



**21<sup>st</sup> Theater Sustainment Command**  
Office of the Staff Judge Advocate  
Stuttgart Claims Office



**For more information on how to file a claim on PCLAIMS, call DSN 421-4597 / 2473 or com. 0711-729-4597 / 2473.**

The Army offers **online filing** that allows you to submit your claim from home or from a remote location any time of the day. Please only file your claim with this office through the Personnel Claims Army Information Management System, **PCLAIMS**, if you are a **Soldier** or a local DA or DoD civilian employee.

***IMPORTANT: You will **not** be paid Full Replacement Value, **FRV**, if you submit your **shipping claim** through **PCLAIMS**. By doing so, you are filing a claim with the Army and we will have to process your claim in accordance with **regulation** and apply **depreciation** where necessary!***

**Getting Started:**

Before you can use **PCLAIMS**, you must have an **AKO** (Army Knowledge Online) username and password. Contact the **AKO** help desk toll free at +1 (866) 335 ARMY or (866) 335 2769 if you do not already have an **AKO** username and password.

**Accessing the Application:**

To access **PCLAIMS**, please log on to your **AKO** Home Page:

1. Go to Self Service drop down menu
2. Select My Legal
3. Under My Legal Links (on right side of screen) select Claims

The Service Member is automatically routed to the USARCS homepage:

4. Select **PCLAIMS** (on left side) of screen

The **PCLAIMS** Homepage Screen appears and you can now create a profile and submit a claim to the Military Claims Office of your choice.

It is **not mandatory** to file your claim online. If you prefer, you can make an **appointment** with your Military Claims Office.