

## Steps for a Customer to File a Claim in DPS

1. Customer logs into DPS through ETA at <https://eta.sddc.army.mil> using their ETA supplied Log In and Password.
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 Page.**
5. On Right Side of screen find “**Create Claims.**”
6. Click on Icon to the Right of “**Pick the Shipment.**”
7. From shipments listed select the correct shipment by clicking on “**Pick.**”
8. Under “**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 “**Add & Go.**”
11. A New Screen will appear.
12. In the Upper Left of the screen under “**Claim**” Click on “**Update.**”
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 change any necessary. Scroll down to “**Claim Details.**”
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 “**Pull Loss/Damage 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 “**Update**” for each “Loss/Damage Report” item.
21. A new Screen will appear. Fill in the following blocks:
  - Claimed Amount (The amount the Claimant expects to be paid by the TSP for the item.)
  - Click on Acquired Used if it was used. If item was new when acquired ignore this block.
  - Acquisition Cost (The amount it originally cost the Claimant to purchase the item.)
  - Acquisition 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.**”
26. A new screen appears. Fill in: Item Name, Inventory Description, Loss Type, Did carton have damage, Is whole carton missing? Damage Description, and Comment.
27. Fill in Claimed Amount, Acquisition Cost, and Acquisition 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.
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 top of screen – click on “**Submit**” under “**Claim.**”
38. The “**Submit**” button will disappear if the Claim is successfully submitted.
  - The Claim is now submitted in DPS.
  - The Claimant now must wait for the Transportation Service Provider (TSP) to respond to the Claim.