

Guideline #5 - Quality Standards for Document Upload

- While using the DDR application, dealerships have the option to provide a courier number and courier the transaction documents to ServiceOntario or to scan and upload the documents directly through the DDR application to ServiceOntario. If you choose to scan and upload documents to ServiceOntario, you must ensure the scanned documents meet the requirements outlined below to successfully be uploaded and accepted.

1. Size Requirements

- The recommended resolution of the scanned image is 300 DPI (dots per inch).
- To check the DPI of an image, follow these steps:
 - Right-click on the image file and select Properties.
 - Click the Details tab at the top bar.
 - Scroll down to find image Dimensions and the DPI Resolution.
- Image size should be limited to 8400 x 8400 (pixels). To ensure this, image dimensions are to be checked. See the table below for image size and dimensions along with maximum DPI:

Page Size	Dimensions (mm)	Dimensions (Inches)	Maximum DPI
A0	1189 x 841	46.8 x 33.1	175
A1	841 x 594	33.1 x 23.4	250
A2	594 x 420	23.4 x 16.5	350
A3	420 x 297	16.5 x 11.7	500
A4	297 x 210	11.7 x 8.3	700

2. Format Requirements

- Scanned documents are saved and uploaded in PDF format.
- The total maximum file size of PDF that can be uploaded in DDR is 50MB. This also applies to bulk upload. To check the file size, follow these steps:
 - Open the PDF using Adobe Acrobat or free Adobe Acrobat Reader.
 - Select File.
 - Select Properties.
 - Find the file size listed in the “Document Properties Description” tab.

IMPORTANT: If the combined file size is larger than 50MB, you will need to reduce the size (compress the file). To do so, follow these steps:

- Go to the Tools tab.
- Select Optimize PDF.
- Click Open to access the PDF file you want to compress.
- Select Reduce File Size.

- The PDF format must be supported by Adobe Acrobat Reader.
- The following security properties are set to **Allowed**:
 - Content Copying.
 - Content Copying for Accessibility.

NOTE: The PDF document will not pass document upload if the security properties are not appropriately adjusted and set as **ALLOWED**. To access the security properties in a PDF:

- Go to File
- Select Properties
- Click on the Security tab and set the properties according to the requirement.

3. Color Requirements

- It is preferred that the document is scanned Black and White (Bitonal). However, colour scans may be accepted.

4. Scanning Requirements

- To ensure successful document upload, the scanned documents:
 - Must NOT have transparent objects.

- Are NOT damaged – no tears, rips, water spill, and must not have any corners folded or overlays (i.e., document is obscured by another document / stuck together).
- Are NOT blurred or distorted.

NOTE:

Ensure that the document doesn't have dog ears (folded corners of the page) or overlays (one document covering another) and is legible. While scanning, lay the document flat on the document table so that it is not wrinkled or warped. If the issue still persists while uploading the documents, ensure that you are using Google Chrome and have cleared internet cache.

5. Compliance

All documents must be complete and accurate for the related transaction. To ensure compliance, please check the following:

- The bottom of Application for Vehicle Registration Forms are signed and dated.
- Write SPOILED on the top left side of the PERMIT- VEHICLE PORTION to indicate spoiled stock.
- The correct identity documents have been uploaded, such as passport, driver's licence, employment authorization or residence permit. "Original ID has been viewed" to be written on photocopy. Images/photos of ID is not permitted.
- For the vehicle permit/ownership, the 'vehicle' portion, the 'plate' portion or the 'vehicle' AND 'plate' portions of the vehicle permit must be scanned, depending on the transaction. For trade-in vehicles, the back of the vehicle permit must be completed and not left blank.
- Make sure that the front of the identity documents, the back of the SR-LV-1 and the Safety Standards Certificate are filled in. If you have an electronic safety certificate, you are not required to scan it.

6. Limited Access

If you are unable to upload the documents within 4 days of the vehicle registration date, you will have "Limited Access" to the DDR application. To restore full functionality within the system, you must provide a courier tracking number for the required transactions,

and you must package and courier the required documents ServiceOntario. Please refer to DDR Guideline #4 for further details.

All scanned documents uploaded must be retained as per your dealerships CRA retention policy to ensure sound record keeping. Refer to Guideline 6 and Operations Manual for further instructions.

7. Backout Transactions and Document Upload

For backout transactions, the system may prompt you for a courier number in the 'Document Upload' section. Please enter "BackoutTransactionNodocumentstobeuploaded".