



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

*For External Training*

*Prepared By:*

*23 September 2021*

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The information provided by this document should be used as a reference to the related standards. Details and interpretations of the requirements should be referred to the original standards.

# 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)**

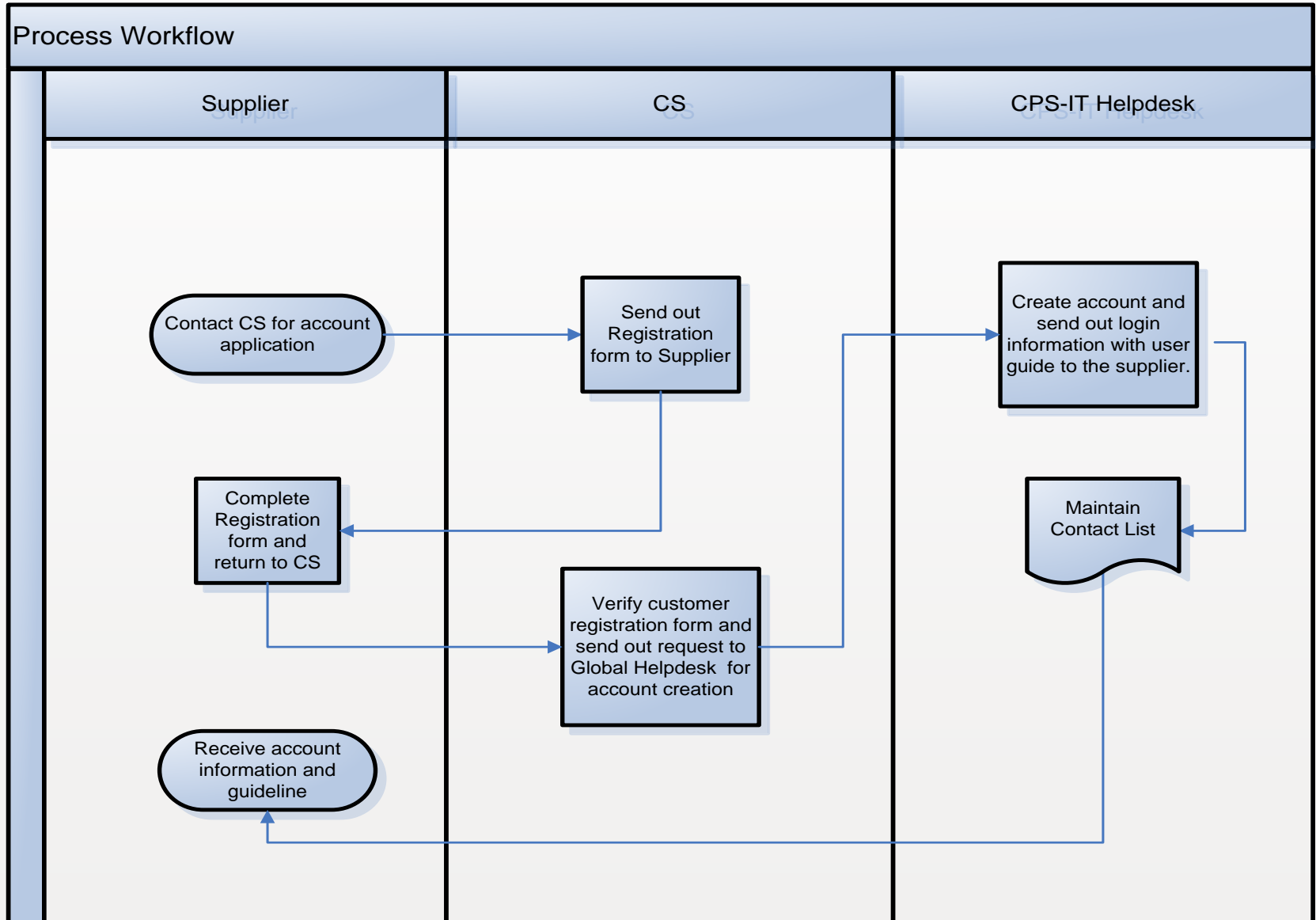
- A web based application embedded into the BVOS
- Offer a platform for vendors/suppliers to fill out and submit Test Request information online and to keep track of the latest status of their submissions
- Test Request Forms will be varied from client to client
- Single login ID to multiple clients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

## General Notice:

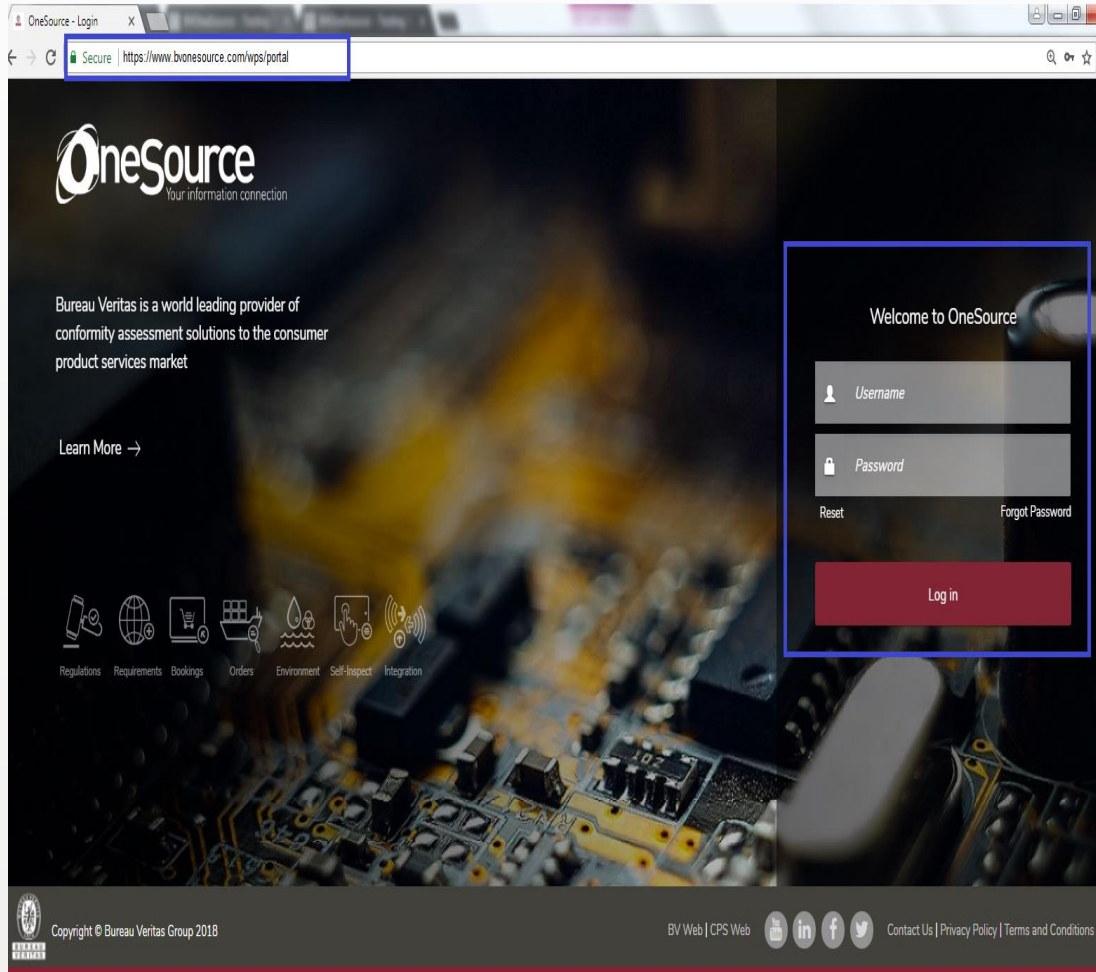
To optimize the performance, the following setting should be in place:

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

# General Application Workflow



# Login to the Bookings(formerly ECOM)



The screenshot shows a web browser window with the URL <https://www.bvonesource.com/wps/portal>. The page features the OneSource logo and a description of Bureau Veritas as a world leading provider of conformity assessment solutions. A login form is highlighted with a blue box, containing fields for Username and Password, a Reset button, a Forgot Password button, and a Log in button. The background of the page shows a close-up of a circuit board.

OneSource  
Your information connection

Bureau Veritas is a world leading provider of conformity assessment solutions to the consumer product services market

Learn More →

Regulations Requirements Bookings Orders Environment Self-inspect Integration

Welcome to OneSource

Username

Password

Reset Forgot Password

Log in

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➤ 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



 EDIT PROFILE | SIGN OUT

Logged in as: ecom\_vendor\_p1@bvonesource.com

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




## •Menu Option

### Dashboard

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 <input type="text"/> Go Showing 1 to 5 of 313 entries								

Show 5 entries


## •Functional Button

Export to Excel

 Search



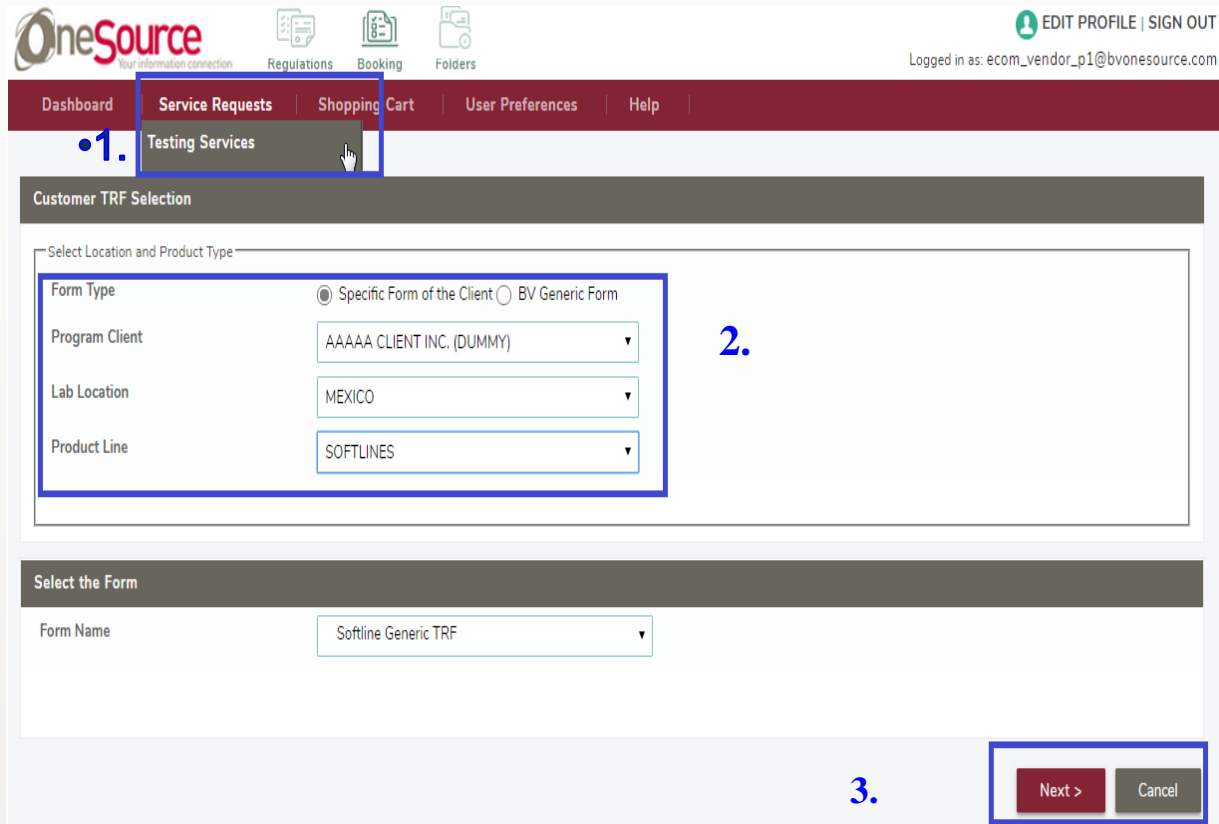
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## Quick Links

# Issuing New Test Request – Step 1

## Step 1: TRF Form Selection



The screenshot shows the OneSource web application interface. The top navigation bar includes links for Dashboard, Service Requests, Shopping Cart, User Preferences, and Help. The 'Service Requests' tab is active, and a sub-tab 'Testing Services' is highlighted. The main content area is titled 'Customer TRF Selection'. It contains two sections: 'Select Location and Product Type' and 'Select the Form'. In the first section, the 'Form Type' is set to 'Specific Form of the Client', and the 'Program Client' is 'AAAA CLIENT INC. (DUMMY)'. The 'Lab Location' is 'MEXICO' and the 'Product Line' is 'SOFTLINES'. In the second section, the 'Form Name' is 'Softline Generic TRF'. At the bottom right, 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.

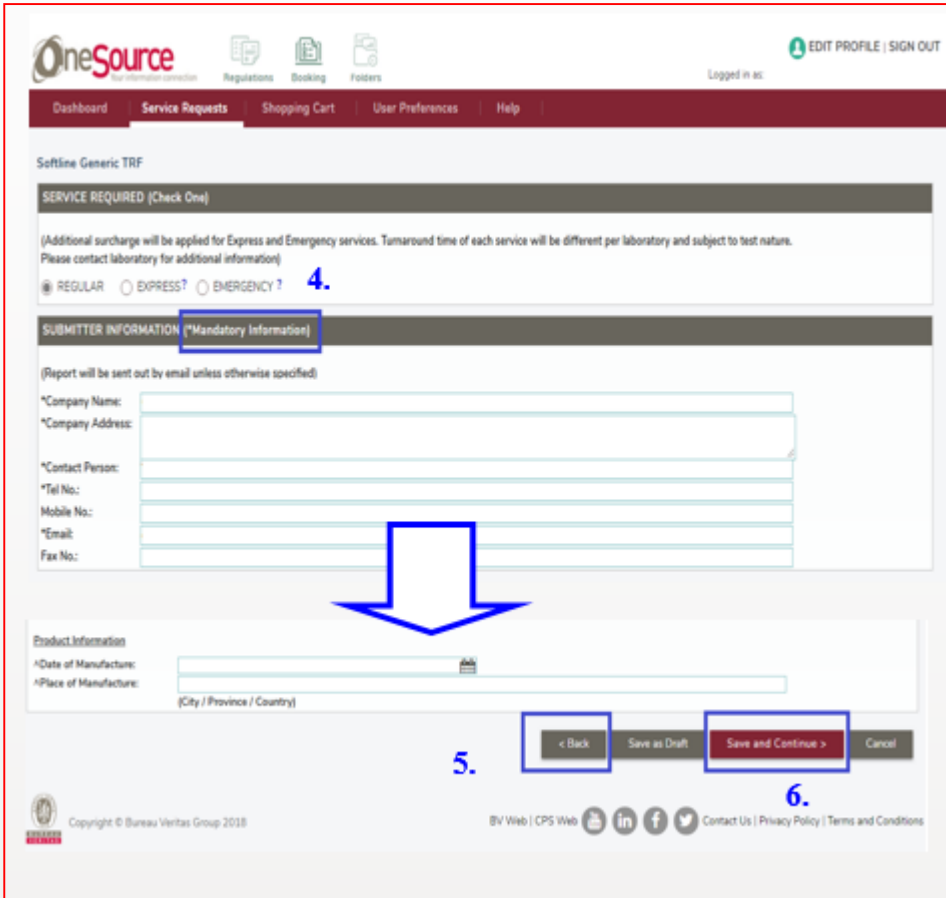
- 1) Click **Service Requests**, then select **Testing Services**.
- 2) Select appropriate options for **Form Type**, **Lab Location**, **Program Client**, **Production Line** and **Form Name**.

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

- 3) Press **Next** to process OR **Cancel** to return.

# Issuing New Test Request – Step 2

## Step 2: Input Details



- 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.

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

< Edit

Confirm >



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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

FOR LABORATORY USE ONLY	
DATE RECEIVED:	
REVIEWED BY:	
DUE DATE:	
REPORT NO:	

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







EDIT PROFILE | SIGN OUT  
Logged in as: samplepickup@bureauveritas.com

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

Dashboard

Inspection and Audit Services | Testing Services

Order Details [+] / [-]

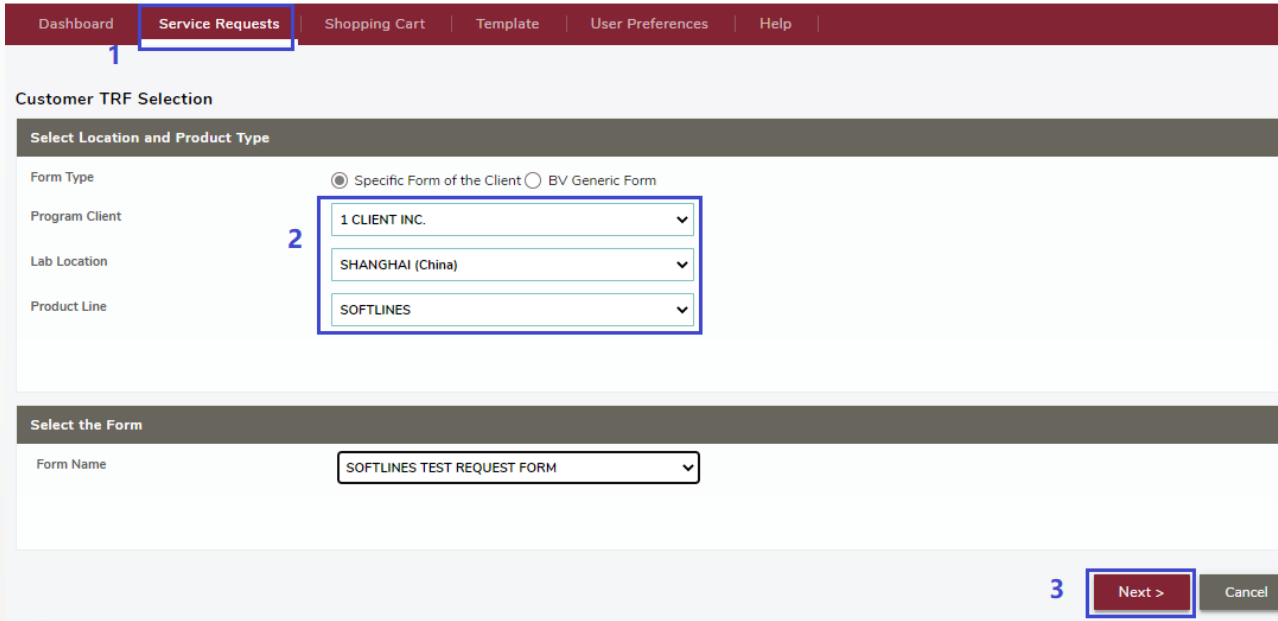
Action	TRF ID	Report Number	Form Name	Lab Location	Product Line	Program Client	Order Status	Sample Status
   	TRF002077636	--	ADIDAS SOFTLINE TESTING ...	SHANGHAI (China)	SOFTLINES	ADIDAS	DRAFT	--

## 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



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

1

Customer TRF Selection

Select Location and Product Type

Form Type ☒ Specific Form of the Client ☐ BV Generic Form

Program Client 2 1 CLIENT INC. ▼

Lab Location SHANGHAI (China) ▼

Product Line SOFTLINES ▼

Select the Form

Form Name SOFTLINES TEST REQUEST FORM ▼

3 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**.  
  
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:	<input type="text"/>
Report Recipient Email:	<input type="text"/>
Invoice Recipient:	<input type="text"/>
Invoice Recipient Email:	<input type="text"/>

VENDOR OR AGENT INFORMATION

☐ VENDOR ☐ AGENT

Company Name:	<input type="text"/>
Company ID / Number:	<input type="text"/>
Company Email:	<input type="text"/>
Company Tel Number:	<input type="text"/>

- 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:

**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.

# Template Use – Step 1

## Step 1: Find the saved template

1

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

Template

Testing Services

2

Search Criteria





Select Client: All

Action

1 CLIENT INC.  
47 BRAND, LLC  
ADIDAS  
ASOS.COM  
BED BATH & BEYOND  
DEFAULT COMPANY SETUP FOR DYNAMIC LOGIN

TRF Name	Lab Location	Product Line	Template Name
SOFTLINES TEST REQUEST FORM	SHANGHAI (China)	SOFTLINES	Test Only



3


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

4	Action	Client Name	TRF Name	Lab Location	Product Line	Template Name
		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

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 5 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

- *Active*      *Pending*
- *On Hold*      *Off Hold*
- *Cancel*      *Void*
- *Omit*      *Logged Out*

# 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

All ▼

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

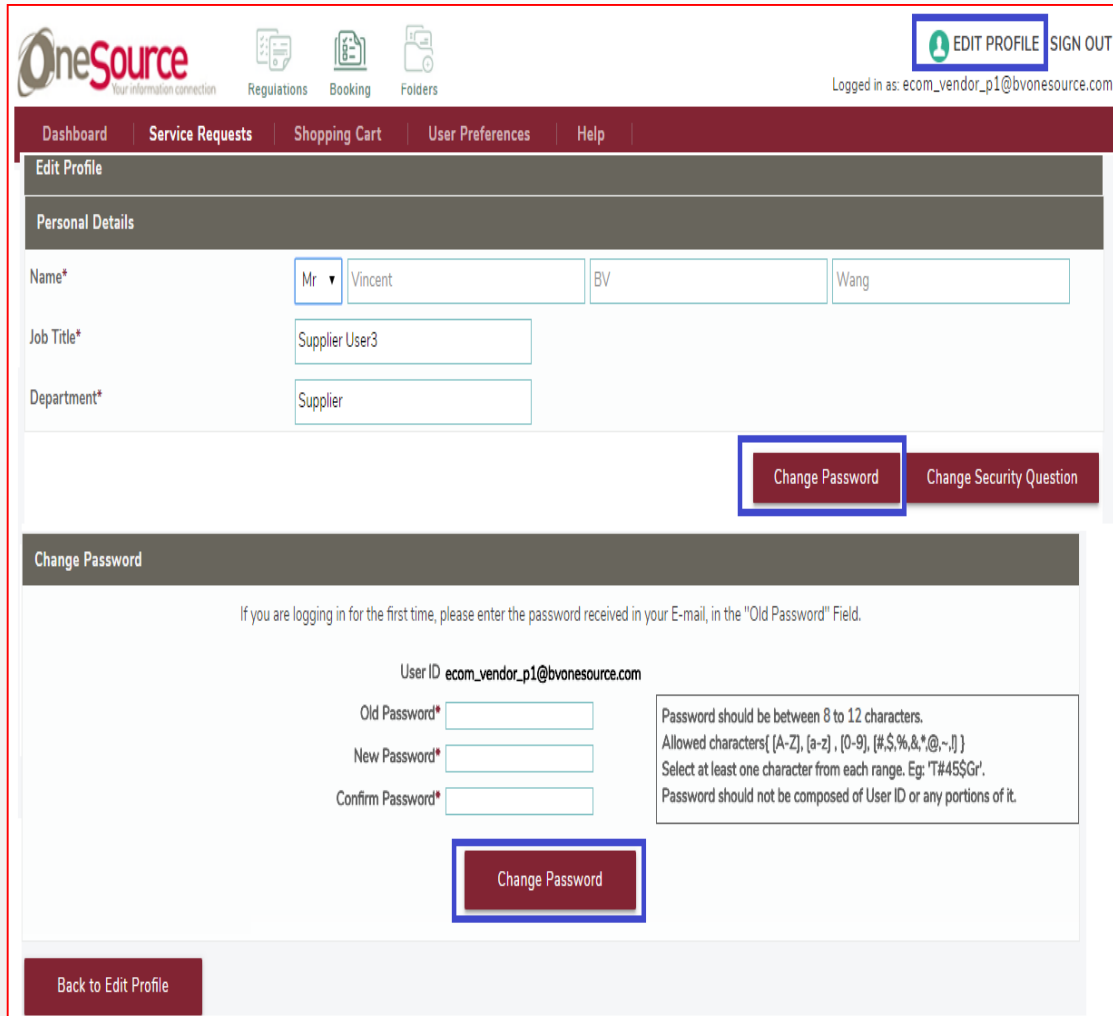
?

Search

Reset

Cancel

# Changing Password



**OneSource** Your information connection

Regulations Booking Folders

EDIT PROFILE SIGN OUT

Logged in as: ecom\_vendor\_p1@bvonesource.com

Dashboard Service Requests Shopping Cart User Preferences Help

**Edit Profile**

**Personal Details**

Name\* Mr Vincent BV Wang

Job Title\* Supplier User3

Department\* Supplier

Change Password Change Security Question

**Change Password**

If you are logging in for the first time, please enter the password received in your E-mail, in the "Old Password" Field.

User ID ecom\_vendor\_p1@bvonesource.com

Old Password\* New Password\* Confirm Password\*

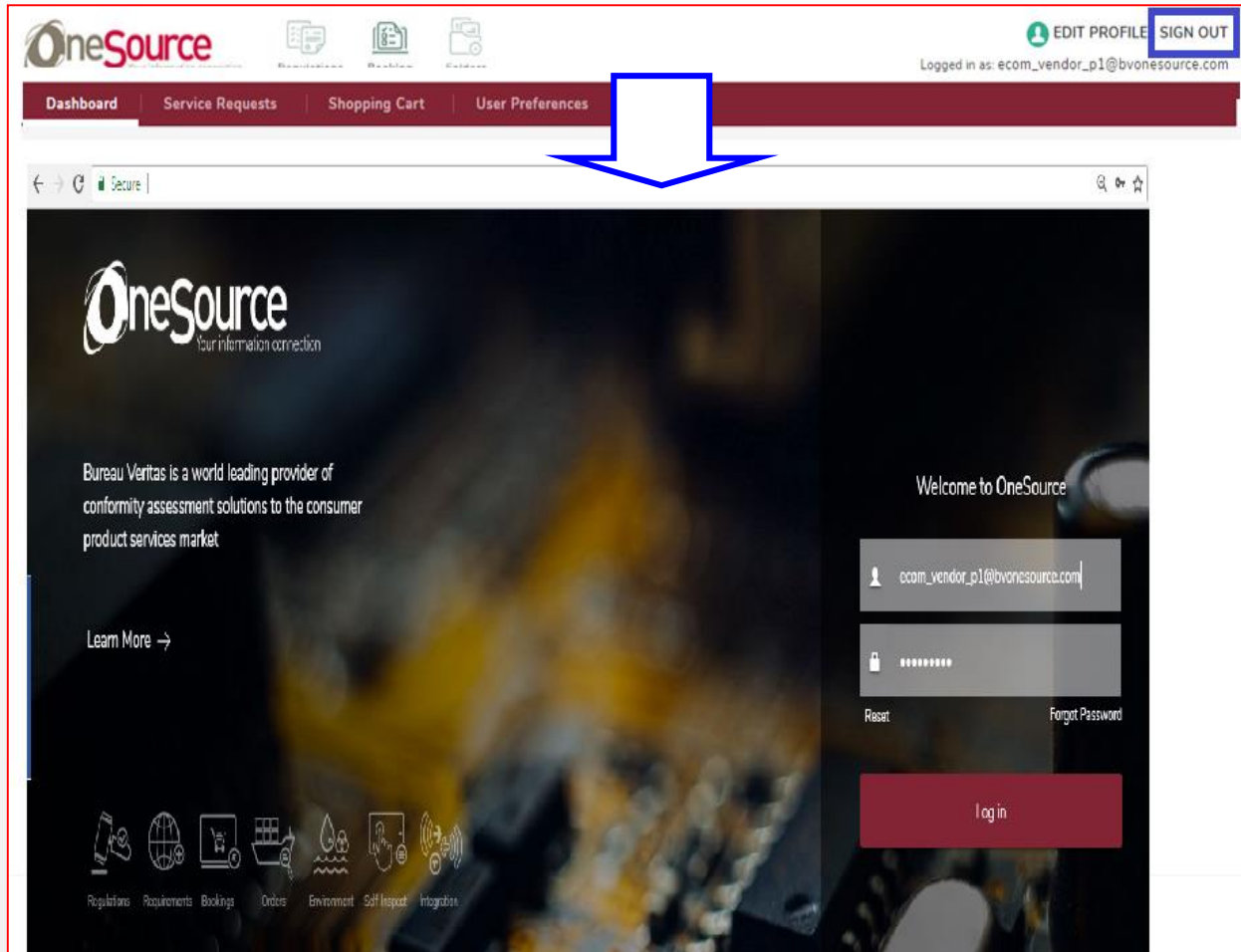
Password should be between 8 to 12 characters.  
Allowed characters{ [A-Z], [a-z], [0-9], [#,\$,%,&,\*@,-,~]}  
Select at least one character from each range. Eg: 'T#45\$Gr'.  
Password should not be composed of User ID or any portions of it.

Change Password

Back to Edit Profile

- 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.

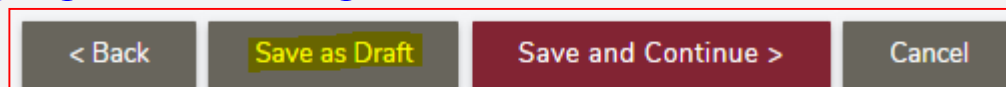
# Logout









➤ 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.



Testing Services								
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	  



***Move Forward with Confidence***