



BV One Source – Bookings(formerly ECOM) for Testing Services

For External Training

Prepared By:

23 September 2021

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Introduction to Bookings(formerly ECOM)



Vision

“E-Commerce Solution should support commerce related transactions from order capture to payment tracking and Bookings(formerly ECOM) a channel of choice and convenience for BV Customers”.

Capabilities



Bookings
(formerly
ECOM)

- A web based application embedded into the BVOS
- Offer a platform for vendors/suppliers to fill out and submit Test Request information online and to keep track of the latest status of their submissions
- Test Request Forms will be varied from client to client
- Single login ID to multiple clients forms

System Requirement

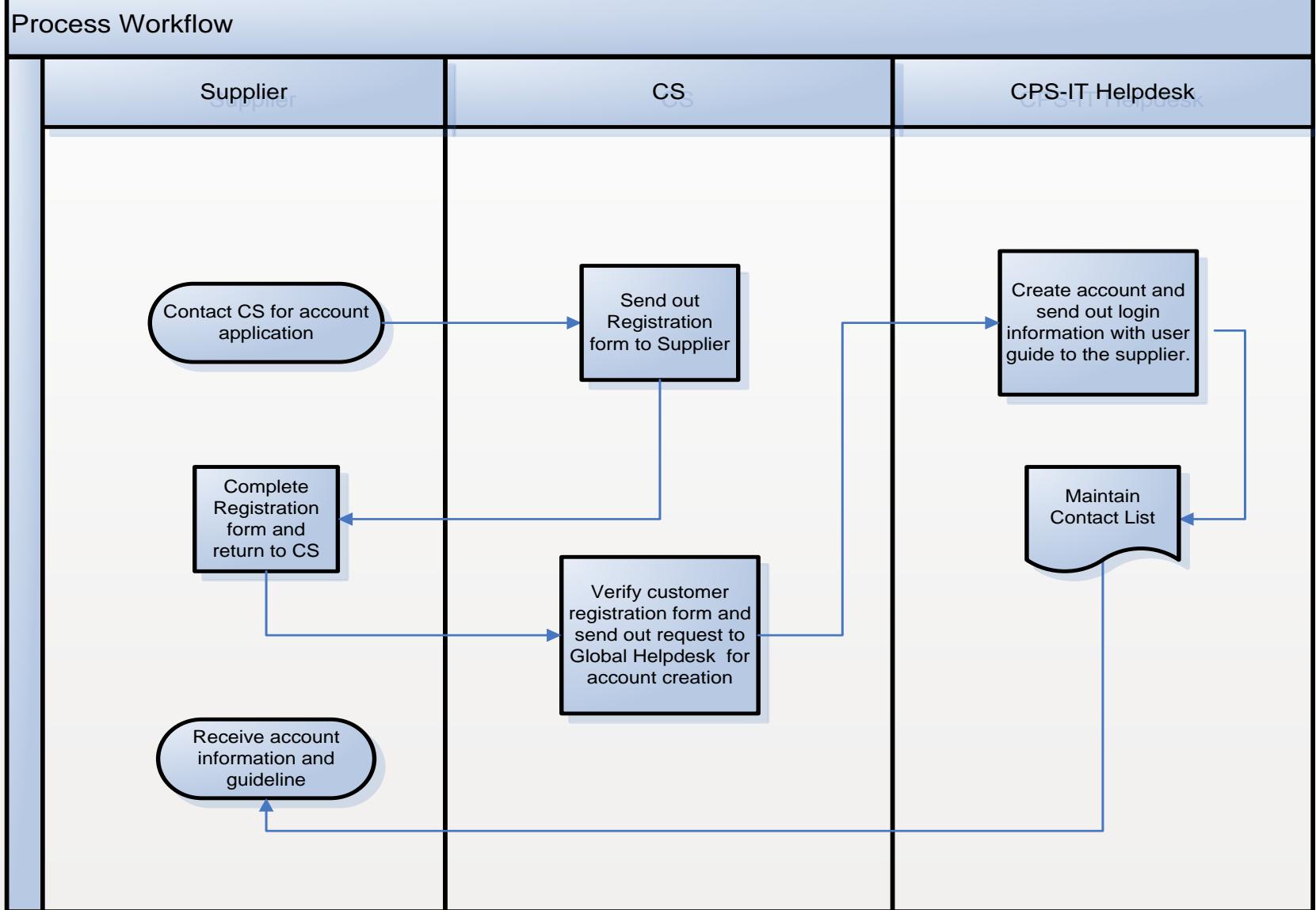


General Notice:

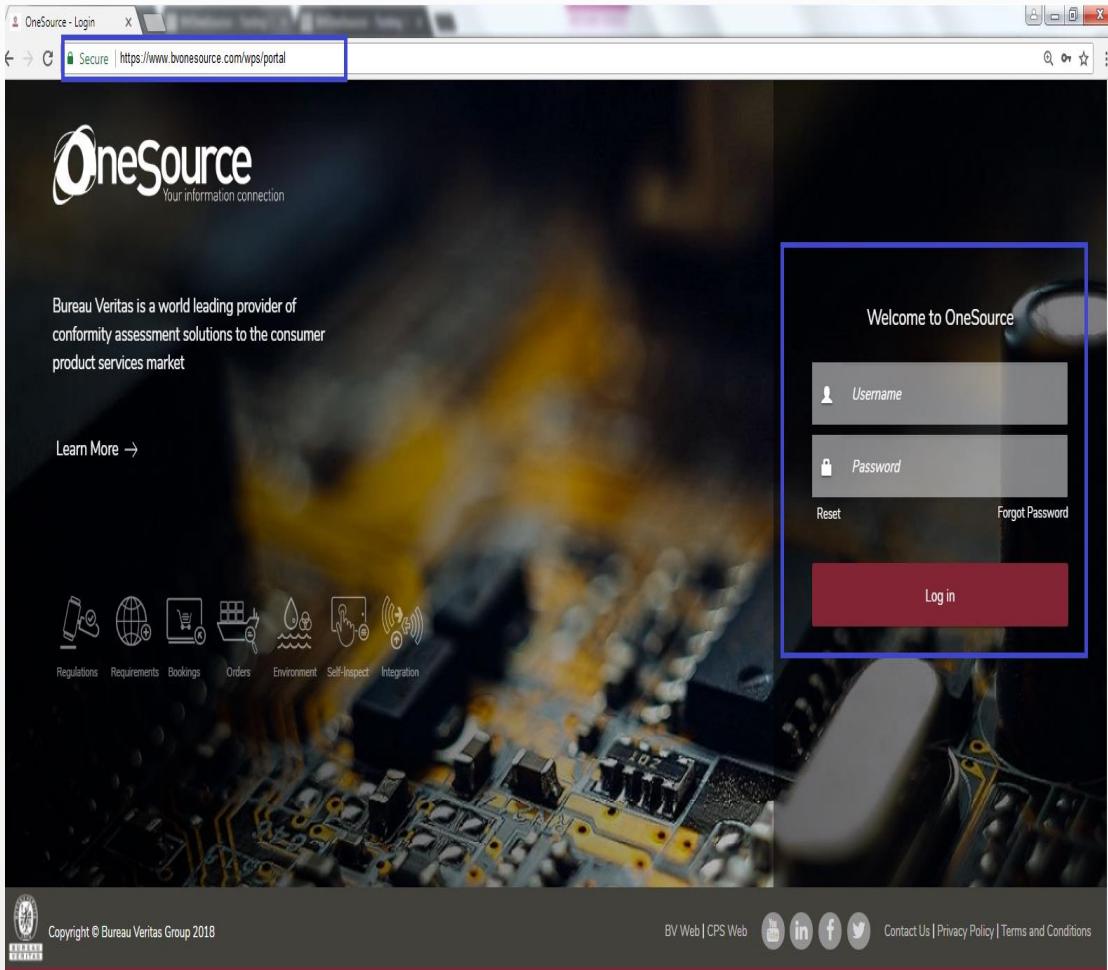
To optimize the performance, the following setting should be in place:

- **Browsers:**
 - Google Chrome
 - Mozilla Firefox
 - Microsoft Edge
 - Internet Explorer (IE 10 /11)
 - Safari

General Application Workflow



Login to the Bookings(formerly ECOM)



➤ Launch your web browser and go to the following URL

<https://www.bvonesource.com/wps/portal>

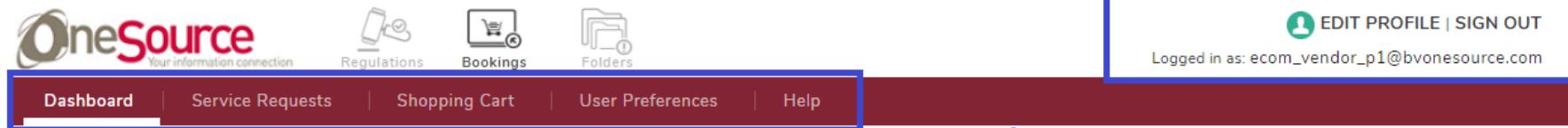
➤ Type in your User ID and Password then press the Login button

* *In case you have forgotten your password, you can retrieve it back by clicking the Forgot Password button. Simply type in your User ID and the login details will be sent to you in a few minutes*

Bookings(formerly ECOM) – Home Page



•Profile and Password Update



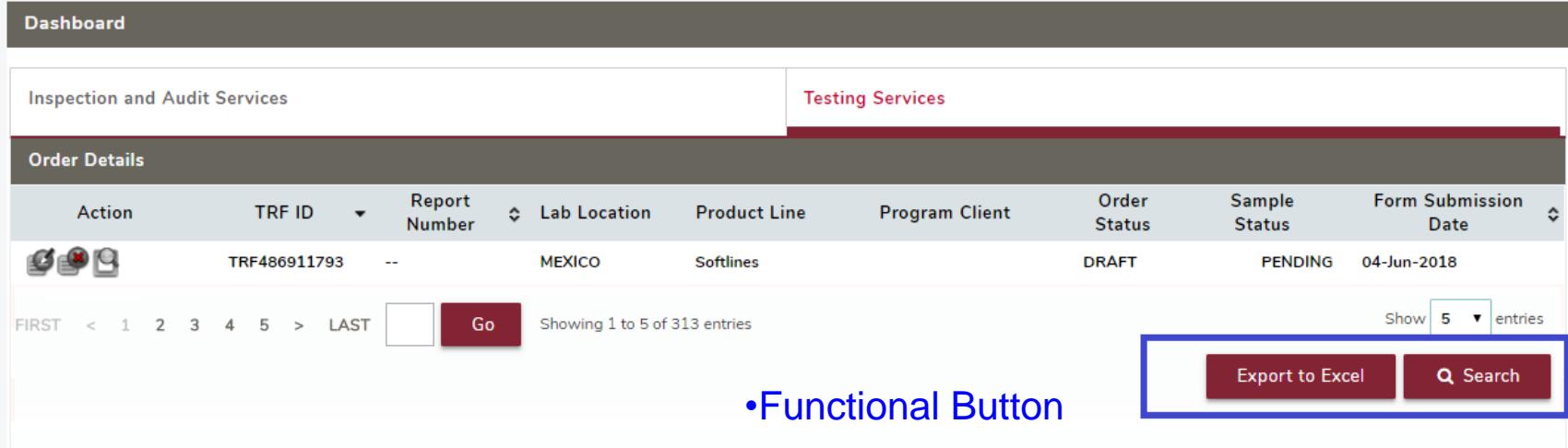
OneSource Your information connection

Regulations Bookings Folders

Dashboard | Service Requests | Shopping Cart | User Preferences | Help

EDIT PROFILE | SIGN OUT
Logged in as: ecom_vendor_p1@bvonesource.com

•Menu Option



Inspection and Audit Services Testing Services

Order Details

Action	TRF ID	Report Number	Lab Location	Product Line	Program Client	Order Status	Sample Status	Form Submission Date
  	TRF486911793	--	MEXICO	Softlines		DRAFT	PENDING	04-Jun-2018

FIRST < 1 2 3 4 5 > LAST Go Showing 1 to 5 of 313 entries

Show 5 entries

Export to Excel Search

•Functional Button



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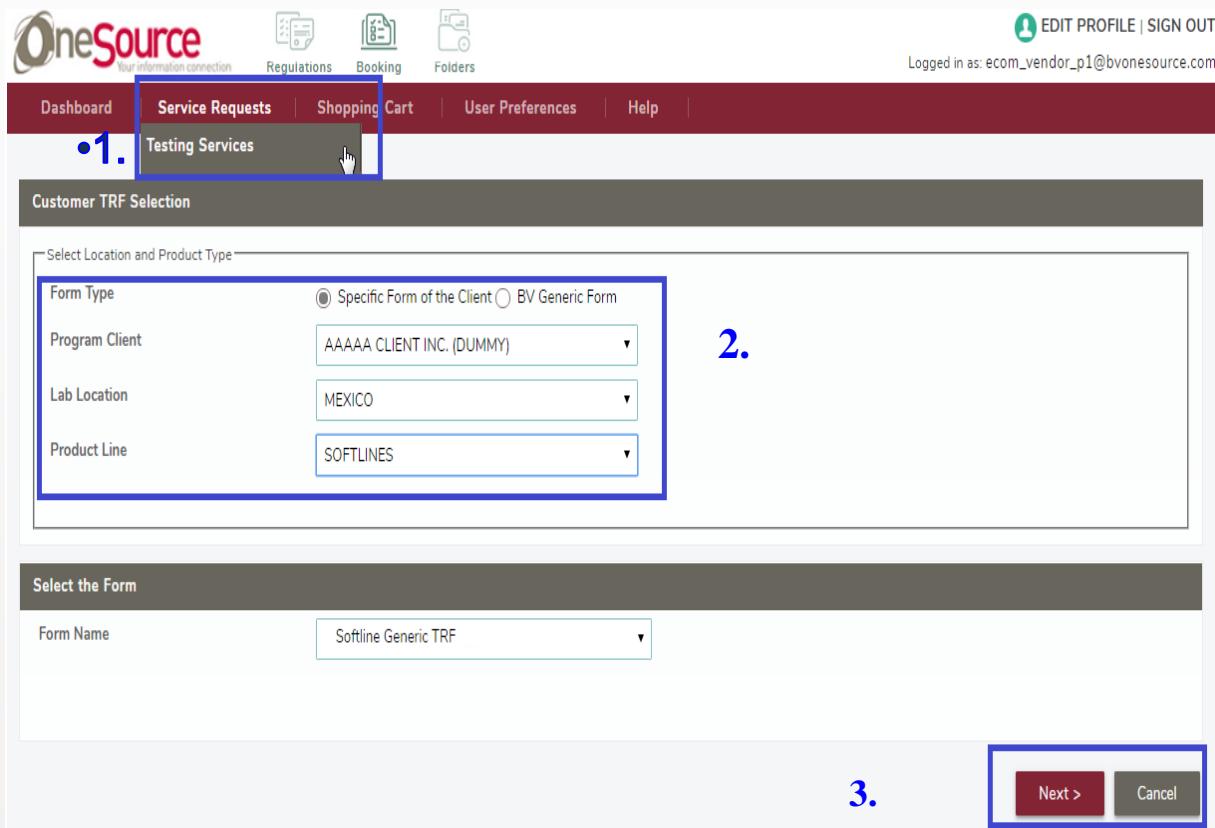
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Quick Links

Issuing New Test Request – Step 1

Step 1: TRF Form Selection



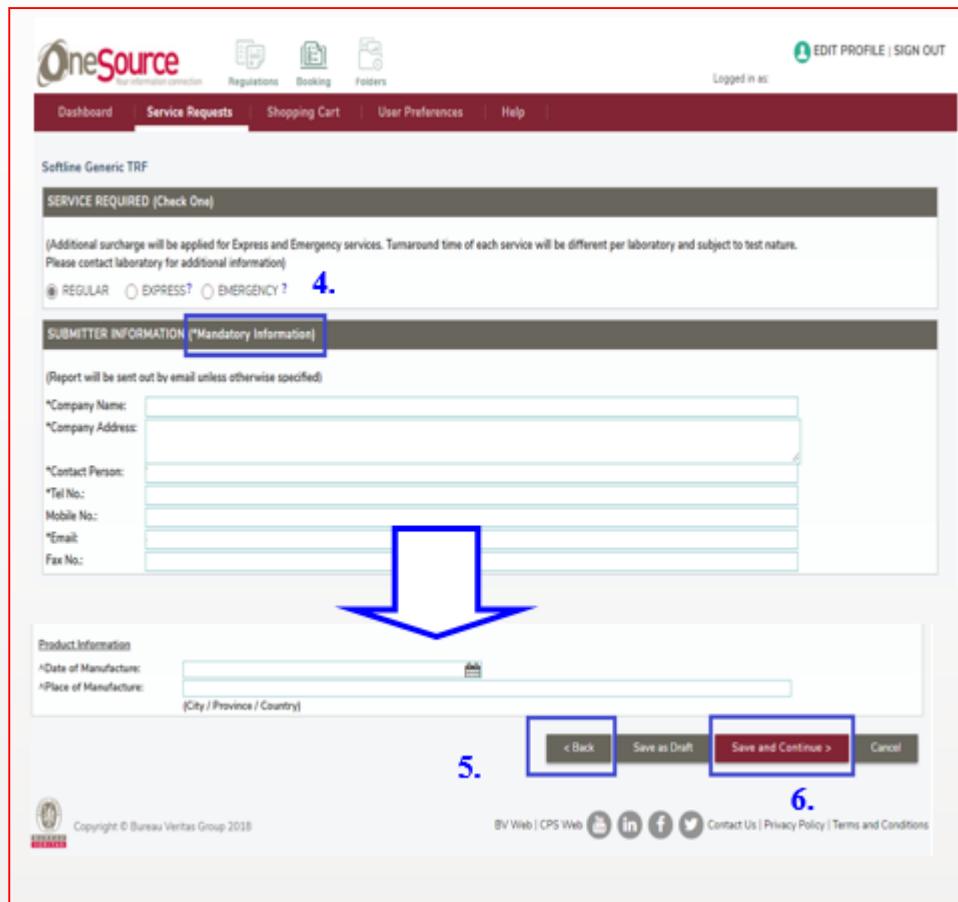
The screenshot shows the OneSource interface for issuing a new test request. The top navigation bar includes links for Regulations, Booking, Folders, EDIT PROFILE, and SIGN OUT. The user is logged in as ecom_vendor_p1@bvonesource.com. The main menu has options for Dashboard, Service Requests, Shopping Cart, User Preferences, and Help. Step 1 highlights the 'Service Requests' option, specifically 'Testing Services'. Step 2 highlights the 'Customer TRF Selection' section, which includes fields for Form Type (radio buttons for 'Specific Form of the Client' and 'BV Generic Form'), Program Client (dropdown menu showing 'AAAAA CLIENT INC. (DUMMY)'), Lab Location (dropdown menu showing 'MEXICO'), and Product Line (dropdown menu showing 'SOFTLINES'). Step 3 highlights the 'Select the Form' section, showing a dropdown menu with 'Softline Generic TRF'. At the bottom right of the second step, there are 'Next >' and 'Cancel' buttons.

- 1) Click **Service Requests**, then select **Testing Services**.
- 2) Select appropriate options for **Form Type**, **Lab Location**, **Program Client**, **Production Line** and **Form Name**.
- 3) Press **Next** to process OR **Cancel** to return.

When selecting the form type - **Specific Form of the Client**, additional options **will be available**.

Issuing New Test Request – Step 2

Step 2: Input Details



OneSource Your Information Connection

Regulations Booking Folders

Dashboard Service Requests Shopping Cart User Preferences Help

Logged in as: [EDIT PROFILE](#) | [SIGN OUT](#)

Softline Generic TRF

SERVICE REQUIRED (Check One)

(Additional surcharge will be applied for Express and Emergency services. Turnaround time of each service will be different per laboratory and subject to test nature. Please contact laboratory for additional information)

REGULAR EXPRESS? EMERGENCY?

4.

SUBMITTER INFORMATION (*Mandatory Information)

(Report will be sent out by email unless otherwise specified)

*Company Name:

*Company Address:

*Contact Person:

*Tel No.:

Mobile No.:

*Email:

Fax No.:

5.

Product Information

*Date of Manufacture:

*Place of Manufacture:
(City / Province / Country)

6.

[« Back](#) [Save as Draft](#) [Save and Continue >](#) [Cancel](#)

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4) Please provide as much information as you can. At a minimum, please fill out those fields with the asterisk (*) signs. They are mandatory fields.

In case the information you have provided did not meet the requirement, error message will be prompted.

5) Click the **Back** button if you would like to go back to the previous page

6) Once the form is completed, click the **Save and Continue** button to proceed

Issuing New Test Request – Step 3

Step 3: Data Verification

7.

7. Please verify your order before submission. You cannot modify the order details later.

Basic Information	
Lab Location	MEXICO
Product Line	SOFTLINES
Program Client	AAAAA CLIENT INC. (DUMMY)

SERVICE REQUIRED (Check One)

(Additional surcharge will be applied for Express and Emergency services. Turnaround time of each service will be different per laboratory and subject to test nature.
Please contact laboratory for additional information)

REGULAR EXPRESS? EMERGENCY?

Product Information

^Date of Manufacture: 

^Place of Manufacture:
(City / Province / Country)

8 & 9

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- 7) Verify the information you have inputted.
- 8) If you would like to modify the content, click the **Edit** button to go back
- 9) Once everything confirmed, click the **Confirm** button to proceed

****** *Please be reminded that once TRF submitted, no modification will be allowed*

Issuing New Test Request – Step 4



Step 4: Service Agreement

- 10) Read through the terms and conditions carefully. Check “**I agree the Terms and conditions**” once you are done. Press the **Accept** button to proceed

Service Agreement

All services of Bureau Veritas Consumer Products Services Division are strictly offered, and can only be accepted, under the CPS Conditions of Service. Any party that requests said services, confirms said services, or makes any payment for said services does so agreeing automatically that: (a) it irrevocably accepts and agrees to the CPS Conditions of Service; (b) it waives all rights to change or challenge the CPS Conditions of Service; and (c) the CPS Conditions of Service are final and, unless expressly agreed otherwise by Bureau Veritas, any additional conditions sought to be imposed on any service or payment shall be invalid. The CPS Conditions of Service can be accessed through this link:

<http://www.bureauveritas.com/home/about-us/our-business/cps/about-us/terms-conditions/>

I agree to the Terms and Conditions

Accept **Reject**

Issuing New Test Request – Step 5

Step 5: TRF Confirmation

TRF Confirmation

Your Request has been posted. Thank you for your Order.

You must ensure that a printed copy of this TRF is attached with the sample you submit. Failure to attach a TRF can result in delayed release of your report.

Your TRF No.:TRF486911112

11.

[Print TRF](#) [Go To Dashboard](#)

12.


BUREAU VERITAS CONSUMER PRODUCTS SERVICES,
 Circuito del Sol 3905-1 Col. Nuevo Amanecer. Puebla, Pue. Mexico. 72400
 Tel:
 Fax:
 Email:
**BUREAU
VERITAS**

TEST REQUEST FORM FOR SOFTLINES

TRF Number	TRF486911112
	

APPLICANT INFORMATION

Company:

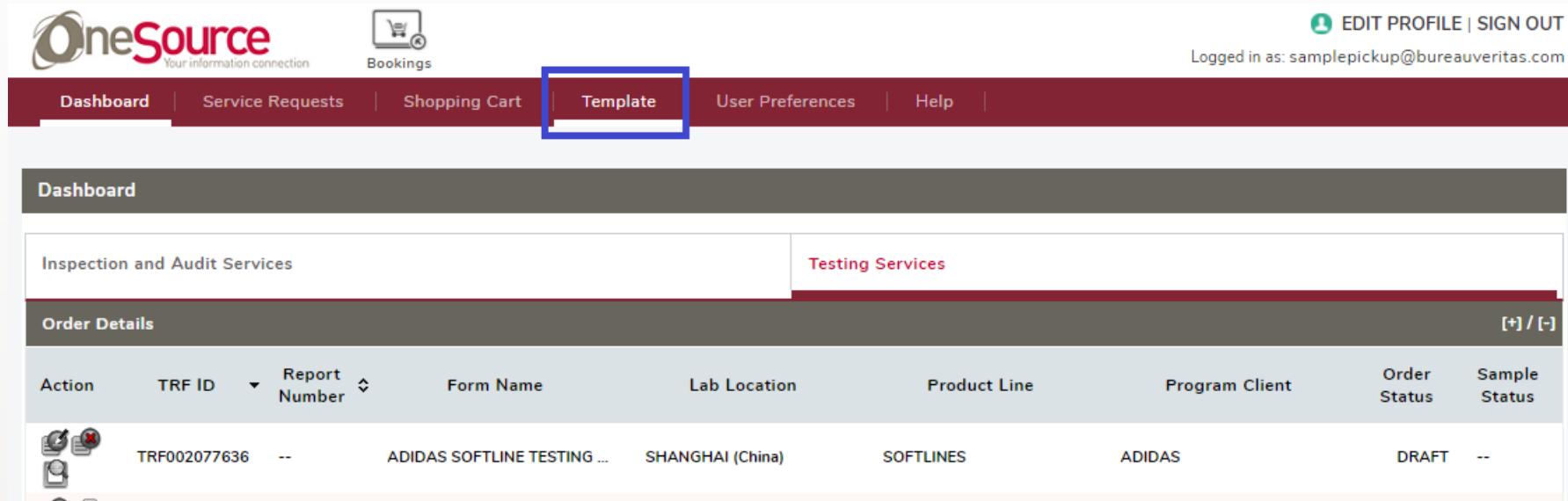
11) To preview and print the TRF, click the **Print TRF** button. A pop up window will be prompted accordingly.

Press **Open** if you would like to review the form. Or press **Save** if you would like to save the copy

12) To keep track of your submissions, please click the **Go to Dashboard** button.

*** *Please note that you will NOT be able to modify the content once the form submitted. You can however use the copy form function to replicate any previously done submissions and make changes in the new form.*

Bookings (formerly ECOM) – Save as Template

A screenshot of the OneSource Bookings interface. The top navigation bar includes links for "Dashboard", "Service Requests", "Shopping Cart", "Template" (which is highlighted with a blue box), "User Preferences", and "Help". The top right shows "EDIT PROFILE | SIGN OUT" and "Logged in as: samplepickup@bureauveritas.com". The main content area has a "Dashboard" header. Below it, there are two sections: "Inspection and Audit Services" and "Testing Services" (which is currently active, indicated by red text). A table titled "Order Details" is shown, with columns for Action, TRF ID, Report Number, Form Name, Lab Location, Product Line, Program Client, Order Status, and Sample Status. One row is visible, showing TRF002077636, ADIDAS SOFTLINE TESTING ..., SHANGHAI (China), SOFTLINES, ADIDAS, DRAFT, and --. A "+" / "-" button is at the top right of the table.

Introduction:

To reduce the rework, a new function “**Save as Template**” is introduced which will allow users to save the information as **Template** which can be reused later.

Create Template – Step 1

Step 1: TRF Form Selection

1

Customer TRF Selection

Select Location and Product Type

Form Type Specific Form of the Client BV Generic Form

Program Client 2

Lab Location

Product Line

3

Select the Form

Form Name

Next > **Cancel**

- 1) Click **Service Requests**, then select **Testing Services**.
- 2) Select appropriate options for **Form Type**, **Lab Location**, **Program Client**, **Production Line** and **Form Name**.
- 3) When selecting the form type - **Specific Form of the Client**, additional options **will be available**.
- 3) Press **Next** to process.

Create Template – Step 2

Step 2: Fill invariant information

4

IF REPORT OR INVOICE RECIPIENT IS DIFFERENT FROM THE ABOVE CONTACT PERSON, PLEASE PROVIDE

Report Recipient:

Report Recipient Email:

Invoice Recipient:

Invoice Recipient Email:

VENDOR OR AGENT INFORMATION

VENDOR AGENT

Company Name:

Company ID / Number:

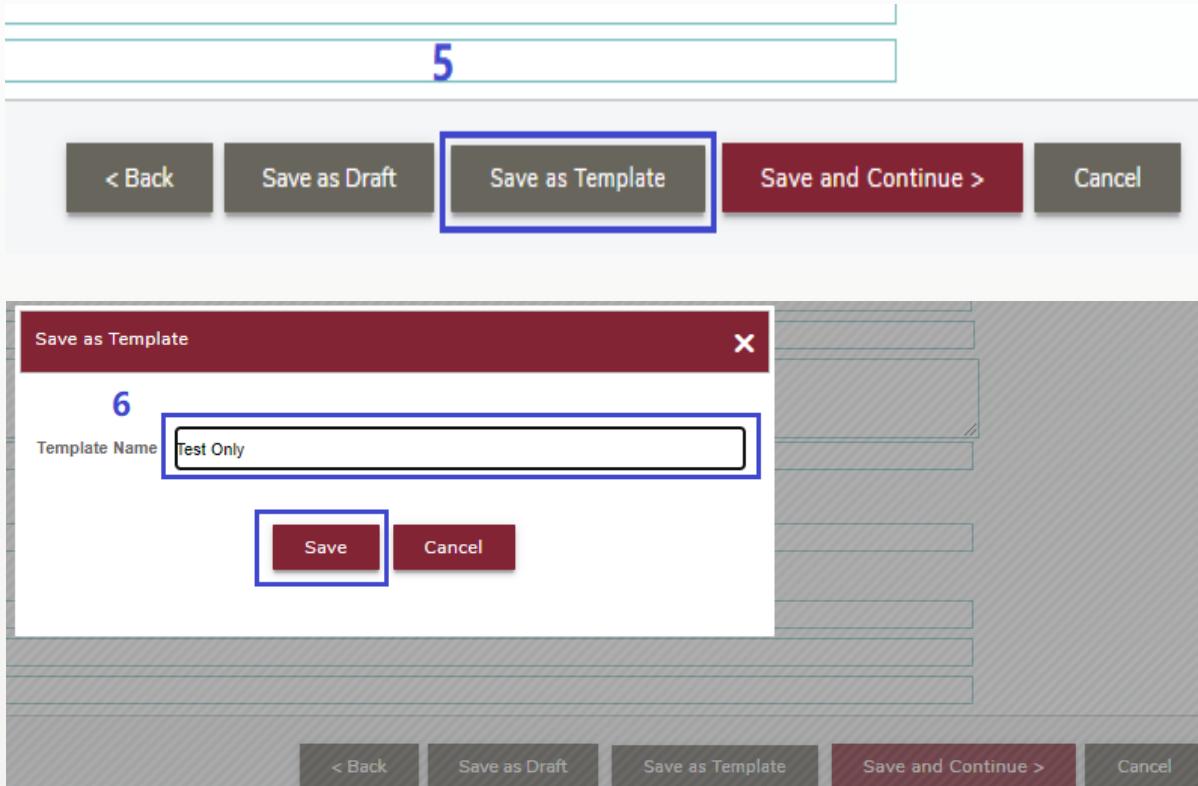
Company Email:

Company Tel Number:

4) User fills the same information repetitively in every order which is very time consuming and affects the user experience. (such as Vendor information, Billing information...)

Create Template – Step 3

Step 3: Save as Template



5

< Back Save as Draft **Save as Template** Save and Continue > Cancel

6

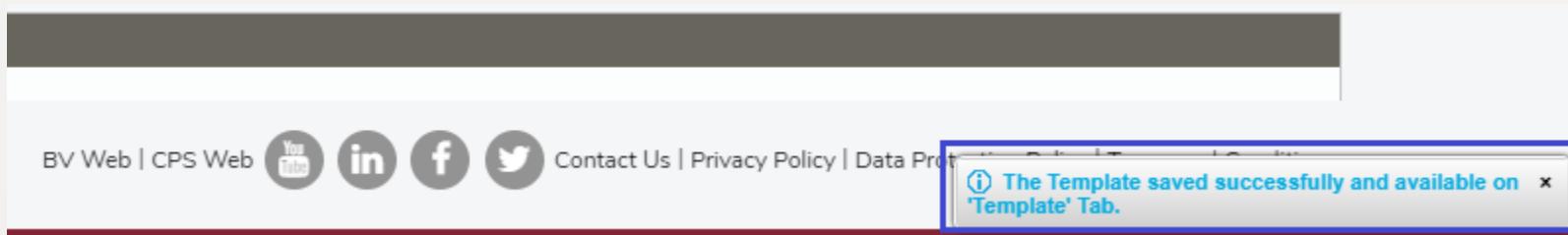
Save as Template

Template Name: Test Only

Save Cancel

< Back Save as Draft Save as Template Save and Continue > Cancel

- 5) After completed information filling, press “**Save as Template**”.
- 6) User can name and save the template in pop-up window, and press “**Save**”.
- 7) Successful notification will appear at the bottom of web page.

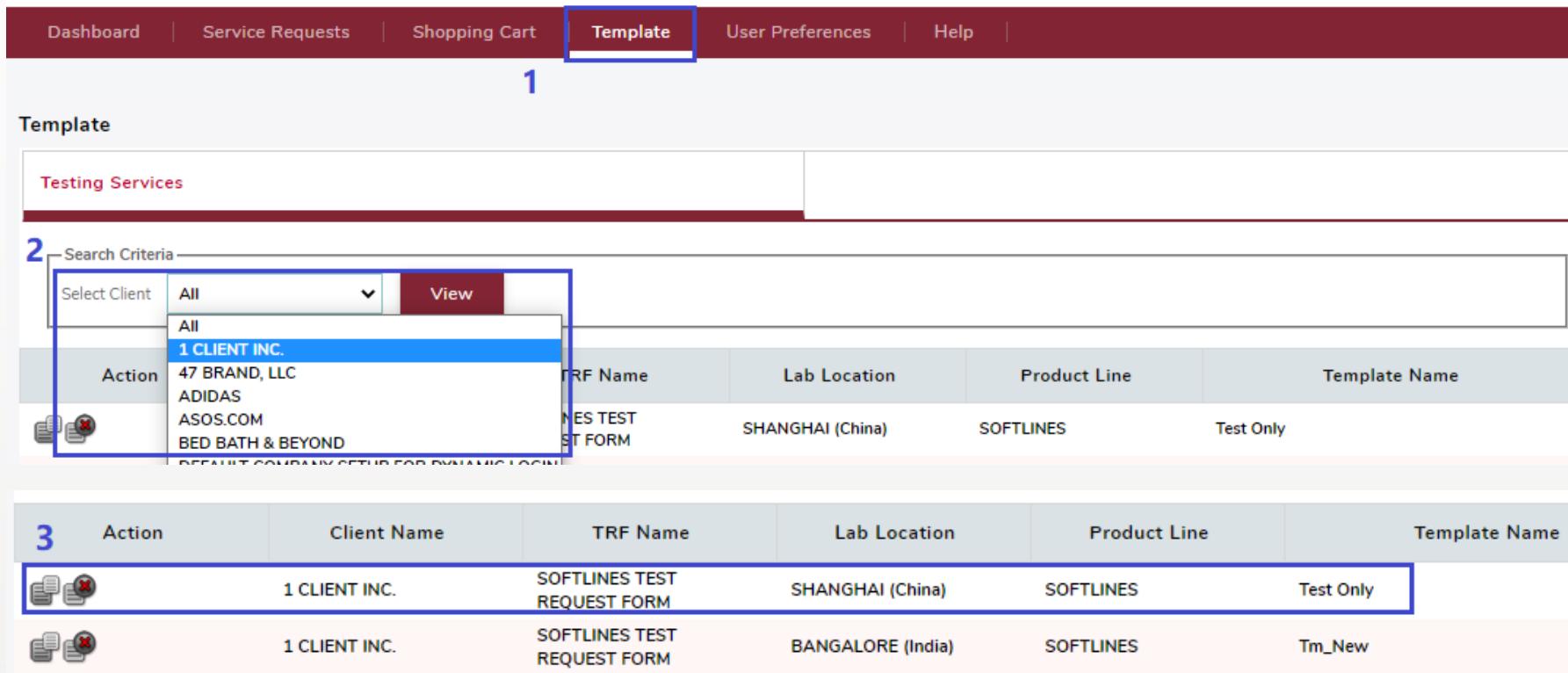


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The Template saved successfully and available on 'Template' Tab.

Template Use – Step 1

Step 1: Find the saved template



The screenshot shows the 'Template' interface with the following elements:

- Header:** Dashboard, Service Requests, Shopping Cart, **Template** (highlighted with a blue box and the number 1), User Preferences, Help.
- Section 1 (Search Criteria):** 'Testing Services' is selected. A dropdown for 'Select Client' shows 'All' and '1 CLIENT INC.' (highlighted with a blue box and the number 2). Other options include '47 BRAND, LLC', 'ADIDAS', 'ASOS.COM', and 'BED BATH & BEYOND'. Buttons for 'View' and 'Action' are present.
- Section 2 (Saved Templates):** A table with columns: Action, Client Name, TRF Name, Lab Location, Product Line, Template Name. It lists two entries:

Action	Client Name	TRF Name	Lab Location	Product Line	Template Name
	1 CLIENT INC.	SOFTLINES TEST REQUEST FORM	SHANGHAI (China)	SOFTLINES	Test Only
	1 CLIENT INC.	SOFTLINES TEST REQUEST FORM	BANGALORE (India)	SOFTLINES	Tm_New

- 1) Press menu option “**Template**” to enter saved template interface.
- 2) Select the desired client name from “**Select Client**” dropdown list, and press “**View**” to enter specific client template list.
- 3) Find the saved template which you want to use.

Template Use – Step 2

Step 2: Copy/Delete the saved template

Action	Client Name	TRF Name	Lab Location	Product Line	Template Name
4 	1 CLIENT INC.	SOFTLINES TEST REQUEST FORM	SHANGHAI (China)	SOFTLINES	Test Only
5 	1 CLIENT INC.	SOFTLINES TEST REQUEST FORM	BANGALORE (India)	SOFTLINES	Tm_New

- 4) Press “**Copy Template** 17

Issuing New Test Request – Supplementary



- TRF ID will be used for the following purposes:
 - Keep track of the submission status
 - Populate information from Bookings(formerly ECOM) to our LIMS system
- In order for us to proceed, the following items need to be presented when the submission is received:
 - Printed TRF form(s) with Booking ID
 - Testing Sample(s)

Keeping track of the Status

- Dashboard contains all the submissions that have been created under this particular user account

Dashboard

Testing Services

Order Details

Click the header for sorting

Action	TRF ID	Report Number	Lab Location	Product Line	Program Client	Order Status	Sample Status	Form Submission Date
	--		MEXICO	Softlines		PENDING	PENDING	06-Jun-2018
	--		MEXICO	Softlines		DRAFT	PENDING	06-Jun-2018
	--		MEXICO	Softlines		PENDING	PENDING	06-Jun-2018
	--		MEXICO	Softlines		PENDING	PENDING	05-Jun-2018
	--		MEXICO	Softlines		PENDING	PENDING	05-Jun-2018

FIRST < 1 2 3 4 5 > LAST Go Showing 1 to 5 of 329 entries

Show entries

[Export to Excel](#) [Search](#)



[Download TRF](#)



[Copy Order](#)

Keeping track of the Status (Con't)

- Click on the column header to sort your result in either descending or ascending order.
 -  Sort by descending order
 -  Sort by ascending order
- Click  icon to download the TRF form
- Click  icon to replicate any previously done submissions to a new form with all the inputted data. Please note that you can only replicate the data to the same form
- Click  if you are looking for a specific data

Order and Sample Statuses



Available statuses for each of the fields:

➤ Order Status

- *Sample Received*
- *Pending*
- *Test Completed*

➤ Sample Status

➤ <i>Active</i>	<i>Pending</i>
➤ <i>On Hold</i>	<i>Off Hold</i>
➤ <i>Cancel</i>	<i>Void</i>
➤ <i>Omit</i>	<i>Logged Out</i>

Keeping track of the Status (Con't)

- After pressing the **Search** button, the following page will be prompted forthwith. Input or select your criteria then press the search button to proceed

▼ Filter

TRF ID

Report Number

Program Client

Lab Location

ADT - TAIWAN
 BANGALORE (India)
 BRACHI (Italy)
 BUFFALO (United States)

Product Line

Order Status

--Select--
 PENDING
 DRAFT
 PICKUP REQUEST ISSUED

Sample Status

--Select--
 PENDING
 ACTIVE
 ON HOLD

Form Submission Date

To

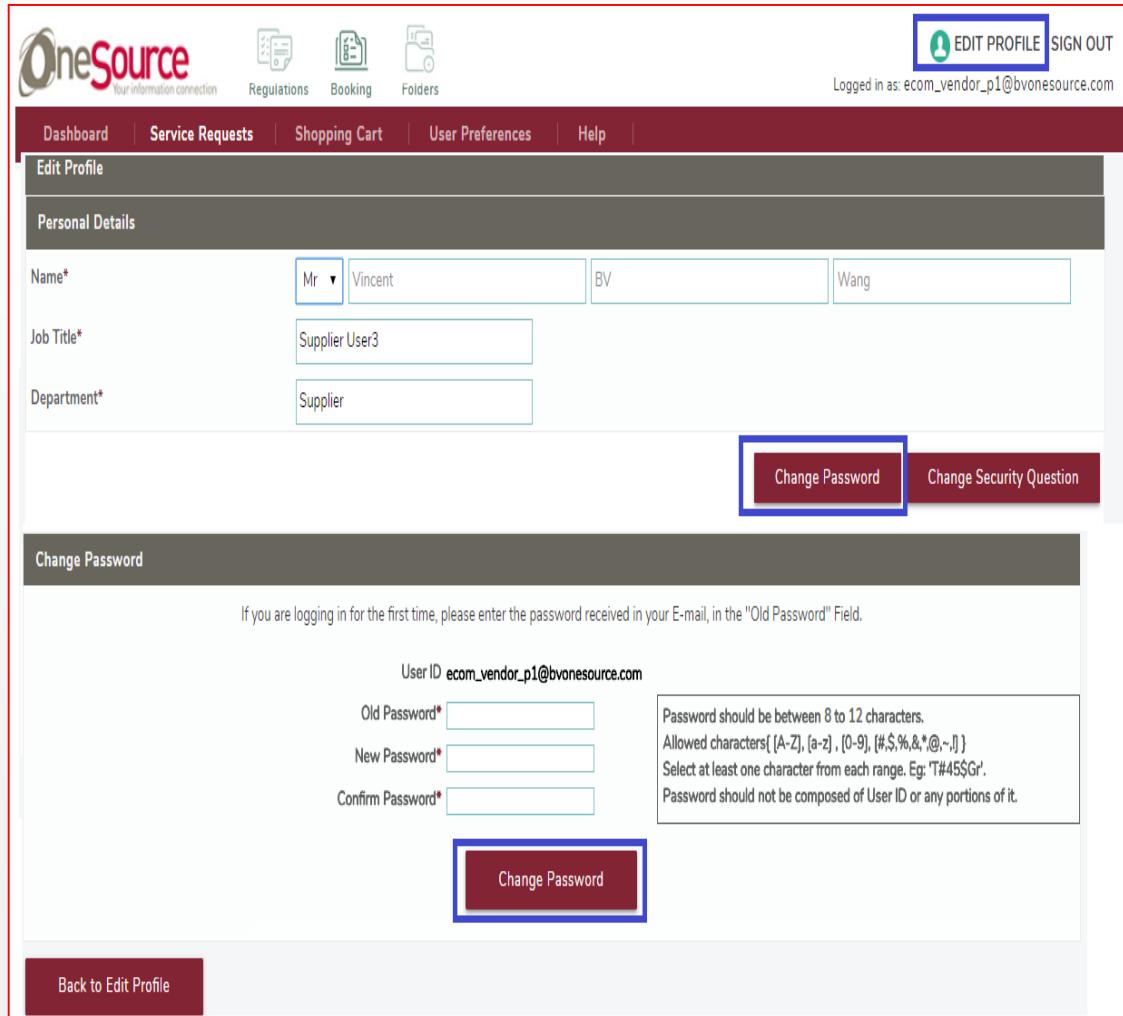
Search Text

?

Search
Reset
Cancel

22

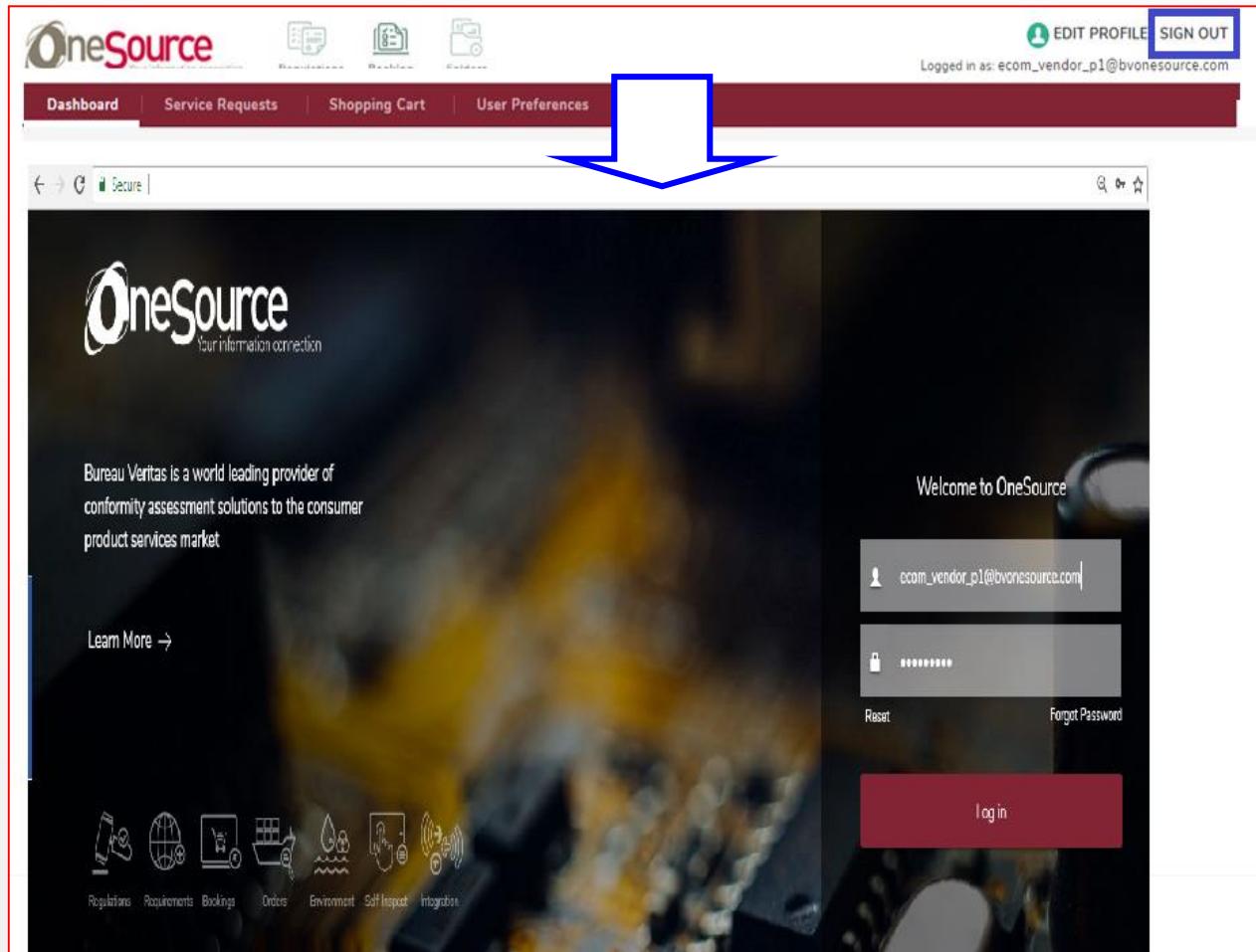
Changing Password



The screenshot shows the OneSource user profile interface. At the top, there is a navigation bar with links for Dashboard, Service Requests, Booking, and Folders. The user is logged in as 'ecom_vendor_p1@bvonesource.com'. Below the navigation bar, there is a 'Edit Profile' section containing 'Personal Details' for the user. The user's name is listed as 'Vincent BV Wang', with 'Mr' selected as the title. The job title is 'Supplier User3' and the department is 'Supplier'. At the bottom of this section are two buttons: 'Change Password' and 'Change Security Question', with 'Change Password' highlighted by a red box. Below this is a 'Change Password' sub-page. It instructs the user to enter the password received in their email. It shows the user ID 'ecom_vendor_p1@bvonesource.com'. There are three input fields: 'Old Password*', 'New Password*', and 'Confirm Password*'. To the right of these fields is a box containing password requirements: 'Password should be between 8 to 12 characters. Allowed characters{ [A-Z], [a-z] , [0-9], [#, \$, %, &, *, @, -, .] } Select at least one character from each range. Eg: 'T#45\$Gr'. Password should not be composed of User ID or any portions of it.' At the bottom of this sub-page is another 'Change Password' button, also highlighted by a red box. At the very bottom of the main profile page is a 'Back to Edit Profile' link.

- I. Click on the **Edit Profile**
- II. Press the **Change Password** button
- III. Type in your existing password and the new password. Press the **Change Password** button to confirm.

Logout



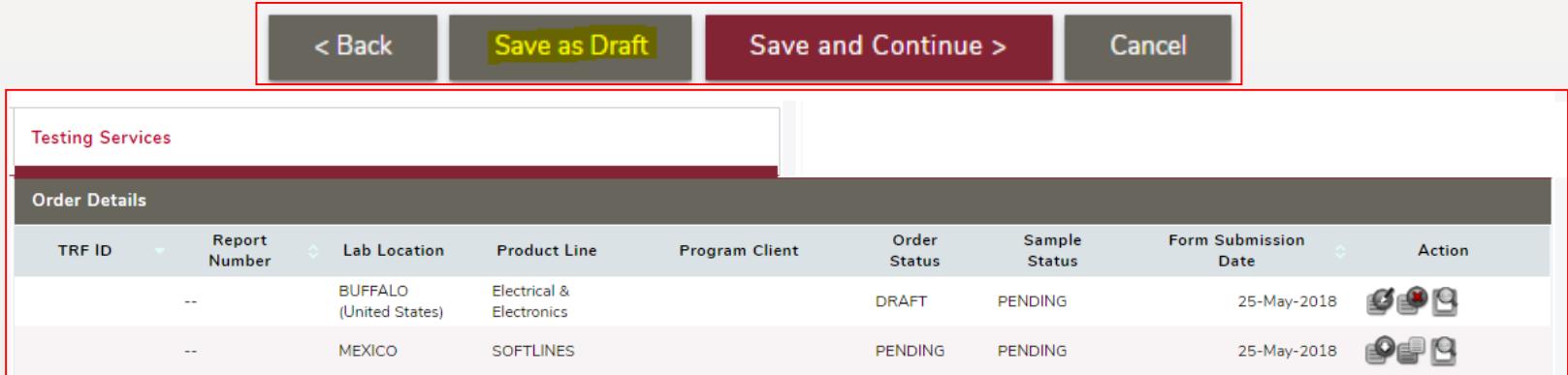
The screenshot shows the OneSource web application interface. At the top, there is a navigation bar with icons for Home, Bookings, and Requests, and menu items for Dashboard, Service Requests, Shopping Cart, and User Preferences. On the right side of the top bar, there are 'EDIT PROFILE' and 'SIGN OUT' buttons, with the text 'Logged in as: ecom_vendor_p1@bvonesource.com' in between. A blue arrow points from the text 'Click Sign out button to logout' to the 'SIGN OUT' button. Below the top bar, there is a banner with the OneSource logo and the tagline 'Your information connection'. The main content area features a dark background with a yellow and black abstract graphic. On the left, there is text about Bureau Veritas being a world-leading provider of conformity assessment solutions to the consumer product services market, and a 'Learn More' link. On the right, there is a login form with fields for 'Email' (containing 'ecom_vendor_p1@bvonesource.com') and 'Password' (containing '*****'), and buttons for 'Reset', 'Forgot Password', and a large red 'Log in' button. At the bottom of the page, there are icons for Regulations, Requirements, Bookings, Orders, Environment, Self Inspect, and Integrations.

Click **Sign out** button to logout

- ▶ Q1: What should I do if I found the data in submitted Test Request Form (TRF) is incorrect?
 - ▶ A1: Once the TRF is submitted, nothing can be changed.
 - Before sample submitted,
 - To save time and effort, you can go to the Dashboard, search the submitted TRF records and use the COPY ORDER feature to replicate the existing TRF.
 - Cancel the incorrect record
 - After sample submitted,
 - you need to contact customer service representative to notify about the incorrect information in the online TRF
- ▶ Q2: How can I check the status of the submission?
 - ▶ A2: Under Dashboard (refer to slide 13), you can use the 'Order Status' to check whether the samples have been received by laboratory.

- ▶ Q3: Can the vendor information be stored on Bookings TRF form?
- ▶ A3: Yes, some of the vendor information can be populated on Bookings(formerly ECOM) form so that users do not have to enter the vendor information again. Note: Not all vendor information can be populated and it depends on the requirement.

- ▶ Q4: How can I save the information on Bookings TRF so that I can edit it later?
- ▶ A4: There is 'Save as Draft' button that helps to save the form in Draft mode. User can edit it later on. All such submissions are available on Dashboard page of Testing Services with Status as DRAFT.



The screenshot shows a web-based application for 'Testing Services'. At the top, there is a navigation bar with four buttons: '< Back', 'Save as Draft' (which is highlighted with a red box), 'Save and Continue >', and 'Cancel'. Below the navigation bar is a section titled 'Testing Services'. Underneath this, there is a table with a header 'Order Details'. The table has columns for TRF ID, Report Number, Lab Location, Product Line, Program Client, Order Status, Sample Status, Form Submission Date, and Action. There are two rows of data in the table. The first row corresponds to the highlighted 'Save as Draft' button, showing 'DRAFT' in the Order Status column and 'PENDING' in the Sample Status column. The second row shows 'PENDING' in both Order Status and Sample Status columns. The 'Action' column for each row contains three small icons: a pencil, a magnifying glass, and a trash can.

Order Details								
TRF ID	Report Number	Lab Location	Product Line	Program Client	Order Status	Sample Status	Form Submission Date	Action
--		BUFFALO (United States)	Electrical & Electronics		DRAFT	PENDING	25-May-2018	  
--		MEXICO	SOFTLINES		PENDING	PENDING	25-May-2018	  

