

# HBS Frequently Asked Questions

- General Questions ..... 2
  - 1. What is the Harvest Billing System (HBS)?..... 2
  - 2. Why was the HBS developed? ..... 2
  - 3. What are the goals of the HBS? ..... 2
  - 4. What systems did HBS replace?..... 3
  - 5. How is the Industry involved with the HBS project? ..... 3
  - 6. Why does the Mark Monthly Billing and Mark Monthly Scaling Report only show one month of data when viewed online? ..... 3
  - 7. How many years of data are available in HBS?..... 3
  - 8. When is a mark Final bill eligible? ..... 3
- System Access and Support ..... 3
  - 1. Who can access the HBS? ..... 3
  - 2. How do I get access? ..... 3
  - 3. What resources have been designated for support of the HBS?..... 4
  - 4. As an Industry Client, what do I need to do in order to access my data on the HBS?..... 4
  - 5. What is a Registration Key? ..... 4
  - 6. How do I get a Registration Key? ..... 4
  - 7. I have my Registration Key, now how do I register to become an HBS user? ..... 5
  - 8. When I log on to the HBS site as a registered user, why can't I view all the options previously available to me? ..... 5
  - 9. What data can I view?..... 5
  - 10. How often should I change my BCeID password? ..... 5
  - 11. How do I logon to HBS? ..... 5
- Client Administration ..... 5
  - 1. Do Industry Administrators have view and update access to client users in different divisions of the same company?..... 5
  - 2. How should a person be added to the HBS if they use their middle name? ..... 5

## General Questions

### 1. What is the Harvest Billing System (HBS)?

The HBS is a Ministry initiative that uses modern web based computer technology and has replaced the former HDBS billing system with a responsive and flexible new HBS system that provides accurate and timely data. The improved business process is based on the concept of capturing detailed scale data, electronically, on a daily basis, at its source. The typical business process used for HBS includes web based:

- Submission of detailed scale data,
- Invoicing and correction capabilities,
- Viewing of invoices, and
- Client driven ad-hoc reporting of scale and invoice data.

### 2. Why was the HBS developed?

The former billing application, Harvest Database Billing System (HDBS), was over 22 years old and used mainframe technology that was difficult and costly to maintain. The new HBS is a modular application that is easy to update and uses web technology with robust reporting capabilities to reduce paper-based workflows.

### 3. What are the goals of the HBS?

The goals of the HBS include:

- Capturing scale data:
  - Electronically,
  - On a daily basis,
  - At load level,
  - From the source.
- Increased electronic scale data submission,
- Reducing paper exchange,
- Improving audit and reconciliation processes,
- Providing a wide range of reporting capability to Industry, Ministry and the Public,
- Improved potential for data analysis and reporting,
- More billing flexibility,
- Potential savings with less paper handling,
- Potential savings associated with EDI retirement,
- Consistent business process across the province,
- Improved accuracy of stumpage accruals with synchronized data,
- Ability to view stumpage rates on the web, and
- Ability to correct scale data on-line prior to billing.

#### **4. What systems did HBS replace?**

The former Harvest Database Billing System (HDBS) was retired. As well, reporting systems such as Harvest Billing Reporting (HBR), Central Invoicing System (CIS) and Scale Return Tracking System (SRTS) were all replaced by the HBS.

#### **5. How is the Industry involved with the HBS project?**

Members of Industry have been working closely with Ministry staff and the project team to confirm business requirements, system, and design components of the new HBS application. Industry has provided input by participating on the Working Committee and Technical Committee.

#### **6. Why does the Mark Monthly Billing and Mark Monthly Scaling Report only show one month of data when viewed online?**

The "View PDF Preview" option displays one month of report data in the layout specified. This allows the user to quickly confirm their choice of layout or to choose different selections from the configuration page prior to the query being executed. To receive the complete report, click the "Send PDF Report" button and "Submit". The entire report, with all specified months, will be sent to your e-mail address.

#### **7. How many years of data are available in HBS?**

There are seven (7) years of data available.

#### **8. When is a mark Final bill eligible?**

If the File type code is A01, A02, A03, A04, A05, A28 or B01 and the Quota type code is A or B, then the mark is final-bill eligible, otherwise the mark is final-bill exempt.

Quota Type Code A is Normal Replaceable AAC; Quota Type Code B is Temporary AAC approved by Chief Forester; Licences must be of a replaceable type to be final billed unless license owner requests otherwise. The licensee for non-replaceable tenures have the option of electing a final bill. This election must be at the commencement of the harvesting year before wood is delivered.

## System Access and Support

### 1. Who can access the HBS?

The HBS can be accessed by Ministry staff, Forestry Clients and members of the public.

### 2. How do I get access?

Ministry employees should contact the systems person for their region or district to request access to the system.

Other Ministry and Government employees can request access by contacting the HBS Help Desk at 1-877-387-8349 or by email: [FORHVAP.HBSHELP@gov.bc.ca](mailto:FORHVAP.HBSHELP@gov.bc.ca)

Industry Clients can request access by contacting the Client Administrator within their company or by contacting HBS Help Desk at 1-877-387-8349 or by email: [FORHVAP.HBSHELP@gov.bc.ca](mailto:FORHVAP.HBSHELP@gov.bc.ca)

Members of the public can gain access by clicking on the HBS Application Public web link located on the HBS web site or by accessing <http://www15.for.gov.bc.ca/hbs/>

### 3. What resources have been designated for support of the HBS?

Each Region or District or Company will have a designated HBS Administrator that manages user access to the system. In addition, an [HBS Help Desk](#) has been created to assist users with system issues.

### 4. As an Industry Client, what do I need to do in order to access my data on the HBS?

In order for an Industry Client to gain access to the HBS to view their data they will need to designate an HBS Client Administrator.

The Industry Client needs to complete and submit an Application to Establish Industry User Administrator Role (AEIUA), this application is available on-line at: <http://www.for.gov.bc.ca/hva/hbs/industryinfo.htm> This person will be provided with a registration key that will allow them to initialize their access.

Once access has been granted to the Client Administrator, they can then request access for other users within their company. Information on the Client Administrator roles was provided during the Phase 1 training sessions which were held throughout the Province between February and April 2002. This information is now available in the [Chapter 4 of the HBS User Manual](#)

The Industry Client must also contact the Forest Regional office to set up a Memorandum of Understanding (MOU) if they wish to receive documents electronically via either email or FTP. The MOU is also available from the HBS Industry Info page, <http://www.for.gov.bc.ca/hva/hbs/industryinfo.htm>. Once the MOU is completed, it must be faxed or mailed to the Regional Office:

Forest Region	Mailing Address	Fax Number
Coast	2100 Labieux Rd Nanaimo, BC V9T 6E9	(250) 751-7197
Southern Interior	515 Columbia St Kamloops, BC V2C 2T7	(250) 828-4657

Northern Interior	1011 4th Ave Prince George, BC V2I 3H9	(250) 565-6671
-------------------	--	----------------

## 5. What is a Registration Key?

A registration key is a number key that Industry Client Administrators need in order to gain access to the system for the very first time.

## 6. How do I get a Registration Key?

For those clients of the Ministry that did not receive a registration key or who have lost their registration key, they can contact the [HBS Help Desk](#) to request a new one.

## 7. I have my Registration Key, now how do I register to become an HBS user?

To register, go to the HBS public web site:

<http://www4.for.gov.bc.ca/hbs/> <http://www2.for.gov.bc.ca/hbs/>

Then refer to the registration procedures as outlined in [Chapter 2 of the HBS User Manual](#)

## 8. When I log on to the HBS site as a registered user, why can't I view all the options previously available to me?

Your logon has been authenticated incorrectly and you have been directed to the public web site. When you logon to the Extranet web site, at the "Enter Network Password" dialog box, enter your "User Name" as DOMAIN\USERID (e.g. BCEID\IAMUSER). The separator between the domain and userid must be a backslash. If a forward slash is used, it causes the authentication error and there is no warning message displayed.

## 9. What data can I view?

The Harvest Billing System was developed with Freedom of Information and Protection of Privacy (FOIPP) guidelines in place. As part of the FOIPP, an individual's personal information cannot be revealed, except to the owner of the information.

## 10. How often should I change my BCeID password?

BCeID passwords expire every 730 days. As there is no expiry warning message, clients should change their password before expiration by logging onto <https://www.bceid.ca/logon.aspx>

## 11. How do I logon to HBS?

Please refer to <http://www.for.gov.bc.ca/mof/errors/logoninstructions.htm> for information on logging onto secure Ministry of Forests, Mines and Lands web-based systems.

## **Client Administration**

### **1. Do Industry Administrators have view and update access to client users in different divisions of the same company?**

Yes, if one person is chosen to be the Client Administrator for all the locations within a company, this person is able to view/add/delete/change users at all locations.

The Client Administrator can look after "User Services" for their entire company. This is not based on location but on Company number. It does not matter if they are from location 02 or 00, they can do the Client Administrator Role for all locations associated with the Client number.

### **2. How should a person be added to the HBS if they use their middle name?**

The person can have whatever initial or first name they wish (i.e. Mary L. or Louise M.).