## FAQs for eForm  (Submitting and Searching for Inspection Reports)

**Q. Facility user receives an error message "You are not authorized to search for inspection associated with the Facility Number entered". What does this mean?**
**A.** The facility identification number may:
- not have been entered correctly;
- be expired, closed or un-renewed; or
- be associated with a facility that is not owned by the business.

Ensure that the entered number is correct.

**Q. When entering a decal expiry date, can I enter one that expires at a time other than 6 months or 12 months from now?**
**A.** No. Decals must expire in either 6 months or 12 months. A customer can choose to have a vehicle inspected sooner if they desire however the validity is set at 6 or 12 months.

**Q. Can a DIF enter an inspection that is performed 'on behalf of' a PM facility?**
**A.** No, this option is no longer available. PM facilities must inspect their own vehicles in order to have an annual PM decal applied. A DIF facility may inspect the vehicle but must apply a DIF decal for the standard expiry date (non-PM).

**Q. Facility user receives a "%PDF" error message. What does this mean?**
**A**. An error occurred generating the Inspection Report PDF. It can be regenerated by VIP Staff once they are provided with the confirmation number. Afterwards, the facility user will be able to find and print the inspection report using the Search function.

**Q. Facility user is unable to print the inspection report (eg. Adobe issue). What can be done?**
**A.** Viewing problems exist with Adobe reader version 9.3. It is recommended that you install the latest Adobe updates to ensure that you are running a newer version of Adobe. The Inspection report can then be located using the 'Search for Inspection Reports' function to find and print the inspection report.

**Q. Can I enter an inspection for a trailer with no brakes installed?**
**A.** Yes, you must choose 'No brakes' as the brake type on the Identify Vehicle screen.  Ensure brake requirements are compliant with the Vehicle Inspection Manual.

**Q. Can I enter a CVIP for a vehicle with no brakes on an axle?**
**A.** Yes, you must enter zero (0) for left and right measurements and add a comment 'Brakes not equipped'.  Ensure brake requirements are compliant with the Vehicle Inspection Manual.

**Q. What should I enter for the required odometer value for a trailer inspection?**
**A.** Enter a value of '00'  (two zeros) if no hubmeter is present.

**Q. Can a Facility conduct and enter a re-inspection when the vehicle was first inspected at another facility?**
**A.** No. Only the facility that conducted the original inspection can conduct the re-inspection.  The re-inspection should be conducted by the same authorized inspector where possible. Any other facility must conduct a complete inspection.

**Q. I want to enter an inspection for a BC vehicle with a new BC assigned VIN. How do I do this?**
**A.** The vehicle jurisdiction must be entered as 'New' and the full new BC VIN number must be entered.

**Q. User receives a 'Facility / Inspector does not exist' error. What does that mean?**
**A.** The facility or inspector number may not have been entered correctly, ensure it is accurate.

**NOTE:** the 3-digit extension numbers after a Facility or AI number are no longer used.

**Q. Do I need to enter a Pressure Fuel Inspector number?**
- If the vehicle has pressure fuel, the fuel system must be inspected by an Authorized Inspector with a Pressure Fuel endorsement and the endorsed inspector must input his / her certification number should the fuel system pass.
- If the vehicle does not have pressure fuel, then do not enter an AI number on the Inspection Results page.
- Other mechanical components may be inspected by an authorized inspector that does not have the pressure fuel endorsement.

**NOTE:** Please refer to the Vehicle Inspection Guide for further information.

**Q. I entered the wrong decal number. Can I correct it?**
**A.** Yes, if it's within 30 days of completion of the inspection. Submit a Correction inspection using the original inspection date. If it's more than 30 days after the inspection, then submit a Replacement inspection using the current date.

**Q. I entered an incorrect Decal expiry date. What can I do to fix it?**
**A.** If it's within 30 days of completing the original inspection:
- If the wrong Inspection Reason was selected (either Annual or Semi-annual) then resubmit a complete inspection, adding a comment and original confirmation number.
- If user had the ability to pick an expiry date (eg. Inspection Reason = First Time Registered, New, Notice & Order, Rebuilt, Specialty Vehicle, Other) then submit a correction and choose the correct expiry date.
- If the user submitted a Re-inspection then resubmit a complete inspection, adding a comment and original confirmation number.

**Q. I entered incorrect Owner Information, mileage, unit number or Inspection Number. What can I do to fix this?**
**A.** If it is within 30 days of the original inspection, then submit a Correction inspection using the original inspection date. If it's more than 30 days, a correction cannot be submitted and a new inspection must be submitted.

**Q. I entered the wrong brake details. What can I do to fix it?**

**A.** It depends on what needs to be corrected:

- To correct brake measurements or components (eg. lining, pad, drum, rotor), submit a correction inspection using original inspection date. This must be completed within 30 days of original inspection date.
- To correct the brake type (eg. Air, Hydraulic, No Brakes), resubmit a complete inspection adding a comment and original confirmation number.

**Q. I entered an incorrect VIN, registration number or inspection result.  What can I do to fix this?**

**A.** These cannot be corrected. A complete inspection must be submitted again adding a comment and original confirmation number.