

BULLETIN

All Divisions



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myVicroads partner account outages

Many dealer members have contacted VACC expressing frustration with the constant disruption to their dealerships when using (or attempting to use) the myVicRoads partner account.

VACC understands the issue is causing inefficiencies within the dealership network and has the impact to affect customer experiences. Amongst other things, this could result in negative feedback for dealers and have financial implications on future incentive and sales targets.

Over many years VACC has supported VicRoads and lobbied various Victorian Governments to invest in a more reliable Registration and Licensing software system. The current system has now proven to be unreliable and truly earned its reputation as 'Mykis Little Brother'.

VACC Action

Be assured that VACC is in constant communication with VicRoads on this issue.

The VACC Deputy Executive Director and other VACC staff have met with senior executives at VicRoads in a bid to ascertain the gravity of the issue and seek the immediate implementation of a contingency plan that will reflect in minimal disruption to dealership operations as much as possible.

It has been reported to VACC that the root issue has been identified and that testing of the system has commenced today. The approach taken by VicRoads is to ensure they get this fix right and not have to continually disrupt the system. At this stage, VicRoads cannot guarantee that future outages will not occur.

VicRoads has advised VACC that:

- They have an objective to clear all paperwork taken to CSCs by the end of that day
- They have rostered dedicated dealer staff to assist dealers in VicRoads CSCs
- They have rostered additional staff in the VicRoads call center
- There will be select CSCs available to dealers only on Saturday (TBC).

VACC understands the frustration being experienced within the dealership network. We can assure you VicRoads is working feverishly as a high priority to ensure functionality is restored to its on line services. It has been advised that if all systems checks are functioning normally, then the system should be available for dealers to transact by Tuesday.

VACC will continue to update members.

Kind regards

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