

RESMED ONLINE STORE (ROS)

DVA Credit Claim



DVA Partner Credit Claim

Credit Claim of the Department of Veterans' Affairs.

What's New to the DVA Credit Claim features?



New **Save Draft** and **Claim History** feature.

Welcome [User Name] My Account My Company RAD Logout

Resmed | Online Store Place Order Order History Service Return Warranty Lookup **Credit Claim**

DVA Credit Claims

1 2 3 4 5
DVA DETAILS CARD DETAILS ITEM DETAILS PRINT & SIGN CONFIRMATION

Partner Location *
Please Select

Card Type *
 Gold White

Approval # ⓘ
[Text Field]

Date Supplied *
Please Select

Continue

DVA Credit Claim
Create New
Drafts
Claims History
DVA Manuals & Forms

To access the DVA Credit Claim, click on **Credit Claim** in the main menu.

Under Credit Claim, there are

- **Create New**: Create a new DVA Claim.
- **Drafts**: View the drafts that you previously saved.
- **Claim History**: View a credit claim in history.

Refer to **[DVA Manuals & Forms](#)** for instruction and details.



Create DVA Credit Claim

Creating a DVA Credit Claim.

Create a DVA Credit Claim - Step 1 of 6



Start a new DVA Credit Claim

Welcome [User Name] My Account My Company RAD Logout

Resmed | Online Store

Place Order Order History Service Return Warranty Lookup **Credit Claim**

DVA Credit Claims

1 2 3 4 5

DVA DETAILS CARD DETAILS ITEM DETAILS PRINT & SIGN CONFIRMATION

Partner Location *

Please Select

Card Type *

Gold White

Approval # *

Date Supplied *

Please Select

Continue

Under Credit Claim, click on **Create New** and following the step-by-step wizard guide by filling up:

- DVA Details
- Card Details
- Item Details
- Print and Sign

Fill out the store location, patient's card type, approval number and the date supplied.

Click *Continue* to proceed.

Create a DVA Credit Claim - Step 2 of 6



Fill up DVA patient and card details

Please ensure that all required fields are accurately filled out, following the patient card details.

Click **Back** to return to previous page or click **Discard** to erase the details entered in the current claim form.

Click **Save Draft** to store an unfinished claim draft or click **Continue** to move forward.

Welcome My Account My Company RAD Logout

Resmed | Online Store Place Order Order History Service Return Warranty Lookup Payments **Credit Claim**

DVA Credit Claims

1 2 3 4 5

DVA DETAILS **CARD DETAILS** ITEM DETAILS PRINT & SIGN CONFIRMATION

DVA File Number *

First Initial * Surname *

Phone Number *

Sex at birth *

Address Line 1 *

Address Line 2 Address Line 3

Town/City * State * Post Code *

← Back Discard Save Draft Continue

Create a DVA Credit Claim - Step 3 of 6



Fill up claim item details

Enter the eligible claimable product number along with the serial number or lot number (if applicable), and the quantity.

You may use the **search** function by typing the product name or product number to perform a quick search.

Click on the **trash bin icon** to delete the item line.

Welcome [Name] My Account My Company RAD Logout

Resmed | Online Store Place Order Order History Service Return Warranty Lookup Payments Credit Claim

DVA Credit Claims

✓ ✓ 3 4 5
DVA DETAILS CARD DETAILS ITEM DETAILS PRINT & SIGN CONFIRMATION

Search for an item

Resmed Item #	Item Description	Lot or Serial #	Quantity	Actions
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	

← Back Discard Save Draft Continue

Create a DVA Credit Claim - Step 4 of 6



Review the claim details and upload the signed document by patient

The *Print and Sign* section enables you to review the credit claim details you have entered.

Click on the **pencil icon** to edit the details.

Click **Print** or **Download** to obtain a copy of the finalized patient receipt form for their signature. Then upload the signed document.

Welcome My Account My Company RAD Logout

Resmed | Online Store Place Order Order History Service Return Warranty Lookup Payments Credit Claim

DVA Credit Claims

✓ — ✓ — ✓ — **4** — 5

DVA DETAILS CARD DETAILS ITEM DETAILS **PRINT & SIGN** CONFIRMATION

Step 1: Review and print the Product of Receipt by Customer form

Partner Location: [Redacted]

DVA File Number: [Redacted]

First Initial: [Redacted]

Phone Number: [Redacted]

Sex at birth: [Redacted]

Address Line 1: [Redacted]

Town/City: [Redacted]

Resmed Item #	Item Description	Lot or Serial #	Quantity	
7075050	AMARA VIEW M		1	

Print **Download**

Step 2: Obtain customer signature and upload the signed document

Once you have printed the form, please obtain veteran signature and upload it here. You will be allowed to submit your claim once the file has been uploaded.

Drag & Drop or Browse
or
Browse file

Back **Discard** **Save Draft** **Submit**

Create a DVA Credit Claim - Step 5 of 6



File upload

After uploading the file, kindly review and accept the terms and conditions before clicking *Confirm* and then proceed by clicking **Submit**.

Click **Cancel** if an incorrect file was uploaded or to exit the current *File Upload* pop-up.

The screenshot displays the 'Credit Claim' page in the Resmed Online Store. A 'File Upload' pop-up dialog box is centered on the screen, containing the following text and controls:

- File Upload**
- By uploading the file:
- I agree to customer consent terms
DVA Client understands and agrees that his/her personal information may be disclosed to, or accessed by, DVA [or any other governmental or semi-governmental department, agency or entity] and its/their respective employees, agents and contractors, and that such information may be obtained via software applications such as AirView.
- I certify that the veteran has received the products
- Buttons: **Cancel** and **Confirm**

The background form includes the following fields and a table:

- Partner Location: [Field]
- DVA File Number: [Field]
- First Initial: [Field]
- Phone Number: [Field]
- Sex at birth: [Field]
- Address Line 1: [Field]
- Town/City: [Field]
- Table with columns: Resmed Item #, Item Description, Lot or Serial #, Quantity
- Table Row: 7075050, AMARA VIEW M, [Field], 1

Navigation buttons at the bottom include: **Back**, **Discard**, **Save Draft**, and **Submit**. A blue arrow points from the 'Confirm' button in the pop-up to the 'Submit' button in the background form.

Create a DVA Credit Claim - Step 6 of 6



Submit claim

Once the credit claim form submitted successfully, the **Resmed DVA Credit Claim Acknowledgement email** will be sent to you and copied to the **Additional Email** in your user profile, with the DVA Credit Claim Acknowledgement PDF attached.

It will not be displayed on the screen once submitted.

Welcome [User Name] My Account My Company RAD Logout

Resmed | Online Store Place Order Order History Service Return Warranty Lookup Payments Credit Claim

DVA Credit Claims

DVA DETAILS CARD DETAILS ITEM DETAILS PRINT & SIGN CONFIRMATION 5

Thank you for your credit claim!

An email confirmation will be sent shortly.

Go to Homepage Reuse this form + Create new form



View and Continue Working on a Saved Draft

Check the status of your submitted claim or continue editing a saved credit claim draft.

DVA Credit Claim Saved Draft - Step 1 of 3



Saving a DVA Credit Claim draft

The *Save Draft* option becomes accessible after you reach the Card Details section in the DVA Credit Claims form.

You can click **Save Draft** at any point during the process to preserve your entered information.

Welcome [User Name] My Account My Company RAD Logout

Resmed | Online Store Place Order Order History Credit Claim

DVA Credit Claims

1 2 3 4 5

DVA DETAILS CARD DETAILS ITEM DETAILS PRINT & SIGN CONFIRMATION

DVA File Number *
ZSZCFAZSDFA ✓

First Initial * Surname *
A ✓ ASDF ✓

Phone Number *
(22) 1111-1111 ✓

Sex at birth *
 Male Female Other

Address Line 1 *
123 STATE STREET ✓

Address Line 2 Address Line 3

Town/City * State * Post Code *
SYDNEY ✓ NSW ✓ 4325 ✓

← Back Discard Save Draft Continue

DVA Credit Claim Saved Draft - Step 2 of 3



Continue with a previously saved DVA Credit Claim Draft.

Navigate to *Credit Claim* in the main menu and click on **Drafts** to view any incomplete saved drafts.

Note: A submitted draft will automatically disappear from this section once it has submitted successfully.

Refer to the [Reuse Form](#) feature to manage recurring claims for a patient without re-entering patient or card details.

DVA Credit Claim Saved Draft - Step 3 of 3



Find a saved drafts to continue

Welcome | My Account | My Company | RAD | Logout

Resmed | Online Store

Place Order | Order History | **Credit Claim**

DVA Credit Claims

Drafts

Search, Filter, Sort, and Expand icons

	DVA File Number	Card Holder Name	Date	Action
	Filter by DVA File Number	Filter by Card Holder Name	Min Max	
1	ZSZCFAZSDFA	A ASDF	03 April 2026	Complete form
2	DVAPRD06031	R RAJ	06 March 2026	Complete form
3	DVAPRDTT2602	R RAJ	26 February 2026	Complete form

Rows per page: 10

Expand to full screen.

Utilize the **Search, Sort, and Filters** options to locate specific incomplete saved drafts by

- DVA File Number or
- Card Holder Name or
- Created date or date range

Click on **Complete form** to open the draft.

Click on the **trash bin icon** to delete it.



DVA Claim History

Viewing a DVA Credit Claim in history.

Viewing Claim History - Step 1 of 2



Access the list of submitted DVA Credit Claims.

Welcome [Name] My Account My Company RAD Logout

Resmed | Online Store

Place Order Order History Service Return Warranty Lookup **Credit Claim**

DVA Credit Claims

1 2 3 4 5

DVA DETAILS CARD DETAILS ITEM DETAILS PRINT & SIGN CONFIRMATION

Partner Location *
Please Select

Card Type *
 Gold White

Approval # ⓘ
[Text Input]

Date Supplied *
Please Select

Continue

DVA Credit Claim
Create New
Drafts
Claims History
DVA Manuals & Forms

Navigate to *Credit Claim* in the main menu and click on **Claims History** to view a credit claim in history.

Viewing Claim History - Step 2 of 2



Check the status of your submitted DVA Credit Claims

Claims History

Claim Number	DVA File Number	Card Holder Name	Date	Status	Action	
1	DVA CC 020426-1-TEST12312	TEST12312	EE	02 April 2026	Reuse form	
2	DVA CC 010426-1-DVPROD0104	DVPROD0104	R RAJ	01 April 2026	Reuse form	
3	DVA CC 190326-1-KMPRD19MAR9	KMPRD19MAR9	K MUSUNURI	19 March 2026	Rejected	Reuse form
4	DVA CC 060326-4-PRDDVA06035	PRDDVA06035	R RAJ	06 March 2026	Rejected	Reuse form
5	DVA CC 060326-3-PRDDVA06034	PRDDVA06034	R RAJ	06 March 2026	Rejected	Reuse form
6	DVA CC 060326-2-PRDDVA06034	PRDDVA06034	R RAJ	06 March 2026	Rejected	Reuse form
7	DVA CC 041125-1-KMPRD4NOV10	KMPRD4NOV10	K MUSUNURI	04 November 2025	Pending	Reuse form

Rows per page: 10

Utilize the **Search**, **Sort**, and **Filters** options to locate a submitted claim and track its status by

- DVA File Number or
- Card Holder Name or
- Created date or date range

Note: No future details are available for submitted credit claims in the history section, particularly regarding the claimed product details.

Statuses:

- **Approved:** The claim has been processed and accepted.
- **Pending:** The claim is still under review and awaiting a decision.
- **Rejected:** The claim was reviewed but does not meet eligibility requirements.

Click **Reuse Form** to initiate a new claim for the same patient. The patient's information will be carried to the new draft, however items from the previous submission will not be included.

Viewing Order History - Step 1 of 4



Access the list of approved DVA Credit Claims.

Welcome [User Name] My Account My Company RAD Logout

Resmed | Online Store

Place Order **Order History** Service Return Warranty Lookup Payments Credit Claim

Enter search criteria and click Search to view Order history details.

Start Date: 12-04-2025 End Date: 12-04-2026

Order Type: CreditClaim-DVA Please Select Equals

Ship To: All

Search

EXPORT TO EXCEL

Reference #	Order #	Order Date	Bill To Location	Ship To Location	Status	PO #	Invoice #
	2 0	12-02-2026	QLD, 4556	QLD, 4812	Shipped	DVA CC 151225-1-	10: 66
	2 1	12-02-2026	QLD, 4556	QLD, 4812	Shipped	DVA CC 151225-1-	10: 52
	2 5	12-02-2026	QLD, 4556	QLD, 4350	Shipped	DVA CC 091225-1-	10: 70
	2 3	12-02-2026	QLD, 4556	QLD, 4563	Shipped	DVA CC 130226-2-	10: 64
	2 3	15-12-2025	QLD, 4556	QLD, 4812	Shipped	DVA CC 161225-1-	10: 25

Rows per page: 5 1-5 of 2997

To view your company's list of **approved** DVA credit claims, click on **Order History**.

Note:

Only users with **Place Orders, Place Orders – View Only, or Standard Priceless** access can access this module.

Claims that have been rejected will not appear in this list.

Viewing Order History - Step 2 of 4



Order List View

Filters available to find a specific approved DVA credit claim.

Start Date & End date are defaulted to past a month's date range. The date range can be up to the past 365 days.

After selecting the filter, enter a search value in the field box to the right of the *Equals* label.

Select **Order Type: Credit Claim - DVA**

Please Select

- Invoice #
- PO #
- Order #
- Item #
- Reference #

Ship To is defaulted to **all**. All active ship-to locations will be listed.

View Order List

To view the details for a specific credit claim, click on the row you want to view.

To view the Adjustment Note, click on **Invoice #**.

Welcome [User Name] My Account My Company RAD Logout

Resmed | Online Store Place Order **Order History** Service Return Warranty Lookup Payments Credit Claim

Enter search criteria and click Search to view Order history details.

Start Date: 12-04-2025 End Date: 12-04-2026

Order Type: CreditClaim-DVA Please Select Equals

Ship To: All

Search

EXPORT TO EXCEL

Reference #	Order #	Order Date	Bill To Location	Ship To Location	Status	PO #	Invoice #
	2 0	12-02-2026	QLD, 4556	QLD, 4812	Shipped	DVA CC 151225-1-	10 66
	2 1	12-02-2026	QLD, 4556	QLD, 4812	Shipped	DVA CC 151225-1-	10 52
	2 5	12-02-2026	QLD, 4556	QLD, 4350	Shipped	DVA CC 091225-1-	10 70
	2 3	12-02-2026	QLD, 4556	QLD, 4563	Shipped	DVA CC 130226-2-	10 64
	2 3	15-12-2025	QLD, 4556	QLD, 4812	Shipped	DVA CC 161225-1-	10 25

Rows per page: 5 1-5 of 2997

Viewing Order History - Step 3 of 4



Credit Claim Header and Line View

Credit Claim Header Details

Order Type: **DVA RMA with Receipt & Credits**

View all information related to DVA credit claim (order) transaction, including the order number, **order status**, payment terms, ship-to and bill-to addresses, and the total amount with tax, if applicable.

Credit Claim Line Details

View complete information for each line in DVA credit claim (order) transaction, including product number, product name, quantity ordered, **line status**, unit price, tax (if applicable), and total line amount.

Order (Credit Claim) Status	Line Status	Note
Shipped	Shipped	The credit claim amount has been credited to customer account.

Resmed | Online Store

Place Order **Order History** Service Return Warranty Lookup Payments Credit Claim

Enter search criteria and click Search to view Order history details.

Start Date: 12-04-2025 End Date: 12-04-2026

Order History Details

Order Type: DVA RMA with Receipt & Credit

Reference #: [Redacted]

Payment Term: 90 Days

Ship To: [Redacted]

Order #: 2 [Redacted] 3

Status: Shipped

Bill to Location: [Redacted] QLD, 4556

Ship to Location: [Redacted] QLD, 4812

Subtotal: -\$ [Redacted] AUD

Tax: -\$ [Redacted] AUD

Charges: \$ [Redacted] AUD

Total: -\$ [Redacted] AUD

Line	Item #	Item Desc	Qty	Line Status	Unit Price	Tax	Line Price
1.1	39228	AIRSOLUTIONS SD CARD ENV 1 PACK	1	Shipped	\$ [Redacted] AUD	-\$ [Redacted] AUD	-\$ [Redacted] AUD
2.1	39306	AIR11 FILTER, HYPO, 12 PACK	1	Shipped	\$ [Redacted] AUD	-\$ [Redacted] AUD	-\$ [Redacted] AUD
3.1	61918	CPAP WIPES TUB (62 WIPES)	1	Shipped	\$ [Redacted] AUD	-\$ [Redacted] AUD	-\$ [Redacted] AUD
4.1	70 [Redacted] 3	71 [Redacted] Hose Soap	1	Shipped	\$ [Redacted] AUD	-\$ [Redacted] AUD	-\$ [Redacted] AUD

Viewing Order History - Step 4 of 4



Invoice Detail

Users with **Place Orders** and **Place Orders – View Only** permission can view **Adjustment Note** under the *Invoice Detail* tab. Kindly take note that **no RCTI** (Recipient Created Tax Invoice) will be listed in ROS.

To save a copy of the Adjustment Note, click the **“Download”** button as needed.

Note: User with **Standard Priceless** permission, the *Invoice Detail* tab **will not be visible** on the *Order History Details* page.

The screenshot shows the Resmed web application interface. At the top, there is a navigation bar with 'Welcome', 'My Account', 'My Company', 'RAD', and 'Logout'. The main content area is titled 'Order History Details' and contains a form with the following information:

Account # :	10[REDACTED]	Order Type :	DVA RMA with Receipt & Credit
Order # :	3[REDACTED]	Reference # :	
Status :	Shipped	Payment Term :	30 Days
Ship to Location :	[REDACTED] NSW, 2210	Bill to Location :	[REDACTED] VIC, 3165
		Subtotal :	-\$ [REDACTED] AUD
		Tax :	\$ [REDACTED] AUD
		Charges :	\$ [REDACTED] AUD
		Total :	-\$ [REDACTED] AUD

Below the form, there are two tabs: 'ORDER DETAIL' and 'INVOICE DETAIL'. The 'INVOICE DETAIL' tab is selected, and a blue arrow points from the text above to this tab. Below the tabs, there is a 'DOWNLOAD' button with a download icon, also indicated by a blue arrow from the text above.

The 'Adjustment Note' is displayed in a table format:

ADJUSTMENT NOTE			
Shipper Resmed Asia/Pac Ltd 1 Elizabeth Macarthur Drive Bella Vista NSW 2153 Australia	Telephone Customer 1 [REDACTED] 0 Accounts 6 [REDACTED] 0	Customer Purchase Order DVA CC 080426-1-[REDACTED]	Invoice Number 10 [REDACTED] 23 10-APR-2026
	ABN 04[REDACTED]	Other	
Buyer Attn: Accounts Payable		Consignee [REDACTED] NSW 2210	



DVA Manuals & Forms

Obtain DVA reference materials.

DVA Manuals and Forms



The screenshot displays the ResMed Online Store interface. At the top, there is a navigation bar with 'Welcome' on the left and 'My Account', 'My Company', 'RAD', and 'Logout' on the right. Below this is a secondary navigation bar with 'ResMed | Online Store' on the left and 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup', 'Payments', and 'Credit Claim' on the right. The 'Credit Claim' menu is open, showing options: 'DVA Credit Claim', 'Create New', 'Drafts', 'Claims History', and 'DVA Manuals & Forms'. A blue arrow points from the 'DVA Manuals & Forms' option to the right. The main content area is titled 'DVA Manuals and Forms' and contains a list of documents with icons: 'ResMed DVA Manual 2025', 'DVA Approved Items List 2026', 'Resmed Receipt of Product form', 'D1940 Application form', 'Outlet Change of Provider form', 'DVA Eligibility Check form', and 'D400 Essential Medical Equipment Form'. At the bottom, there is a note: 'If you have any queries regarding the DVA process please refer to the DVA Partner Instruction Manual link. If you require additional assistance please call the Support Centre on 1800 625 088 or Email supportcentre@resmed.com.au'.

Navigate to *Credit Claim* in the main menu and click on ***DVA Manuals & Forms*** to obtain reference materials that will assist in ensuring a claim submission.



Issue Escalation/ Provide Feedback

- Phone: 1800 625 088 (Australia)
- Email to supportcentre@resmed.com.au (DVA Support Centre)