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## B.C. E-SUBSTANCES REPORTING: SUBMITTING PRODUCT REPORTS

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*This section of the User Guide provides retailers with assistance in submitting and deleting previously submitted product reports.*

The [E-Substances Regulation](#) introduced requirements for all businesses who currently sell e-substances or intend to sell e-substances in British Columbia. Business owners must submit a Notice of Intent to Sell E-Substances to the Ministry of Health to sell restricted e-substances from each retail location. There are also requirements to provide individual Product and Manufacturing Reports at least 6 weeks before the product can be sold.

The Ministry of Health has launched the [B.C. E-Substances Reporting](#) application (BCER) for vapour product retailers on December 16, 2020. Retailers are now required to use the BCER to fulfill their new reporting obligations under the [E-Substances Regulation](#).

*Retailers were previously required to submit their Notice of Intent by completing an online survey and submitting their Product and Manufacturing Reports via email to [vaping.info@gov.bc.ca](mailto:vaping.info@gov.bc.ca). This process is no longer accepted by the Ministry of Health.*

This User Assistance Guide has been developed to provide retailers with assistance and troubleshooting tips when using the BCER. The Ministry has also created a [video to walk retailers through the application](#).

**Note: If you have submitted your required reports and have waited 6 weeks before selling, you DO NOT need approval from the Ministry of Health or health authorities once 6 weeks have passed.**

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## SUBMITTING PRODUCT REPORTS

As a business owner who intends to sell e-substances in British Columbia, you are required to provide product reports for each restricted e-substance you intend to sell. Product Reports must be submitted at least 6 weeks prior to selling a restricted e-substance.

A Product Report must include the following information for each e-substance that will be sold from the sales premises:

- The name and contact information of the manufacturer
- The brand name and product name
- The type of product
- The concentration of nicotine (in mg/mL)
- The capacity (in mLs), of either the refillable container, or the tank/cartridge to hold the e-substance
- A list of all the ingredients in an e-substance (both the common and scientific names unless one of these names is not available from the manufacturer)

If any of the above information changes for a specific e-substance, the business owner must report this change to the Ministry within 7 days of selling the changed product.

This section outlines the process for submitting a product report. **Note: you may only access the Product Reports section of the database once a Notice of Intent has been submitted.**

1. Select either of the Product Report buttons below.

The screenshot displays the 'Notice of Intent' section of the reporting system. On the left sidebar, the 'Product Reports' menu item is highlighted with a red box and a red '1'. The main content area shows a green notification banner stating 'Your Notice of Intent has been submitted.' Below this, a section titled 'Next steps' lists three items: 'NOI Submit Notice of Intent to sell E-substances' (with a checkmark), 'Product Report Manually fill in form or upload CSV file' (highlighted with a red box and a red '1'), and 'Manufacturing Report Manually fill in form or upload CSV file'.

- Select "Submit Product Report". **Note:** the process is the same for submitting your initial Product Report and any subsequent reports.

## Product Report

2
> Submit Product Report

**You have outstanding product reports that need to be submitted**

You need to submit product reports for all locations listed in the "Outstanding Product Reports" section of this page. Click the "Submit Product Report" button to begin your submission.

- To view the locations that have outstanding Product Reports, scroll down the Product Reports page and you will see the following table:

### Outstanding Product Reports

**Business Locations**  
You have 9 retail locations Download CSV

Address 1	Added Date	Status
123 test street, v8v 8v8, prince george	Jan 05, 2021	Not Submitted
134 test rd, v8v 8v8, vancouver	Jan 05, 2021	Not Submitted
111 test st, v8v 8v8, port renfrew	Jan 05, 2021	Not Submitted
456 test, v8v 8v8, tofino	Jan 05, 2021	Not Submitted
134 test rd, v8v 8v8, fort st john	Jan 05, 2021	Not Submitted
5 rows <span style="font-size: 0.8em;"> &lt; &lt; 1 2 &gt; &gt; </span>		

When submitting Product Reports, you can either upload a CSV file or add products from an existing location, if you have previously submitted a Product Report for another one of your locations.

[← Cancel](#)

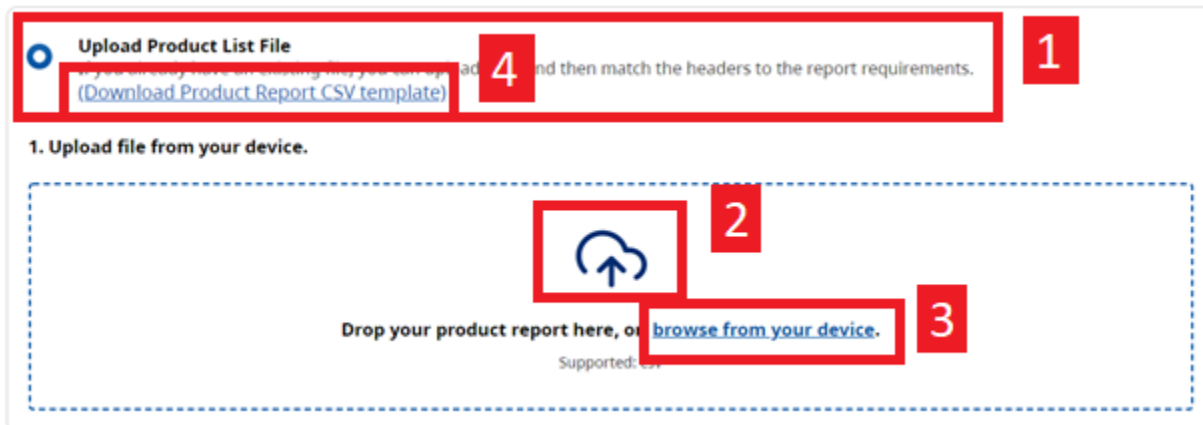
### Add/Upload File

You are required to submit a Product Report for all locations that you have added. You must only submit 1 product report per location. If your location sells products from multiple manufacturers, please combine the reports into one reporting using the CSV template provided. You may choose to submit the same product report for multiple locations, if applicable.

**Upload Product List File**  
If you already have an existing file, you can upload here and then match the headers to the report requirements. ([Download Product Report CSV template](#))

**Add from existing location**  
Reuse a product report that you have previously submitted from an existing retail location

## Upload a Product Report File:



1. Select "Upload Product List File"
2. To upload a file, you can either drag and drop the file from your desktop to the box.
3. You may also select "browse from your device" which will open the file viewer from your computer.
  - a. All files must be uploaded as a CSV file (see Converting files to CSVs). Uploading a file that has not been saved as a CSV will result in an error.
4. The Product Report CSV template provides retailers with a sample template of the required criteria for submitting a product report. You may download this template and use it for submitting product reports (please ensure you delete the explanatory text on row 2).



product-reports-template-bcer (3).csv

a.

**Note: when submitting new products that you intend to sell, YOU MUST ONLY SUBMIT THE NEW PRODUCTS THAT HAVE BEEN ADDED. If you resubmit your entire product report, each product will show up twice on your product list and will impact your Sales Report.**

**Header Mapping**

Once a Product Report CSV has been uploaded, you must map the headers from your CSV (A) to the headers contained in the database (B):

- 5. You must match the headers from your CSV file to the appropriate headings in the database. If you are using your own template, the title of each header may not be identical.
- 6. Once all headers have been mapped, click the blue button “Map Headers” at the bottom of the table.

### Confirm & Submit

You will be asked to confirm the products that you would like to submit:

#### Confirm Product List

Please confirm that your product list file has imported correctly. Once you confirm your product file, press the "Next" button to select which location(s) this product list applies to.

#### Confirm Product List

6 products found

**9** [Download CSV](#)

Type of product	Brand name	Product name	Manufacturer's name	Manufacturer Contact	Manufacturer's address	Ma
E-juice	E-cigarette sample	vape1	Global Vapor	Jim	1234 Main st. Vancouver, BC	12
E-juice	E-cigarette sample	vape 3	Global Vapor	Tim G	1234 Example st. Toronto, Ontario	11
vape cartridge	E-cigarette sample	vape 4	Global Vapor	Bob Smith	1234 Tank st. Victoria, BC	12
vape cartridge	E-cigarette sample	vape tank	ModWorld	Sam R MacDonald	1234 5th St. Calgary, Alberta	11
E-juice	E-cigarette sample	vape cart	Quick vapor	Kathy T	1234 S. North st. Victoria, BC	12

5 rows **7** |< < 1 2 > >|

**8** [Next](#)

- 7. If you have submitted more than 5 products, you can navigate by using the arrows and page numbers at the bottom right of the table.
- 8. Once you have confirmed that the products you are submitting, select "Next". Please note that the "Download CSV" button is not mandatory and may be used for convenience
- 9. Select the locations. **Note:** you may select all locations by choosing the checkbox in the top left.
- 10. Press submit.

← Cancel

#### Select Locations

Select the location that this product list applies to, you can select multiple locations if they will sell the same inventory.

#### Select locations that this report applies to.

You have 50 retail locations

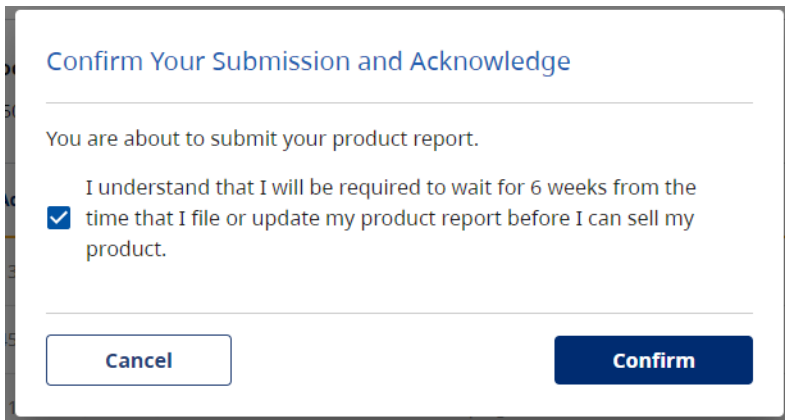
[Download CSV](#)

<b>10</b> <input type="checkbox"/>		Email Address	Phone Number
<input checked="" type="checkbox"/>	134 test rd, v8v 8v8, fort st john	vapingtest@test.ca	222-333-4444
<input checked="" type="checkbox"/>	456 test, v8v 8v8, quesnel	vapingtest@test.ca	222-333-4444
<input type="checkbox"/>	111 test st, v8v 8v8, kelowna	vapingtest@test.ca	222-333-4444
<input type="checkbox"/>	111 test st, v8v 8v8, surrey	vapingtest@test.ca	222-333-4444
<input type="checkbox"/>	123 test street, v8v 8v8, victoria	vapingtest@test.ca	222-333-4444

5 rows |< < 9 10 > >|

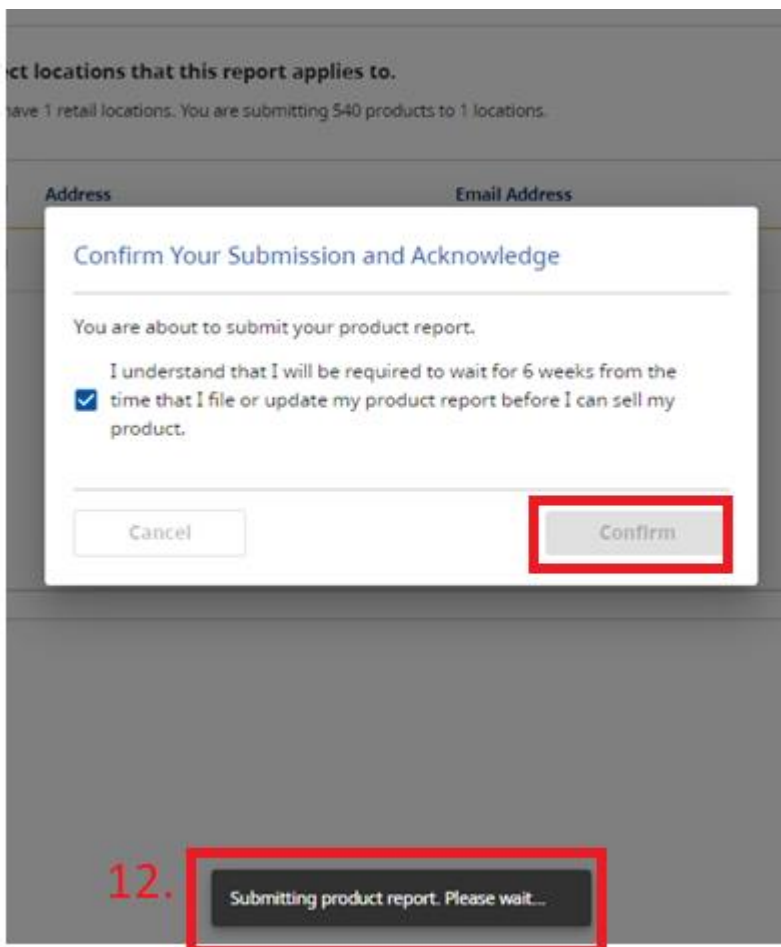
**11** [Submit](#)

Once submitted, you will confirm that you would like to submit the Product Report. **Submission of your product report does not indicate Ministry approval of your product list. You must adhere to the restrictions outlined in the E-Substances Regulation.**



The screenshot shows a white dialog box with a blue title bar that reads "Confirm Your Submission and Acknowledge". Below the title bar, the text says "You are about to submit your product report." There is a checked checkbox followed by the text "I understand that I will be required to wait for 6 weeks from the time that I file or update my product report before I can sell my product." At the bottom of the dialog box, there are two buttons: a white "Cancel" button on the left and a dark blue "Confirm" button on the right.

11. Once you have confirmed, the following message will inform you that your product report is being submitted. The "Confirm" button will be disabled to avoid duplicate entries. **Note:** it may take longer for large files.



The screenshot shows a grey background with a white dialog box overlaid. The dialog box has the same title and text as the previous screenshot. The "Confirm" button is now grey and is highlighted with a red rectangular box. Below the dialog box, the text "12. Submitting product report. Please wait..." is displayed, with the entire text highlighted by a red rectangular box.



**Add from existing location:**

- 1. Select “Add from Existing Location.”
- 2. You can search the address of the existing retail location.
- 3. Select “Next”.

**Add from existing location**  
Reuse a product report that you have previously submitted from an existing retail location

Next

- 4. Confirm the product list and select “Next”.

**Confirm Product List**

Please confirm that your product list file has imported correctly. Once you confirm your product file, press the “Next” button to select which location(s) this product list applies to.

**Confirm Product List**  
6 products found Download CSV

Type of product	Brand name	Product name	Manufacturer's name	Manufacturer Contact	Manufacturer's address	Me
E-juice	E-cigarette sample	vape1	Global Vapor	Jim	1234 Main st. Vancouver, BC	12
E-juice	E-cigarette sample	vape 3	Global Vapor	Tim G	1234 Example st. Toronto, Ontario	11
vape cartridge	E-cigarette sample	vape 4	Global Vapor	Bob Smith	1234 Tank st. Victoria, BC	12
vape cartridge	E-cigarette sample	vape tank	ModWorld	Sam R MacDonald	1234 5th St. Calgary, Alberta	11
E-juice	E-cigarette sample	vape cart	Quick vapor	Kathy T	1234 S. North st. Victoria, BC	12


5 rows |< < 1 2 > >|

Next


- 5. Select the locations for which the report will apply.
- 6. Select “Submit”.

[← Cancel](#)

**Select Locations**

 Select the location that this product list applies to, you can select multiple locations if they will sell the same inventory.

**Select locations that this report applies to.**  
You have 50 retail locations [Download CSV](#)

	Address	Email Address	Phone Number
<input checked="" type="checkbox"/>	134 test rd, v8v 8v8, fort st john	vapingtest@test.ca	222-333-4444
<input checked="" type="checkbox"/>	456 test, v8v 8v8, quesnel	vapingtest@test.ca	222-333-4444
<input type="checkbox"/>	111 test st, v8v 8v8, kelowna	vapingtest@test.ca	222-333-4444
<input type="checkbox"/>	111 test st, v8v 8v8, surrey	vapingtest@test.ca	222-333-4444
<input type="checkbox"/>	123 test street, v8v 8v8, victoria	vapingtest@test.ca	222-333-4444

**5** 5 rows | < < 9 10 > >|

**6** [Submit](#)

- 7. Confirm to submit the Product Report.

**Confirm Your Submission and Acknowledge**

You are about to submit your product report.

I understand that I will be required to wait for 6 weeks from the time that I file or update my product report before I can sell my product.

[Cancel](#) [Confirm](#)

## DELETING A PRODUCT REPORT:

Retailers can now delete a product report if it was submitted in error. The purpose of this section is to reduce the number of duplicates that are submitted into the application.

**Note: the purpose of this section is NOT to manage your product lists, but rather to correct anything that may have been submitted in error. If you delete a product, you will NOT be able to submit a sales report for that product.**

**By deleting the product report, you will delete all products that were included in that submission.**

- To review your previously submitted product reports, select “Product Reports” on the lefthand side of the BCER.

The screenshot shows the BCER navigation menu on the left with "Product Reports" selected and highlighted with a red box and the number "1.". The main content area is titled "Product Report" and includes a "Submit Product Report" button. Below the title, there is explanatory text and a list of required information for a product report:

- The name and contact information for the manufacturer
- The brand name and product name
- The type of product
- The concentration of nicotine (in mg/mL)
- The capacity (in mLs) of either the refillable container, or the tank/cartridge to hold the E-substance
- A list of all the ingredients in an E-substance (both the common and scientific names unless one of these names is not available from the manufacturer)

Additional text states: "If any of the above information changes for a restricted E-substance product, the business owner must report this change to the Ministry within 7 days of selling the changed product."

- On the product reporting screen, scroll down to the table titled “Submitted Product Reports”. This will show you all of your previous product report submissions.
- Once you have found the report that you would like to review, select “View.”

## 2. Product Report Submissions

The screenshot shows the "Product Report Submissions" section with the text "You have submitted 2 product reports". Below this is a table with two columns: "Submission Date" and "Products Submitted".


Submission Date	Products Submitted	
March 29, 2021 10:51 AM	540	3. <a href="#">View</a>
March 29, 2021 10:49 AM	1068	<a href="#">View</a>

At the bottom of the table, there is a pagination control showing "5 rows" and navigation arrows.

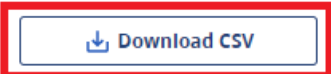
4. This screen will show you submission details: the date the product report was submitted, the products that you have submitted and the locations for which the product report applies.
5. You can review the locations that the report is attached to.
6. You can download a CSV file for this submission by selecting “Download CSV”. The purpose of this is only to review your submission in Excel.
7. To cancel and return to the previous screen, select “Cancel”.
8. To delete the product report, select “Delete”. **Note: this will delete the product report from all locations that it applies to.**

7. 

### Delete Products in Submission

 On this page, you can review and delete a product report. If you have submitted this product report in error, or you have accidentally resubmitted your entire list of products (instead of just the new ones), you can select “delete” and upload a new product report that contains the correct information. **Please note that this will delete the product report from all locations that are currently attached to it.**

4. **Products in this Submission**  
28 products found, submitted on May 11, 2021 8:33 AM

6. 

Concentration (mg/mL)	Container capacity (ml)	Cartridge capacity (ml)	Ingredients	Flavour
.1 / 3 / 6 / 10 / 12 / 18 / 20 MG/ML	30ML	N/A	Vegetable Glycerin, Propylene Glycol, Nicotine, Flavor	Fruit
.1 / 3 / 6 / 10 / 12 / 18 / 20 MG/ML	30ML	N/A	Vegetable Glycerin, Propylene Glycol, Nicotine, Flavor	Fruit
.1 / 3 / 6 / 10 / 12 / 18 / 20 MG/ML	30ML	N/A	Vegetable Glycerin, Propylene Glycol, Nicotine, Flavor	Fruit
.1 / 3 / 6 / 10 / 12 / 18 / 20 MG/ML	30ML	N/A	Vegetable Glycerin, Propylene Glycol, Nicotine, Flavor	Fruit
.1 / 3 / 6 / 10 / 12 / 18 / 20 MG/ML	30ML	N/A	Vegetable Glycerin, Propylene Glycol, Nicotine, Flavor	Fruit

5 rows ▾ |< < 1 2 > >|

5. **Locations Affected**

Doing Business As	Address	City	Postal Code	Health Authority
fsd	sdfd	f	n8n8n8	interior
m,ns	gsf	gh	v8r 2c5	interior

8. 

- 9. Once you select Delete, you will be asked to confirm that you wish to delete the report. **Note: if you delete a product report, you will NOT be able to submit a sales report for all products that are deleted.**

**9.**

### Confirm Deletion of Submission

You are about to delete these products

I understand that this action is final and confirm that I am deleting the products above. Locations that were using these products will no longer have them listed.

- 10. The Product Report will no longer be in your list of submitted product reports.

**Product Report Submissions**

In this section, you can review the product reports that you have submitted. When you select “view” you can review and delete specific submissions. **Note:** the purpose of this option is to delete products that were submitted in error. If you are no longer selling a product, please **do not delete** the product from the list, as you will be required to report on it for your sales report in that current year.

**10.** **Product Report Submissions**  
You have submitted 1 product reports

Submission Date	Products Submitted	
May 11, 2021 8:33 AM	28	<a href="#">View</a>

5 rows |< < 1 > >|

## SUPPORT

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For technical support in submitting your Notice of Intent, product, sales and manufacturing reports, please email [vaping.info@gov.bc.ca](mailto:vaping.info@gov.bc.ca).

Further information on the E-Substances Regulation and information for retailers is available on the B.C. laws website: [https://www.bclaws.gov.bc.ca/civix/document/id/oic/oic\\_cur/0426\\_2020](https://www.bclaws.gov.bc.ca/civix/document/id/oic/oic_cur/0426_2020).