

**From:** Jeff Scoringe  
**Sent:** Monday, 5 December 2016 10:59 a.m.  
**To:** Kevin Anderson  
**Cc:** David Pearks  
**Subject:** RE: CoF to VCA issue (VTNZ)

Not quite definitive is it ☺  
I have flagged in my memo to Kate for tomorrows RM meeting (which I am not attending)

We will need to keep pressing this matter and get the system fixed if at all possible otherwise it is open to abuse.

**Jeff Scoringe** / Regional Manager Central  
Access & Use

DDI s.9(2)(a) [REDACTED]  
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**From:** Kevin Anderson  
**Sent:** Monday, 5 December 2016 10:51 a.m.  
**To:** Jeff Scoringe  
**Cc:** David Pearks  
**Subject:** RE: CoF to VCA issue (VTNZ)

Jeff,

I have spent a copy to Kate & Robyn for their information.

I have an idea on an IT fix from our side which revolves around Landata tagging every transaction from the an IO in relation to vehicle information that is obtained for and inspection. This would leave us with a breadcrumb to follow and thus be able to "red flag" irregularities.

I also note that we tabled this issue at the August CoP meeting and it has taken this long to get a reply back from VT, albeit a wishy washy one from reading Chris' reply

**Kevin Anderson** / Certification & Licensing Manager (Midlands)

Access & Use – Waikato / Bay of Plenty

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**From:** Jeff Scoringe  
**Sent:** Monday, 5 December 2016 9:47 a.m.  
**To:** Kevin Anderson; Chris Taylor; Wayne Martin; Jim McDonald; Peter Godden; Brent Downes; Dave Mabey  
**Cc:** David Pearks  
**Subject:** RE: CoF to VCA issue (VTNZ)

Thanks Kevin, and in support of your email is my view that VT Policy around what can and cannot be done may differ to what is actually happening.

I believe that if possible the Quick-check system should **not be able to change** from a CoF to a VCA or vice versa. (i.e. the **system will not enable you to do it even if you wanted to**, OR as a minimum the system should flag it and VT can report on it if there is a legitimate reason for the action- which should be minimal)

**Jeff Scoringe** / Regional Manager Central

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**From:** Kevin Anderson  
**Sent:** Monday, 5 December 2016 9:24 a.m.

**To:** Chris Taylor; Wayne Martin; Jeff Scoringe; Jim McDonald; Peter Godden; Brent Downes; Dave Mabey  
**Cc:** David Pearks  
**Subject:** RE: CoF to VCA issue (VTNZ)

Chris,

Although I accept what VT have said as being technically factual what is missing is the FACT that users of the Quick-check system can delete an Inspection (whether CoF or VCA) and start another. The inspector has to do two final steps before an inspection is finalised in Quick-Check and then on our system in Landata:

1. Press "Process" for the inspection which then presents the inspector with a summary of the inspection on items that have been failed etc
2. Then "Confirm" the inspection which finalises it.

VT policy on inspections mimic the Agency stance. So my question is what prevents this practice of deleting inspections (before they are finalised) from happening? I suspect that CSR's at the stations would have a pretty good understanding of it at a station level.

We speak to many Mechanics, Service Providers, VI's and Transport Operators in the course of our business and all talk about the VCA to CoF issue, this is actually happening in the industry and in my view undermines Inspection system, ORS and cultural change in some parts of the industry.

There is an Agency approach with IT that would be worth progressing but that will be a long term solution, each IO should do their bit to improving gaps in the system.

I would really like to get a response from VT and more than happy to help them better understand the issue.

Regards

**Kevin Anderson** / Certification & Licensing Manager (Midlands)

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**From:** Chris Taylor  
**Sent:** Friday, 2 December 2016 11:56 a.m.  
**To:** Wayne Martin; Jeff Scoringe; Jim McDonald; Kevin Anderson; Peter Godden; Brent Downes; Dave Mabey  
**Subject:** RE: CoF to VCA issue (VTNZ)

Morning all  
This is simply FYI

All the agents have been reminded of protocols regarding VCA and CoF.

I have finally received the confirmation I was after from VTNZ re their Quickcheck system and I am told that once an inspection is commenced on their system it must be completed.

In other words their management is of the view that an inspector is not able to change a VCA to a CoF or vice versa.

Regards  
Chris

**Chris Taylor**  
Principal Advisor Service Supply Management

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