

# Vendor Portal Reference Document for Vendors

## Version 2

### March 2021

## Contents

|  |    |
|--|----|
| Introduction .....   | 3  |
| Getting Vendor Access to the BC Wildfire Service Vendor Portal ..... | 3  |
| Inviting a New Company User to the Vendor Portal.....                | 7  |
| Adding a CC Email to the Company Profile .....                       | 9  |
| Signing an ASR/MFR in the Vendor Portal .....                        | 9  |
| How to Search for a Service Request.....                             | 14 |
| Vendor Portal Terminology.....                                       | 16 |

## Introduction

The BC Wildfire Service (BCWS) has implemented an online application that allows Aviation Service Providers to receive, review and sign Wildfire focused Aviation Service Requests (ASRs) and Mobile Fuel Requests (MFRs) digitally. The Vendor Portal is active and mandatory for all Aviation Service Providers. This document is intended to be a reference manual to assist vendors in understanding the Vendor Portal.

## Getting Vendor Access to the BC Wildfire Service Vendor Portal

Vendors interested in providing services for wildfire flights and requests for mobile fuel services will need to have access to the vendor portal so they can receive, review, and sign their ASRs and MFRs digitally. Once a vendor has access to the Vendor Portal they will only be able to see information on requests that have been issued to their company and information on staff from their company that have been provided access to the Vendor Portal.

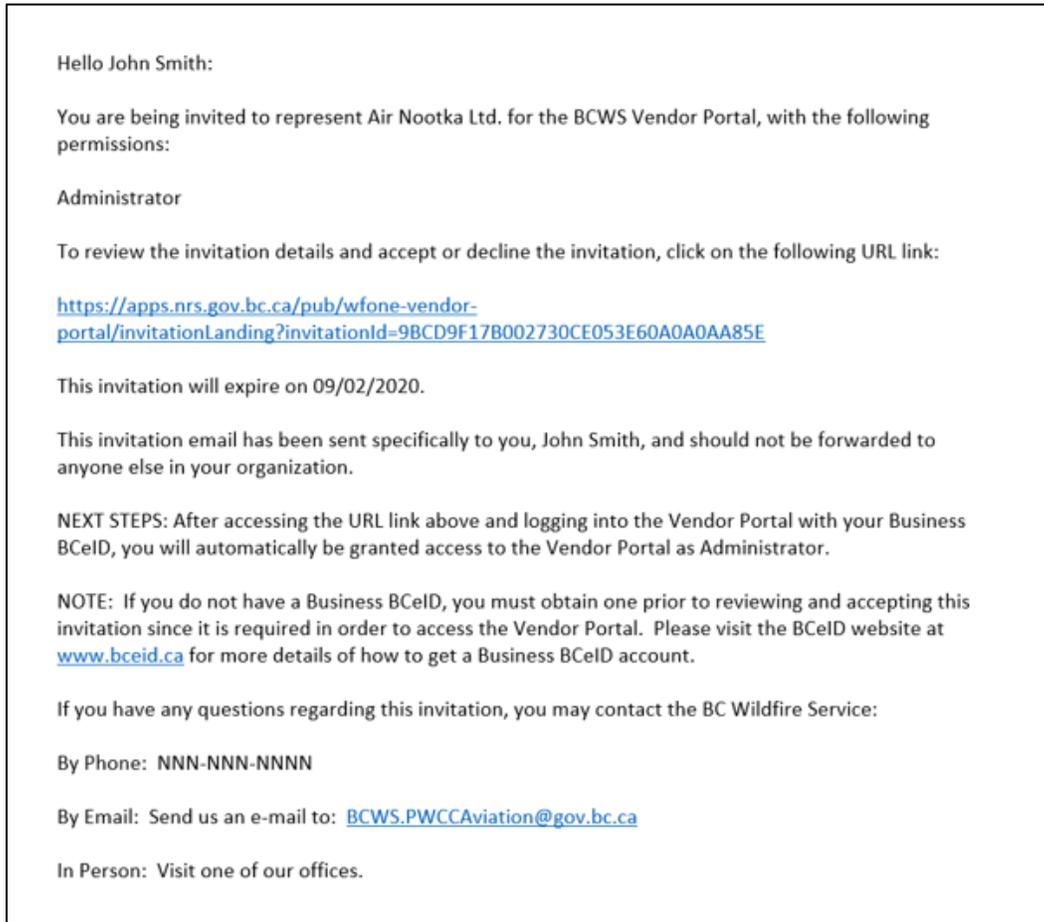
In order to gain access and work in the Vendor Portal, Vendors must have the following:

- An active Business BCeID
- Access to the Internet
- A device to work with the portal (desktop computer, laptop, iPad, Cell phone)
- An active Framework Agreement with BC Wildfire Service
- Be invited via email to the vendor portal by BC Wildfire Service

Vendors can access information on the implementation of the Vendor Portal and how to register for a Business BCeID through our aviation website located [here](#).

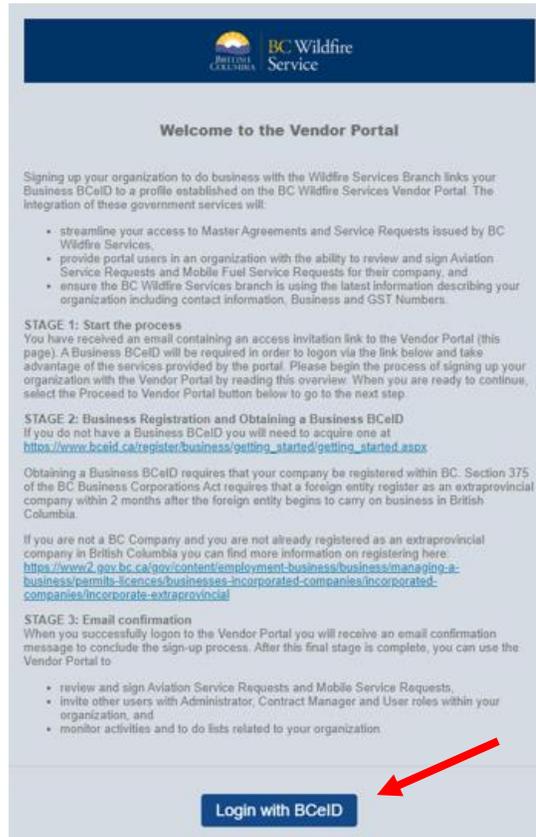
The BC Wildfire Service bulk onboarded all vendors during the initial implementation. Future onboarding invites will be sent from the Provincial Wildfire Coordination Centre level as the company is approved and established in Wildfire Resource Management. The onboarding email will invite a pre-identified individual within your company to act as administrator in the Vendor Portal for your company. Receiving this onboarding invite will enable that staff member to work as the administrator for your company in the portal. This will provide the ability to establish varied levels access to the portal for other authorized staff within your company.

During the onboarding process, the pre-identified administrator for your company will be sent an email that looks like the image below:



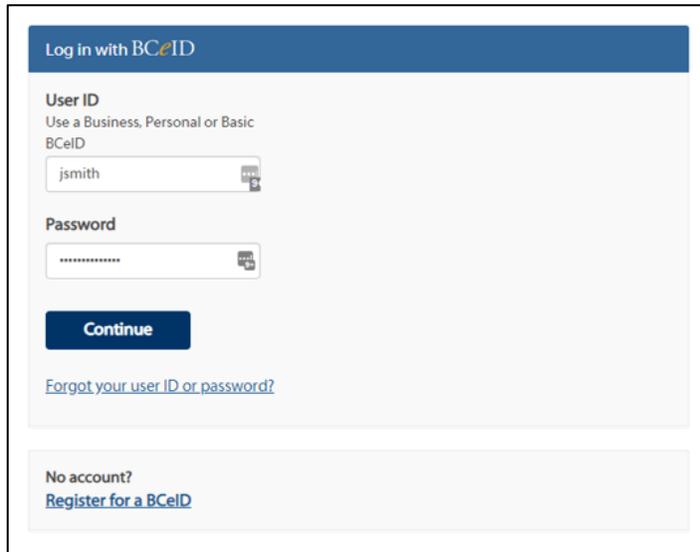
The Vendor Administrator will need to click the invitation link in this email to accept or decline the invitation to the vendor portal.

Once the link is clicked the administrator will see the following screen on their monitor.



The Administrator should read this screen thoroughly as it outlines key steps to activating your company in the Vendor Portal. Once the Administrator has read the information on this screen, they can click **Login with BCeID**. Clicking this button will send the Administrator to the login screen for the Vendor Portal.

The login screen will ask the Administrator to enter the Business BCeID for your company and the password attached to that BCeID. If the BCeID and password has been forgotten the screen has a link to have the ID and password re-sent.



This screen also provides a link to register for a BCeID if your company does not currently have one. Once the administrator has logged in using the company BCeID and password, they will be sent this email providing confirmation of access to the vendor portal.

From: BCWS Portal Admin  
Sent: January 10, 2020 3:17 PM  
To: John Smith <jsmith@email.com>  
Subject: Invitation Email: BCWS Wildfire Portal

Hello John Smith:

Welcome! The invitation you accepted to act on behalf of Nootka Air Ltd. has been processed.

You can now access the Wildfire Services Vendor Portal, log on and represent Nootka Air Ltd.

The Wildfire Services Vendor Portal can be accessed at:

<https://apps.nrs.gov.bc.ca/pub/wfone-vendor-portal/>

## Inviting a New Company User to the Vendor Portal

Vendor Administrators will be the only level that can provide access to the Vendor Portal for other staff in your company. If you are the Administrator and want to invite a new user from your company to have access to the Vendor Portal, this can be done from the **User Access Management** area within the application.

The screenshot shows the 'User Access Management' page in the BC Wildfire Service application. The user is logged in as 'Tyrone Shoelaces - BCEIDWILDFIRE-SUPPLIER5' acting on behalf of 'FLY AWAY AIR'. The page displays a table of users with columns for User Name, BCeID, Email, Admin, Aviation Contract Manager, and User. A red arrow points to the 'Invite New User' button in the bottom right corner.

Access the **User Access Management** heading on the left-hand side of the application. This will take you to the User Management page. Click **Invite New User** in the bottom right corner.

Fill out the invited employees name, email, and which role you want them to have access to and click **Save**.

- **Administrators** can invite new users and sign contracts.
- **Contract Managers** can only sign contracts.
- **Users** will only be able to review ASRs/MSRs, they will not have any signing or user delegation ability.

The screenshot shows the 'Add User' modal form in the BC Wildfire Service application. The form is titled 'Add User' and shows the 'Supplier Name' as 'Access Helicopters Ltd'. The 'Invitee Name' is 'Paul Pilon' and the 'Email' is 'ppilon@vividolutions.com'. The 'Role' is set to 'Contract Manager'. The 'Invitation Comments' field contains 'Invitation to Vendor Portal as Contract Manager.' The 'Save' and 'Cancel' buttons are at the bottom.

The employee that has been set up with access to the vendor portal will be invited to access the Vendor Portal by email as shown below:

Hello Paul Pilon:

You are being invited to represent Access Helicopters Ltd. for the BCWS Vendor Portal, with the following permissions:

Contract Manager

To review the invitation details and accept or decline the invitation, click on the following URL link:

<https://apps.nrs.gov.bc.ca/pub/wfone-vendor-portal/invitationLanding?invitationId=9BCD9F17B002730CE053E60A0A0AA85E>

This invitation will expire on 09/02/2020.

This invitation email has been sent specifically to you, Paul Pilon, and should not be forwarded to anyone else in your organization.

NEXT STEPS: After accessing the URL link above and logging into the Vendor Portal with your Business BCeID, you will automatically be granted access to the Vendor Portal as Contract Manager.

NOTE: If you do not have a Business BCeID, you must obtain one prior to reviewing and accepting this invitation since it is required in order to access the Vendor Portal. Please visit the BCeID website at [www.bceid.ca](http://www.bceid.ca) for more details of how to get a Business BCeID account.

If you have any questions regarding this invitation, you may contact the BC Wildfire Service:

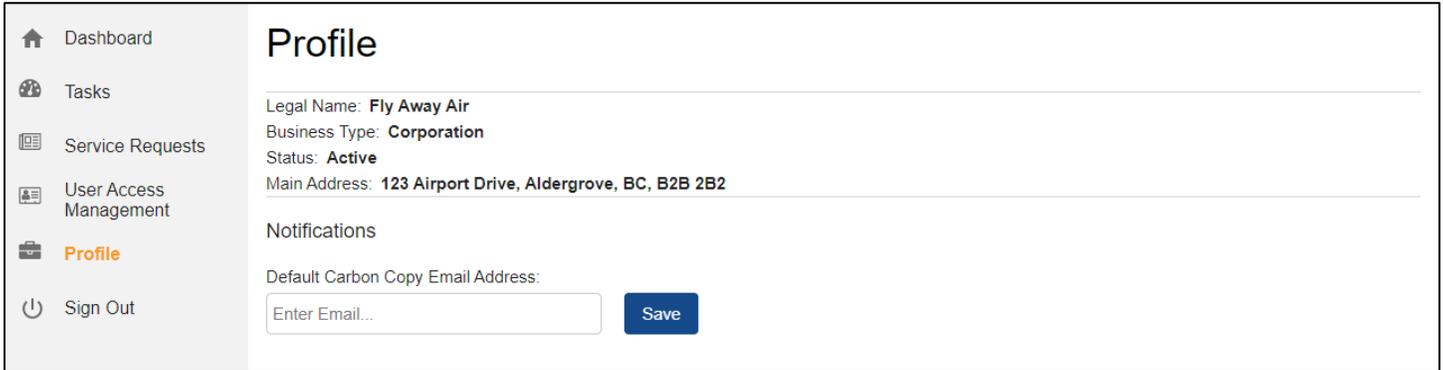
By Phone: NNN-NNN-NNNN

By Email: Send us an e-mail to: [BCWS.PWCCAaviation@gov.bc.ca](mailto:BCWS.PWCCAaviation@gov.bc.ca)

In Person: Visit one of our offices.

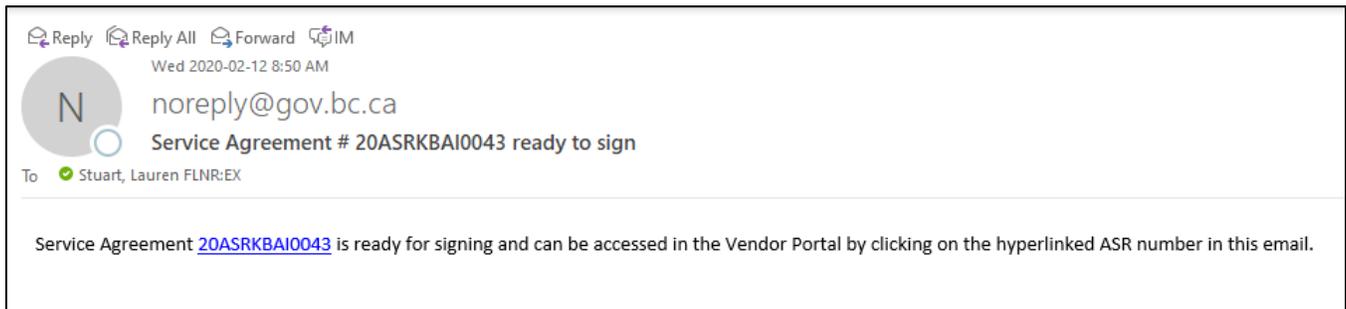
## Adding a CC Email to the Company Profile

A default carbon copy email address can be added that will be copied to all email notifications within the Vendor Portal for a vendor's company. To add a cc email address, click on **Profile** on the left side of the dashboard. Enter the email in the **Enter email** box and click **Save** to add.



## Signing an ASR/MFR in the Vendor Portal

Once BC Wildfire Service staff have created an Aviation Service Request (ASR) or Mobile Fuel Request (MFR) and indicated that a signature is required, the vendor will receive an email stating that a request is waiting for review and signature in the Vendor Portal.



**Note:** If the Vendor takes longer than 24hrs to sign the request in the vendor portal reminder emails will be sent to the Vendor at 2100 and 0600 each day until the request is either reviewed and signed or reviewed and declined.

To action a request, log into your Vendor Portal account using your company BCeID username and password. Logging in will take you to the Vendor Portal Dashboard.

The screenshot shows the Vendor Portal Dashboard for Jennifer Black - BCEIDWF1S1-CONTRACTS, acting on behalf of BAILEY HELICOPTERS LTD. The dashboard is divided into two main sections: 'To Do' and 'Recent Activities'.

**To Do**

| Assigned | Category | Created Date | Task          | Description                      |
|----------|----------|--------------|---------------|----------------------------------|
|          | ASR      | 2/11/2020    | Sign - Vendor | <a href="#">SR:20MFRVBAI0003</a> |
|          | ASR      | 2/12/2020    | Sign - Vendor | <a href="#">SR:20ASRKBAI0043</a> |

Navigation: < 1 >

**Recent Activities**

- Feb 12/20, 8:49 am **Sign - Vendor**  
[SR:20ASRKBAI0043](#)
- Feb 12/20, 8:45 am **Activate/Flag for Signature - BCWS**  
[SR:20ASRKBAI0043](#)
- Feb 12/20, 8:42 am **Set to Ready - BCWS**  
[SR:20ASRKBAI0043](#)
- Feb 12/20, 8:42 am **Create/Edit Draft - BCWS**  
[SR:20ASRKBAI0043](#)
- Feb 12/20, 8:13 am **Sign - BCWS**  
[SR:20ASRKBAI0042](#)
- Feb 12/20, 8:09 am **Sign - Vendor**  
[SR:20ASRKBAI0042](#)

Navigation: < 1 2 3 4 >

ASRs or MFRs requiring a signature will be listed in the Dashboard with the “Sign – Vendor” status noted in the task column of the dashboard. At this point the user can click on the request number in the dashboard list to access the request or they can click on the requests noted in the “Recent Activities” section of the dashboard located on the right-hand side of the dashboard screen. The “Recent Activities” section of this screen will also display the steps the request has gone through. To review your contract, click on the hyperlinked request.

Clicking the hyperlinked request on the dashboard will bring you to your contract's Service Request Details page.

**20ASRKBAI0043**  
 Version: **Original**  
 Signature Status: **Unsigned**  
 Status: **Active**

Date Signed (Ministry):  
 Signed By (Ministry):  
 Date Signed (Vendor):  
 Signed By (Vendor):

[Sign](#) [Decline](#)

**Description**  
 Description of Services: **IA Kamloops**  
 Other Specialty Equipment:  
 Comments:

**Vendor Info**  
 Agreement Number: **AS19BCWS0020**  
 Supplier Representative: **Gavin Gibbons**

**Documents**  
[20ASRKBAI0043-v1.pdf](#)

**Ministry Details**  
 Ministry: **Forests, Lands, Natural Resource Operations and Rural Development**  
 Branch: **BC Wildfire Service**  
 Office: **Kamloops Fire Centre**  
 Invoice Address: **4000 Airport Rd Kamloops BC V2B7X2**  
 Invoice Email: **BCWS.KFCAviation@gov.bc.ca**

**Ministry Contacts**  
 Contact Type: **Ministry Representative**  
 Name: **Lauren Stuart**  
 Phone Number: **2505545509**

To review the PDF version of your Service Request, click the PDF listed under Service Request Attachments. Once you have reviewed the request details, Vendors can either Sign or Decline the request as posted in the Vendor Portal.

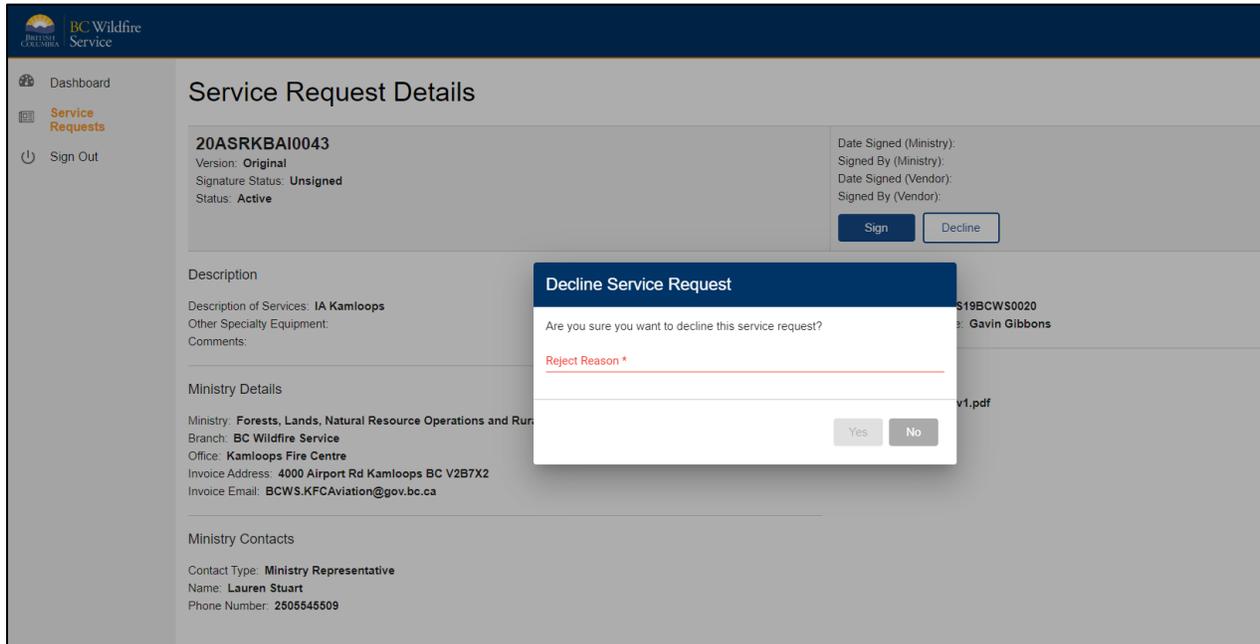
**AVIATION SERVICE REQUEST**

Contract Number: 20ASRKBAI0043

**REQUISITIONING MINISTRY**  
 Name of Requisitioning Ministry: Ministry of Forests, Lands, Natural Resource Operations & Rural Development, Kamloops Fire Centre  
 Requisitioning Ministry Name: Lauren Stuart Email: Lauren.Stuart@gov.bc.ca  
 Representative: Phone: (250) 554-5509 Alt. Phone: Fax:  
 User Contact if not Requisitioning Ministry Rep:  
 Address for Invoicing: 4000 Airport Rd Kamloops BC V2B7X2 Email: BCWS.KFCAviation@gov.bc.ca

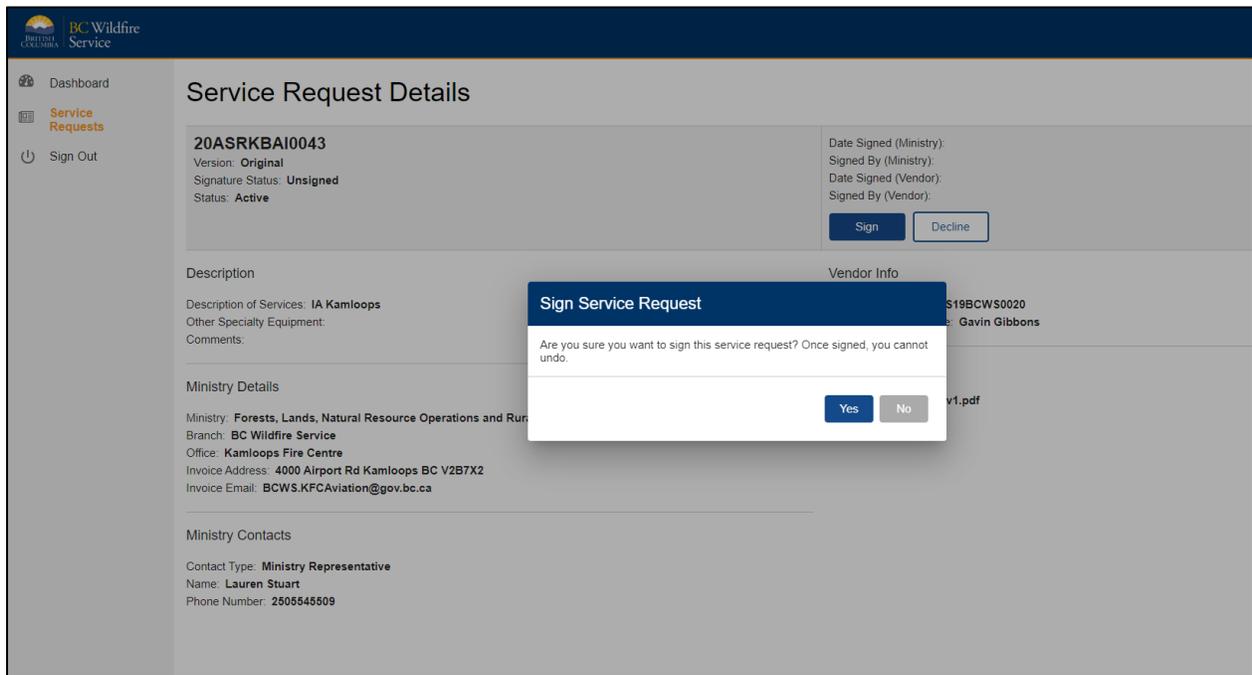
**CONTRACTOR**  
 Name of Air Carrier: Bailey Helicopters Ltd.  
 Email: Lauren.Stuart@gov.bc.ca Phone: (250) 785-2518 Fax:  
 Aircraft Requirements: Registration: C-GAVO A/C Type: Eurocopter AS 350 B3

To decline the request, click the decline button. After clicking decline, a window will pop up asking you if you are sure you want to decline the contract and what your decline reason is. The decline reason is mandatory so that BC Wildfire staff can understand why the request is being declined.

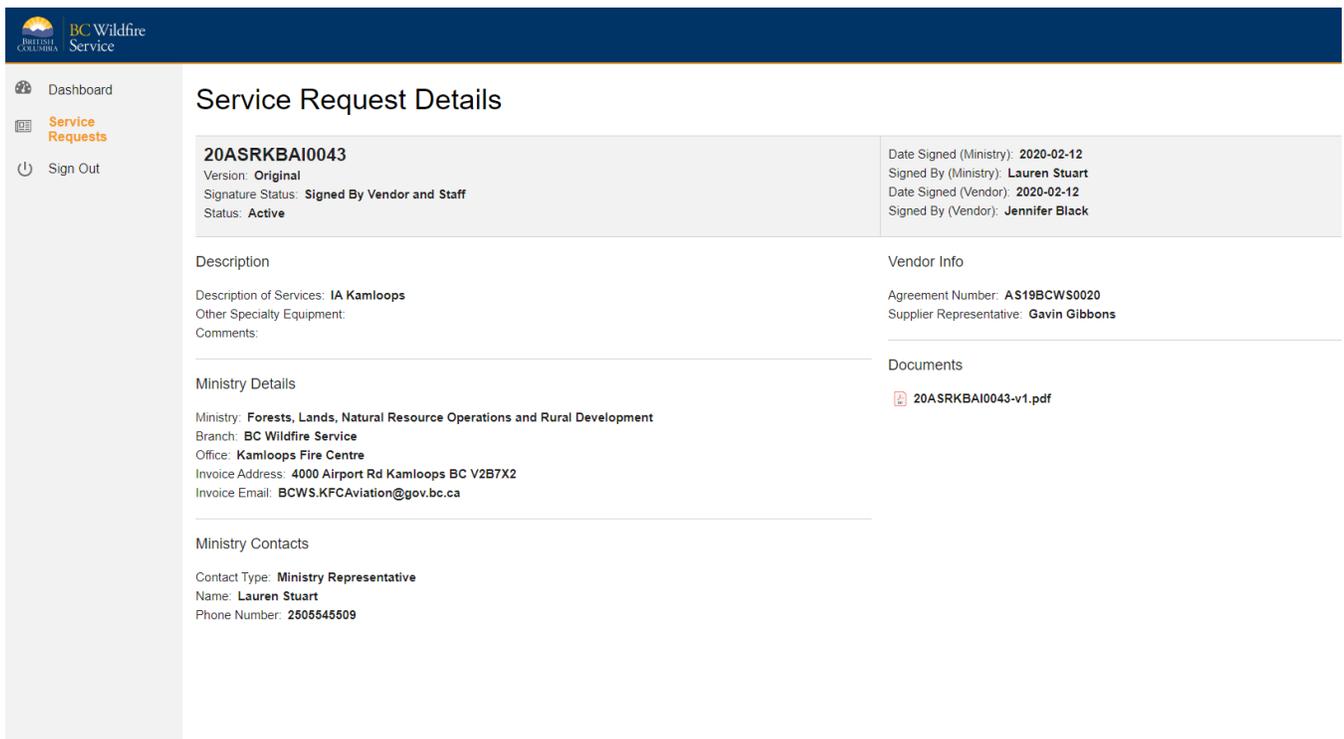


BC Wildfire Aviation staff will be notified via email of the decline. If the decline of the request was due to an error in the information provided in the request, BC Wildfire staff will correct/update the request and have it resent to the vendor. If the decline of the request is due to the vendor not being able to conduct the work in the request BC Wildfire staff will have the ability to cancel the request at this point.

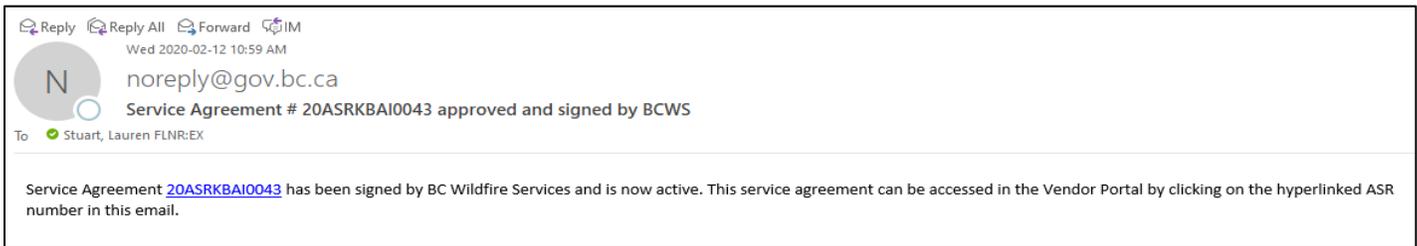
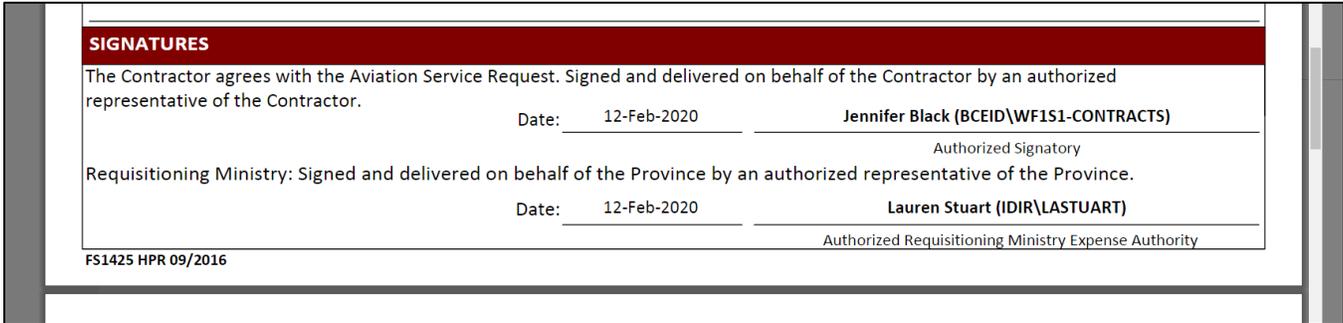
To sign the request and accept the work being offered in the request, click the sign button. This action digitally indicates that your company has reviewed and agrees to the details outlined in the request. A window will pop up confirming that you want to sign the Service Request. Once you accept signing at this stage, a request can not be un-signed. An email will be sent to the Ministry representative stating that the Service Agreement has been signed by the Vendor and is ready for their signature.



When both the Vendor and the Ministry representative have signed the Service Request, your Service Request Details page will no longer show your sign and decline buttons. It will show who signed the contract for both the Ministry and the Vendor.



The application will also provide a completed and signed PDF version of the contract can be downloaded or printed. The PDF document signature section will look like the image below. The vendor’s electronic signature will include their name, BCeID, and BCeID Username. The Ministry representative’s electronic signature will include their name, IDIR, and username. The vendor will also receive an email stating that the Service Agreement has been signed by BC Wildfire Service and is now active:



## How to Search for a Service Request

The Vendor Portal allows vendors to search for service requests. Selecting **the Service Requests** option on the left-hand side of the dashboard will display all the service requests assigned to the vendor.

| Type           | Contract      | Resource            | Start ↓    | Finish     | Version | Status |
|----------------|---------------|---------------------|------------|------------|---------|--------|
| Mobile Support | 20MFRKPAN0041 | 135R, Lauren        | 2020-03-01 | 2020-03-02 | Orig    | Draft  |
| Mobile Support | 20MFRKPAN0040 | 158T, Judy Janzen   | 2020-02-29 | 2020-02-29 | Orig    | Active |
| Aircraft       | 20ASRKPAN0061 | C-FTRA, Sanderson   | 2020-02-29 | 2020-02-29 | Orig    | Draft  |
| Mobile Support | 20MFRKPAN0039 | 158T                | 2020-02-28 | 2020-02-28 | Orig    | Active |
| Aircraft       | 20ASRKPAN0060 | C-FFRA, Sanderson   | 2020-02-27 | 2020-02-27 | Orig    | Active |
| Aircraft       | 20ASRKPAN0059 | C-FFRA, Mark        | 2020-02-26 | 2020-02-26 | Orig    | Active |
| Aircraft       | 20ASRCPAN0001 | C-FFRA              | 2020-02-24 | 2020-02-28 | Orig    | Draft  |
| Mobile Support | 20MFRKPAN0038 | 123G                | 2020-02-19 | 2020-02-21 | Orig    | Ready  |
| Aircraft       | 20ASRRPAN0016 | C-FFRA              | 2020-02-17 | 2020-02-19 | Orig    | Ready  |
| Aircraft       | 20ASRGPAN0058 | C-FTRA, Tome, sarah | 2019-07-12 | 2019-07-17 | Orig    | Active |

Users can sort Service Requests by Type, Contract #, Start Date, Finish Date, Version, and Status. Hover the mouse over the preferred sorting option and click on the upwards arrow that appears. To reverse the sorting effect, click the downward arrow that appears.

## Vendor Portal Terminology

The list below outlines key terminology that applies to the Vendor Portal

**ASR** – Aviation Service Request

**MFR** – Mobile Fuel Request

**Recent Activity - Create/Edit Draft** – An ASR/MFR has been created and is in Draft status

**Recent Activity - Set to Ready** – The ASR/MFR has been moved to Ready status

**Recent Activity - Activate/Flag for Signature** – The ASR/MFR has been activated and sent to Vendor for Signature

**Recent Activity - Sign** – The ASR/MFR is waiting for the Vendor's signature

**Recent Activity - Sign** – The ASR/MFC is waiting for the Ministry's signature

**Service Request Status - Draft** – the ASR/MFR is in draft state

**Service Request Status - Active** – the ASR/MFR is active all signatures have been applied