Vendor Portal Reference Document for Vendors

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Introduction:
BC Wildfire Service has developed a new online application that will allow Aviation Service Providers to receive, review and sign Wildfire focused Aviation Service Requests (ASRs) and Mobile Fuel Requests (MFRs) digitally. The BC Wildfire Vendor Portal will be active and mandatory for the 2020 fire season. This document is intended to be a reference manual to assist vendors in understanding how to engage in the BC Wildfire Service 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 BC Wildfire 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
- Each employee using the portal will need their own BCeID under the company umbrella id
- 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.

BC Wildfire Service will send an onboarding email invite to vendors. 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 the staff member to work as the Administrator for your company in the vendor portal. This will provide the ability to establish access to the Vendor Portal for other authorized staff within your company to do various roles within the application. During the onboarding process, the pre-identified Administrator for your company will be sent an email that looks similar to the following:
Hello John Smith:

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

Administrator

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=9BCD9f17B002730CE053E60A0A0A65E

This invitation will expire on 09/02/2020.

This invitation email has been sent specifically to you, John Smith, 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 Administrator.

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 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.PWCCAviation@gov.bc.ca

In Person: Visit one of our offices.
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 Vendor 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 have 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 Vendor Employee to the Vendor Portal

Vendor Administrators will provide access to the Vendor Portal for other employees in their company. Prior to inviting another employee please make sure the employee has been provided their own BCeID under your company BCeID. The BCeID accounts allow each company to register their employees under the company umbrella id. Once the employee has their BCeID the company Administrator will follow the steps below to invite the employee to the Vendor Portal.

Access the “User Access Management” option on the left-hand side of the application. This will take you to the User Management page. Click “Add New User” in the bottom right corner.
Fill out your invited employee’s name, email, and which role you want them to have access to and click Save.

The following are roles that vendor employees can have within the application:

- **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 employee will be invited to access the Vendor Portal by receiving the email 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=98C9DF17B002730CE059E60A0A085E

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 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.PWCCA@rcw.gov.bc.ca

In Person: Visit one of our offices.
Once the employee receives the invitation email, they should click on the URL in the invite to go in and either accept or decline the invitation to access the portal. When they click on the URL the following screen will be displayed.

The employee should enter their personal BCeID that they were provided from the company and their password and click the continue button. Once the employee has logged in using their BCeID and password, they will be sent the following 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/
Removing an Employee’s Access to the Vendor Portal

If you have an employee that you have given access to the Vendor Portal and you want to remove their access you do this by:

1. Accessing the User Access Management section of the Vendor Portal as an Administrator
2. Choosing All Registered Users from drop-down list
3. Edit Permissions for the user you want to remove access from using the Edit (pencil) option
4. Unchecking all the user’s access roles
5. This will remove them from the All Registered Users list

If you want to add them back in at a future date you will need to re-invite them using the Invite New User option.
Reviewing and Signing an ASR/MFR

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

![Email with Service Request](image)

**Note:** if the supplier does not immediately sign the request in the vendor portal reminder emails will be sent to the supplier at 2100 and 0600 each day until the request is either reviewed and signed or reviewed and declined.

![Reminder Email](image)
To act on a request, log into your Vendor Portal account using your BCeID username and password.
Logging in will take you to the Vendor Portal Dashboard.

The contract will be listed in the to do list on the dashboard with the “Sign – Vendor” status noted in the task column of the dashboard. 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 display historical information on the request and will show all the steps the request has gone through. To review the contract, click on the hyper linked request under the to do list. Clicking the hyperlinked request on the dashboard will bring you to your contract’s Service Request Details page. This page displays the details of the service request.
AT this point you can also review the PDF version of your Service Request, click the PDF listed under Documents.

To dismiss the PDF simply click outside of the PDF in the grey area.

Once you have reviewed the request details, it will be time to act on the request.
Vendors can either Sign or Decline the request as posted in the Vendor Portal.

**Vendor Declining a Request**

If there is a mistake in the request or the vendor is not able to accept the work, they can decline the request they have been sent. This can be done by clicking the decline button on the Service Request Details screen. After clicking decline, a window will pop up asking if the user is sure they want to decline the contract and what the decline reason is. Vendors must enter information in this section so that BC Wildfire staff understand why the request is being declined.

![Decline Service Request](image)

BC Wildfire Aviation staff will then be notified via email that the vendor has declined the request and the reason they have declined. It is important to note that when a vendor declines a request it does not delete the request. BC Wildfire Aviation staff will be notified of the decline and will have the opportunity to fix any errors in the request and send it back to the vendor to review and sign. If the vendor is declining the request because they can not accept the work, BC Wildfire Aviation staff will be able to deactivate the request. Once the vendor declines a request if they look at the Service Request Details screen, they will notice that the option to sign or decline the request has disappeared and the dashboard will set the request task to “Set to Ready – BCWS”. This indicates that the request needs to be actioned by BCWS staff and is not activated.
BC Wildfire Staff Responding to a Declined Request

When a vendor declines a request 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 be able to correct/update the request and re-send it to the vendor to review and sign. If the vendor declined the request because they are unable to do the work or do not want to accept the work, then BC Wildfire Aviation staff will decline the request and it will be cancelled. The vendor will receive an email once the BCWS staff have acknowledged the decline.

Vendor Signing a Request

If the vendor would like to sign the request and accept the work being offered, they will click the sign button on the service request details screen. This action digitally indicates that they have reviewed and are agreeing to the details outlined in the request. A window will pop up asking them to confirm that they want to sign the Service Request. Once they click yes, the request will be digitally signed and accepted. A request can not be un-signed once this step is taken. Once they have signed the Service Request, an email will be sent to the Ministry representative stating that the Service Agreement has been signed by the supplier and it is ready for their signature.

Once the supplier has successfully signed the Service Request, BC Wildfire staff will receive the email below stating that the Service Agreement has been signed by the supplier and can be accessed and signed in the Vendor Portal or in WFRM.
When both the supplier and the Ministry representative have signed the Service Request, your Service Request Details page will no longer show the sign and decline buttons. It will show who signed the contract for both the Ministry and the supplier.

The application will also provide a completed and signed PDF version of your contract that you can download or print. The PDF document signature section will look like the image below. The supplier’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 supplier will also receive an email stating that the Service Agreement has been signed by BC Wildfire Service and is now active:

Service Request # 20ASRKXXX00062-orig approved and signed by BCWS

Reminder Notifications

When a request is activated and sent to the vendor, if they do not review and sign or decline the request in a timely manner, reminder notifications will be sent to the Vendor and BC Wildfire Aviation staff indicating that the request needs to be attended to. Reminder emails will be sent at 2100 and 0600 each day to both the Vendor and aviation staff until both parties complete either the signing and acceptance process or the decline process.
How to search for a Service Request

The Vendor Portal will allow vendors to search for Service Requests. In the Service Request section of the Vendor Portal, the user should select the “Service Requests” option on the left-hand side of the Service Request screen. Selecting this option will display all Service Requests assigned to the vendor.

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

You can also search for a Service Request or group of service requests by entering information into the search field. You can enter details such as a service request number, type, or status and find service requests that match that criteria.
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/MFR 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