Driver's licence number (DLN) changes

Overview

ICBC anticipates running out of seven-digit driver's licence numbers (DLNs) by fall of 2023. To ensure service continuity, we will increase the length of the DLN from seven digits to eight digits. ICBC has launched the Driver's Licence Number Project (DLNP) to implement the move to eight-digit driver's licence numbers within ICBC and applicable business partners by July 24, 2023.

Adding an eighth digit to the driver's licence number will impact many ICBC systems and processes. It may also have an impact on some organisations' systems and processes; therefore, it is important that organisations assess their systems and discuss this change with their business and technology teams and the ICBC project team. It is important that all business partners are prepared to implement the changes required to accommodate the additional digit.

Please note that the ICBC client number (CLN) and BC Identification card (BCID) numbers will not change.

If you cannot find the answer to your question here, please email us at 8digitDL@icbc.com.

Frequently Asked Questions (FAQs)

General Information:

Question 1:	What will happen if ICBC runs out of driver's licence numbers (DLNs) before DLNP is implemented?
Answer:	Running out of numbers will bring many ICBC business processes to a standstill and have downstream impacts on key service delivery partners. The most significant impact will be on those services related to new-to-the-province and out-of-province customers, as we would not be able to issue driver's licences or BC Services cards. We also would be unable to process violation tickets or roadside notices for drivers not in our system. There would be no impact on renewing driver licences and BC Services Cards for existing customers.

Question 2:	Is ICBC tracking my driver's licence number (DLN)?
Answer:	Yes, ICBC tracks DLNs through a usage system.

Question 3:	Do I need to apply for a new driver's licence card?
Answer:	No, you do not need to apply for a new driver's licence card or replace it because of this change. Driver's licences are generally issued with a five-year expiry date. Existing cards will be gradually updated to show eight-digit numbers as they are renewed or replaced. After the five-year renewal cycle, most cards will show digits.

Question 4:	Do I need to enter seven or eight digits when requesting my driving record from icbc.com?
Answer:	You will need to enter either seven or eight digits, depending on what is displayed on your driver's licence card. Your driving record will show eight digits. **Existing Customer** Driver Licence Number — Check digit 0 1 2 3 4 5 6 7 9 Client Number

Question 5:	Will driver's licence numbers look different?
Answer:	Yes. Existing customers will now see a leading zero (0) when cards get replaced or renewed. Driver licences that are issued to new customers will start with a leading three (3). **Existing Customer** Driver Licence Number — Check digit 0 1 2 3 4 5 6 7 9 Client Number **New Customer** Driver Licence Number — Check digit 3 2 3 4 5 6 7 8 9 Client Number

Question 6:	How many years will it be before the eight-digit DLN runs out?
Answer:	With the addition of the eighth digit, it will be over 240 years before the system runs out of DLNs.

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Technology:

Question 1:	Where can I find ICBC's technical solution for Driver's Licence Number Project (DLNP)?
Answer:	Refer to the DLN technical guidelines to learn more about how the DLN number is being used and stored in ICBC systems. Please also use this information for your impact analysis and solution design of your systems.

Question 2:	Why did we decide to choose to start the new DLN with the number three (3)?
Answer:	The number one (1) is used in the Client Number to represent British Columbia Identification Card (BCID). The number two (2) is used to represent Organizations. ICBC therefore decided to identify all new driver license numbers with a three (3), as this is the next available number.

Question 3:	Is there someone I can contact for technical information or testing support?
Answer:	Yes, to receive technical information and testing support, please send an email to 8digitDL@icbc.com. In your email, please provide as much detail as you can, and someone from the project team will reach out to assist you.

Question 4:	Will the access to ICBC's mainframe remain the same?
Answer:	Access to the ICBC mainframe will remain the same. This change is specific to the systems that store the DLNs in the application. ICBC expects all consumers to handle eight-digit DLNs in their applications, as ICBC would not have any insight as to how each stakeholder (external organisation) handles DLNs. ICBC does not own and is not responsible for external organisation applications or external organisation interface components.

Question 5:	Who should I contact at ICBC regarding mainframe matters such as the set-up of a non-production environment?
Answer:	The test environment for mainframe applications owned and operated by ICBC is TST6/DVB. This environment will be used for Joint System Integration Testing (JSIT) with ICBC and will apply to external organisations. You can send an email to 8digitDL@icbc.com, and someone from the DLNP Team will contact you. In your email, please provide as many details as you can on your issue or concerns.

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Question 6:	Should I be adding the leading zero (0) to my system storage?
Answer:	It is up to you to decide if the leading zero (0) should be added to your system storage. External systems should have the process logic to add the leading zero (0) when interacting with ICBC's system, even if the leading zero (0) is not added to your system storage. Please refer to the DLN technical guidelines for more information.

Question 7:	Who is responsible for updating the ICBC's driver's licence system?
Answer:	ICBC owns and maintains the driver's licence system. For any users that access the driver's licence system through a terminal emulator, please know that ICBC is making the mainframe changes on their end. To learn more about the mainframe changes, please refer to the DLN technical guidelines.

DLNP timeframes and implementation:

Question 1:	When does my system need to be operational and in production?
Answer:	Your system should be ready to support the eight-digit DLNs by July 24, 2023. If your system is impacted, ICBC will communicate changes to the planned Go-Live date of the DLNP project, if required. This is to ensure that the BC province and ICBC do not run out of DLNs in 2023.

Question 2:	When is the transition period scheduled to take place, and what will it look like?
Answer:	There is no transition period after the Go-Live release. A one-month warranty period will be in place to help resolve any issues with impacted key interfaces between ICBC and business partners. For most application systems and key interfaces that are impacted, it is expected that they need to be updated and tested by the various business partners and external organisations prior to the DLNP Go-Live release. The DLNP project team will work with impacted organisations to perform JSIT and will coordinate the DLNP Go-Live release.

Question 3:	Is there funding available for external stakeholders who need to make changes to their systems as a result of ICBC moving to eight digits for DLNs?
Answer:	External stakeholders are expected to cover costs for any changes required to their own systems, processes, and other collateral as a result of the introduction of the eight-digit DLNs. While we hope impacts on your organization will be limited, ICBC is available to offer support in developing any funding requests. ICBC will provide external stakeholders with technical information and testing support. ICBC provides driver licencing services on behalf of the provincial government and is covering the cost of changes to ICBC systems to ensure the continued issuance of driver's licences.

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Question 4:	When will ICBC be ready to perform JSIT?
Answer:	ICBC will be supporting JSIT from mid-November 2022 to mid-May 2023. If you have any concerns or questions about your systems and processes, please send an email to 8digitDL@icbc.com.

Question 5:	Will I be able to request an early appointment for JSIT?
Answer:	No, in general, you cannot request an early appointment for JSIT. ICBC will be supporting JSIT from mid-November 2022 to mid-May 2023. If you have any concerns or questions about your systems and processes, please send an email to 8digitDL@icbc.com.

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