

Quick reference guide

Supplier Confirmation Portal

This guide will help you confirm service visits with Brightwater using the Supplier Confirmation Portal.

If you have any questions, please contact us:

- Email: externalproviders@brightwatergroup.com
- Phone: 1300 223 968 (Monday to Friday, 8am–5pm AWST)
- Portal: scp.redmap.com

Logging in

1. Go to scp.redmap.com on any mobile browser. No app download is required.
2. Enter the mobile number registered with Brightwater and tap Send Secure Code.

Supplier Confirmation Portal

Welcome

Enter your mobile number to continue

Send Secure Code

Powered by

3. A one-time code will be sent by SMS. Enter the code and tap 'Verify Code'.

Supplier Confirmation Portal

Enter Code

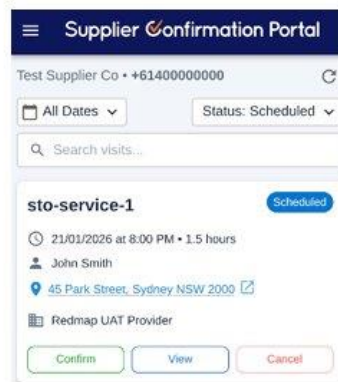
We've sent a 6-digit code to 0400 000 000

Verify Code

[Change Number](#)

[Resend Code](#)

4. You will see a list of all your scheduled visits with Brightwater clients.

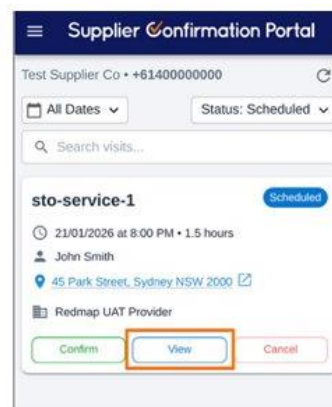


Note: If you do not receive the SMS code, check that Brightwater has your current mobile number on file. Contact us at externalproviders@brightwatergroup.com.

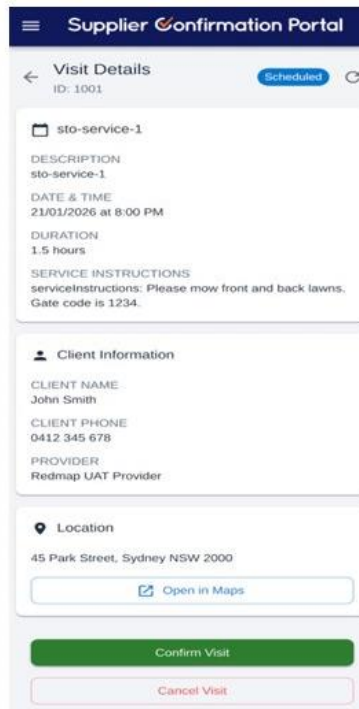
Viewing a scheduled visit

Your scheduled visits appear in a list showing the service type, date, time, client name and address.

1. Tap View on any visit to see the full details, including service instructions.



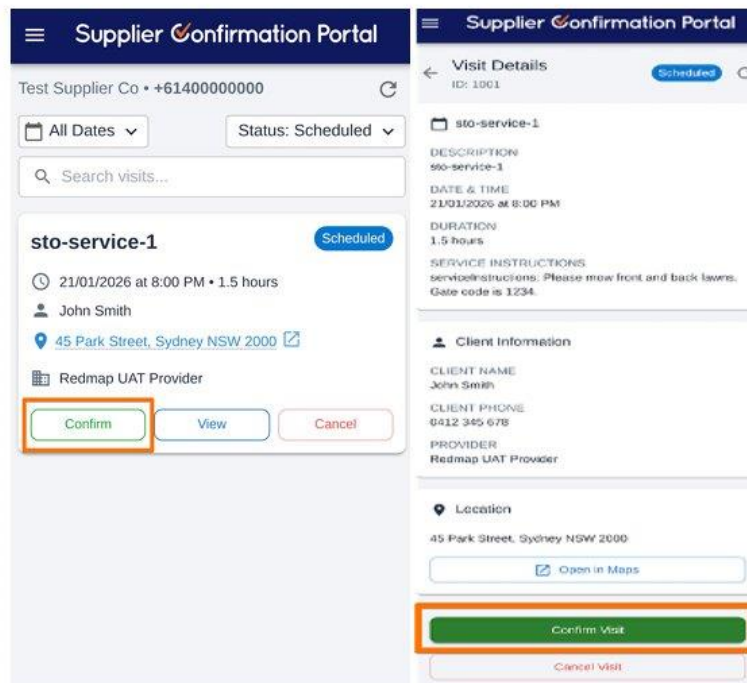
2. The visit details screen shows all information. From here you can 'Confirm' or 'Cancel' the visit.



Confirming a completed visit

When a service has been delivered, you must confirm it in the portal on the day of delivery.

1. Tap Confirm on the visit list or 'Confirm Visit' from the visit details screen.



2. Check and update the following details where required:

- Date the service was actually delivered (if different from scheduled)
- Start and end time (if different from scheduled)
- Name of the person who delivered the service
- Any additional notes about the visit

Supplier Confirmation Portal

Confirm Visit
sto-service-1

sto-service-1 Scheduled

John Smith

21/01/2026 at 8:00 PM

End Time: 9:30 PM

45 Park Street, Sydney NSW 2000

Redmap UAT Provider

Actual Visit Times
Confirm or update the actual visit date and times

Date *
01/23/2026

Start Time *
08:00 PM

End Time *
09:30 PM

Confirmed By *
Enter the name of who delivered these services

Enter name (minimum 2 characters)

Notes
Add any additional notes about the visit

Enter any notes about the visit confirmation...

Please enter who confirmed the visit

Confirm Visit

3. Tap 'Confirm Visit' to submit.

John Smith

Notes
Add any additional notes about the visit

Test visit confirmation from automated test

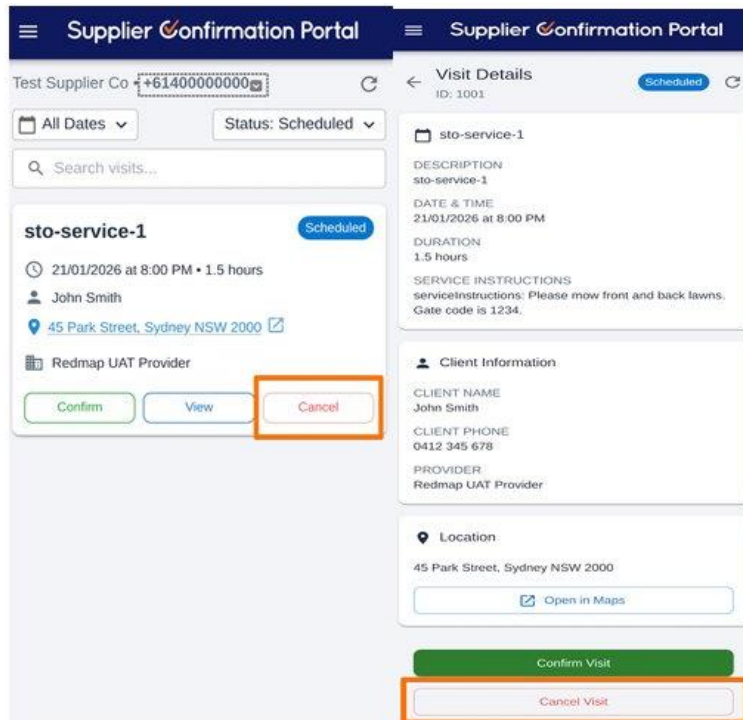
Confirm Visit

Note: Once confirmed, the visit cannot be edited. The status will update from Scheduled to Confirmed.

Cancelling or updating a visit

If a visit cannot proceed or needs to change, it must be updated or cancelled in the portal with the reason recorded.

1. Tap Cancel on the visit list, or 'Cancel Visit' from the visit details screen.

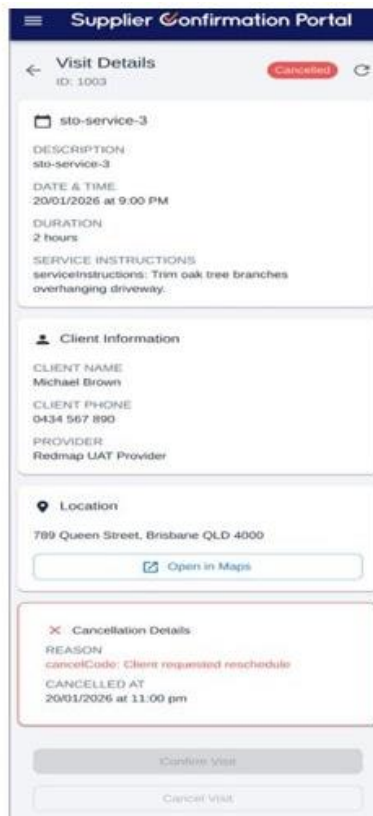


2. Complete the cancellation details:

- Select a cancellation reason
- Enter your name in the Cancelled By field
- Add any relevant notes

The image shows the 'Cancellation Details' form. It includes a 'Cancellation Reason' dropdown menu, a 'Cancelled By' text field, and an 'Additional Notes' text area. A warning message states: 'Warning: This action cannot be undone. Cancelling this visit will permanently set its status to "Cancelled" and it cannot be completed or reopened.' Below the form are 'Cancel Visit' and 'Go Back' buttons.

3. Tap 'Cancel Visit' to submit.



Note: Once cancelled, the visit cannot be reopened. Brightwater will be notified and will action the change in our scheduling system.