



## Freshwater Fishing E-Licensing System Frequently Asked Questions for Vendors

These *Frequently Asked Questions* are intended for vendors who are issuing fishing licences using our Freshwater Fishing E-Licensing System. **Please contact your Service BC Centre if you have further questions.** See the list of Service BC locations at [www.servicebc.gov.bc.ca/services/locations](http://www.servicebc.gov.bc.ca/services/locations)

### 1 What is an “E-Licence”?

An E-Licence is a freshwater fishing 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 card over the Internet.
- The angler can buy a licence from a vendor who uses the E-Licensing System. The angler pays the vendor, and the vendor pays the total sales amount less commission to Service BC at the end of the month.
- The angler can buy a licence at a Service BC Centre or a Ministry of Environment office in Victoria. These government organizations use the Freshwater Fishing E-Licensing System to sell fishing licences.

### 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), the vendor can use the System to automatically generate and print a Settlement Report. The report shows all the E-Licence sales and commissions for the month. For E-Licences, the vendor no longer has to manually complete a Vendor Sales Report listing the sales.

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

See the Tutorial for Vendors at [www.fishing.gov.bc.ca/training/vendors](http://www.fishing.gov.bc.ca/training/vendors) which provides an overview including pictures of the screens.

## 5 Can I still manually issue paper licences?

Although paper licences will eventually be phased out, vendors can still manually issue paper licences for the 2008/2009 licensing season (April 1, 2008 through March 31, 2009) without using the E-Licensing System.

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

The Ministry of Environment has been incrementally phasing in its new Freshwater Fishing E-Licensing System. Individual anglers have been able to purchase licences online since September 6th, 2007 and we are now in the process of working with a small group of vendors on a pilot project to test and implement the vendor-operated part of the E-Licensing program.

Over the coming months, Service BC offices will be contacting their vendors to determine their interest in participating in the E-Licensing program.

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, please contact your Service BC staff in the office responsible for your vendor contract.

## 7 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 participation in the E-Licensing program, 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 the BCeID web site at [www.bceid.ca](http://www.bceid.ca)

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

You need:

- (a) A Business **BCeID** Logon ID and password.
- (b) **Enrollment by Service BC** as a user of the Freshwater Fishing E-Licensing System.
- (c) A **computer** connected to the **Internet**.
- (d) A **printer** to print the fishing licences. The printer must be switched on and loaded with letter-sized paper. You will need to give the printed licence to the customer. If

your printer doesn't work, the Freshwater Fishing E-Licensing System allows you to reprint the licence at no charge.

(e) One of the following **compatible web browsers**:

- Internet Explorer version 6 or higher
- Firefox version 2 or higher
- Safari 3.1 or higher.

If the Freshwater Fishing E-Licensing System detects that you have an incompatible browser, it will display a "Browser Not Compatible" error message and you will not be allowed to use the System.

(f) The Freshwater Fishing E-Licensing System uses pop-up windows, therefore you must have **pop-up blocking software turned off**.

(g) **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 at [www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html)

## 9 How do I go to the Freshwater Fishing E-Licensing System?

After you have your business BCeID and password, and after your Service BC office has enrolled you as a user of the Freshwater Fishing E-Licensing System, you can go to the Home page of this web site at [www.fishing.gov.bc.ca](http://www.fishing.gov.bc.ca) and click on the "Issue Licences" button in the right column.

## 10 What kinds of licences can I sell?

The E-Licensing System lets you issue Basic Licences, Conservation Surcharges, and Classified Waters Licences.

## 11 If the angler already has a paper Basic Licence which they did *not* buy online, can I sell them a Conservation Surcharge, White Sturgeon Conservation Licence or a Classified Waters Licence online?

No. You cannot add a Conservation Surcharge, White Sturgeon Conservation Licence or a Classified Waters Licence online if the Basic Licence was not bought online. In this case, you must issue a paper Classified Waters Licence, a paper White Sturgeon Conservation Licence and affix paper Conservation Surcharge stamps to the paper Basic licence.

## 12 Does it cost more to sell a fishing licence online?

The fees and commissions for E-Licences are the same as the fees and commissions for manually issued paper licences.

However, the vendor is responsible for the cost of obtaining a computer, printer, printer ink, paper and an Internet connection.

### 13 How can I cancel a licence and issue a refund?

The Freshwater Fishing E-Licensing System allows you to cancel an E-Licence up to 90 minutes after you have issued the E-Licence.

You might want to cancel a licence, for example:

- if the customer leaves the store without paying for the licence,
- if the customer has made a mistake and wants to purchase a different licence, or
- if the customer changes his mind and does not want to buy the licence.

The Reference Guide for Vendors at [www.fishing.gov.bc.ca/docs/reference\\_guide\\_for\\_vendors.pdf](http://www.fishing.gov.bc.ca/docs/reference_guide_for_vendors.pdf) provides more detailed instructions on how to cancel a licence.

#### ***Refunds:***

You can give the customer a refund yourself if you have cancelled the licence within the 90 minute period and the customer has already paid. If you do not cancel the licence within the 90 minute period, advise the customer to send a written request for cancellation to the Fish & Wildlife Branch, Ministry of Environment in Victoria at:  
Fish & Wildlife Branch, PO Box 9363 Stn Prov Govt, Victoria BC V8W 9M2.

### 14 What should I do if my computer or printer doesn't work?

You can manually sell paper licences, just as you did before the E-Licensing System was implemented.

When you settle your account at the end of the month, you should send Service BC a Settlement Report and payment for the E-Licences, *and* a manually completed Vendor Sales Report and payment for the licences issued manually.

If you can't produce a Settlement Report because your computer doesn't work, your Service BC office can settle your account on their computer and create the Settlement Report for you.

### 15 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 outages may occasionally occur. Ensure that you have a supply of paper fishing licence forms to use in the event of a system outage.

Please follow the instructions below. Questions should be directed to your Service BC office during government business hours. If you discover that the E-Licensing System is down outside of government business hours, you can report the outage by e-mail at [VendorOutageContact@gov.bc.ca](mailto:VendorOutageContact@gov.bc.ca)

#### ***Instructions in the event of a system outage:***

Procedures have been developed to enable vendors to sell fishing licences in the event that there is an outage. These procedures are available in the Reference Guide for Vendors at [www.fishing.gov.bc.ca/docs/reference\\_guide\\_for\\_vendors.pdf](http://www.fishing.gov.bc.ca/docs/reference_guide_for_vendors.pdf)

**16 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.

In the event neither of the two options above resolve the issue, please consult your Service BC Centre for further instruction.