

PLEASE SUBMIT YOUR CLAIM IN THE DPS SYSTEM WITHIN 9 MONTHS OF YOUR DELIVERY DATE

NOTE: MAKE ONE CLAIM BY SHIPMENT

HERE ARE WHAT YOU NEED WHEN YOU SUBMIT YOUR CLAIM IN DPS:

1. Login and passwords (or Government computer and CAC card)
 2. "Notice of Loss or Damage" (AT and AFTER delivery) (electronically)
 3. Inventory Sheets and High risk Inventory Sheets (electronically)
 4. Whatever detailed information about the damaged/lost items (pictures of the purchased item, receipts of the purchase, credit card statement, date of the purchase, picture of the damage, estimate of repair,...) (electronically).
5. Go to <https://eta.sddc.army.mil/ETASSOPortal/default.aspx>
6. Please turn off your popup blocker.
7. Click on "Login".
8. If you have a CAC Card, click on "click here to log in with your digital certificate" and then put your codes. If you don't have a CAC, fill in the box ETA.
9. Click on the button "Claim", "start my claim", "claims details", "pick" and fill in the boxes.
10. Fill in the page by putting first your GBL nr (= PPBOL/ORDER no.). This is the shipment nr put in the Notice of Loss or Damage At delivery on the top, under your name. Then, the rest of the information will be generated.
11. Please go ahead by filling the boxes: "Branch of service" : Army/Navy/..., then click on "save".
12. Click on "Add Claim Items", then you arrive in a page where you put the missing or damaged items. Please be specific as much as possible.
13. Add the item(s) that you already recorded on the "DD Forms"
14. Describe the type of item by putting the type of wood, the model of the TV, the trade of sculpture, name brand, ...
15. Describe the type of damage by putting specific words, eg. scratches, dents, split,... Add the inventory number (see the Inventory Sheets).
16. After of the description of the item, please click save. If you finish go directly to point 18.
17. If you have more than one item, click on "add claim Items" and then fill in the boxes again.
18. Please upload all the useful information to support your claim by clicking on "add". See point 4. Please add your Notices of Loss or Damage.
19. When you finish, click on the red button at the bottom of the page "submit the claim to TSP". When you are done, make sure that the screen reflects that your claim has been "**submitted**" by clicking on "View my claim".



You are done. Good luck!