


# Claims Management System

## Starting a Claim:



**Transportation Security Administration** **Claims Management System** Claim Number:  [Go >>](#)

[Change password](#)

[My Dashboard](#) **Claims Management** [Incident Reports](#) [View Reports](#) [Search](#) [Administration](#)

- Start Claim**
- Process Claim
- Adjudicate Claims
- Currency Converter

### Start Claim

November 14, 2006

Please provide the information requested below to begin the claim entry process. This information will be first used to check for possible duplication.

Title:  Suffix:

First Name:  Last Name:

Company:   Pay Company

Address:

City:  State:  Zip:

Country:

Phone:  Email:

## 2. Logging In

**WARNING! THIS IS AN UNCLASSIFIED SYSTEM!**

This system is for the use of authorized users and unclassified processing only. Individuals using this computer system without authority or in excess of their authority are subject to having all of their activities on this system monitored and recorded by system personnel. In the course of monitoring individuals improperly using this system, or in the course of system maintenance, the activities of authorized users may also be monitored. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity or inappropriate use, such as input of classified information, system personnel may provide the evidence of such monitoring to TSA officials and/or law enforcement officials, depending on the nature of the evidence revealed. Security Violations will be issued to any user processing Classified National Security Information on this system.



**Transportation Security Administration**  
*Claims Management System*

User Name:

Password:

[Contact System Administrator](#)

# Claims Management System

## 3. CMS Dashboard:

The screenshot shows the CMS Dashboard for a user named 'field.test'. The header includes the Transportation Security Administration logo, the system name 'Claims Management System', and a 'Claim Number' field with a 'Go >>' button. Navigation links for 'Logout field.test' and 'Change password' are present. The main menu highlights 'My Dashboard' and includes 'Incident Reports' and 'Search' options. The dashboard content is dated 'November 14, 2006' and contains a welcome message. It features two tables: 'Incident Reports Without Associated Claim' and 'Incident Reports With Associated Claim'. Each table lists incident details such as 'View', 'Passenger Name', and 'Airport'.

| Incident Reports Without Associated Claim |                |                             |
|---|----------------|-----------------------------|
| View                                      | Passenger Name | Airport                     |
| <a href="#">[edit]</a>                    | Beams, Jim     | ZZZ - Panuzio International |

| Incident Reports With Associated Claim |                |                             |
|--|----------------|-----------------------------|
| View                                   | Passenger Name | Airport                     |
| <a href="#">[view]</a>                 | Sonite, Sam    | ZZZ - Panuzio International |

## 4. Incident Report

This screenshot is identical to the one above, showing the CMS Dashboard. It displays the same header, navigation, and dashboard content, including the two tables of incident reports: 'Incident Reports Without Associated Claim' and 'Incident Reports With Associated Claim'.

## 5. CMS Dashboard Incidents Reports

| Incident Reports Without Associated Claim |                |                             |
|---|----------------|-----------------------------|
| View                                      | Passenger Name | Airport                     |
| <a href="#">[edit]</a>                    | Beams, Jim     | ZZZ - Panuzio International |

| Incident Reports With Associated Claim |                |                             |
|--|----------------|-----------------------------|
| View                                   | Passenger Name | Airport                     |
| <a href="#">[view]</a>                 | Sonite, Sam    | ZZZ - Panuzio International |

# Claims Management System

## 6. New Incident Report Claim Number:

The screenshot shows the 'New Incident Report' form in the Claims Management System. The page header includes the Transportation Security Administration logo, the system name 'Claims Management System', and navigation links like 'Logout', 'field test', 'Change password', 'My Dashboard', 'Incident Reports', and 'Search'. A 'Claim Number' field with a 'Go >>' button is also present. The main form is titled 'New Incident Report' and dated 'November 17, 2006'. It contains a 'Claim Number' lookup field and several sections: 'General Information' with fields for Airport (dropdown), Date, Time, Nature of Incident (dropdown), Location, Video Surveillance Available, Police Report Filed, and Estimated Value of Item(s); 'Passenger Information' with fields for First Name, Last Name, Address, Address Line 2, City, State (dropdown), Zip, Phone, and Email; and 'Reporting Employee' with fields for Name and Title. An 'Additional Details' section has a large text area. At the bottom are 'Save' and 'Cancel' buttons, and a footer with a notice and a 'Contact System Administrator' link.

## 7. New Incident Passenger Information:

This block shows a close-up of the 'Passenger Information' section of the form. It includes the following fields: First Name, Last Name, Address, Address Line 2, City, State (dropdown menu currently showing 'Alabama'), Zip, Phone, and Email.


# Claims Management System

## 8. Reporting Employee:

### Reporting Employee

|       |                      |
|-------|----------------------|
| Name  | <input type="text"/> |
| Title | <input type="text"/> |

## 9. Search Features:

**Transportation Security Administration**  
Claims Management System  
[Logout field test](#) | [Change password](#)  
[My Dashboard](#) | [Incident Reports](#) | **Search**

Claim Number:  [Go >>](#)

November 17, 2006

**Search**

Please enter the search criteria below and then press the Submit button.  
Some of the fields support selecting multiple options. In order to select more than one option, hold down the Ctrl button while clicking on the options you wish to select.  
Text fields support the wildcard character "%". For example, searching for the last name "A%" will find all claims with a last name starting with the letter "A".

**Search for Claims**

[\(Search for Incident Reports\)](#)

**Claim Information**

|                    |  |    |                      |
|--------------------|--|----|----------------------|
| Claim Number       | <input type="text"/>   |    |                      |
| Date Received From | <input type="text"/>   | To | <input type="text"/> |
| Date Entered From  | <input type="text"/>   | To | <input type="text"/> |
| Incident Date From | <input type="text"/>   | To | <input type="text"/> |
| Airport            | <input type="text"/>   |    |                      |
| Airline            | <input type="text"/>   |    |                      |
| Claim Types        | <ul style="list-style-type: none"><li>Motor Vehicle</li><li>Employee Loss</li><li>Damaged Item</li><li>Passenger Loss</li></ul>  |    |                      |
| Claim Items        | <ul style="list-style-type: none"><li>Artificial flowers &amp; Fruits</li><li>Audio - CD's</li><li>Audio - Other (Phonograph, cassettes, etc)</li><li>Automobile Parts</li><li>Baby - Strollers, car seats, playpen, etc.</li></ul>                              |    |                      |
| Claim Amount From  | <input type="text"/>   | To | <input type="text"/> |
| Claim Assigned To  | <input type="text"/>   |    |                      |
| Claim Status       | <ul style="list-style-type: none"><li>Data Processing</li><li>Received</li><li>Pending Sufficiency</li><li>Shared Baggage</li><li>Assigned</li><li>Requires PAX Input</li><li>Requires DAO Review</li><li>Pending PAX Response</li><li>Pending Payment</li></ul> |    |                      |

**Claimant Information**

|                |                      |           |                      |
|----------------|----------------------|-----------|----------------------|
| First Name     | <input type="text"/> | Last Name | <input type="text"/> |
| Company        | <input type="text"/> |           |                      |
| Address        | <input type="text"/> |           |                      |
| Address Line 2 | <input type="text"/> |           |                      |
| City           | <input type="text"/> | State     | <input type="text"/> |
| Country        | <input type="text"/> | Zip       | <input type="text"/> |
| Phone          | <input type="text"/> |           |                      |
| Email          | <input type="text"/> |           |                      |

Output to Excel