

## Vendor Training Sessions Vendor Portal Frequently Asked Questions

This document is a summary of the questions and answers that were covered during the Vendor Portal training sessions for vendors.

### *Where can I access the training videos or reference material again?*

All of the reference materials being created to support vendors using the Vendor Portal will be posted on our [public facing website](#). Currently the website houses the following materials:

- Instructional Videos
- A video messaging document outlining key messages in each video and the location they are presented in the video
- A Vendor Portal Reference document with screen shots and step-by-step instructions for using the portal
- Support information on how to register for a Business BCeID and how to manage employee access through BCeID

### *Can I use a smartphone that has access to internet to engage with the Vendor Portal?*

Yes, the following devices can all be used to access the vendor if they have access to the internet:

- Smartphone
- I-pad
- Laptop
- Desktop

***When adding a new user, would that individual be using the company BCeID to login or do they need their own BCeID?***

Each company will need to have a BCeID and then can provide employees with their own BCeID under their company. Everyone should have their own BCeID. Employees will need to login using their own BCeID that is registered under their company's umbrella BCeID. We have placed a "Business BCeID Account and Profile Management Guide" on our [public facing aviation website](#) to help you with this process.

***Our company administrator for the Vendor Portal can set up access for employees. Can the administrator also delete employee access?***

Yes, your administrator will be able to grant staff access to the vendor portal and will also be able to delete staff access if it is no longer required. The Vendor Portal Reference document will outline how deleting access is done.

***How can you change the Primary Admin for this portal?***

If you want to switch the primary contact for the initial onboarding process please email us prior to April 15<sup>th</sup> 2020 with the new contact by sending their first and last name, phone number and Email address to [BCWS.PWCCAviation@gov.bc.ca](mailto:BCWS.PWCCAviation@gov.bc.ca).

If you want to change the administrator once your company has access to the portal this can be done by providing an employee access to the administrator role in the user management section of the portal.

***Can a vendor have multiple employees set as administrator?***

Yes, a vendor can grant multiple employees administrator access. There is no limit to the number of administrators a vendor can establish in the application.

***If there is an error in the request sent to a vendor e.g. wrong rate, term, Pilot name, etc. Should the Vendor decline the ASR? Should the Vendor call the hiring officer and discuss the inaccuracies?***

Yes, if there is an error, the portal does allow the vendor to decline the request and indicate the error in the decline comments section. BCWS can then read the comment, adjust the ASR, and resend. You can also call and discuss options with the hiring contact.

***Has the invoice process changed now that the Vendor Portal is being implemented?***

The invoicing and framework agreement process will be the same for this season. Implementation of the Vendor Portal does not change any external process.

***As a vendor can I download the signed version of the PDF and forward it to someone in my company via email if I want to share a copy with someone that does not have Vendor Portal access?***

Yes, a PDF copy of the ASR or MFR can be downloaded from the Vendor Portal and sent to others in your company using your email.

***What's the max number of characters allowed in the comment field when accepting or declining a request?***

The field will allow the user to type up to 4000 characters.

***What do you do if you signed the request and then found an error in the hire request after it was signed and sent back to BC Wildfire Service?***

You should contact the BC Wildfire Service via phone and notify them of the mistake. They can review the document and determine if the request needs to be cancelled, edited and sent back to the vendor to review and sign.

***Can two authorized users from the same company access the same request in the Vendor Portal?***

Yes, when you provide an employee access to the Vendor Portal they will be able to see all the requests sent to your company on the Vendor Portal.

***If I leave the dashboard window open, how long will it take for the page to be time out?***

We will research this and provide an update in the reference manual for the application.

***Will the Vendor Portal be used in the web air hiring practices?***

No, the Vendor Portal is not linked to the web air hiring practices.

***If a vendor finds an error and declines a request does this impact their position in the hiring rotation?***

A decline of ASR due to an error will not impact a carrier's position on a hiring rotation. Please reach out to hiring aviation section for clarification if needed.

***If there is a modification agreement done, do we indicate that on our invoice?***

The modification number should be noted on your invoice.