

# FORT MEADE CLAIMS DIVISION

## PCLAIMS PACKET

### Overview of PCLAIMS

PCLAIMS is a web-based program that allows eligible claimants to file their personnel claims online. While using PCLAIMS is convenient, it might lead to lower compensation than FRV or DPS/DP3. Unlike these two programs, PCLAIMS only allows a claimant to receive the depreciated value of items that are lost, destroyed, or damaged beyond repair. However, to its credit, PCLAIMS does have a longer timeline for filing a claim, and it can help claimants who have already missed the timelines associated with the other programs.

Please remember that all claims that can be filed under PCLAIMS can also be filed directly with our office. While using PCLAIMS will be more convenient, it is not required. Here are some of the key features and deadlines associated with using PCLAIMS.

Accessing PCLAIMS: Please note that anyone seeking to file a claim through PCLAIMS must have a valid AKO account. With such an account, PCLAIMS can be accessed through either AKO or JAGCNET. To access PCLAIMS through AKO, a claimant can click on the “Self-Service” tab, select the “My Legal” link, click on the “Claims” link, and then, on the new page, select “Personnel Claims Online Filing Database.” To access PCLAIMS through JAGCNET, a claimant should simply go to [www.jagcnet.army.mil](http://www.jagcnet.army.mil), click on the “Legal Services” tab, and then select “File a Personnel Claim.” If a claimant is already logged into JAGCNET, then they should choose the “USARCS” tab, click on the “Claims Portal” link, and then, on the new page, select “Personnel Claims Online Filing Database.” If you cannot access PCLAIMS on your own, please contact our office for assistance.

Creating a PCLAIMS Profile: Before you can submit a notice of loss or file a claim into PCLAIMS, you must first create a personal profile. Please be careful about providing accurate information, which will help a claims office process your claim more efficiently. Additionally, remember to update your profile based on any changes to either your contact information or military rank.

Notice of Loss: Just like the other types of personnel claims programs, all claimants must complete a timely filing of a “notice of loss.” This simply means that the carrier must be notified of any loss and/or damage within 75 days of delivery. For PCLAIMS, the “notice of loss” involves completing DD Form 1840/DD Form 1840R. DD Form 1840 is the “Joint Statement of Loss or Damage at Delivery,” and DD Form 1840R is the “Notice of Loss or Damage.” In conjunction, these documents are often called the “pink form.”

Upon delivery of household goods, all discovered losses and damages should be listed on DD Form 1840. Any subsequently discovered losses or damages should be listed on DD Form 1840R. For PCLAIMS, a notice of loss can either be completed online or submitted to our office within 70 days of delivery. If you complete this paperwork online, make sure that you enter in all the necessary information. Please remember that simply filing a “notice of loss” does not

constitute actually filing a claim. This is merely the first step and other deadlines must be met. Additionally, after filing the notice of loss, please do not dispose of any damaged items without speaking to the claims office. Carriers generally have the right to inspect damaged property, and a claimant should retain damaged items until authorized by the claims office.

Filing a claim through PCLAIMS: Once arriving at PCLAIMS, the process of filing a claim is pretty straight-forward. During this process, certain documents will need to be scanned and uploaded into PCLAIMS. If you do not have access to a scanner, please contact our office and we might be able to assist you.

Once all the necessary information is entered into PCLAIMS, you will be asked to verify and submit your claim. Once the claim is verified, it will be electronically sent to a military claims office, which will investigate the claim and arrange for any appropriate payments. All claimants will be required to provide a current e-mail or telephone number so the relevant claims office can contact them with any questions. Providing accurate contact information is a critical aspect of the claims process. Essentially, if you cannot be contacted, your payment might be delayed.

Timeline for filing a claim under PCLAIMS: Unlike the shorter timelines associated with both DPS/DP3 and FRV, a claimant using PCLAIMS has two years from the date of delivery to file their claim. The two-year timeline is also extended to claimants who choose to file their claim directly with our office.

**Conclusion:** This document is merely meant to be a brief overview of PCLAIMS. If you have any additional questions, please contact the PCLAIMS Help Desk or our office. Following this overview, we have attached our standard claims checklist, the Electronic Repair Report, and the FRV Waiver Form.

# FORT MEADE CLAIMS DIVISION

## PERSONNEL CLAIMS CHECKLIST

\_\_\_\_\_ **DD Form 1840/1840R:** This form should be submitted to our office within 70 days of delivery.

\_\_\_\_\_ **DD Form 1842:** This is the basic claim form listing information regarding your claim. In Block 10, provide the dates, facts, and consequences that are the basis for your claim. This form should either be signed by the DOD member, or they should provide written authority for someone else to sign.

\_\_\_\_\_ **DD Form 1844:** This is the list of Property and Claims Analysis Chart. Please list each line item in the order that they appear on DD Form 1840/1840R.

\_\_\_\_\_ **Government Orders/Amendments:** Provide one legible copy of orders or other documentation that reflects the claimant's status and shows that the shipment of their personal property was authorized.

\_\_\_\_\_ **Shipping Inventory:** Provide the entire inventory, not just the portion pertaining to loss/damage.

\_\_\_\_\_ **Government Bill of Lading SF 1203 or Service Order DD Form 1164:** A copy may generally be obtained through transportation. If your move is local, please provide us with a copy of SF 1034A.

\_\_\_\_\_ **Written Repair Estimates and Replacement Costs.** If a claimant is seeking more than \$100 to repair or replace an item, this must typically be substantiated "in writing" by the claimant. "In writing" can be a written estimate from a repair firm, something found in a catalog, a newspaper ad, or even an internet quote. Please note that our office will require a written repair estimate for certain types of items and damages. If you are using FRV, please double-check with your carrier over the estimate process.

\_\_\_\_\_ **Electronic Repair Report:** Completion of this form is required by a certified repair technician for most claims involving damages to TV's, stereos, VCR's, etc. This report must specify the nature and severity of the damage and include a determination over the possible cause(s) of damage. Additionally, if an electronic item incurred internal damage but no significant external damage, the claimant should also provide a written statement over the working condition of the item before shipment.

\_\_\_\_\_ **Estimate Fees:** Some businesses will charge you up front to give a written repair estimate. If such an estimate fee is non-refundable (i.e. the business will not apply the estimate fee towards the repair of your item), then you may include the amount of this estimate fee as a line item on your DD Form 1844. Once again, if you are using FRV, please double-check with your carrier over the estimate process.

\_\_\_\_\_ **Power of Attorney:** Required if someone other than the DoD member signed DD Form 1842.

\_\_\_\_\_ **Proof of Ownership.** This is only required for missing items valued at more than \$100 that were not individually listed on the Shipping Inventory. Items that might constitute acceptable proof of ownership include purchase receipts, title, proof of registration, photos/videos, or account statements.

\_\_\_\_\_ **Private Insurance Information.** If you have private insurance covering a damaged item, please provide us with the information over the policy.

\_\_\_\_\_ **CEFT Input Information.** For prompt payment, please provide us with CEFT information.

\_\_\_\_\_ **DD Form 619/619-1:** Provided for item re-assembly by the carrier at destination.

\_\_\_\_\_ **DD Form 1299:** Necessary if goods were placed in non-temporary storage long-term.

\_\_\_\_\_ **DD Form 1797:** Only include this "Personal Property Counseling Checklist" if it applies.

\_\_\_\_\_ **DD Form 1780/1841:** Only required if inspection branch of JPPSO performed an inspection.

## **Additional Considerations**

**Damaged fabric or leather furniture.** If you have a furniture set (sofa, love seat, ottoman, etc.) and one or more of these items are damaged, then you need to contact our office for specific instructions. On most occasions, only the repair or replacement cost of the individual item will be considered.

**Special Situations-Authority to Dispose of Items.** Unless you receive specific authorization from a claims office to dispose of damaged items, the carrier has a right to recover those items for which you are paid replacement costs. Accordingly, you should seek authorization to dispose of damaged items.

**Claimants from other Armed Services.** As an Army claims office, we can only process and pay Army claimants or civilian DoD claimants. However, we will help process claims involving other services. In addition to assisting with the DD Form 1840/1840R intake, our office will accept claims from members of the other armed services, verify their claim is complete and properly documented, accept their claim on behalf of the DoD, and then forward the claim to the proper office for its adjudication and payment.

**Claims for Damage to Residence.** Our claims office cannot pay for damages to a residence caused by the movers. In such a scenario, a claimant should immediately contact the carrier's delivery agent to seek repairs. If a claimant is experiencing problems with a carrier's representative regarding damage to a residence, please contact our office for further instructions.

# ELECTRONIC/ELECTRICAL REPAIR REPORT

(To be completed by a qualified repair technician)

**Prepared By:** Office of the Staff Judge Advocate, Claims Branch, 4217 Roberts Avenue, Fort Meade, MD 20755-5030

TELEPHONE: (301) 677-9898/9960 TELEFAX: (301) 677-9758

**Use:** Information provided on this form is used to determine whether damage to an electronic item resulted from mishandling during shipment, if the damage was fair wear and tear, or a manufacturer's defect.

**Instructions to Claimant:** Present this form to a repair facility of your choice for inspection of your damaged electronic/electrical item in order to obtain an estimate of repair. Please use one Repair Report per electronic/electrical item.

**Instructions to Repair Technician:** Complete this form in its entirety to the best of your ability. Please *print*.

CUSTOMER/CLAIMANT'S NAME:

1. Repair Facility's Name & Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Repair Facility's Telephone Number: \_\_\_\_\_

3. Repair Facility's Point of Contact: \_\_\_\_\_

4. Item Examined:

a. Type Of Item: \_\_\_\_\_

b. Manufacturer Name: \_\_\_\_\_

c. Model: \_\_\_\_\_

d. Age: \_\_\_\_\_

5. Was there EXTERNAL DAMAGE to the item listed above?:  YES  NO  
(If "yes," please describe): \_\_\_\_\_

6. Were there damaged or broken internal components to the item?:  YES  NO  
(If "yes," please describe): \_\_\_\_\_

7. In your opinion, what do you think caused the external damage or the damaged or broken internal components to this electronic/electrical item?  I Don't Know/Not Sure  Fair Wear and Tear

OTHER: I think the damage was caused by: \_\_\_\_\_

---

8. I estimate the cost to repair\* the item is \$ \_\_\_\_\_ + \$ \_\_\_\_\_ = \$ \_\_\_\_\_  
(Parts) (Labor) TOTAL

Repair Person's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(\* ) Attach an itemized list

# CURRENT LISTING OF LOCAL REPAIR COMPANIES

(Updated as of May 2012)

This list of repair companies is not intended to be exhaustive or exclusive of all repair facilities in the local area. We do not recommend or endorse these companies as to the reliability, professionalism, or quality of work performed. This list is provided merely as a courtesy in assisting members of the Fort George G. Meade community in identifying local repair establishments in order to finalize claims presented to this office. You are welcome to use the yellow pages.

## UPHOLSTERY & REPAIR:

### **Beglieter Upholstery, Repair, and Refinishing Co**

6801 Reisterstown Rd.  
Baltimore MD 21215  
(410) 764-7467

### **Bullock's Furniture**

1702 Midway Rd Ste D  
Odenton, MD 21113  
(410) 519-9100

### **Joseph's Refinishing**

9176 Red Branch Rd # J,  
Columbia, MD  
(410) 997-5550

### **Sweet Artisans**

5130 South Rolling Road  
Halethorpe, MD 21227  
(410) 242-5960

### **Kevin's Furniture Repair**

3389 Wye MLS S,  
Laurel, MD  
(301) 937-8371

## COMPUTERS:

### **Mid-Atlantic Systems**

8377 Piney Orchard Parkway  
Odenton MD 21113  
(410) 551-9815

### **360 Kings**

1656 Annapolis Rd.  
Odenton, MD. 21113  
(443)-308-5373

### **Zig's Place, LLC**

1656 Annapolis Road  
Odenton, MD 21113  
(410) 672-4263

### **Keynetik LLC**

8201 Barrington Court  
Severn, MD 21144  
(202) 286-0000

### **DSR**

921 Mercantile Drive  
Hanover, MD 21076  
(410) 579-4508

## TELEVISIONS & VCR'S:

### **Belmont TV/VCR**

9101 Marshall Avenue  
Laurel, MD 20707  
(301) 498-5600

### **Universal TV**

2534 Mountain Road  
Pasadena, MD 21122  
(410) 255-2686

### **Saydam Electronics Services**

5284 Corncockle Court  
Columbia, MD 21045  
(410) 730-7088

### **Electronic Service Center**

3701 Commerce Dr # 104  
Halethorpe, MD 21227  
(410) 242-2616

### **Mel's TV Inc**

8450 Balt. Natl Pike # 19  
Ellicott City, MD  
(410) 465-5220

## OTHER HOME APPLIANCES:

### **All Home Services**

1355 Odenton Road,  
Odenton, MD  
(410) 551-2685

### **Star Appliance Repair**

Baltimore, MD  
(443) 940-0525

### **Universal Appliance Services**

10424 Stansfield Road  
Laurel, MD  
(410) 730-6886

### **All-Star Appliance Repair**

1506 Patapsco Street,  
Baltimore, MD  
(410) 500-1655

### **GE Factory Service**

Hanover, MD  
(866) 530-7025

## CHINA & FLATWARE:

### **Replacement, LTD**

P O Box 26029  
Greensboro, NC 27420  
Phone: (800) 737-5223  
(336) 697-3000 X2383

## GLASS & GLASSWARE:

### **Bullock's Furniture**

1702 Midway Rd Ste D  
Odenton, MD 21113  
(410) 519-9100

### **Laurel Mirror & Glass**

329 Main Street  
Laurel MD 20707  
(301) 498-7110

### **Parkway Glass & Mirror**

10075 North 2nd Street  
Laurel, MD 20707  
(301) 953-7870

### **Glass Doctor of Beltsville**

5006 Cook Road  
Beltsville, MD 20705  
(301) 937-1929

## BICYCLE REPAIR & SERVICES:

### **Laurel Bicycle Center**

14805 Baltimore Avenue  
Laurel, MD 20707  
(301) 953-1223

### **Sports Authority**

3335 Corridor Marketplace  
Laurel, MD 20724  
(301) 483-0062

### **Race Pace Bicycles**

6925 Oakland Mills Road  
Columbia, MD 21045  
(410) 290-6880

### **Chesapeake Bmx**

750 Donaldson Avenue  
Severn, MD 21144  
(410) 969-5177

## CLOCKS:

### **Loose Ends**

922 Shelly Road  
Towson, MD 21286  
(410) 823-1432

### **Hands of Time**

8600 Foundry Street  
Savage, MD 20763  
Phone: (410) 880-4760

### **Millerville Clock Shop**

1179 Dicus Mill Road  
Millerville, MD  
(410) 987-5915

**Waiver Form for Claimants Wishing to Waive Their Right to Full Replacement Value (FRV) Coverage in Return for Immediate Army Adjudication**

1. Under the new DOD program that makes carriers liable for full replacement value coverage (FRV), you may file your claim for shipping loss or damage with either a military claims service or directly with the carrier that is responsible for the shipment of your goods. In most cases, you should file directly with the carrier within 9 months of delivery, as the carrier will usually pay more money and you will have to do less work to establish the cost of repairing or replacing your goods.
2. The contract under which your household goods were shipped states that IF you file your claim directly with the carrier that transported your goods within 9 months of delivery, that carrier will be liable for the full replacement value (FRV) on any items that were lost or destroyed. That means that the carrier will have to replace old items that were lost or destroyed with new ones. If the carrier pays cash for those items, it may not depreciate the replacement cost. However, if you elect to file your claim directly with a military claims office, rather than directly with the carrier within 9 months, you give up your right to FRV coverage and you will not receive the full replacement value from either the military claims office or from the carrier.
3. Even if your items are only damaged and can be repaired, it may be better for you to file directly with the carrier within 9 months and have your claim settled under the FRV terms. If you file directly with a military claims office, we will not pay more for repairs than the depreciated value of a damaged item. For example, if you have a ten year old television with a depreciated value of \$100 that is damaged in transit, the Army will not pay more than \$100 for repairs. However, if the full replacement value for this television is \$300, the carrier would probably pay as much as \$295 for repairs, as that would be cheaper than replacing it.
4. In addition to paying more money, IF you file directly with the carrier within nine months of delivery, then the carrier is also responsible for obtaining estimates of repair and determining the replacement cost of any items that are lost or damaged.

I have read the information above and still wish to have the \_\_\_\_\_ claims office adjudicate and settle my household goods claim (including all lost or damaged items) in full. I hereby affirmatively waive my right to have my claim considered under the full replacement provisions of the contract under which my household goods were shipped. I affirmatively elect to have the Army adjudicate and settle my claim based on the depreciated value of my goods. I understand that I will not be paid the full replacement value by either the Army or the carrier for any of my items that were lost or destroyed.

\_\_\_\_\_  
Claimant Signature

Date

\_\_\_\_\_  
Claims Personnel Signature

Date