Frequently Asked Questions

BROADSPECTRUM

Contents

Frequently Asked Questions

Question 1: How to reset passwords

1. You can reset your password by following the Reset Password help document: How to reset password.

   www.connect.broadspectrum.com – To access the Subcontractor Portal.

2. Or if you cannot complete the previous step, you can contact the IT helpdesk to obtain/change your password for your login, on 1300 888 911 opt 1.

Question 2: I am a new user of the Subcontractor Portal or Mobility Application. Where do I start?

Go to the Defence Subcontractor Portal Training Guides website, then review the Induction training documents.

To Log in:

- Go to www.connect.broadspectrum.com using Google Chrome (It is the best browser) to log in
- If you are having issues logging in please clear your cache, shut down Chrome and reopen.

Question 3: Where can I find training guides?

Go to the Defence Subcontractor Portal Training Guides website:

http://www.broadspectrum.com/dbssubcontractorportal

Question 4: The work order is set to Completed, but it cannot be seen in the Claims Dashboard.

1. Have you already claimed it? Go to the **Claims Dashboard** then the **View Submitted Claims** tile, and either search by work order number or by your vendor reference number in the **Search** box.
2. If you still cannot see it, please email us at DefenceHVSSupport@broadspectrum.com

When you contact us please include as much information as you can – including:

- Work order number

- Details of what has gone wrong

- Screen shot of any error message

Question 5: How to avoid payment delays with extension of time (EOT) work orders?

1. Do not set the work order status to "Complete" then add an extension of time
2. You must backdate the completion date if you are not closing the work order on the same day
3. If the SLA (Service Level Agreement) date is wrong, raise an EOT then complete the job.
4. When there is additional work to be completed on planned maintenance jobs, for example a damage to an asset, you must flag this in the status update saying more work is identified (Refer to document "How to request for additional work). Then the supervisor will request a new work order to be created and allocated to a subcontractor.
   a. Do not repair the damage or complete the scope of work for the Additional Work on the original work order, rather your time must be captured on the new work order.
   b. Do not change the price/quantities on the Claim of the original work order to reflect the additional work
   c. On the new WO that is dispatched to you, acknowledge the job, then change the status to onsite, then raise an EOT (Extension of Time) while preparing the quote.
      i. if the job needs a quote and the cost is over $500, site will need to approve, then a purchase order will be raised. You can then get the materials required.
5. You must enter the Defence Asset ID to complete a claim otherwise payment will not take place.

Question 6: How to add a new user on the Subcontractor Portal?

Please email DefenceHVSSupport@broadspectrum.com with the following details:

- First and last name of new user
- Your organisation's name

Question 7: How to raise an EOT?

Go to http://www.broadspectrum.com/dbssubcontractorportal and review the section on How to manage Extension of Time.

Question 8: There is additional corrective work to be undertaken that is outside the scope of the work order, what do I do?

Refer to document on How to Request Additional Work.

Question 9 The work order is physically completed but its status is being set to "Complete" on a future date that is not the actual completion date. How do I backdate the completion date in this case?

Once the status is set to "Complete", it is no longer possible to edit the completion date and time. It is therefore imperative that you inform anyone in your organisation that before saving the "Complete" status, the actual completion date and time must be entered so that the SLA (Service Level Agreement) or Due Date is not breached and so your organisation's rating is not penalised.

To change the actual completion date and time, refer to document "How to flag a work order as Completed" [add link to public website]

Question 10: I have submitted a claim, but I have not yet received payment. What do I do?

1. Have you checked the status of the claim.? Refer to document How to check claim status
2. If the status is Pending Financial Review, it means an approver needs to action the claim.
3. If the claim has been accepted, and the invoice has not been automatically generated (So you have not received payment), email DefenceHVSSupport@broadspectrum.com and please include as much information as you can – including:
   - Work order number
   - Details of what has gone wrong
   - Screen shot of any error message

Question 11: When claiming, the price is changed but it reverts back to a default price. What do I do?

Please contact DefenceHVSSupport@broadspectrum.com and please include as much information as you can – including:

- o Work order number
- o Details of what has gone wrong
- o Screen shot of any error message

Question 12: I am not claiming through the Subtractor Portal but rather through Ariba and the claim needs to be adjusted. What do I do?

Please email **Aribavendors@broadspectrum.com** and include the work order number.

Question 13: Our organisation is not receiving communication emails from Broadspectrum. What needs to be done?

a. Check your SPAM inbox.
b. Ensure you add the following email to your address book so that it is not categorised as SPAM: DefenceHVSSupport@broadspectrum.com

Question 14: Useful Contacts:

Please identify as a Defence UI5 Mobility Application Subcontractor and have your USER ID and password available.

Contact **IT Global Support** (email itgsc@broadspectrum.com or call **1300 888 911**, option 1) for first level support such as:

- Subcontractor Portal IT issues such as:
    a. Password resets
    b. Software access
    c. New user access

Contact **Defence HVS Support** (defenceHVSsupport@broadspectrum.com) for second level support:

- Subcontractor Portal technical queries such as
    o Missing work order numbers,
    o Inability to select services or drop-down fields,
    o Screen errors

There is no phone number for Defence HVS Support.

Contact Accounts Payable if using Ariba (accountspayable@broadspectrum.com or call **1300 662 819,** option 4) for:

Invoicing anomalies, issues and query etc.…

Question 15: During the claim process you don't have visibility of what the job actually is – only the WO number. So it makes it difficult when you are trying to process multiple claims.

You can view details of the work order during the Claims process. Here is how to:

- Go to the **Claims** Dashboard
- Click the **Create New Claims** tile.
- Instead of clicking on the Create Claim link, click on the work order number and you will be able to drill into the work order operation to view the details.
- Once you have the details, click on the Create Claim link

BROADSPECTRUM
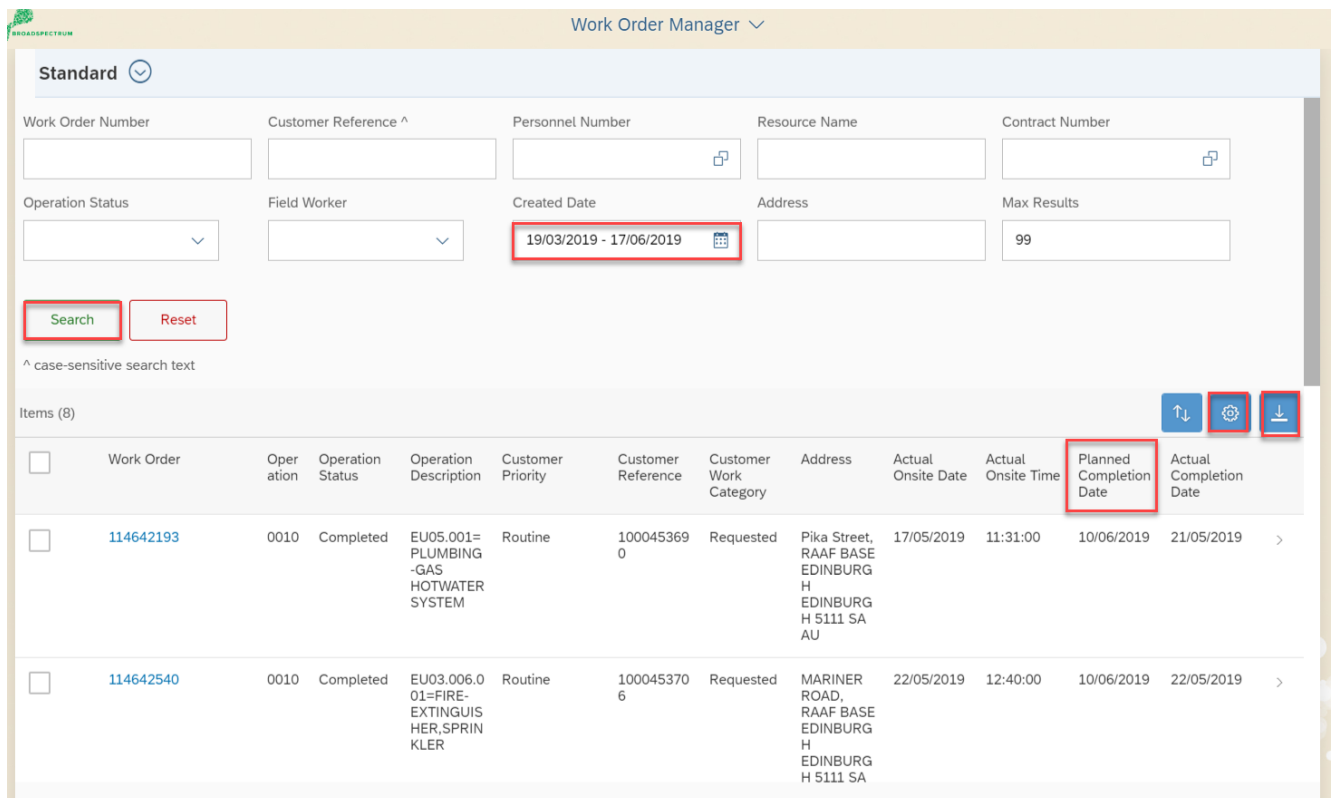
Question 16: How to sort work orders by due date? Do you have a function to export the information into an excel document?

Yes you can export a list of work orders to an excel document. The steps below outline how.

To sort work order by Due Date:

- Go to the Work Orders Dashboard, click on the Work Orders Manager tile.
- Select a work orders Created date range, then click **Search**.
- If you cannot see the **Planned Completion Date** column, then click the

    Settings icon ⚙ and select **Planned Completion Date**. This will display this column.

- Click the Export icon ⬇.
- Then open the .CSV document and sort by Planned Completion Date.