

## Contact us for VIC support

### For support

Call us on 0800 804 580 and **select option 4**.

Our contact centre is open between 8am and 6pm from Monday to Friday, and 9am to 2pm on Saturdays.

### If you entered a WoF or PDI incorrectly and can't correct it:

- If within 7 days, call 0800 804 580 and select option 4.
- If it's been more than 7 days, email [inspections@nzta.govt.nz](mailto:inspections@nzta.govt.nz) with evidence of the WoF outcome, such as the check sheet.

### Issuing a WoF inspection offline

If VIC is not available, use the checksheet number as the authorisation number and tick the 'Off line' box.

When the system becomes available, enter the inspection as soon as possible.

### [Introduction 3-7 Recording the inspection outcome \('determination'\)](#)