

ILO Administration for B.C. Towing and Recovery Operators



Section 1 Module 5

Correct Rates, Invoicing & Use of the RSBC Vehicle Impoundment Calculator

Opening Narration

Narrator:

Using the correct towing, storage, and administrative rates is essential for lawful billing under the *Motor Vehicle Act*.

In this lesson, we'll walk through where the rates come from, when they apply, how to invoice correctly, and why RoadSafetyBC requires Impound Lot Operators to use the **Vehicle Impoundment Calculator** for every impound.

Accurate invoicing prevents delays, reduces disputes, and ensures you receive payment in a timely manner. Small errors—such as using outdated fuel surcharge rates or incorrect storage calculations—are among the most common reasons RSBC rejects invoices.

Lesson 1 — Where Do the Rates Come From?

Narrator:

The rates that Impound Lot Operators must charge for impoundments under the *Motor Vehicle Act* are set out in the **Lien on Impounded Motor Vehicle Regulation**.

According to Version 7 of the RSBC Procedures Manual:

“The Superintendent sets the fees, costs, charges and surcharges in respect of the transportation, towing, care, storage, disposition, and other related activities respecting the impoundment of the motor vehicle.”

(Version 7, p.2–3)

This means:

- **You must charge the prescribed rates.**
 - You **cannot** charge more, even if your standard commercial rates are higher.
 - You **cannot** charge for items not listed in the regulation.
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Lesson 2 — RoadSafetyBC Will Notify ILOs of Rate Changes

Narrator:

RSBC will notify impound lots of any changes to prescribed rates at least one business day before the new rates take effect.

However:

- Updates *may not* appear immediately in the published regulation
- ICBC rate changes do not take effect for RSBC impoundments until RSBC confirms them

Always rely on the **most recent RSBC email notification**.

Lesson 3 — Using the Vehicle Impoundment Calculator

Narrator:

The **Vehicle Impoundment Calculator**, available through RSBC's online system, is mandatory for calculating:

- Correct towing fees
- Correct storage fees
- Fuel surcharge
- Correct totals for MV2713B (when RSBC pays)
- Totals required for disposal applications
- Totals required for RTI applications

Using the calculator ensures:

- Full compliance with the regulation
- Accurate storage day counts
- Correct surcharge rates
- Up-to-date harmonized fees

Even a small error—like using the wrong fuel surcharge—can cause RSBC to reject your invoice.

Lesson 4 — What Must Be Included on Every Impound Invoice?

Narrator:

Whether billing the vehicle owner or RoadSafetyBC, an impound invoice must be:

- **Accurate**
- **Itemized**
- **Consistent with prescribed rates**
- **Supported by the Vehicle Impoundment Calculator output**

Your invoice should include:

- Impoundment number
- Impound date and release date (or current date if still in storage)
- Towing charge
- Mileage (if applicable)
- Storage charges

- Fuel surcharge
- Administrative charge (if applicable)
- Total amount owing
- Name of your company and contact information
- Any applicable taxes

When billing RSBC under MV2713B, additional documentation is required, which we'll cover shortly.

Lesson 5 — When RSBC Pays: Invoicing for MV2713B Releases

Narrator:

Sometimes RSBC—not the vehicle owner—pays for towing and storage.

This occurs when RSBC issues an **MV2713B Order of Release**, usually due to a:

- Successful review
- Exceptional hardship approval
- Administrative correction
- Vehicle release for reasons not attributable to the owner

In these cases, Version 7 requires the ILO to submit:

1. **A PDF copy of the Vehicle Impoundment Calculator invoice**
2. **Your itemized company invoice**
3. **A signed copy of the MV2713B Order of Release**

These documents must be emailed or faxed to RSBC.

(Version 7, p.9)

Lesson 6 — When the Owner Pays: MV2713A Releases

Narrator:

When RSBC issues an MV2713A Order of Release, the owner—or a person authorized by the owner—must pay the towing and storage charges.

In these cases:

- Provide the owner with your itemized invoice
 - Use the Vehicle Impoundment Calculator to ensure accuracy
 - Ensure any authorization forms (MV2712) have been correctly completed if someone else is picking up the vehicle
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Lesson 7 — Common Invoicing Errors to Avoid

Narrator:

The most common mistakes include:

- Using outdated rates
- Incorrect storage day counts
- Adding non-prescribed recovery or labour charges
- Misapplying the fuel surcharge
- Missing the impoundment number on the invoice
- Forgetting to attach the Calculator output
- Using commercial rates instead of prescribed rates

These errors can delay payment or require the ILO to re-issue corrected invoices.

Lesson 8 — Summary

Narrator:

To recap:

- All towing, storage, and administrative charges for RSBC impoundments must follow the **Lien on Impounded Motor Vehicle Regulation**.
- Only **prescribed rates** may be charged.
- Use the **Vehicle Impoundment Calculator** for every impound.
- Separate invoices must be used when recovery occurred before impoundment.
- When RSBC pays, submit all required documents—including the calculator output and MV2713B.
- Accuracy prevents delays and disputes.

Mastering invoicing ensures compliance and protects the financial integrity of your impound operations.

End of Module 5 — Knowledge Check (Optional)

1. Where do the prescribed impound rates come from?
2. Are recovery charges always allowed on impound invoices?
3. Which tool must be used to calculate towing and storage totals?
4. What documents must accompany an MV2713B invoice?