



## Freshwater Fishing E-Licensing: Frequently Asked Questions (FAQs) for Vendors

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These *Frequently Asked Questions* are intended for vendors who are issuing fishing licences using our Freshwater Fishing E-Licensing System. Please contact your nearest [Service BC location](#) if you have further questions.

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### **1 - What is an "E-Licence"?**

An E-Licence is a Non-tidal Angling Licence issued by the B.C. Government's Freshwater Fishing E-Licensing System over the Internet.

### **2 - Who uses the Freshwater Fishing E-Licensing System?**

- An angler can buy an E-Licence and pay by credit or debit card over the Internet.
- A licence vendor can issue a licence using the E-Licensing System. The angler pays the vendor for the licence who in turn provides them with a printed copy.
- Any Service BC location can issue a licence using the E-Licensing System.

### **3 - What does the Freshwater Fishing E-Licensing System do for the vendor?**

A vendor can use the Freshwater Fishing E-Licensing System to record the sale of a fishing licence, and issue and print the licence for the customer.

When the vendor sends payment of the total sales less commission to Service BC (usually at the end of each month or as scheduled in the Licence Vendor Contract), the vendor uses the System to automatically generate and print a Settlement Report. The report shows all the E-Licence sales and commissions for the settlement period, as well as any licences that the vendor has cancelled.

### **4 - Can I see an overview of how to use the E-Licensing System before I use it?**

See the [Vendor Reference Guide](#) which provides an overview of the System, it's functions and includes pictures of the screens.

### **5 - When will I be able to start using the E-Licensing System?**

A vendor will be able to use the Freshwater Fishing E-Licensing System after (a) obtaining a B.C. Government Logon ID called a BCeID as described below, and (b) being enrolled by Service BC as a user of the Freshwater Fishing E-Licensing System.

For questions about becoming a licence vendor, please contact your local [Service BC](#) location.

For questions related to your existing vendor contract, contact the staff member in the Service BC location currently responsible for your vendor contract.

### **6 - How can I get a BCeID?**

BCeID is an online service that makes it possible for you to use a Logon ID and password to sign in securely to BCeID-participating Government online services. The Freshwater Fishing E-Licensing System is one of many BCeID-participating services.

In preparation for your becoming a Freshwater Fishing E-Licensing vendor, you may wish to visit the BCeID web site at [www.bceid.ca](http://www.bceid.ca) to obtain your Business BCeID.

With a BCeID you can sign in to the BC Government's participating sites using your BCeID and a single password so you don't have to remember a different Logon ID and password at every web site.

For questions about BCeID, please phone the BCeID Help Desk at 1-888-356-2741 or see [www.bceid.ca](http://www.bceid.ca)

## 7 - What do I need to use the Freshwater Fishing E-Licensing System?

You need:

- A **Business BCeID** Logon ID and password.
- **Enrollment by Service BC** as a user of the Freshwater Fishing E-Licensing System.
- A **computer** connected to the **Internet**.
- A **printer** to print the fishing licences. The printer must be loaded with letter-sized paper. You will need to give the printed licence to the customer.
- One of the following **compatible web browsers**:
  - Microsoft Internet Explorer (version 11 or later)
  - Mozilla Firefox (version 27-33 or later)
  - Google Chrome (version 30-32 or later)
  - Apple Safari (version 9.1.3 or later)
  - Apple Safari Mobile (iOS version 5 or later)

If the Freshwater Fishing E-Licensing System detects that you have an incompatible browser, it will display a “Browser Not Compatible” error message.

- The Freshwater Fishing E-Licensing System uses pop-up windows, therefore you must have **pop-up blocking software turned off**.
- **Adobe Reader** version 6 or higher is needed to print licences which will be PDF documents. If you do not already have Adobe Reader, or you need to upgrade to a later version, you can [download a free copy of Adobe Reader](#).

## 8 - How do I get to the Freshwater Fishing E-Licensing System?

After you have your business BCeID and password, and your Service BC location has enrolled you as a user of the Freshwater Fishing E-Licensing System, you can go to the [Resources for Fishing Licence Vendors](#) page and click on the “Sign in to E-Licensing” button in the right column.

Proceed to enter your BCeID and password log in information and click ‘Next’. You will then be taken to the Main Menu to select any of the functions listed.

## 9 - What kinds of licences can I sell?

The E-Licensing System lets you issue Basic Non-tidal Angling Licences, White Sturgeon Conservation Licences, Conservation Surcharges, and Classified Waters Licences.

## 10 - How much does it cost to sell a fishing licence online?

There is no cost to selling an E-licence. However, vendors are responsible for the cost of obtaining/maintaining a computer, printer, printer ink, paper and an Internet connection.

## 11 - How can I cancel a licence and issue a refund?

The Freshwater Fishing E-Licensing System allows vendors to cancel an E-Licence up to 30 minutes after they issue it.

After the 30 minutes have passed, the vendor can request cancellation of a licence by clicking on the "Submit Licence Cancellation Request" button on the right hand side of the [Resources for Fishing Licence Vendors](#) page. The form must then be completed and submit electronically. Once submit the vendor will receive a confirmation e-mail to advise that their request has been received, and a follow up email from the E-Licensing System Application Administrator once the request (and cancellation(s)) has been completed.

A vendor might want to cancel a licence if, for example:

- the customer leaves the store without paying for the licence;
- the customer made a mistake and wants to purchase a different licence;
- the customer changes their mind and does not want to buy the licence;
- the angler profile was created with errors (name or birthday entered incorrectly) which resulted incorrect information being displayed on the licence and a new profile being created and secondary licence being issued

The [Vendor Reference Guide](#) provides more detailed instructions on how to cancel a licence.

### ***Refunds:***

A vendor can give the customer a refund them self if they have cancelled the licence within the 30-minute period and the customer has already paid.

## **12 - What should I do if I can't issue an E-Licence because the Freshwater Fishing E-Licensing System is out of service?**

We try to provide constant service; however planned and unplanned system outages may occasionally occur. When logged in to the E-Licensing system, pay close attention to the banner messaging (bold black text above the menu items) as it will detail any planned system outages or other important information/instructions that may affect vendor site users.

If you encounter an issue that prevents your accessing the E-Licensing System during government business hours (Monday to Friday, 9:00 am to 4:30 pm. PST) please contact Service BC. If they cannot resolve your access issue, they will gather information from you and report it to the System Application Administrator.

In the event of an unplanned system outage outside of government business hours, you can report it by email to [Fish.Support@gov.bc.ca](mailto:Fish.Support@gov.bc.ca) and the System Application Administrator will follow up on the next business day.

## **13 - What should I do if I can't create my Settlement Report because the Freshwater Fishing E-Licensing System is out of service?**

You can create your Settlement Report online and submit it to Service BC with payment after the System is restored.

Normally Service BC can terminate a vendor's contract if the Settlement Report is late three times. However, lateness due to a system outage will not count for this purpose.