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 <u>www.connect.broadspectrum.c</u> <u>om</u> , enter your username and password, then click 'Login'.	Broadspectrum × + ← → C A https://id.broadspectrum.com/idp/SSO.saml2 BROADSPECTRUM Infinite Solutions					
		Authenticatic Please enter yo Username Password Password Login Los Click here for Ho	on Required ur network ID and pass ur network ID and pass base of the password!	sword.			
2.	Click on the Claims dashboard. Then click the Returned Claims tile.	Work Orders Claims Claims Manager	Information Create New Claim Create New Claim Create New Claim Work Orders Vendor Invoices	Admin Complete Saved Claims I O Draft Claims	Create New Claim	Create New Claim 2 2 Claims Overdue	View Submitted Claims Commented Claims

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3.	Click the Service Claim number or anywhere on the line except the work order number. <u>Note</u> : If you click on the work order number, the work order header details will display.	Claim Application > Q Image: Claim Application > Q Image: Claim Application > Cust. Priority Claim Reset Image: Claim Application Description Work Order Operation Description Vork Order Operation Description Work Order Operation Description Unit Reset Claim Status Unit Reset Claim Status Vork Order Operation Description Work Order Operation Description Unit Reset Claim Claim Status Unit Reset Claim Claim Status Unit Reset Claim Claim Status Unit Reset Claim Description Unit Reset Claim Status Unit Reset Claim Status Unit Reset Claim Status Unit Reset Claim Status Unit Reset Claim Description
4.	On the top-right hand side of the screen, you will see the Rejection Reason.	Claim Number:1003631443 Wox Order: 1146/2540 - 0010 Purchase-Overefree: 400318231 - 00010 Beturned Claim Returned Reason : Refer to communes Documents Documents
	 The possible rejection reasons include: Additional labour not approved Additional material not approved Further details required Incorrect documentation Incorrect task/service claimed Insufficient documentation Refer to comments To view the comments, click for each line item.	Printed Reference Numitie: Integer Statal Annual Check Service Image: Confirmed Actual Oy Circ: Und Brice (excl. Total Annual Comment Warrary Original actual Oy Circ: 10 Social actual Confirmed Actual Oy Circ: Und Brice (excl. Total Annual Comment Warrary Discontered Confirmed Actual Oy Circ: Total Annual Comment Warrary Original actual Oy Circ: 10 Social actual Confirmed Actual Oy Circ: Und Brice (excl. Total Annual Comment Warrary Discontered Confirmed Actual Oy Circ: Total Annual Comment Warrary Original actual Oy Circ: 10 Social actual Confirmed Actual Oy Circ: Excl. Total Annual Comment Warrary Original actual Oy Circ: Total Annual Comment Warrary Original actual Oy Circ: 10 Social actual Confirmed Actual Oy Circ: Excl. Total Annual Comment Comment Social actual Oy Circ: Total Annual Comment Social actual Oy Circ: 12 Social actual Confirmed Actual Oy Circ: Circ: Circ: Total Confirmed Actual Oy Circ: 12 Display actual actual Oy Circ: Circ: Circ: Circ: Circ: 12 Display actual actual Oy Circ: Circ: Circ: Circ: Circ: 12 Display actual actual Oy Circ: Circ: Circ: Circ: Circ: 12 Display actual actual Circ: Circ:
5.	Amend the claim line items, attach documentation as required, then click Submit .	