



USED CAR DEALERS ASSOCIATION OF ONTARIO

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# UCDA AND CARPROOF ANNOUNCE NEW MEMBER SERVICE!

The UCDA is constantly looking for suppliers that can add value to our Member Services. We select third party suppliers very carefully. We won't work with an unproven supplier, or a company that we're not confident is offering a quality product or service at a good price.

So, here we go again!

We're very excited about our latest addition because we think it will be a significant benefit that will add value to your membership in the UCDA, no matter whether you're a large or small dealer!

The UCDA is teaming up with CARPROOF to offer special Member pricing on a unique Member service ... CARPROOF's Vehicle Valuation Report (VVR).

CARPROOF's VVR is the only product of its kind that uses real sales data from various dealer partners as well as data from other sources, rather than just advertising prices from vehicle listing websites. VVR accurately reports what similar vehicles actually sold for, rather than just the price that sellers had vehicles listed for.

Dealers can adjust values on VVR by adding odometer and accident data and reconditioning costs and can select a desired profit margin for any given vehicle for which a report is being run. This helps ensure that you don't

pay too much when purchasing at auction and that you offer the right amount when taking a trade-in.

VVR has been designed to help dealers sell vehicles faster, reduce the amount of negotiation and allow dealers to have greater confidence that they're getting good value for their money when bringing a vehicle into inventory.

VVR also allows you to adjust the price if the vehicle has reported accident claim damage, has been branded salvage or rebuilt or is a high or low kilometer vehicle. If you wish, it lets you show a customer trading in their vehicle just how you arrived at a fair value for their trade-in by letting the customer see the calculation that gave you the value.

## Special UCDA Member Pricing

VVR is already priced below other similar products and UCDA members who purchase a 12 month or a month-to-month VVR subscription will pay the lowest possible price for VVR. A discount will be automatically applied from CARPROOF's regular rates for UCDA members who sign up for VVR.

VVR can help members both save money and make money! For more information contact the UCDA at [vvr@ucda.org](mailto:vvr@ucda.org), or CARPROOF at [ucda@carproof.com](mailto:ucda@carproof.com).

## Indian Status Cards

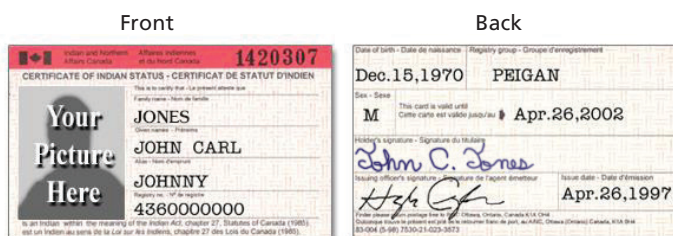
A "Certificate of Indian Status" card, issued by the Government of Canada is the only form of identification acceptable to exempt a Status Indian from taxes on a vehicle sale or lease.

Métis and other Aboriginal ID, membership or association cards are not issued by the Government of Canada and do not exempt the holder from paying HST.

The holder of a Certificate of Indian Status card has to pay only 5% on the purchase of a motor vehicle from a dealer if delivered at the dealership and will pay no tax if the vehicle is delivered by the dealer to an Indian Reserve. This applies regardless of where the Status Indian lives.

This is what the cards look like, there are 4 types:

### Laminated Certificate of Indian Status



### Certificate of Indian Status "All-in-One"



### Certificate of Indian Status "Pilot Project"



### Secure Certificate of Indian Status



For detailed rules please visit <http://www.ucda.org/DealerInfo/StatusIndianFAQ.aspx> or contact our Legal Department.

## Service Ontario Offices Stay Open

As reported in our June, 2016 issue of Front Line, Service Ontario had planned to close a number of local licence offices (nine in total). This posed a hardship to many UCDA Members in regions where the prospect of a one or two hour drive to get to the next office was not uncommon.

We asked Members to respond with their concerns, and you did ... in droves. We made the case to our contacts at Service Ontario and the great news is ... they listened!

Service Ontario reviewed its decision, extending the closure deadline, and the government has now finalized its review. The publicly operated ServiceOntario centres in Mississauga, Terrace Bay, Milton, Guelph, Morrisburg, Embrun, Minden, Kemptville and Blind River will now remain open.

The centres that would have been affected are as follows:

ServiceOntario centres:

**Mississauga:** 1151 Dundas Street West

**Terrace Bay:** 1004 Highway 17

**Minden:** 12698 Highway 35

**Blind River:** 62 Queen Avenue

**Kemptville:** 10 Campus Drive

ServiceOntario co-located centres & land registry offices:

**Guelph:** 1 Stone Road West

**Milton:** 2800 Highpoint Drive

**Embrun:** 717 Notre Dame Street

**Morrisburg:** 8 5th Street West

The hours of operation at these locations will remain the same. They are all open Monday to Friday from 8:30 a.m. to 5:00 p.m.

We want to thank our Members who first alerted us to this issue, shared their stories and helped us advocate for them. We want to also thank Service Ontario for listening!

## Savings – Just A Call Away!

We recently met with our Desjardins team to discuss further improving the already low rate Monetico merchant card program for our members.

Now, all you need to do to get a rate comparison (the Desjardins/UCDA plan vs. your current provider) or to make the switch, is to call our dedicated UCDA Member hotline. Leave your name and number and one of our Desjardins Advisors will contact you right away and show you how you can start saving money!

Current rates are 1.70% for Visa, 1.877% for MasterCard and \$0.057 for Interac. Best of all ... there are no hidden fees! Call 1-888-313-5394 extension 5225032 TODAY!

## Protect Your Dealer Number

As Members may know, the Ontario Government will accept a dealer appraisal to set a value for tax purposes on a private used car sale.

The appraisal form is available at Service Ontario offices. It requires, among other things, that the appraising dealer write its dealer number on the form to verify they are a dealer and that they did the appraisal.

One of our members got a call from the Ontario Ministry of Finance about an appraisal he did. The problem is ... he never did it!

Some crook got hold of his dealer number and is doing fake dealer appraisals, assumedly to help some other crooks avoid paying a fair tax on private sales.

Needless to say the Ontario Government is concerned and so are the rest of us.

We have told him to notify the authorities, police, regulator and MTO in writing. Members should be careful when using their dealer number, except as required on bills of sale and other official forms.

## We're On The Road

Many of you have already had the opportunity to meet with one of the UCDA's local, Client Service Advisors, or as we like to call them "Ambassadors".

We now have four dedicated staff members on the road, visiting our dealer members and reviewing the many member services we have available.

Our Ambassadors can also drop off order forms or extra decals and if you're in need, they often carry a package or two of non-imprinted forms (i.e. Safety Inspection reports, UCDA Bills of Sale or Appraisal and Disclosure forms).

Maybe you just have a few questions or want to chat about the benefits of your Membership and our services and programs.

UCDA Members, are also welcome to schedule a visit.\*

To set up a visit, just call the UCDA office at 416-231-2600 or 1-800-268-2598 and we'll have your area Ambassador contact you.

\*Visits currently available in the 416, 519, 613, 905 area codes.

## Compliance Quiz

Here's this month's compliance quiz. The answers are on page 4. Good Luck!

1. A dealer employs a young man, let's call him Ben, to clean up the lot, move cars around, and occasionally greet customers when salespeople are otherwise occupied.
- One day, with everyone else busy, the personable young man starts chatting with a couple about a car they are clearly interested in. He knows the vehicle is not going to be on the lot much longer (the dealer plans to take it to auction the week following) and tells them so. Hearing that, they decide they want to buy it right away, so he runs off to get a salesperson to help them from there. The young man:
- (a) has done a good job and deserves a raise;
  - (b) is not allowed to talk to customers at all;
  - (c) has probably involved himself in selling the vehicle without registration;
  - (d) should have asked them if they had a trade-in;
  - (e) could at least have offered them a test drive first.

2. A dealer is registered with OMVIC as 1234567 Ontario Inc., operating as Park and Ride, but customers have come to know the dealer just as "Parks" so he advertises using that name alone, it works great and it's perfectly legal!

- |  | True | False |
|--|------|-------|
| 3. Fred offers to help his brother sell his personal car. Fred advertises the car, meets and negotiates with potential buyers and finally takes the cash and closes a deal. Is Fred a curbsider? |      |       |

- |   | Yes | No |
|---|-----|----|
| 4. George is a lawyer. He handles a lot of wills and estates, and is frequently asked to sell assets after people die, including cars and trucks. Actually, he sells a lot of vehicles every year, many of which have nothing to do with the estate of a deceased client, or anything to do with his law practice. Does George need a dealer licence? |     |    |

- |  | Yes | No |
|--|-----|----|
| 5. Last fall, a heavy rain storm left some cars on a dealer's lot in deep pools of water. The dealer has to declare damage caused by the water if it reached the level of: |     |    |
| (a) The engine   |     |    |
| (b) The tail pipes   |     |    |
| (c) His shoes  |     |    |
| (d) The floorboards  |     |    |
| (e) The roof   |     |    |

### Driver's Licence Search

The UCDA's DRIVE CHECK™ lets Members check online to ensure that all of their drivers have valid licences. Searches can be done with a single Driver's Licence number or up to five licences at a time. Search results show if the Ontario Driver's Licence is:

- "Valid"
- "Not Valid"
- "Not Found"
- or "Valid (Ignition Interlock Required)"

The \$3 DRIVE CHECK™ report, available to Members at [www.ucdasherches.com](http://www.ucdasherches.com) is an "instant response" search and can be used to ensure that "test drive" and "loaner vehicle" customers have a valid licence.

### Certification Course Classes

Here's a list of scheduled OMVIC Automotive Certification classes through May.

Monday, March 20th – Hurry, not many spots left!

Thursday, March 30th

Tuesday, April 4th

Wednesday, April 12th

Thursday, April 20th

Tuesday, May 2nd – Barrie, ON – Georgian College

Thursday, May 4th – Ottawa, ON – Hilton Garden Inn

Thursday, May 11th

Thursday, May 18th – Kitchener, ON – venue T.B.A.

Wednesday, May 31st

Classes are taught by UCDA trainers and held at Wye Management's training facility, 55 Winges Road, Unit 1, in Woodbridge unless otherwise noted.

#### Wye Management – Basic Sales Techniques Class

Four Training courses have been scheduled up to June 1st. Students taking the in-class Certification course, receive a discounted rate for the sales training course. These courses are also offered at Wye Management's training facility.

Monday March 6th

Monday, April 3rd

Monday, May 1st

Thursday, June 1st

Contact Sachin at [s.choudhary@ucda.org](mailto:s.choudhary@ucda.org), for more information or to register.

### Quiz Answers

1. **The answer is (c).** Any discussion with a customer about a vehicle, its features, price, etc. or any encouragement for a customer to buy a vehicle, such as stating that it's going to auction next week, is part of the selling process.

Ben should not have become involved in any discussion about the car. Instead, he should have tried to find a salesperson as soon as the customer expressed an interest in the vehicle or taken the customer's contact information so that a salesperson could contact the customer.

2. **False.** MVDA regulations say, "a motor vehicle dealer shall not carry on business in a name other than the name in which the motor vehicle dealer is registered". This includes advertising using an unregistered name.

3. **No.** An individual who trades in a motor vehicle on his or her own account or on the account of a member of the individual's family is exempt from the registration requirements under section 4 of the MVDA, if the motor vehicle is used primarily for the personal use of the individual or a member of his or her family.

If Fred started doing this regularly in exchange for a commission or other payment, he would certainly be considered to be curbing.

4. **Yes.** A lawyer who trades in a motor vehicle in the course of acting in his or her professional capacity is exempt from the MVDA requirement to register as a dealer or salesperson. However, this does not extend to selling vehicles unrelated to the lawyer's practice, as George is doing. George is a curber!

5. **The answer is (d).** The dealer must disclose if the vehicle has sustained any damage caused by immersion in liquid that has penetrated to the level of at least the interior floorboards. Of course, the dealer would also need to disclose if resulting repairs were greater than \$3,000.

### LIEN SEARCHES Volume Discounts

Auto Check ... \$8.00

Carfax ... \$18.00 • Owner History ... \$16.00

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