# Personnel Claims Army Information Management System (PCLAIMS)

Version 1.2, September 2012

Claimant Manual

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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.

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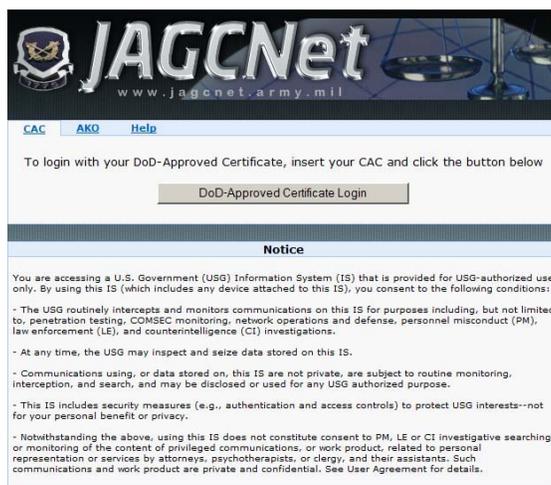
Figure 1: DoD Notice and Consent Banner{ XE "DoD Notice and Consent Banner" } Screen

2. Click [OK] *(to continue)*.

The Choose a Digital Certificate dialog box**{** XE "Choose a Digital Certificate dialog box" **}** opens:
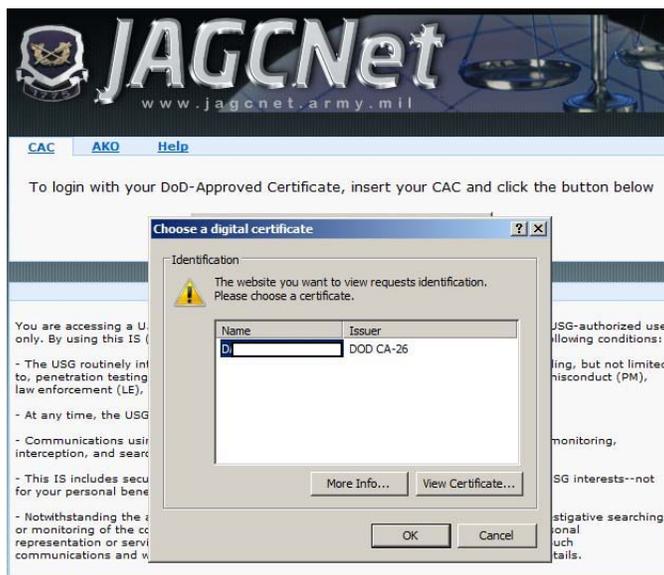
Figure 2: Choose a Digital Certificate Dialog Box

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

-or-

Click [Cancel]

Assuming that you clicked [OK], the ActivClient Login Dialog Box**{** XE "ActivClient Login Dialog Box" **}** opens:
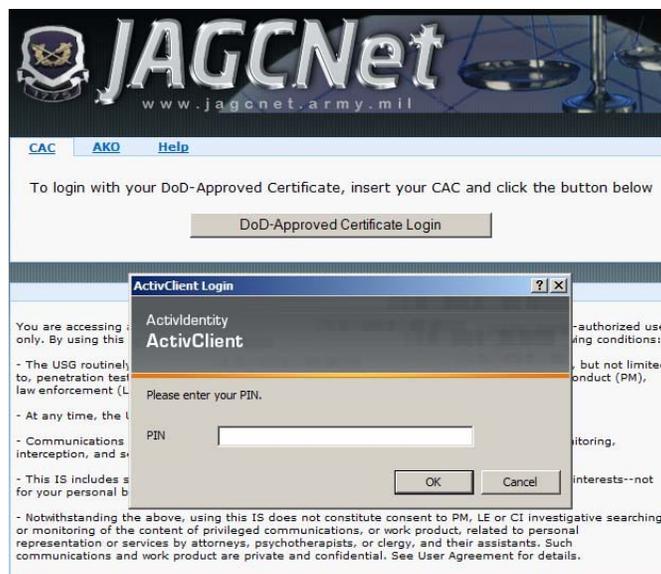
Figure 3: ActivClient Login Dialog Box

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 [OK] (*to continue*).

    -or-

    Click [Cancel]

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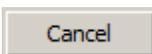
Assuming that you had clicked , the PCLAIMS Homepage Screen appears (*Note: See Section 1.2, Viewing the PCLAIMS Homepage Screen, below, to continue.*).

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:

<u>Main Screen</u>

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 **Create/Update Profile** **Step 1** .

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:
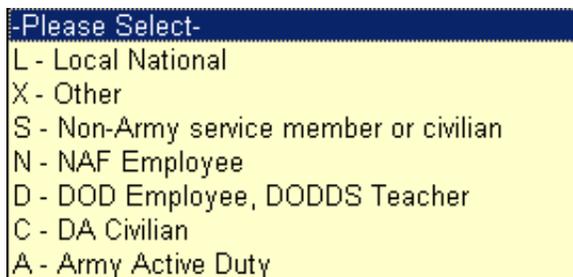
Figure 7: Branch of Service Screen

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 you 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 a many fields as possible.)*

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

The Confirm SSN Screen appears:
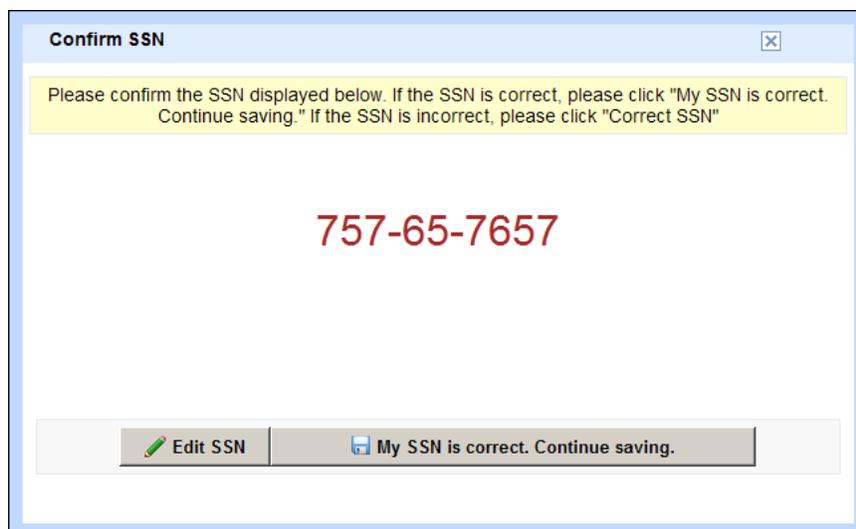
Figure 8: Confirm SSN Screen

If your **SSN** is correct, click ![My SSN is correct. Continue saving.] and the What do you want to do next? Screen appears. If you need to edit your **SSN**, click ![Edit SSN] and your Details and Preferences Screen reappears where you can edit your **SSN** and resubmit your profile.
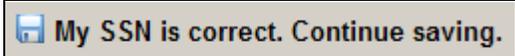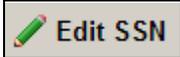
Assuming you clicked ![My SSN is correct. Continue saving.], the What do you want to do next? Screen appears:

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:

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 [File a claim or notice of loss/damage — Step 2].

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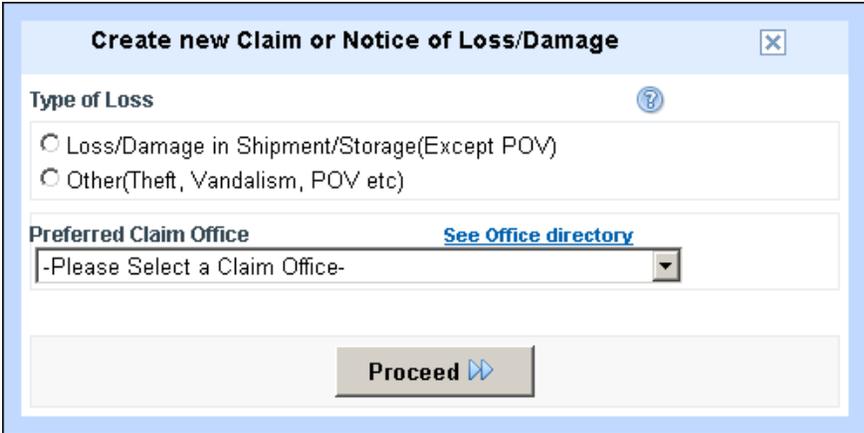
Figure 11: Create New Claim or Notice of Loss/Damage Screen

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 [Proceed ▷▷].

The New Claim Screen appears:

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 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 .

   -or-

   Click .

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

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

2. Click **Add Item** .

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 **Save Item** .

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:
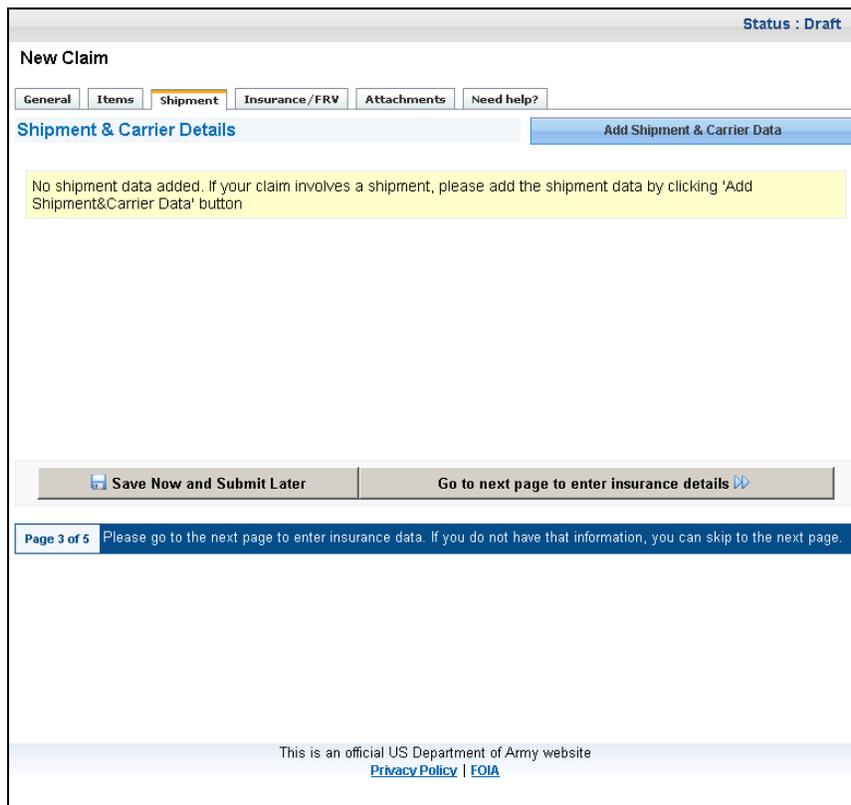
Figure 16: Shipment & Carrier Details Screen

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 a many fields as possible.)

24. Click [🖫 Save Shipment Details].

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 [Go to next page to enter insurance details ▷▷].

      -or-

      Click [Insurance/FRV].

With either choice, the Insurance/FRV Payments Screen appears:
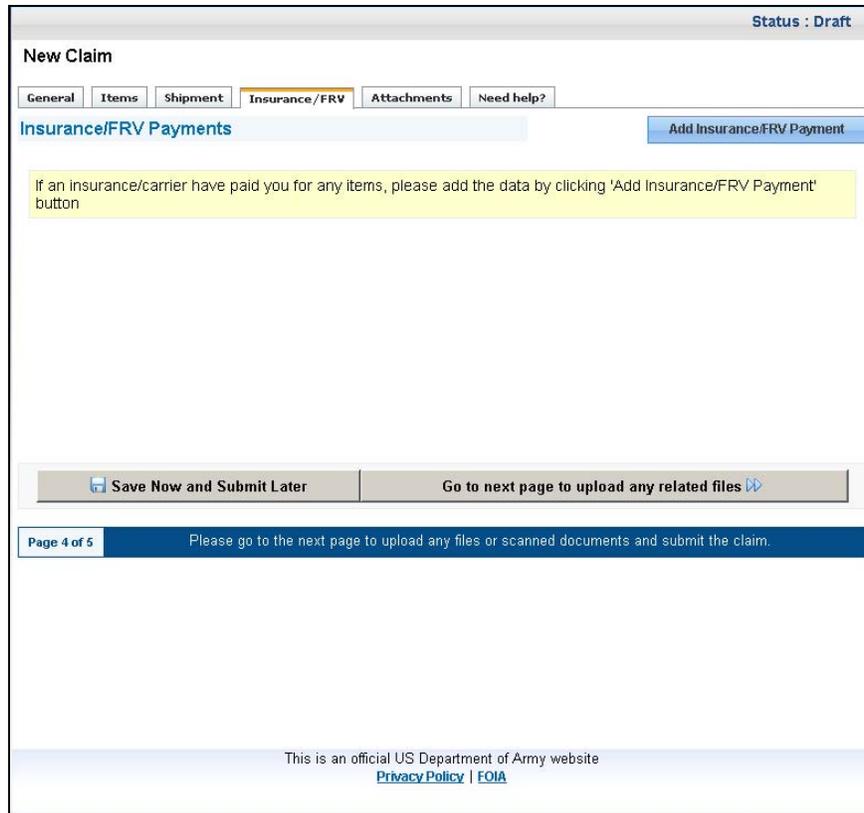
Figure 19: Insurance/FRV Payments Screen

26. Click .

The Insurance/FRV Details Screen appears:
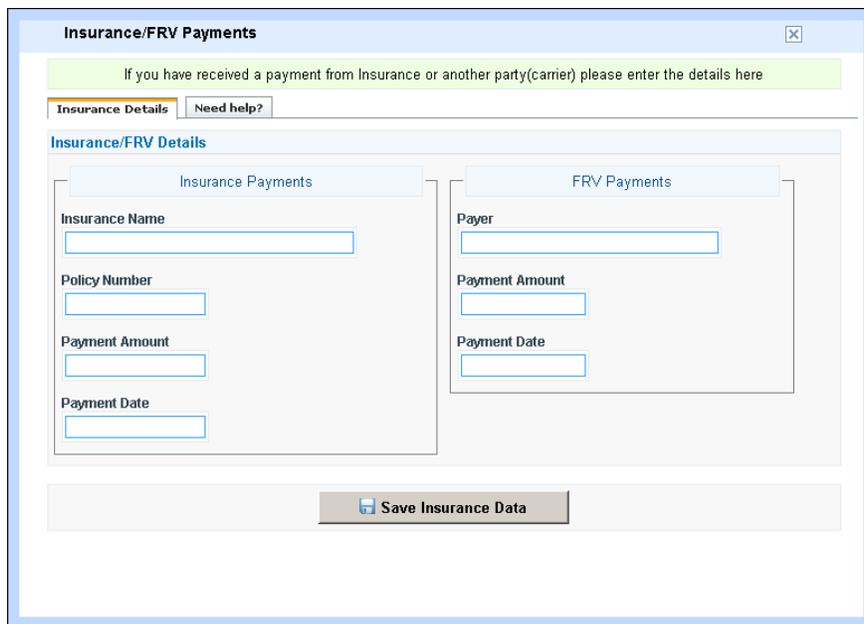
Figure 20: Insurance/FRV Details Screen

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 a many fields as possible.)*

31. Click 💾 Save Insurance Data .

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 Go to next page to upload any related files ▷▷ .

    -or-

    Click Attachments .

With either choice, the Attachments Screen appears:
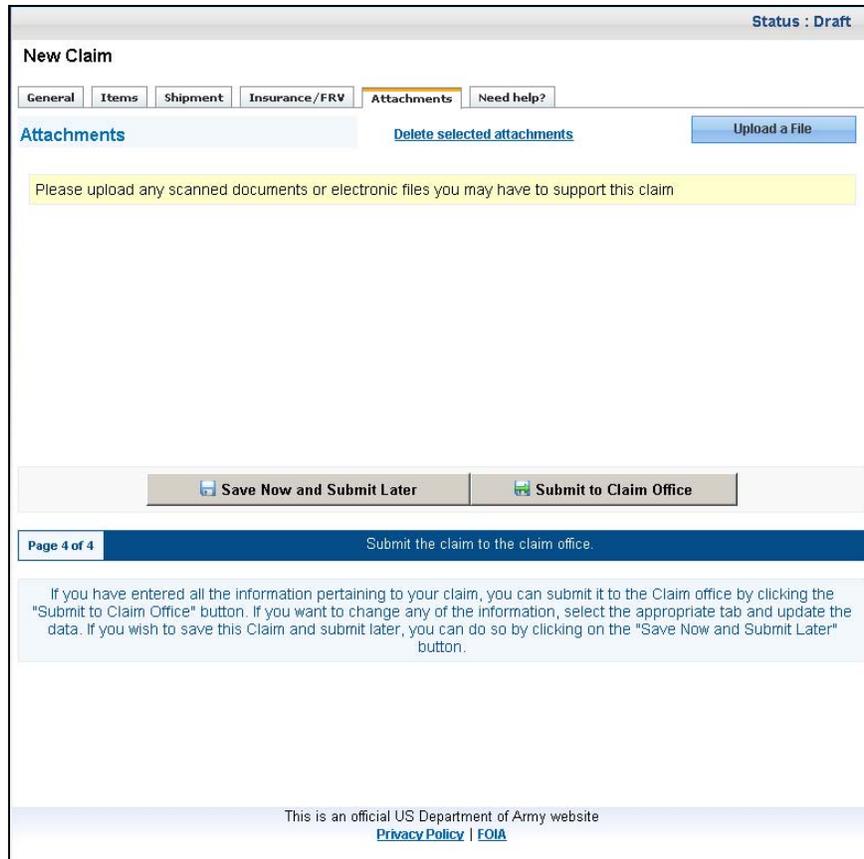
Figure 21: Attachments Screen

33. Click .

The Attachments Screen appears:
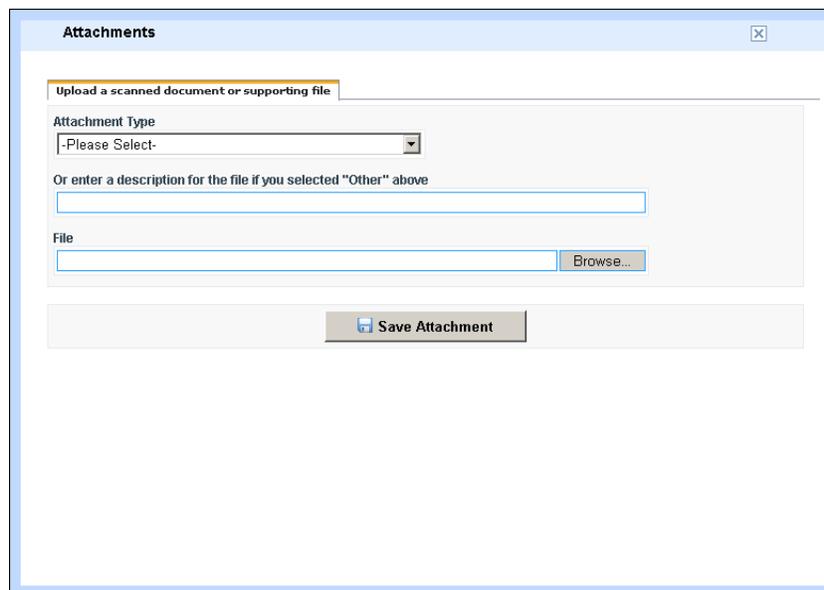
Figure 22: Attachments Screen

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

The Please Select Screen appears:
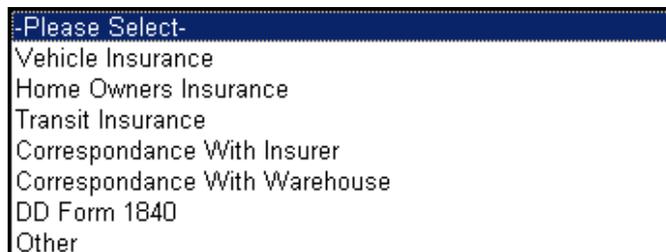
Figure 23: Please Select Screen

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 Browse... .

The Choose File Screen appears:
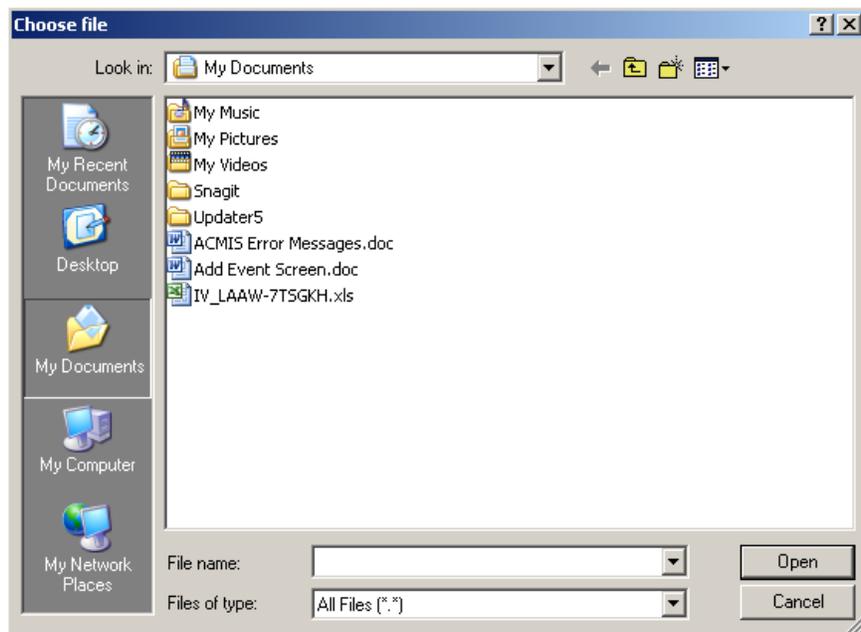
Figure 24: Choose File Screen

38. Select the desired file.

39. Click Open .

    -or-

Click [Cancel] to return to the previous screen.

Assuming that you clicked [Open], the file directory path for the file you just chose would now appear in the **File** field from the Attachments Screen, as follows:
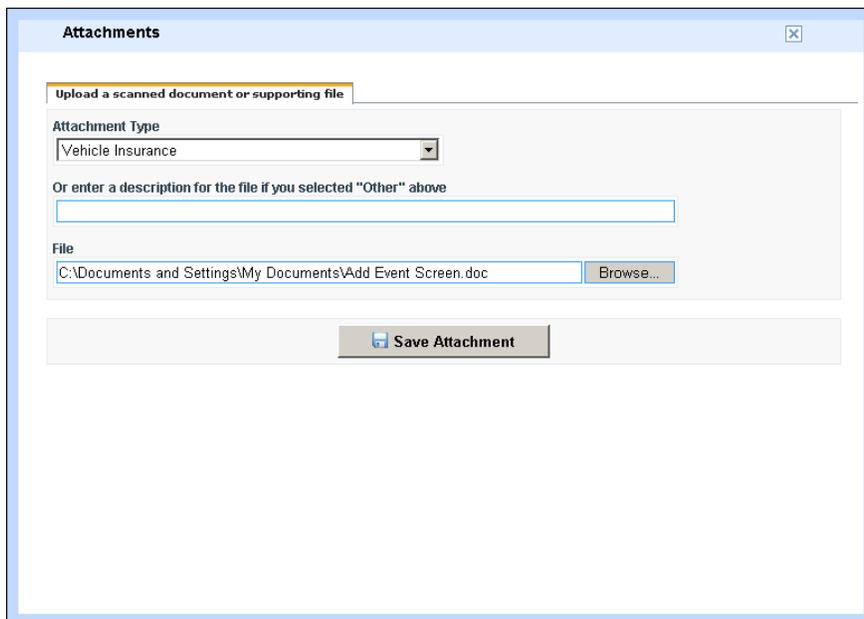
Figure 25: Attachments Screen

40. Click [Save Attachment].

The Attachments Screen reappears and displays a confirmation message at the top of the screen:
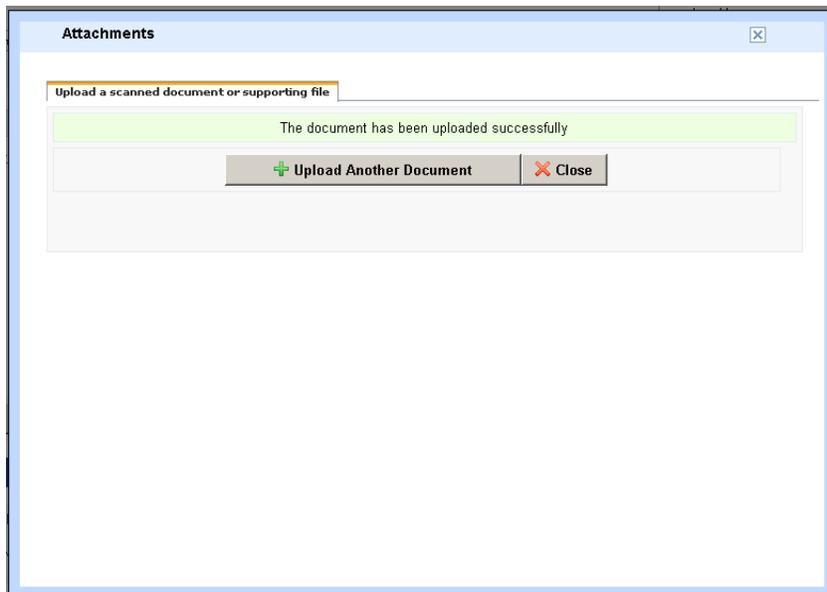
Figure 26: Attachments Screen

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 **Save Now and Submit Later** and the **Submit to Claim Office** 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 **Submit to Claim Office**.

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.

✗ No I Do not Agree   ✓ Yes I Agree

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:

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.

<u>**To Save Your Claim Now and Submit Later**</u>

To save your claim 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 Claim through the Online System Screen appears:

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:
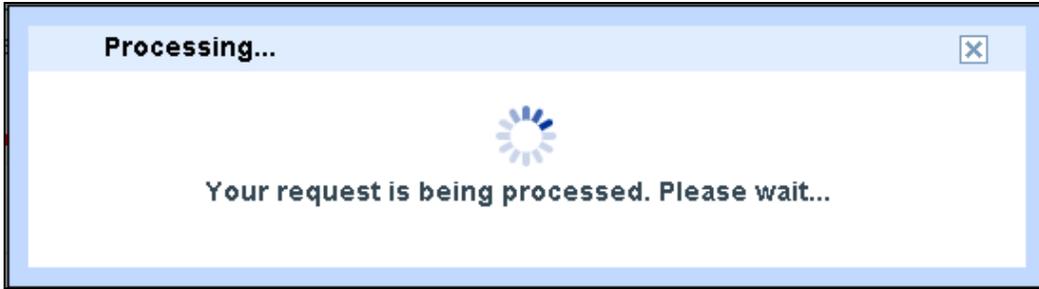
Figure 30: Processing Screen

The Claim Report Screen subsequently appears:
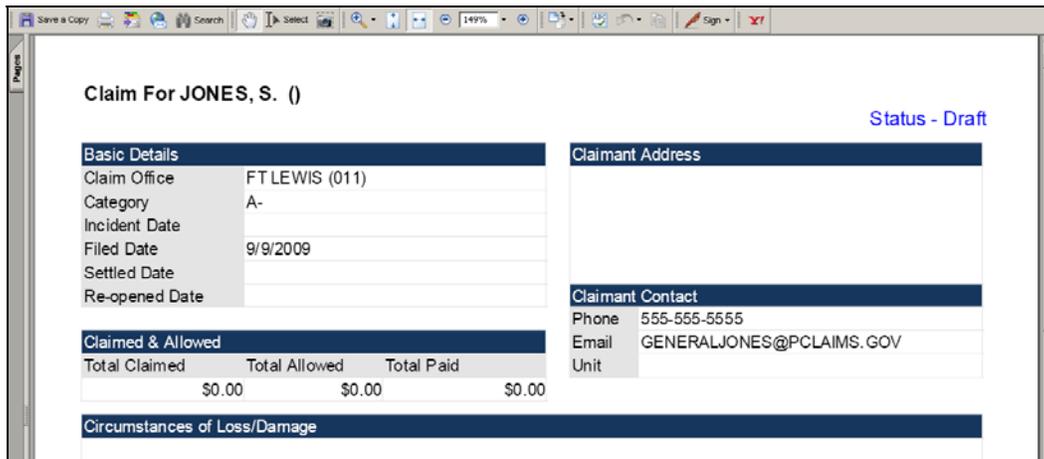
Figure 31: Claim Report Screen

2. Click [printer icon].

The Print Screen appears:
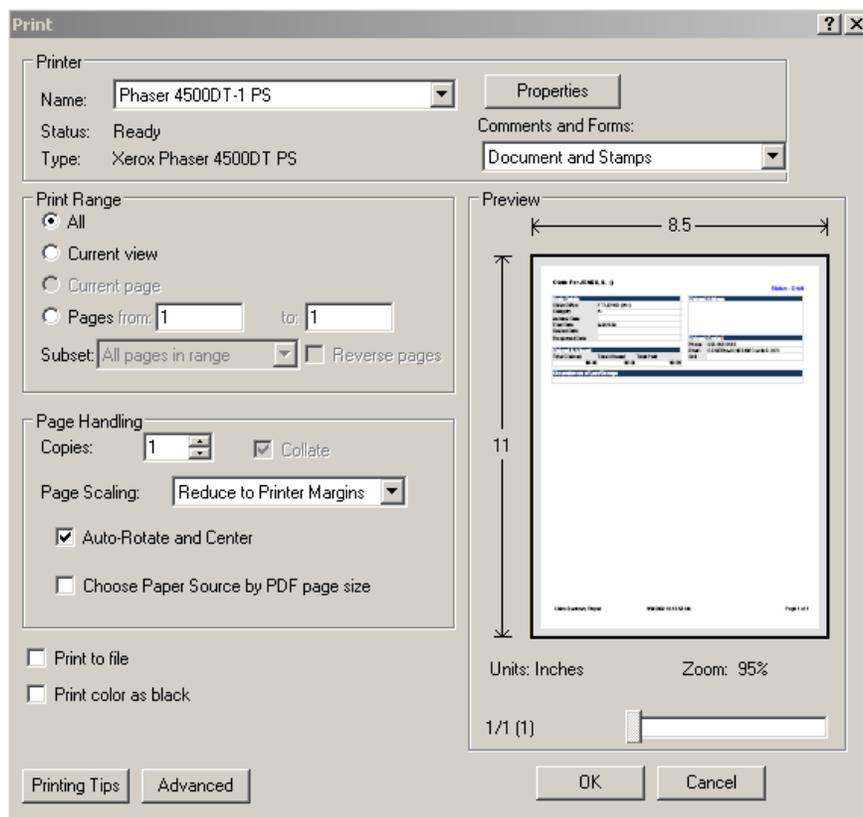
Figure 32: Print Screen

3. Click [OK] to print your claim.

   -or-

   Click [Cancel] 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 [Open the claim I just submitted].

The New Claim Screen appears:

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.

<u>To view all Past Notice(s) of Loss</u>

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 [File a claim or notice of loss/damage Step 2].

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:

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 [Go to next page to enter claim Items ▷▷] or you can click [🖫 Save Now and Submit Later].

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 **Go to next page to enter claim Items ▷▷**.

    -or-

    Click **2. Item Details**.

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

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

2. Click **Add Item**.

The Claim Item Details Screen appears:

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 [Save Item] .

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 Go to next page to upload 1840/1840R ▷▷ .

     -or-

     Click 3. Attachments

With either choice, the Attachments Screen appears:
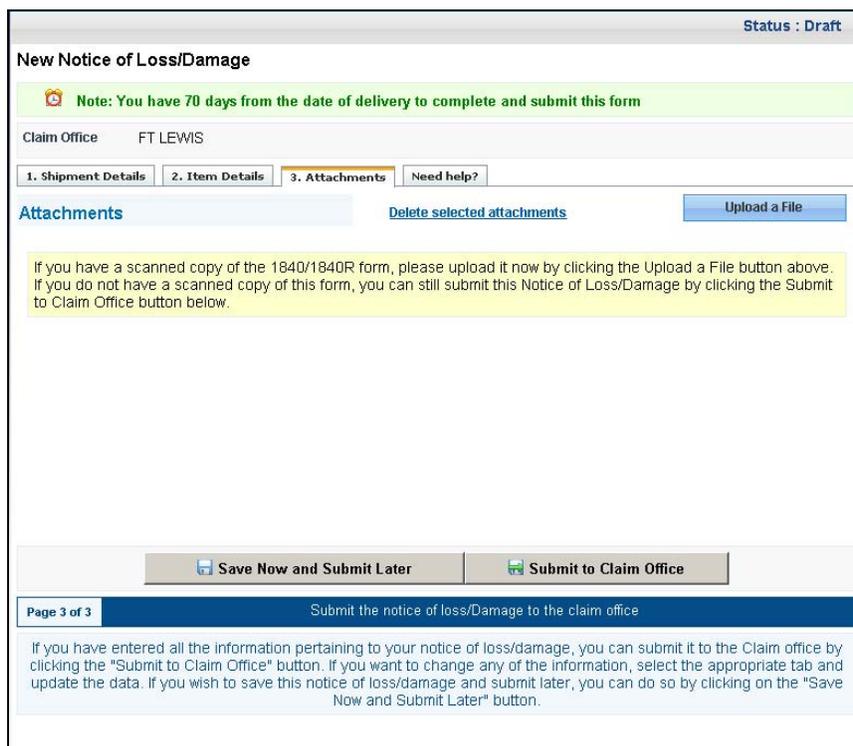
Figure 39: New Notice of Loss/Damage Screen

11. Click Upload a File .

The Attachments Screen appears:
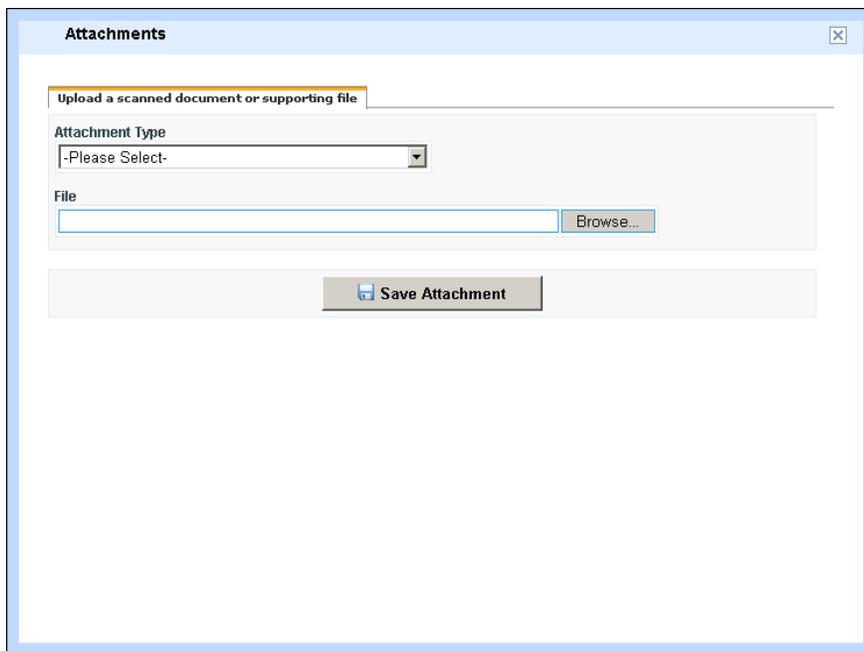
Figure 40: Attachments Screen

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 .

The Choose File Screen appears:
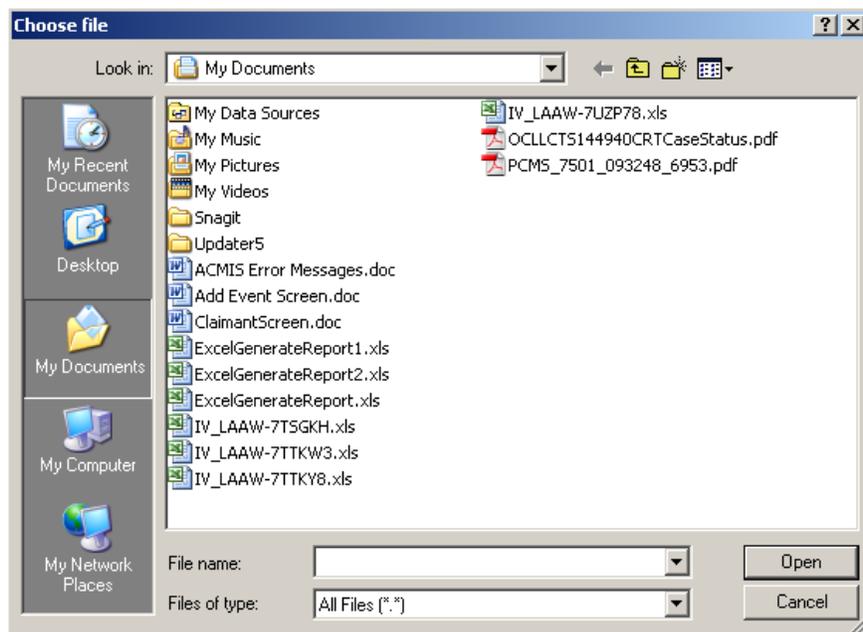
Figure 42: Choose file Screen

15. Select the desired file.

16. Click [Open].

    -or-

    Click [Cancel] to return to the previous screen.

Assuming you clicked [Open], 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 [Save Attachment].

The Attachments Screen reappears and displays a confirmation message at the top of the screen:
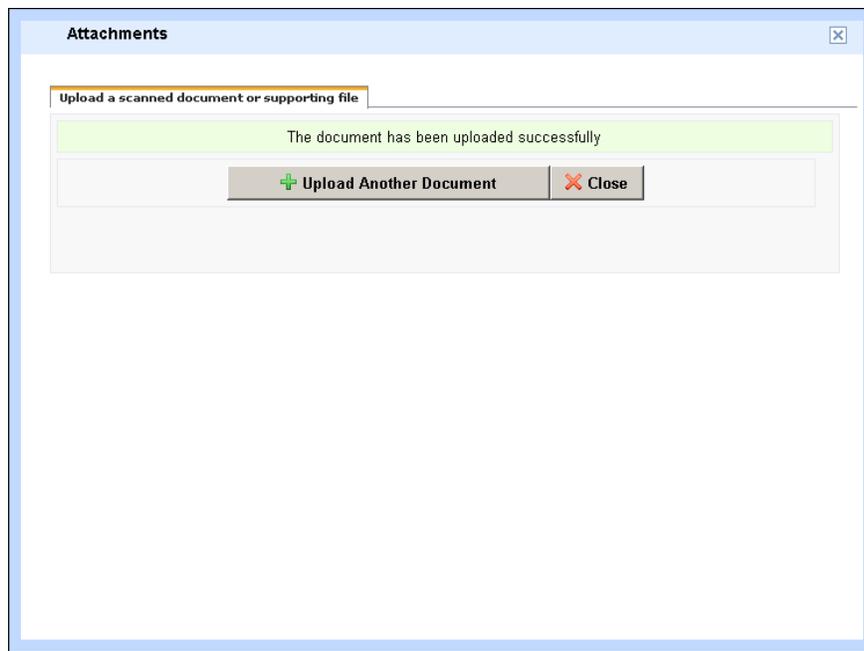
Figure 43: Attachments Screen

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 **Save Now and Submit Later** and the **Submit to Claim Office** 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.
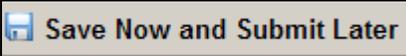
To Submit Your Notice of Loss to the Claim Office

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

1.   Click **[Submit to Claim Office]**.
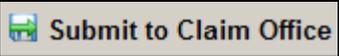
To Submit to Claim Office Screen appears:
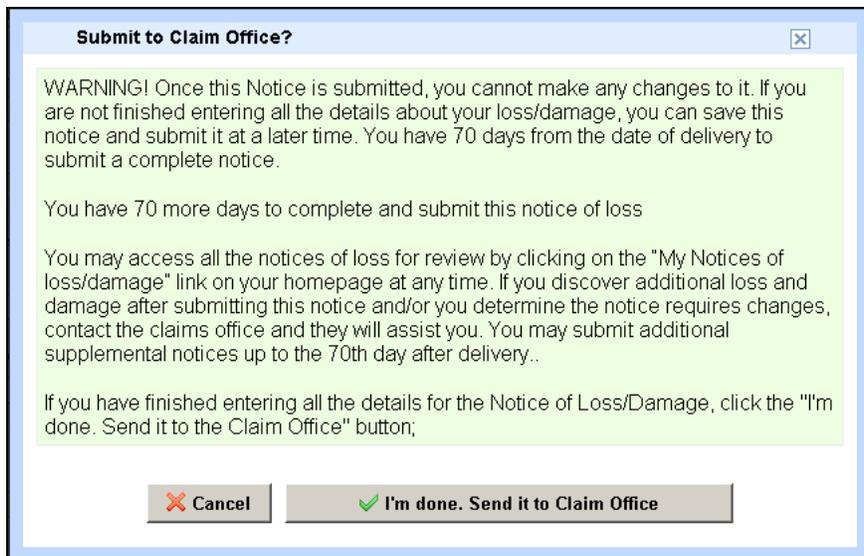
Figure 44: Submit to Claim Office Screen?

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, t he Thank You for using the US Army Online Personal Claims Processing System Screen would appear:
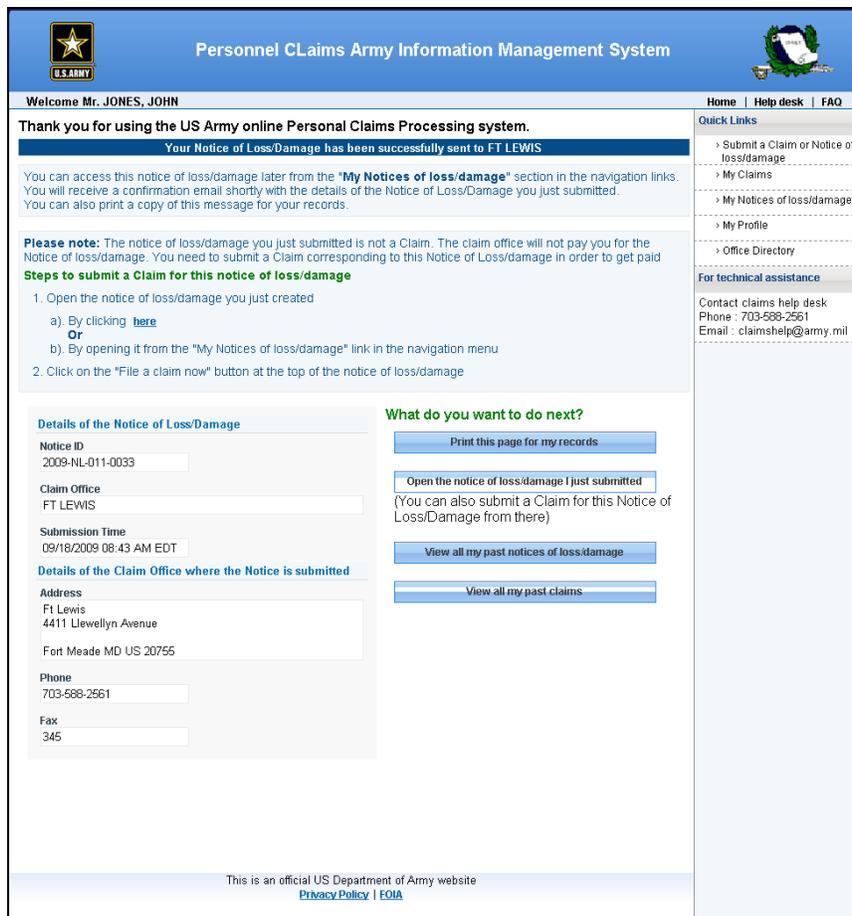
Figure 45: Thank you for using the US Army Online Personal Claims Processing System Screen

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.

<u>**To Save Your Notice of Loss Now and Submit Later**</u>

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:

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:
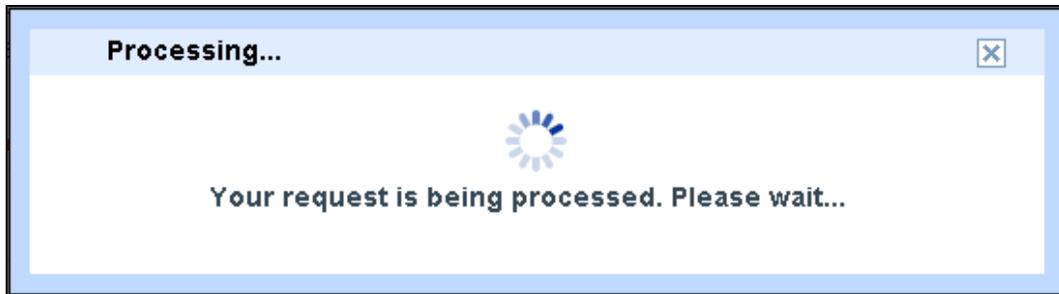
Figure 47: Processing Screen

The Claim Report Screen subsequently appears:
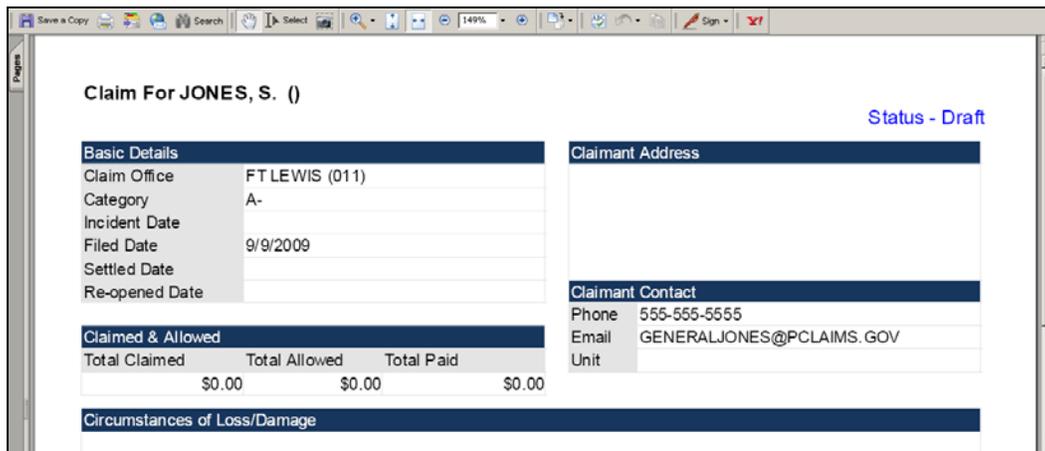
Figure 48: Claim Report Screen

2. Click [printer icon] .

The Print Screen appears:
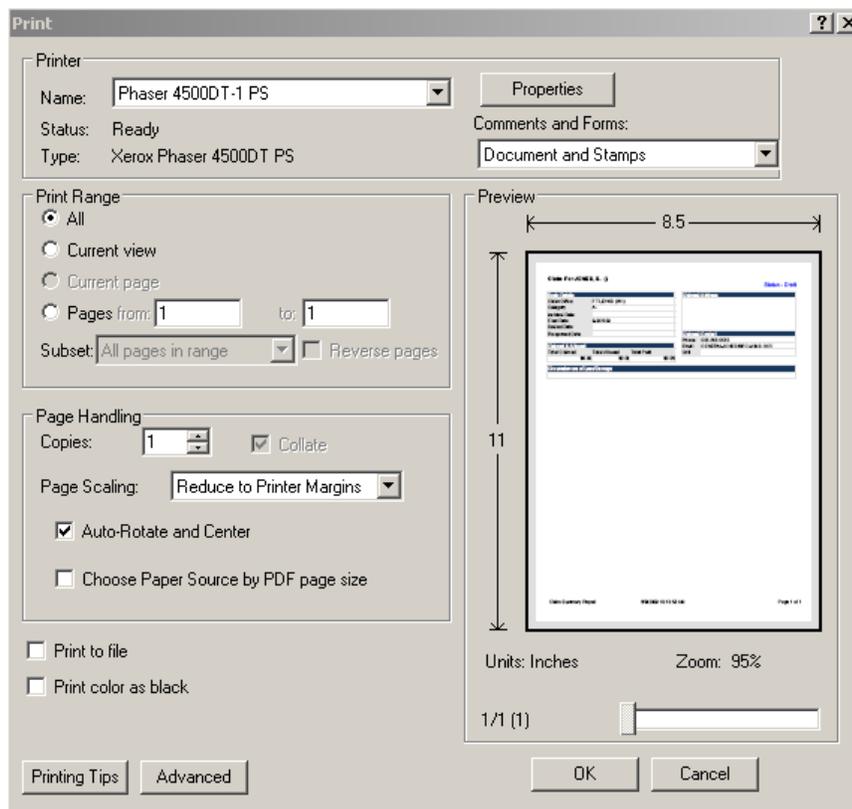
Figure 49: Print Screen

3. Click [OK] to print your claim.

    -or-

    Click [Cancel] 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 [Open the notice of loss/damage I just submitted].

The Notice of Loss/Damage Screen appears:

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 .

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:

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:
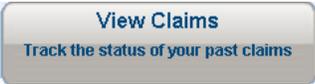
1. Click .

The 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 [View Notices of loss/damage — Track the status of your past notice(s) of loss/damage].

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

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.