

SDDC-PP Advisory 14-0050

DATE: 10 April 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), and Transportation Service Providers (TSP)

SUBJ: DP3 Webinar Training on How to File a Notification of Loss/Damage Report and Claim

1. This session explains the process of filing a Notification of Loss/Damage Report and Claim in DPS, and addresses customer and TSP guidelines for claims notification, submission, negotiation, and final settlement. We will also provide information for MAC users and how they can utilize DPS by downloading Firefox and changing their default Web browsers.
2. Please ensure widest dissemination so that all personnel are aware of this training.
3. There are two training sessions: 15 Apr 2014, 1700CDT/1800EDT and 17 Apr 2014, 0900CDT/1000EDT lasting for approximately 30 - 45 minutes. We will utilize voice (Presenter/Host only) through DCO due to limited phone lines available.
4. Please ensure speakers/headphones are attached in order to hear the training and contact your IT personnel if you have any speaker, headset, or software problems.
5. Prior to the day of the webinar, you should log onto <https://www.dco.dod.mil> <<https://www.dco.dod.mil>> and become familiar with the website. Those that do not have a CAC or do not want to register their CAC may enter the training classes as a guest.
6. Follow the below steps for the session you would like to attend. Please make sure that you click on the "correct" URL for the session you wish to attend.

15 Apr 2014, 1700CDT/1800EDT

- a. Go to <https://connect.dco.dod.mil/lossdamagereportandclaim15apr2014/> <<https://connect.dco.dod.mil/lossdamagereportandclaim15apr2014/>>
- b. Click on "Enter as a guest"
- c. Enter your name and email address (Unidentified requesters will be denied entry)
- d. Click on "Enter Room"

17 Apr 2014, 0900CDT/1000EDT

- a. Go to <https://connect.dco.dod.mil/lossdamagereportandclaim17apr2014/> <<https://connect.dco.dod.mil/lossdamagereportandclaim17apr2014/>>

- b. Click on "Enter as a guest"
- c. Enter your name and email address (Unidentified requesters will be denied entry)
- d. Click on "Enter Room"

7. Once you enter the room, you'll get a message that says "meeting has not yet started. You will be able to access the meeting once the host arrives." Please be patient while your request goes through the acceptance process. Once you are logged in, please submit your base/location in the Chat Box so we can capture our audience locations.

8. For assistance with DCO issues prior to the classes, please send an email to sddc.safb.ppperf@us.army.mil <<mailto:sddc.safb.ppperf@us.army.mil>> or call (618) 220-5411. For assistance the day of class during the training, please call 618-220-5453 on the day of training.

9. This message was approved for release by Ms. Jill Smith, Chief, Business Processes & Systems Integration Division, HQ SDDC.