Steps for a Customer to File a Claim in DPS

1. Using Internet Explorer, customer logs into DPS through ETA at https://eta.sddc.army.mil using their ETA User ID and the Password provided to them via email from the DPS Administrator when the account was created.

2. Customer sees Customer Home Page with "**Welcome** (Customer's Name) **of** (Branch of Service).

3. Customer clicks on "**Claims**" Tab in Upper Right portion of screen.

4. Customer sees…**Welcome to your Claims Home Page.**

5. Scroll over and on Right Side of screen find "**Create Claims.**"

6. Click on Icon to the Right of "**Pick the Shipment**." A box should appear with your shipment(s). If there is no shipment, please proceed to shipment management and click on "Manage Shipments" and then "Shipment(s) and Status". The status of your shipment must reflect "delivered complete" in order to make a claim.

7. From shipments listed select the correct shipment by clicking on the > next to the shipment (shipment will be highlighted) then click on "**Pick**."

8. Below "**Pick the Shipment,**" click on Icon to the right of "**Submitter's Relationship.**"

9. Select the correct relationship as in 7 above.

10. Below "**Pick the Shipment**" and "**Submitter's Relationship**" click "**Start My Claim**."

11. A New Screen will appear.

12. In the Upper Left of the screen under "**Claim**" Click on "**Edit**."

13. A new Screen will appear with the Claim number at the top. This Claim Number is only for this Claim.

14. Review the personal information and make any necessary changes. Scroll down to "**Claim Details (on left side of screen)**."

15. A small red star indicates required information. Use the Drop Down to answer whether or not a "**Quick Claims Payment made**?" This would have happened at Delivery or immediately after for damage to household goods noted during the delivery. Select **Y** if payment was made and **N** if payment was not made.

16. If **Y**, enter the dollar amount and list the items covered by the Quick Claim.

17. Scroll down and click on "**Save**."

18. A new screen appears. At the Top of the screen under "**Claim**" Click on "**Import Loss/Damage Items**." (You must have a completed loss/damage report in submitted status in order to import the items.)

19. A new screen with the Loss/Damage items the Customer previously noted and submitted into DPS appears.

20. Under "**Add/Update Claim Items**" Click on "**Edit Claim Items**" for each "Loss/Damage Report" item.

21. A new Screen will appear. Fill in the following blocks:

    - Inventory Number (number on the inventory sheet next to the item)
    - Claimed Amount (The amount the Claimant expects to be paid by the TSP for the item.)
    - Click on Acquired Used only if it was used. If item was new when acquired ignore this block.
    - Purchase Cost (The amount it originally cost the Claimant to purchase the item.)
    - Purchase Year. (The year the Claimant purchased the item.)

22. Click on "**Save.**"

23. Repeat until all "Loss/Damage Report" items are updated with this information and "**Saved**."

24. To add additional damaged or missing items to your claim continue on with step 25. If this is all you have damaged or missing go to step 37.

25. Under "**Add/Update Claim Items**" Click on "**Add Claim Items**."

26. A new screen appears. Fill in Item Name, Item Description, Inventory Number, Loss Type, Make/Model (if applicable), Did carton have damage?, Damage Description (if applicable), and Comments (if applicable).

27. Fill in Claimed Amount, Purchase Cost, and Purchase Year for each item added.

28. Click on "**Save.**"

29. Continue steps 25, 26 and 27 until all the additional damaged or missing items are added to the Claim.

30. Click on "**Save**" under "**Add/Update Claim Items**."

31. To upload a picture of the damaged or missing item you first have to save it to your computer. (Note: Large files can cause errors.)

32. Under "**Upload File Attachments**" click on "**Add**."

33. Click Icon (Attachment Name).

34. Browse, Select item.

35. Click "**Save**" under "**Upload File Attachments**."

36. If you have listed all your damaged and missing items and ready to submit your Claim go to step 37.

37. Scroll to the bottom of the screen – click on "**Submit Claim to TSP".**

38. The "**Submit**" button will disappear if the Claim is successfully submitted.

    - The Claim is now submitted in DPS (Item Status will change to "Demand Pending".
    - The Claimant now must wait for the Transportation Service Provider (TSP) to respond to the Claim.

39. If the screen just refreshes and the "Submit All Claim Items" does not disappear, read error message on screen (either Quick Claim info or reason for filing after 75 days is missing). Click on "Edit" and complete the missing information, then click "save", which will bring you back to the prior page where you must click on "submit all claim items" again. Claim status will reflect "submitted" when completed properly.