

Vendor Portal FAQ #1

Why is the BC Wildfire Service (BCWS) creating a Vendor Portal? it seems like an extra step to a process that is already running smoothly.

The Vendor Portal will allow suppliers and BCWS Aviation staff to work digitally to review and sign wildfire-specific Aviation Service Requests (ASRs). The first release of the Vendor Portal will provide a framework to streamline the aircraft hiring process. Over time, the vendor portal will be further enhanced to increase efficiencies within this process.

Is using the Vendor Portal for wildfire-specific flights mandatory?

BCWS will be asking all vendors who are providing wildfire-specific flights to use the Vendor Portal. If a vendor does not have access to the internet or experiences technical challenges such as internet outages, they will still be able to review and sign their ASRs through the standard email process.

Why can't all ASRs be done through the vendor portal?

BCWS has decided to initially focus on a specific set of ASRs to help set the foundation for the Vendor Portal. Over time, we expect that vendors will be able to review and sign all ASR types using the Vendor Portal.

Will Mobile Fuel Requests (MFRs) be reviewed and signed in the Vendor Portal?

Yes vendor portal will enable vendors to review and sign wildfire focused mobile fuel requests.

Where can I access the Vendor Portal?

Once the Vendor Portal has been completed, a URL for the portal will be shared with all existing vendors through email.

How will I know that an ASR has been signed off?

Each vendor will have a secure account that they can use to access the Vendor Portal which will allow them to review and sign all BCWS ASRs that are associated with their organization. Each ASR will have a signature status associated with it that indicates if the ASR has been signed-off or not.

What happens if I am hired out of a Fire Centre that is different than my home Fire Centre?

All BCWS aviation staff who are hiring aircraft for wildfire-specific flights will have the ability to send ASRs to vendors provincially.

How will I be notified I have an ASR to sign?

Vendors will be able to see ASRs that are ready to be signed through the Vendor Portal Dashboard which will be updated in real-time. They will also receive an email when a new ASR is ready to be signed which will alert them that they need to access the Vendor Portal to sign the ASR.

Will this process speed up payment of my flight slip?

At this time, the flight slip, and payment process will remain as it has been in the past.

Can I still expect a phone call from the Regional Air Branch Coordinator (RABCO) when they want to book a flight?

Yes, BCWS Aviation staff will still contact you via phone to discuss flight requirements.