

Subcontractor Portal – Instructions for vendors

How to process returned claims?



A claim has been submitted, but the claim as been returned for amendment. The instructions below show how to amend a returned claim.


Claim Status	Meaning
Created and Saved	Purchase order is created
Created – Pending Financial Review	Claim approver is in the process of checking for documentation and costs
Acceptance – Accepted Approved	Activities being audited.
Acceptance – Released Approved	Payment is released.
Returned	The vendor must review the claim, the comments, amend it and resubmit it.

Step	Instruction	Screen
1.	Open Google Chrome and go to www.connect.broadspectrum.com , enter your username and password, then click 'Login'.	
2.	Click on the Claims dashboard. Then click the Returned Claims tile.	

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<p>3. Click the Service Claim number or anywhere on the line except the work order number.</p> <p><u>Note:</u> If you click on the work order number, the work order header details will display.</p>	
<p>4. On the top-right hand side of the screen, you will see the Rejection Reason.</p> <p>The possible rejection reasons include:</p> <ul style="list-style-type: none"> - Additional labour not approved - Additional material not approved - Further details required - Incorrect documentation - Incorrect task/service claimed - Insufficient documentation - Refer to comments <p>To view the comments, click  for each line item.</p>	
<p>5. Amend the claim line items, attach documentation as required, then click Submit.</p>	