Resolving Concerns on Advances and Claims in the TA Portal

When there are concerns in the submitted Advances or Claims, the Project Team or CTL may (1) send an online **Message** that asks clarification or additional documents from the claimant or (2) **Return** the request for changes.

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**Responding to Online Messages from ADB**

1. An email notification will be sent by the system. Click on the link and you will be led to the CMS Login screen.

2. Click on the **Login** screen.

3. Enter your **Username** and **Password** and **Login** the system. You will be directed to the record.

   **Note:** If you are already logged-in, clicking on the link in the email will lead you to the **Dashboard**.

4. Click on the **Message to ADB** link to see the message.

5. Respond in the provided field. You can also attach documents when requested.

   **Tip:** Each response cannot go beyond 500 words.

6. Click on the **Send Message** button.

   **Note:** The file attached will also be sent to ADB after clicking on [Send Message].

   **Tip:** Files cannot go beyond 10MB. See [Guide to Supporting Documents] for allowed file types.
Updating Returned Claims or Advance Request

1. An email notification will be sent by the system. Review the **Subject** line of the email to see if the request has been returned by the User Unit or CTL.

2. Note the **CP Transaction No.** and the reason why the request was returned.

3. Click on the link and log in to CMS. You will be led to the Dashboard.

**Note**: If you are already logged-in, clicking on the link in the email will lead you to the Dashboard.

4. Select the **For Action** option in the **Status** dropdown list.

5. In the **List of Claims**, click on the row with the noted **CP Transaction No.** to update.

**Note**: Change the items needed to be addressed based on the list in the **Reasons for Returning** in the email notification.