LTDD
Contractor
Quick Reference Guide
LTDD - Contractor
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Accessing Lost, Theft, Damaged and Destroyed (LTDD)

The Lost, Theft, Damaged and Destroyed (LTDD) eTool application can be accessed from the DCMA public page www.dcma.mil. From here click on eTools. If you have already registered with EWAM click login here and enter your user name and password. If you have not already registered with EWAM you must do so here to get access to the LTDD application. To do this click EWAM application on the Access to eTools page. You can also get more information on registering with EWAM from this page.

Once you have logged in successfully, the eTools application page will appear (Figure 1). Click on the LTDD icon (Figure 2).

![Figure 1- eTools Application Page](image1)

![Figure 2- LTDD Icon](image2)
Home Page

When you log into the LTDD application, the LTDD Home Page appears with yellow navigation bar options. As default the actions tab is displayed allowing you to Create a New Case (Figure 3).

![Home Page](image)

**Figure 3- Home Page**

Managing Your Workload

Click on the My Work link in the yellow navigation options to view and manage your workload. By default, it will open up to the Active Cases tab (Figure 4).

![My Work Page](image)

**Figure 4- My Work Page**

This tab contains your cases that have been submitted and are in progress. *(Keep in mind that your first time in the system this tab may have zero contents)*. From here, you may also click on the Draft and Inactive Cases tabs. Click on the Draft Cases tab to see those cases which you have started and saved, but not submitted. Click on the Inactive Cases tab to see your cases that have been closed.

When dealing with a large number of cases, they may be listed on multiple pages. Use the arrows at the bottom of the table to navigate to additional pages.
Case Statuses Defined

**Draft** - Cases that have been created but not yet submitted to Property Administrator.

**Investigating** - Cases that have been submitted to Property Administrator.

**Rejected** - Cases that have been rejected by Property Administrator.

**Pending** - The Property Administrator has concluded his/her investigation for these cases and found the Contractor to be liable for at least some portion of the Total Liability Value. After the contractor has paid, the case will be closed.

**Closed** - All the cases that have been relieved by Property Administrator or the assessed amount has been received from the Contractor.

**Reopened** - A case that was previously closed but has been reopened.

Creating a New Case

To create a new case, click the link on your home page *(Figure 7)* OR on your My Work page. Again, your My Work page may be empty at first *(Figure 8)*.
The create case screen allows you to create a new case for a LTDD incident (Figure 9). The will only be available for cases that have not been submitted. Once submitted, a case cannot be deleted.

Required fields are marked with a red asterisk and must be completed to save or submit the case. Enter the date on which the LTDD incident occurred (by clicking on the calendar icon to select the appropriate date). Enter the valid (in SDW) contract number. If there is no valid contract number, then a valid CAGE is required.
Click on the **Contractual Coverage dropdown** to select from a listing of the various coverage fields (Figure 10).

**Figure 10- Creating a New Case – Contractual Coverage**

From the drop down:
- Select the **Case Type** (Damaged, Destroyed Accident, Destroyed Combat, Lost, or Theft)
- Indicate the **Property Owner**: The default will be DoD- (options are DoD, NASA, or Other)
- Indicate whether the Property in Question qualifies as **Low Value** (defaulted to Yes) or **Risk of Flight** (defaulted to No) (Figure 11).

**Figure 11- Creating a New Case – Case Type, Property Owner, Low Value, and Flight Risk**
Select the appropriate check boxes for the applicable Property Types. You must select at least one of these.

The text box for Contractor Narrative is where you may enter additional information pertaining to the case.

Indicate if the government is being equitably reimbursed by some party and indicate whether the government is being reimbursed through some other means.

Then hit the SAVE button at the bottom of the screen. The case has not been submitted to a PA, but saved as a draft (Figure 12).

Viewing a Saved Case

If you navigate to your My Work page and click on the Draft Cases tab, you will find your drafts.

- A draft case is not one that has been submitted to a PA.
- The icon allows you to delete the case (again, you can only delete a case until it is submitted).
- The icon will take you to the Edit Case screen where you can edit select fields such as the Date of Incident, Contractual Coverage, and Case Type.

Click the view link to view the case (Figure 13).
The View Case window reveals the data you entered as well as additional data the system pulled from the SDW-Contracts table. *Note: Once you save the case, you will automatically be taken to this window (Figure 14).*

![View Case window](image)

**Figure 14- Case Details**

*Note: The CAGE code and PA code are automatically populated for you based on the valid contract number. The Date Established and Decision are also generated automatically once the case is saved. (The decision will read Other or Liable, when found liable.)*
Adding a Line Item

To establish a line item, click on the Line Item tab at the top of the Viewing a Saved Case page OR the add line item link in the right-hand corner of the Line Item table (Figure 15).

Figure 15- View Case Page
The **Add Line Item** window has 2 tabs - **Create Line Item** and **Case Details**. By default, the **Create Line item tab** will appear.

- An item number will automatically be assigned. Enter the description, quantity, Part Number, and Serial number (if you have it).
  
  *Please Note: The Part Number field will ONLY accept numbers. If a Part Number contains Alpha and Numeric characters, then it should be included in the description. This means that you must type a place holder (i.e. the numeric portion of the part number or “0000”) in the part number field because it is a required field. You will receive a message if you attempt to save and there are alpha characters in the Part Number field.*

- The Liability Value, Contractor Portion, and Government Portion field are for *PA use only*. These fields will be locked while the case is being established.

- Enter the NSN (if part of your contractual document) and the Total Acquisition Cost - *no dollar signs or commas*. *(Figure 16).*

Again, required fields will be marked with a red asterisk.

![Figure 16- Add Line Item](image-url)
Adding a New Unique Item Identifier (UII)

You may add a new Unique Item Identifier (UII) or delete a UII from this page. To add a UII, type the UII number into the Unique Item Identifier text box and click the icon. To delete a UII, select that UII from the drop down menu provided at the bottom right hand corner of the content area, and click the icon (Figure 17).

From this Line Item page, the Case Details tab will take you back to the View Case window. Clicking the Save button at the bottom of the page will also take you back to your View Case window (Figure 15).
**Edit/Delete a Line Item**

From the **View Case window** you can now see your line item listed. The pencil icon allows you to edit the line item. The trash icon will delete the line item. You will see a pop-up first, asking if you are sure you want to delete it. Click the trash icon to add another line item (Figure 18).

*Note: Once you delete a line item, the line items will not re-sequence themselves.*

![Figure 18- Edit/Delete Line Item](image)

**Viewing an UII**

Click on the **UII radio button** to reveal the UII for a specific line item ID (Figure 19).

![Figure 19- Viewing an UII](image)

Only one item number at a time can be selected. If there are numerous UII’s against an item number, all will appear in the list below (Figure 20).
Note: The quantity count for a specific line item should match the number of UII’s listed.

Adding a Document

Click on the Documents tab to access the Manage Documents window (Figure 21).

Click on the on the far right to navigate to the Add Document page (Figure 22).  
Note: There are no restrictions to the type of documents you can add.

Click the browse button and navigate to the desired document (Figure 23).
Browse through the **Choose file window** and click on the **document name** to select it and click **Open** (Figure 24).

![Choose Files Window](image)

**Figure 24- Choose Files Window**

The file path will then appear in the file field. Click the **SAVE** button at the bottom of the screen (Figure 25).

![Imported Documents](image)

**Figure 25- Imported Documents**

Back in the **Manage Documents window**, you will see the attached document listed. Click the **+** on the top right to add another document. Click the **−** to the left of a document to remove it (Figure 26).

![Removing Document](image)

**Figure 26- Removing Document**
Adding Contacts

Click on the **Contacts tab** to access the **Contact Information of Contractor window** (Figure 27).

![View Case](image1)

**Figure 27- Accessing Contact Information of Contractor Window**

Click on the **+** on the far right to navigate to the **Contact Information of Contractor window** (Figure 28).

![Contact Information of Contractor](image2)

**Figure 28- Contact Information of Contractor Window**

In the **Add Contact Information window**, enter your e-mail address and click the **find** button. If this does not bring anything back (auto-populate some of the other fields), then complete the fields and click **SAVE** (Figure 29).

![Add Contact Information](image3)

**Figure 29- Add Contact Information Window**

On the **Contact Information of Contractor screen** the icons on the left allow you to edit or delete a contact. The **+** icon on the right allows you to add another contact (Figure 30). Click on the **Case Details tab** to return to the **View Case window**.

**Note:** You will not be able to change the email address of an existing contact, but you can add a new contact.

![Contact Information of Contractor](image4)

**Figure 30- Contact Information of Contractor**


**Editing a Case**

In the View Case window, once a case has been saved, an icon will appear in the upper right-hand corner next to the icon. (Note: If the case has been submitted, the icon will not be available). Clicking on the icon will take you to the Edit Case window (Figure 31).

![Figure 31- Accessing Editing Case Window](image)

In the Edit Case window, make any necessary changes to the selections or comments and don’t forget to click SAVE (Figure 32).
Submitting a Case

Once all the information is entered, all line items have been added, and all documents are attached, click the **Submit** button at the bottom of the page.

**Note:** Once submitted, a case cannot be deleted (Figure 33).
**Viewing a Submitted Case**

The submitted case now appears in the **Assigned Property Administrator’s My Work page**, on the **Active Cases tab**. All submitted cases will first appear with the status **Investigating**. To view a specific case, click on the **Case Number hyperlink** (Figure 34).

![Figure 34- Accessing Submitted Case](image)

**Note:** The system will assign a PA Code that identifies the PA assigned to the case. The Date Established records the date at which this case was established.

**Viewing a Submitted Line Item**

To view a line item on a submitted case, click on the **Item Number hyperlink** (Figure 35).

![Figure 35- Item Number Hyperlink](image)

**Editing and/or Withdrawing a Rejected Case**

The Rejected case will appear in the **Active Cases tab** of your workload. Click on the **case number** to access the rejected case. (Figure 36)

![Figure 36- Accessing Rejected Cases](image)
The case can then be edited (using the icon in the upper right-hand corner) and resubmitted or it can be withdrawn (Figure 37).

![Figure 37- Withdraw a Case](image)

**Note:** Only when a case status is Rejected can you see a Withdraw Tab. Clicking on the Withdraw tab will withdraw the case. The status will be Closed and the case will be found on the Inactive Cases tab.

**Note:** The system will not give you any additional warning message i.e Are you sure you want to withdraw the case? However, withdrawn cases can be re-opened.

A case will be Rejected if there are no line items listed. To edit a case follow the ‘Edit/Delete a Line Item’ steps.

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**Reopening a Closed Case**

To reopen a closed case go to your Inactive Cases tab on your My Work Screen, find the desired case to reopen, and click on the Reopen link (Figure 38).

![Figure 38- Accessing Reopen Case](image)
The case will be read-only. After reviewing the information to confirm the correct case, click the **E-mail** button at the bottom of the screen (**Figure 39**).

![Figure 39- E-Mail to Reopen Case](image)

The **Reason for Reopen** page will appear. The Narrative Explanation is now an editable field. Enter your reason for reopening and click **Send to Property Administrator** (**Figure 40**).

![Figure 40- Reason for Reopen](image)