

Fort Drum

POV Deployment Storage Claims Instructions

Do I have a claim?

First, you must be, what is known in the claims business, a “Proper Party Claimant”. If you are a soldier in the United States Army you are a Proper Party Claimant.

Second, you must have suffered claimable loss or damage in connection with your service.

Third, you must be able to substantiate this loss or damage.

And fourth, you must file the claim within two years of the date of the incident that caused the loss or damage.

How do I file my claim?

In order to file your claim you are going to have to deal with that which is common to all Army endeavors: **Paperwork and the Web!**



Oh stop, it's not that bad. Let's have a look.

The fast and easy way to file your claim is online. You can access the Army Claims Program (**PCLAIMS**) online at: <https://www.jagcnet.army.mil/>. (See the PCLAIMS Instructions 12 Sep 11 document, available for download at the same place that you found this attachment.) Once there, select “Claims” in the lower right under “Core Legal Disciplines.” Then, on the left, under Personnel Claims and Recovery Division, select “Personnel Claims Online Filing Database.” (Alternatively, you can just cut and paste the following link into your browser:

<https://www.jagcnet4.army.mil/8525763F005D2EF5/frmHome?open>

Do the AKO login.

You should arrive at a page titled: **Personnel Claims Army Information Management System**.

Click on **Step 1** and create your Claimant Profile.

When you have completed and submitted Step 1 you will be taken to a page that asks what you want to do next. You want to **Submit a Claim or Notice of Loss**. When you click that you will see a box titled: **Create new Claim or Notice of Loss/Damage**. In that box you will select **Other** as type of loss and **Ft. Lewis** as the Preferred Claim Office.

Then click **Proceed** to exit the box.

You're now on a page called **New Claim**. Fill out the requested information on that page. Then click the **Items** tab and add items until you have input all of your lost or damaged items. Next is

the **Insurance Tab**. And finally the **Attachments Tab**. Now you can.... wait a minute! Attachments? Well, about that..... We've gotten to the paperwork part of this deal.

Each claim must be supported by documents that substantiate the information necessary to establish and pay the claim.

There are a couple of documents common to all claims filed with the Army.

The first is **DD Form 1842**. This form is the actual claim and is essential.

The second is **DD Form 1844**. This form establishes necessary information about the items you are claiming.

If you are filing your claim online these two forms will be generated by the program and you need not have a hard paper copy.

However, each type of claim has required documents that are not common to all claims.

To file a **POV Deployment Storage** claim you will need:

- HFL 45 (Disposition of POV During Owner's Absence)
- Copy of Deployment Orders
- Estimate of Repair
- Proof of Ownership (title, registration)

Once you've gathered the documents in support of your claim you may scan them in at the **Attachments Tab** and submit your claim.

Note: You always have the option to present your claim in person at the Claims Office. We will help you input your claim into the database. Or you may contact us via email for assistance in filing your claim.