

SUBMIT YOUR eCLAIM IN 4 STEPS.



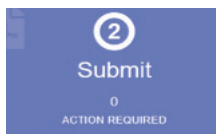
1. DOWNLOAD Your eClaim form & save template.

- a. You will need to save your downloaded eClaim/fillable PDF form to your computer or device prior to filling in the information.
(This will need to occur outside of the online eclaim system)



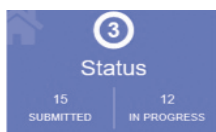
2. FILL OUT eClaim form with all of the services or supports you will be submitting.

- a. You will need to save the completed copy of you eClaim form (in PDF format).
- ** NOTE:** You must submit a completed copy of the PDF eClaim form downloaded in step 1. *(The Purchase of Service forms provided to you by your local Passport Agency will not be accepted through the eClaim system.)*



3. SUBMIT completed eClaim form & attach supporting documents (receipts, invoices).

- a. Click 'Upload eClaim PDF'.
- b. Attach the supporting documents (receipts, invoices, etc.).
- c. Click 'Submit.'



4. CHECK the status of your invoice (definitions below).

- a. **Under Review:** Your eClaim has been successfully submitted to PassportONE and will be reviewed.
- b. **Approved:** Your eClaim has been processed by PassportONE and will be reimbursed.
- c. **Action Required:** Your eClaim is missing information that is required before the submission is sent to PassportONE (review & follow steps 1-3).
- d. **Rejected:** Your eClaim was unsuccessful/inadmissible and cannot be processed or reimbursed by PassportONE.