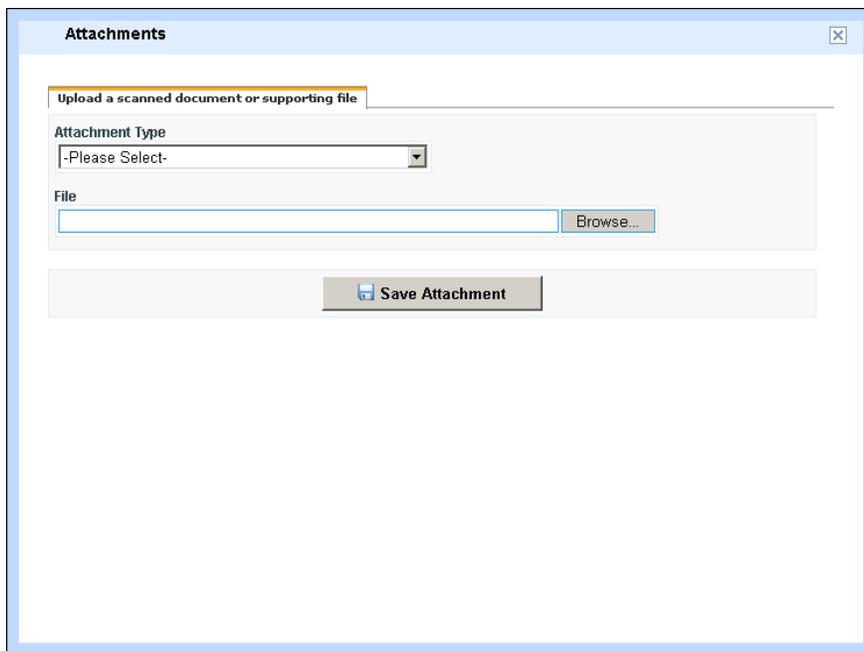


Figure 40: Attachments Screen

12. Click the **Attachment Type** drop-down menu.

The Attachment Type Screen appears:



Figure 41: Attachment Type Screen

13. Select the desired attachment type.

14. Click **Browse...**.

The Choose File Screen appears:

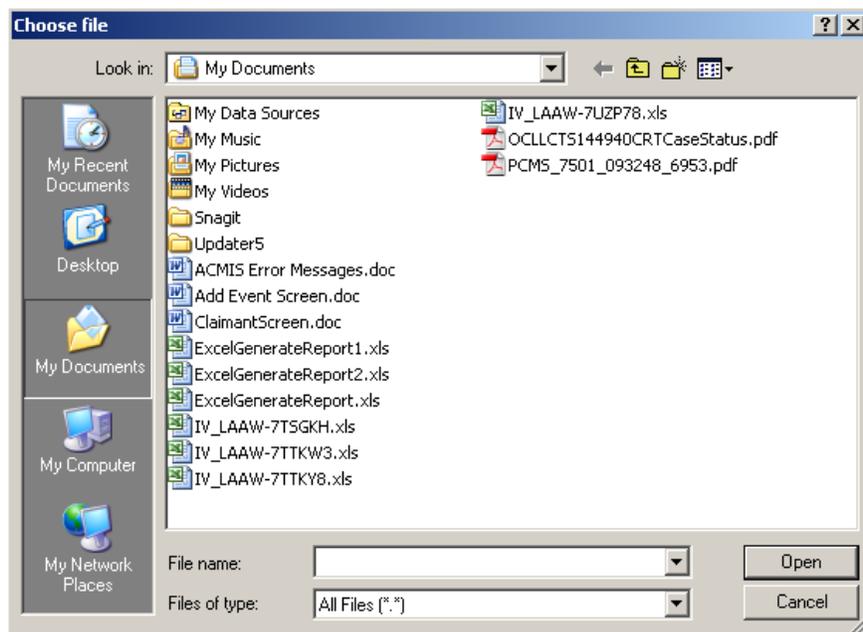


Figure 42: Choose file Screen

15. Select the desired file.

16. Click .

-or-

Click to return to the previous screen.

Assuming you clicked , the file directory path for the file you just chose would now appear in the **File** field from the Attachments Screen as follows:

17. Click .

The Attachments Screen reappears and displays a confirmation message at the top of the screen:

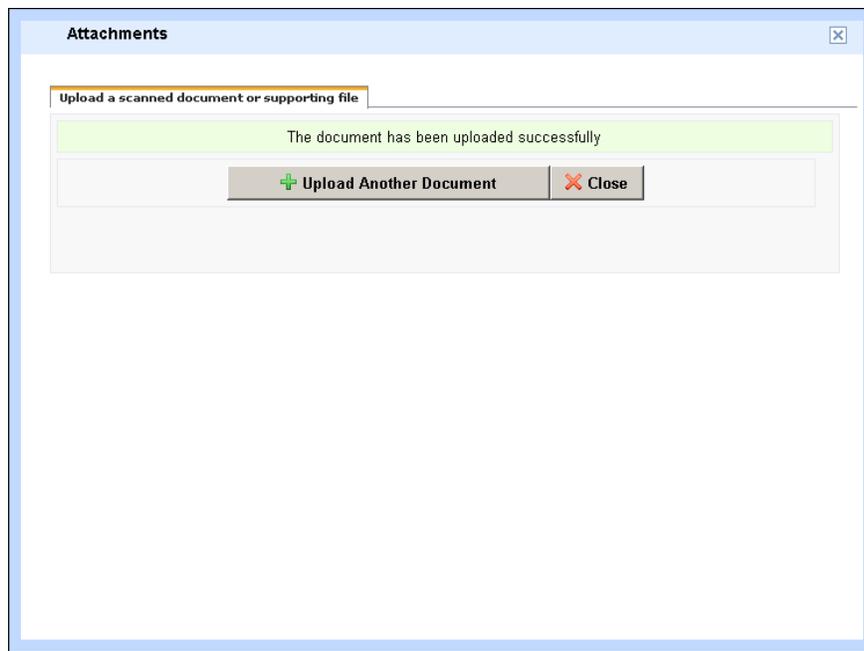


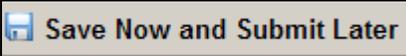
Figure 43: Attachments Screen

From the Attachments Screen, you can upload another document or close the Attachments Screen. To upload another document, simply click the Upload Another Document button and follow Steps 11-17, above. To close the current screen, simply click the **Close** button to return to the New Notice of Loss/Damage Screen.

Assuming you closed the Attachments Screen, the Attachments Screen would reappear with the item(s) you just entered now displaying on the screen.

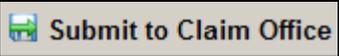
To delete an attachment, simply click the checkbox next to the attachment you want to delete and then click the [Delete selected attachments](#) link. When the Microsoft Internet Explorer Screen reappears, click the **OK** button. The item you just deleted no longer appears on the Attachments Screen.

Because you have now completed all applicable tabs for your notice of loss/damage, the

 and the  buttons appear at the bottom of the New Notice of Loss/Damage Screen. To save you notice of loss/damage and submit later, see the *To Save Your Notice of Loss/Damage and Submit Later* section below. To submit you notice of loss to the claim office, see the *To Submit your Notice of Loss to the Claim Office* section, directly below.

To Submit Your Notice of Loss to the Claim Office

To submit your notice of loss to the claim office, perform the following steps from the Attachments Screen:

1. Click .

To Submit to Claim Office Screen appears:

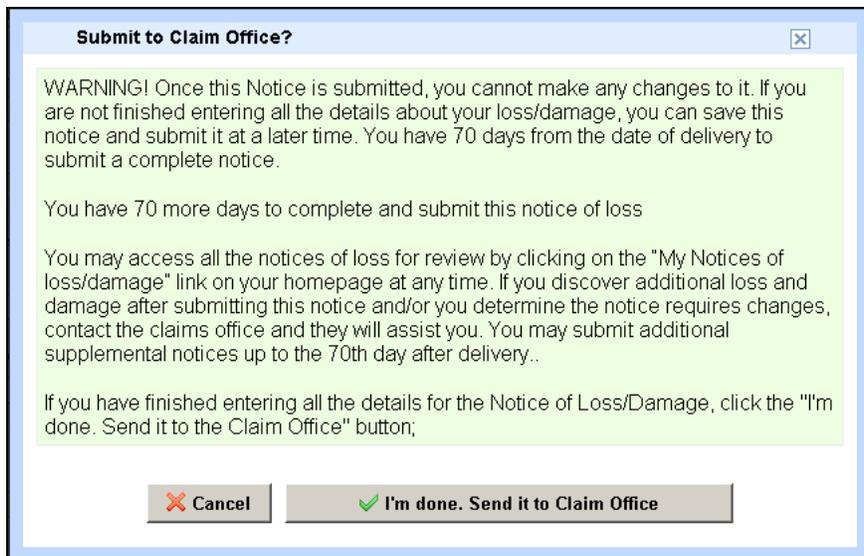


Figure 44: Submit to Claim Office Screen?

To submit your notice of loss, simply read all text on the screen. If you agree with the text, click the **I'm done. Send it to Claim Office** button. If you do not agree, click the **Cancel** button.

Assuming you clicked the **I'm done. Send it to Claim Office** button, the Thank You for using the US Army Online Personal Claims Processing System Screen would appear:

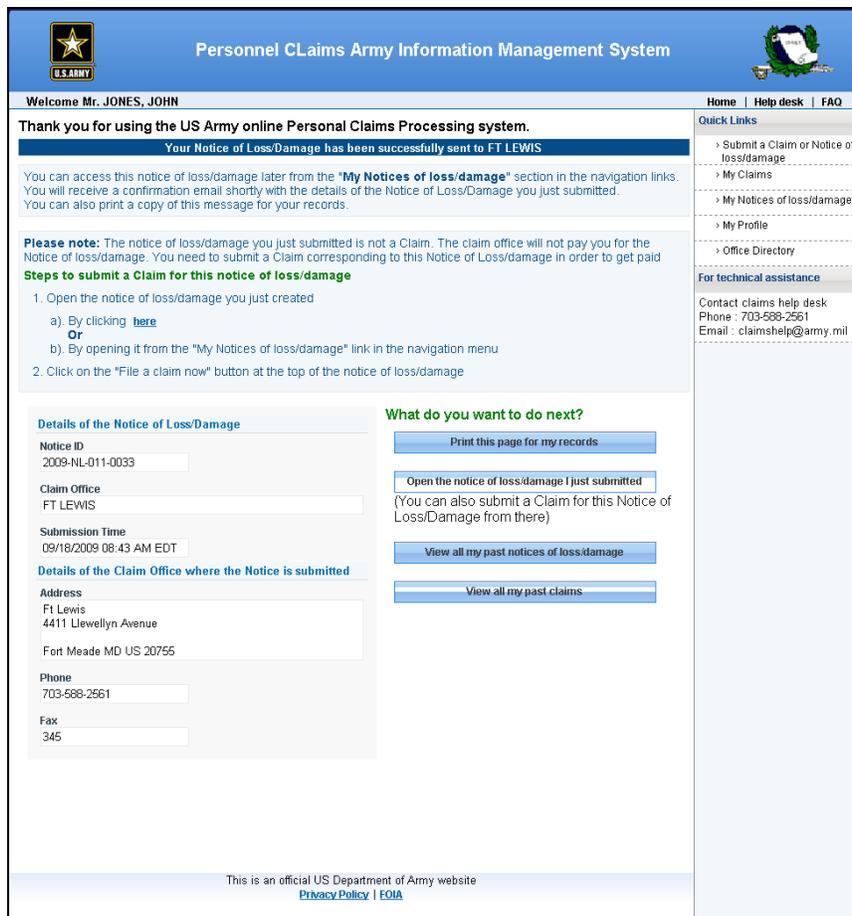


Figure 45: Thank you for using the US Army Online Personal Claims Processing System Screen

The details about your notice of loss, such as the notice ID, the claim office, and the submission date and time are prominently displayed on the resultant screen. In addition, please note the change in the blue status bar indicating that your notice of loss has been successfully sent to your chosen claim office.

To Save Your Notice of Loss Now and Submit Later

To save your notice of loss now and submit it later, perform the following step from the Attachments Screen:

1. Click  **Save Now and Submit Later**

The Thank you for creating the Notice of Loss/Damage through the Online System Screen appears:

Personnel Claims Army Information Management System

Welcome Mr. JONES, JOHN

Thank you for creating the Notice of Loss/Damage through the online system

Please note that this Notice of Loss/Damage is not submitted to the Claim Office yet. It is in a **Draft** stage. You can access this notice of loss/damage later from the "My Notices of loss/damage" section in the navigation links. Please make the necessary changes and submit it to the Claim office within 75 days from the date of delivery.

IMPORTANT
You may not get compensated if you don't submit the Notice of loss/damage to a Claim Office within 75 days from the date of delivery

Details of the Notice of Loss/Damage
Claim Office
FT LEWIS

Details of the Claim Office where the Notice is submitted
Address
Ft Lewis
4411 Llewellyn Avenue
Fort Meade MD US 20755
Phone
703-588-2561
Fax
345

What do you want to do next?

Print this page for my records

Open the notice of loss/damage I just submitted

View all my past notices of loss/damage

View all my past claims

Quick Links

- Submit a Claim or Notice of loss/damage
- My Claims
- My Notices of loss/damage
- My Profile
- Office Directory

For technical assistance

Contact claims help desk
Phone : 703-588-2561
Email : claimshelp@army.mil

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Figure 46: Thank You for Creating the Notice of Loss/Damage through the Online System Screen

From this screen, you can see details about your notices of loss as well as buttons that let you perform the following functions:

- Print the notice of loss for your records
- Open the notice of loss you just submitted
- View all past claims
- View all past notice(s) of loss

These functions are described in the sections that follow.

To print the Notice of Loss for your Records

To print the notice of loss for your records, perform the following steps from the Thank You for Creating the Claim through the Online System Screen:

1. Click **Print this page for my records**.

The Processing Screen appears:

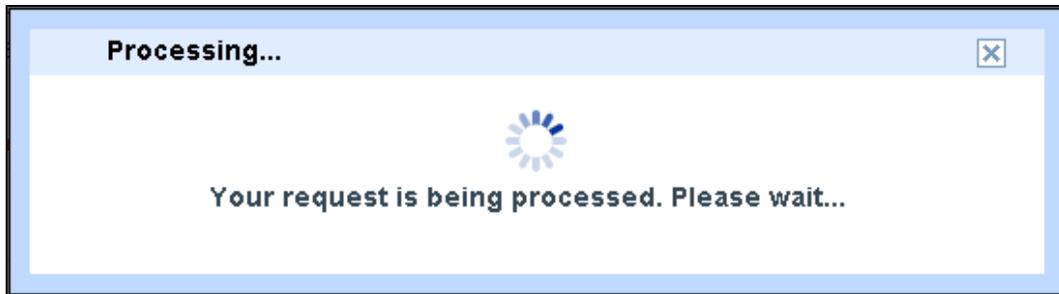


Figure 47: Processing Screen

The Claim Report Screen subsequently appears:

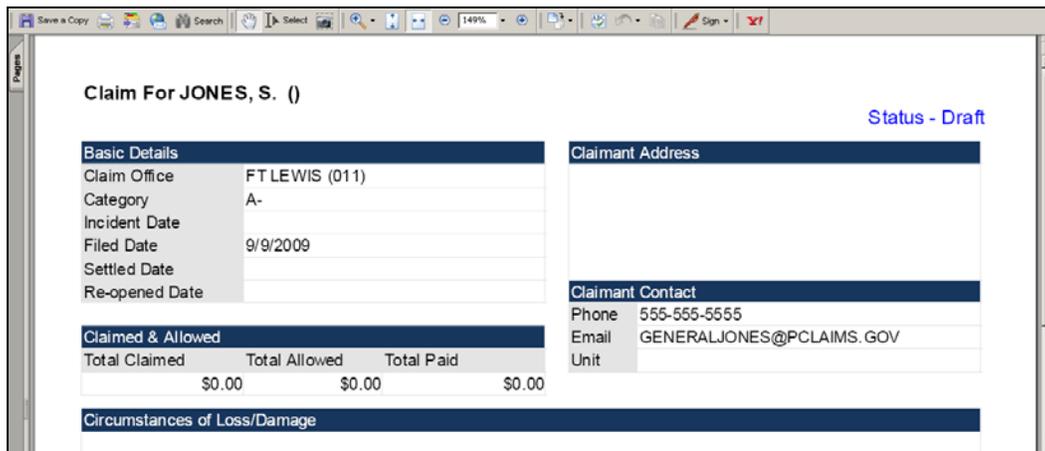


Figure 48: Claim Report Screen

2. Click .

The Print Screen appears:

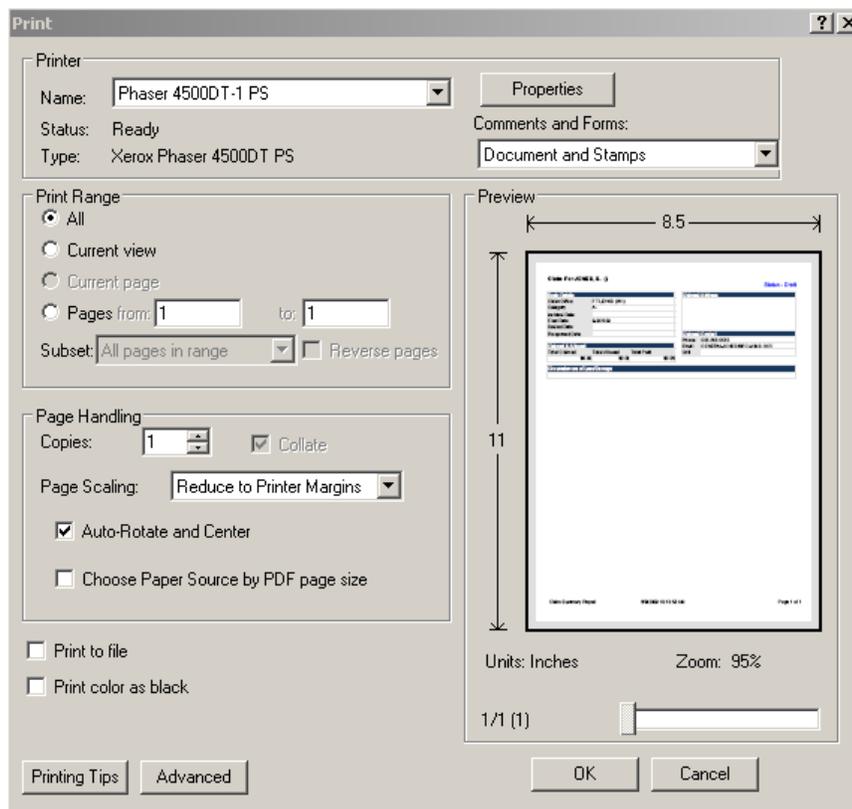


Figure 49: Print Screen

3. Click  to print your claim.

-or-

Click  to return to the previous screen.

To open the Notice of Loss you just submitted

To open the notice of loss you just submitted, perform the following step from the Thank You for creating the Claim through the Online System Screen (*Note: You can also access this notice of loss/damage by clicking the **My Notices of Loss/Damage** link from the **Quick Links** portion of the screen.*):

1. Click .

The Notice of Loss/Damage Screen appears:

Status : Pending Claim Office Review

Notice of Loss/Damage for Ms. WER, TWERT 2(2009-NL-011-0054)

You haven't submitted a Claim for this Notice of Loss/Damage yet.

You have 2 years from the date of delivery to submit a claim for this notice of loss/damage. File a claim now

Claim Office FT LEWIS

1. Shipment Details
2. Item Details
3. Attachments

Shipment Details

Origin of Shipment TEST	Destination of Shipment TEST
PPGBL/Order Number 12345	Pickup Date 09/01/2009
	Date of Delivery 09/22/2009

Carrier/Contractor Details

Code of Service	SCAC
Carrier/Contractor Ref.No	

Name and Address of Carrier/Contractor

Address	Carrier Name JOHN Q. PUBLIC
	Phone
	Fax

Claimant Contact Details

Address	Phone 555-555-5555
	Email JOHNQPUBLIC@PCLAIMS.GOV
	Unit 52345

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Figure 50: Notice of Loss/Damage Screen

NOTICE: You must submit your claim from this notice of loss/damage *within two years* from the date of delivery of your household goods. To convert your notice of loss/damage to a claim, perform the following steps from the Notice of Loss/Damage Screen:

1. Click File a claim now.

The Convert Notice of Loss/Damage Screen appears:

Convert Notice of Loss/Damage?

You are about to create a claim for this notice of loss/damage. All the items you have listed in the notice of loss/damage will be available under the new claim. You can make changes or add additional items to the claim

Do you want to create a claim for this Notice of Loss/Damage?

No. I will file later Yes. File a claim now

Figure 51: Convert Notice of Loss/Damage Screen

2. Click Yes. File a claim now.

-or-

Click No. I will file later to return to the previous screen.

Assuming you clicked Yes. File a claim now, a Converting Notice of Loss Status Screen would momentarily appear, subsequently followed by the following New Claim Screen:

Status : Draft

New Claim

General
Items
Shipment
Insurance/FRV
Attachments
Need help?

You have until **September 22, 2011**(722 more day(s)) to complete and submit this Claim

Claim Details	Dates	Amounts
Claim Office: FT LEWIS	Dt. of Incident: 09/22/2009	Amt. Claimed: \$0.00
Branch of Service: L		
SSN: XXX-XX-2222		

Please describe in your own words how the property was damaged or lost

Insurance Claims and Property Details

DID YOU HAVE PRIVATE INSURANCE COVERING YOUR PROPERTY?
(If "Yes" attach a copy of your policy) Yes No ?

HAVE YOU MADE A CLAIM AGAINST YOUR PRIVATE INSURER?
(If "Yes" attach a copy of your correspondence) Yes No ?

HAS A CARRIER OR WAREHOUSE FIRM INVOLVED PAID YOU OR REPAIRED ANY OF YOUR PROPERTY?
(If "Yes" attach a copy of your correspondence with the carrier or warehouse firm.) Yes No

HAVE YOU FILED A CLAIM WITH THE CARRIER? Yes No

Claimant Contact Details [Click here for help on address format](#)

Unit: 52345 Phone: 555-555-5555 Email: JOHNQPUBLIC@PCLAIMS.GOV

Address1: _____ City: _____ State: _____

Address2: _____ Zip Code: _____ Country: -Please Select-

Please verify your contact details before submitting to the Claims office

Save Now and Submit Later

Go to next page to enter claim Items >>

Page 1 of 5
Please go to the next page to enter details about the lost or damaged items

Figure 52: New Claim Screen

NOTICE: Because your newly converted claim is still in a DRAFT status, you must now enter data in all mandatory fields for this claim and then subsequently submit the claim to the Claims office; otherwise, your claim will *NOT* be filed. Please see Section 2.3.1, *Submitting a Claim*, above, for a detailed description about how to submit a claim.

To view all Past Claims

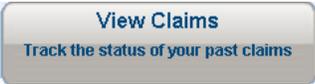
To view all past claims, click the corresponding button from the Thank You for Creating the Claim through the Online System Screen and then go to Section 2.4, *Viewing Claims*, below.

To view all Past Notice(s) of Loss

To view all past notice(s) of loss, click the corresponding button from the Thank You for Creating the Claim through the Online System Screen and then go to Section 2.5, *Viewing Notice(s) of Loss/Damage*, below.

2.4 Viewing Claims

To view your claims, perform the following step from the PCLAIMS Homepage screen:

1. Click . The button is rectangular with rounded corners, a light gray background, and a thin border. It contains the text 'View Claims' in blue, bold font at the top, and 'Track the status of your past claims' in a smaller, lighter blue font below it.

The Claims Submitted by Me Screen appears:

Claims Submitted By Me
 1 - 41 of 41 [First](#) [Prev](#) [Next](#) [Last](#)

#	Claim #	Date Filed	Claim Office	Amount Claimed	Status
1	.Not Assigned Yet.	08/10/2009	Ft Lewis	\$0	Draft
2	.Not Assigned Yet.	08/10/2009	Ft Lewis	\$0	Draft
3	.Not Assigned Yet.	08/10/2009	Ft Lewis	\$0	Draft
4	.Not Assigned Yet.	08/10/2009	Ft Lewis	\$0	Draft
5	.Not Assigned Yet.	08/11/2009	Ft Lewis	\$56	Draft
6	.Not Assigned Yet.		Ft Lewis	\$0	Draft
7	.Not Assigned Yet.		Ft Lewis	\$0	Draft
8	.Not Assigned Yet.		Ft Lewis	\$0	Draft
9	.Not Assigned Yet.	09/09/2009	FT LEWIS	\$0	Draft
10	.Not Assigned Yet.	09/09/2009	FT LEWIS	\$0	Draft
11	2009-011-0043	08/12/2009	Ft Lewis	\$1,000	Awaiting Documentation
12	2009-011-0042	08/12/2009	Ft Lewis	\$100	Processing
13	2009-011-0041	08/12/2009	Ft Lewis	\$100	Processing
14	2009-011-0040	08/12/2009	Ft Lewis	\$500	Processing
15	2009-011-0039	08/11/2009	Ft Lewis	\$1	Open New Claim
16	2009-011-0038	08/11/2009	Ft Lewis	\$25	Payment, emergency partial
17	2009-011-0037	08/11/2009	Ft Lewis	\$100,001	Processing
18	2009-011-0036	08/11/2009	Ft Lewis	\$4	Processing
19	2009-011-0035	08/11/2009	Ft Lewis	\$11,526	Processing
20	2009-011-0034	08/11/2009	Ft Lewis	\$55	Processing
21	2009-011-0031	08/11/2009	Ft Leavenworth	\$404,949	Transfer Army
22	2009-011-0030	08/11/2009	Ft Lewis	\$59	Processing
23	2009-011-0029	08/11/2009	Ft Lewis	\$45	Processing
24	2009-011-0028	08/11/2009	Ft Lewis	\$34	Processing
25	2009-011-0027	08/11/2009	Ft Leavenworth	\$5	Payment, emergency partial
26	2009-011-0026	08/11/2009	Ft Lewis	\$0	Processing
27	2009-011-0025	08/11/2009	Ft Lewis	\$0	Processing
28	2009-011-0024	08/10/2009	Ft Lewis	\$0	Processing
29	2009-011-0023	08/10/2009	Ft Lewis	\$6	Under Claim Office Review
30	2009-011-0022	08/10/2009	Ft Lewis	\$0	Under Claim Office Review
31	2009-011-0021	08/10/2009	Ft Lewis	\$0	Open New Claim
32	2009-011-0020	08/10/2009	Ft Lewis	\$0	Under Claim Office Review
33	2009-011-0019	08/10/2009	Ft Lewis	\$0	Under Claim Office Review
34	2009-011-0018	08/10/2009	Ft Lewis	\$0	Open New Claim
35	2009-011-0017	08/10/2009	Ft Lewis	\$0	Under Claim Office Review
36	2009-011-0016	08/10/2009	Ft Lewis	\$0	Under Claim Office Review
37	2009-011-0015	08/10/2009	Ft Lewis	\$46	Under Claim Office Review
38	2009-011-0014	08/10/2009	Ft Lewis	\$4	Under Claim Office Review
39	2009-011-0009	08/05/2009	Ft Lewis	\$0	Processing
40	2009-011-0007	08/04/2009	Ft Lewis	\$71	Payment, emergency partial
41	2009-011-0006	08/04/2009	Ft Lewis	\$0	Processing

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Figure 53: Claims Submitted by Me Screen

From this screen, you can view a list of all claims you have submitted. To view a specific claim, simply click the associated claim number hyperlink from the **Claim #** column.

2.5 Viewing Notices of Loss/Damage

To view your notice(s) of loss/damage, perform the following step from the PCLAIMS Homepage Screen:



1. Click

The Notice(s) of Loss/Damage Submitted by Me Screen appears:

Notice(s) of Loss/Damage Submitted By Me

1 - 18 of 18 [First](#) [Prev](#) [Next](#) [Last](#)

#	Notice#	Carrier	Submitted On	Claim Office	Status
1	Not Assigned Yet	hijkl	-	Ft Lewis	Draft
2	2009-NL-011-0030	ERT	09/09/2009	FT LEWIS	Pending Claim Office Review
3	2009-NL-011-0017	NUMBER ONE VAN LINES	08/19/2009	Ft Lewis	Dispatched
4	2009-NL-011-0021	fgjh	08/11/2009	Ft Lewis	Pending Claim Office Review
5	2009-NL-011-0020	rty	08/11/2009	Ft Lewis	Pending Claim Office Review
6	2009-NL-011-0019	fgjh	08/11/2009	Ft Lewis	Pending Claim Office Review
7	2009-NL-011-0018	456	08/11/2009	Ft Lewis	Pending Claim Office Review
8	2009-NL-011-0016	fgjh	08/11/2009	Ft Lewis	Pending Claim Office Review
9	2009-NL-011-0015	tyui	08/11/2009	Ft Leavenworth	Pending Claim Office Review
10	2009-NL-011-0014	ghjk	08/11/2009	Ft Lewis	Pending Claim Office Review
11	2009-NL-011-0013	dthg	08/11/2009	Ft Lewis	Pending Claim Office Review
12	2009-NL-011-0012	dthg	08/11/2009	Ft Lewis	Pending Claim Office Review
13	2009-NL-011-0011	sdfg	08/11/2009	Ft Lewis	Pending Claim Office Review
14	2009-NL-011-0010	ghjk	08/11/2009	Ft Lewis	Pending Claim Office Review
15	2009-NL-011-0009	345	08/11/2009	Ft Lewis	Pending Claim Office Review
16	2009-NL-011-0005	fgjh	08/04/2009	Ft Lewis	Pending Claim Office Review
17	2009-NL-011-0004	dthg	08/04/2009	Ft Lewis	Pending Claim Office Review
18	2009-NL-011-0003	dthg	08/04/2009	Ft Lewis	Pending Claim Office Review

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Figure 54: Notice(s) of Loss/Damage Submitted by Me Screen

From this screen, you can view a list of all notice(s) of loss/damage you have submitted. To view a specific notice(s) of loss/damage, simply click the associated notice number hyperlink from the **Notice #** column.