

Steps for a Customer to File a Loss/Damage Report in DPS

1. Using Internet Explorer, Customer logs into DPS through ETA at <https://eta.sddc.army.mil> using their ETA supplied Log In and Password.
2. Ensure that the “Pop Up Blocker” is turned off.
3. Once Log In and Password are accepted – Click on “Defense Personal Property System” in upper Left portion of screen under “My Approved Applications.”
4. Customer sees Customer Home Page with “**Welcome** (Customer’s Name) **of** (Branch of Service).”
5. Customer clicks on “**Claims**” Tab in Upper Right portion of screen.
6. Customer sees... **Welcome to your Claims Home Page.**
7. On the Right Side under “**Claims Services**” Click on “**Loss/Damage Reports.**”
8. A new screen appears headed “**Below is a list of your Loss/Damage Reports.**”
9. If this is the first attempt to file a “**Loss/Damage Report**” there will be nothing listed. If an earlier “**Loss/Damage Report**” was filed it will be listed there.
10. On the Left side half way down the screen click on “**Click Here to Add a Loss/Damage Report.**”
11. A new screen appears with the Customer’s personal information.
12. In the Upper Left of the screen click on “**Add**” button under “**Loss/Damage Reports.**”
13. A new screen appears with blanks.
14. The **Loss/Damage Report** number will appear in the Upper Left of the screen. It is only for this **Loss/Damage Report**.
15. Click on Icon immediately to the Right of the BOL/GBL Number blank box to populate it. A box should appear with your shipment(s). If there is no shipment, please proceed to shipment mgmt. and click on “manage shipments” and then “shipments & status”. The status of your shipment must reflect “delivered complete” in order to make a loss/damage report.
16. Pick the correct GBL for the damaged items by clicking on the > (if more than one shipment is listed) and then click on “**Pick.**”

17. The GBL populates in the block.
18. Review Personal info below the GBL block and – Add/Update as necessary.
19. In the Upper right of the screen locate “**Loss or Damage at Delivery?**” Activate Drop Down and select the response.
20. “**Unpacking and Removal.**” Activate Drop Down and select the response.
21. Click on “**Save**” located in the Upper Left of the screen.
22. Under the personal information area find “**Add/Update Loss/Damage Items.**” Click on “**Add.**”
23. A new screen appears.
24. Add Item Name, Inventory Number, and Loss/Damage Description.
25. Click on “**Save.**”
26. A new screen appears. (To upload a picture of the damaged or missing item you first have to save it to your computer.)
27. Under “**File Attachments**” click on “**Add.**”
28. Click on Icon.
29. Click on “**Browse**” and select the file to be attached.
30. Under “**File Attachments**” click on “**Save.**”
31. Repeat steps 11 through 29 until all “Lost/Damaged” items are listed.
32. Top of screen, under “**Loss/Damage Reports**” click on “**Submit.**”
33. When the **Loss/Damage Report** is submitted the “**Submit**” button will disappear.
 - The **Loss/Damage Report** is now completed and submitted.
 - The Customer is now ready to start on filing their Claim. See the document, “**Steps for a Customer to File a Claim in DPS.**”