



## D-Plate Do's and Don'ts

Recent complaints prompted ICBC to issue a reminder to brokers regarding demonstration plates and their proper usage. To avoid unnecessary liability, dealers should be aware of the proper procedures.

D-plates may be used only on vehicles for:

- the business of the dealer by the dealer itself or a salesperson employed by the dealer
- the conditioning or testing by a mechanic in the regular employ of the dealer or by the dealer's salespersons
- the delivery of a vehicle to or from the dealer or to a purchaser by dealer employees
- the pleasure use by the dealer, dealer employees or household member of the dealer

A D-plate cannot be attached to a vehicle that is:

- owned by or leased to a partner, officer or employee when they are operating the vehicle they own or lease
- owned by or leased to a customer when it is being driven by that customer (includes a vehicle just purchased)
- a revenue generating vehicle, e.g. used as a courtesy car, parts truck, service, towing or delivery vehicle
- not eligible to be registered and licensed for operation on a highway, including a vehicle whose status is salvage

More information and an overview of other related issues can be found in ICBC's [Garage Service Operations Policies](#).

## Hurry, Deadline for Prizes is JANUARY 29

Help the VSA better serve the industry by completing a short IPSOS Reid survey. Upon completion, you will be entered for a chance to win one of several cash prizes worth a combined total of \$500. The survey should take no longer than 12 minutes to complete and all answers will remain confidential. Your feedback is vital and we thank all respondents for participating.

## Course Registration for New Salespeople

Part of a dealers' responsibility is to ensure that all new sales staff register for and complete the [Salesperson Certification Course](#). To help new salespeople fulfill their requirement and complete their course within 45 days of their start date, dealers can register them online using the VSA's new and improved [Online Services](#).

Note: New salespeople need to have completed a [Salesperson Application Package](#) and receive a conditional licence number prior to registering online.

## Key Management Crucial

An Okanagan dealership was a recent target of vehicle theft as four brand new vehicles, along with their keys, were stolen within hours of being delivered to an unstaffed dealership. With a combined value of \$170,000, the 2014 models are now allegedly headed overseas and may be linked to organized crime.

Following this incident, dealers should take the opportunity to review their key management and receiving practices. It is important to ensure that all keys are properly stowed in secure areas at all times.