

Subcontractor Portal – Instructions for vendors

How to check claim status?



A claim has been submitted. The instructions below show how to view the status of a 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 View Submitted Claims tile.	

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3. The **Claim Status** displays.

The screenshot shows the 'Claim Application' interface. At the top, there is a search bar and filters for 'Cust. Priority' and 'Cust. Work Category'. Below these are navigation icons for 'To Do', 'Due Soon', 'Overdue', 'Submitted', 'Returned', and 'All'. The 'Submitted' icon is highlighted. A table titled 'Claim Items (1)' is displayed below. The table has columns for 'Work Order', 'Operation', 'Operation Description', 'WO Completed Date', 'Cust. Priority', 'Service Claim', 'Claim Status', 'Vendor Reference', 'Claim Due Date', and 'Claim Submitted Date'. The 'Claim Status' column for the first item is circled in green.

Work Order	Operation	Operation Description	WO Completed Date	Cust. Priority	Service Claim	Claim Status	Vendor Reference	Claim Due Date	Claim Submitted Date
114642193	10	RAAF EU REPAIR HOT WATER - TEST ORDER	21/05/2019	Routine	1003622012	Accepted - Approved	Service209123		30/05/2019