

Guideline #6: Stock Management

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Digital Dealership Registration Home Page

ServiceOntario
Digital Dealership

Dashboards + Registrations + Menu

- Trade-ins
- Upload documents
- Stock management

Digital Dealership Registration

Register vehicles, transfer trade-ins and issue licence plates and vehicle permits at your dealership

New vehicles Used vehicles

Complete a trade-in

Trade-in notifications

- You have 5 trade-in vehicles expiring within the next 5 days
- Trade-in vehicle JA32U1FU4AU605600 has expired and will need to be completed at a ServiceOntario office

Document upload notifications

- You have 2 transactions with document upload expiring within the next 5 days
- You have 2 transactions with documents needing to be sent to ServiceOntario by courier expiring within the next 5 days
- Document upload for vehicle JA32U1FU4AU605600 has expired

Stock notifications

- Skips detected. View the skipped stock page for more details.

Information and Resources

- Documents and Training
- Rate our service
- Release notes

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Select "Stock management" for the Stock management dashboard.

IMPORTANT:

Stock inventory must be used in sequential order.

This section will display any stock items skipped. See "Stock notifications" section for further details.

What's New?

- A new dashboard to manage everything related to stock: Availability, monitoring, ordering, and Reporting stock issues.
- Dealers can now conveniently review their consumed stock (stock usage) history and report any stock issues directly within DDR. You will no longer receive the weekly stock usage summary (SUS) report.
- To maintain your records, you may choose to keep a copy of the Controlled Stock Inventory Ledger for recording any reported issues.
- The Controlled Stock Return slip has now been replaced with the Controlled Stock Issues form. When the stock issues are submitted, the Controlled Stock Issues form is pre-filled and then must be printed and signed to be sent back with affected stock.

Issuing Permits and Licence Plates

Every time you issue a permit or licence plate:

1. Check the sequencing to identify if any items are missing or have been skipped.
2. Issue stock in sequential order.
3. Note the stock item(s) issued on the Controlled Stock Inventory Ledger (downloadable from the DDR application).
 - Stock Type Codes:
 - PSVN – Passenger Plates (English)
 - PSVF – Passenger Plates (French)
 - PCSV – Commercial Plates (English)
 - PCSF – Commercial Plates (French)
 - PEVE – EV Green Vehicle Plates (English)
 - PEVF – EV Green Vehicle Plates (French)
 - MPER – Vehicle Permits
 - H004 – Personal Use Only Sticker (PUO)
 - H521 – Special Handling Envelopes

Stock Management Dashboard

Ontario

ServiceOntario
Digital Dealership

Dashboards Registrations Menu

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: GOO | Operator: 1

Operator name: John Doe

Stock management Dashboard

Available stock [View all available stock](#)

	45 Passenger plates	30 English	15 French
	17 Green passenger plates	15 English	2 French
	50 Permits		

Stock consumed within the last 60 days [View consumed stock](#)

	45 Passenger plates	30 English	15 French
	17 Green passenger plates	15 English	2 French
	50 Permits		

[Order stock](#) [Report a stock issue](#) [View order history](#)

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A **B** **C** **D** **E**

Click on the tabs below to view the following:

- A: View available stock**
- B: View consumed stock**
- C: Order stock**
- D: Report stock issues**
- E: View order history**

A. View all available stock

IMPORTANT: Please verify and match up the contents on your packing slip with stock items shown as available on your dashboard. If you notice discrepancies, please report issues to DealershipOrders@ontario.ca and copy your Issuing Office Administrator (IOA).

The screenshot displays the ServiceOntario Digital Dealership dashboard. At the top, there is a navigation bar with the ServiceOntario logo, "Digital Dealership", and menu options for "Dashboards" and "Registrations". A "Menu" button is also present. Below the navigation bar, the user's dealership information is shown: "Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: G00 | Operator: 1".

The main content area is titled "Stock management Dashboard". Below this, there are two main sections:

- Available stock:** This section contains a table of stock items. A red box highlights a link labeled "View all available stock".

Item	Quantity	Language
Passenger plates	45	30 English, 15 French
Green passenger plates	17	15 English, 2 French
Permits	50	
- Stock consumed within the last 60 days:** This section contains a table of stock items that have been consumed. A link labeled "View consumed stock" is visible.

Item	Quantity	Language
Passenger plates	45	30 English, 15 French
Green passenger plates	17	15 English, 2 French
Permits	50	

At the bottom of the dashboard, there are three buttons: "Order stock", "Report a stock issue", and "View order history".

Click on the link to see the "Available stock page".

A.1: Available stock page

Ontario

ServiceOntario
Digital Dealership

Dashboards Registrations Menu

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: GOO | Operator: 1

< Back

Operator name: John Doe

Stock management

Available stock

All available controlled stock items in your inventory.

67 Passenger plates
40 English plates
27 French plates

45 Green passenger plates
30 English plates
15 French plates

110 Permits

Licence plates Vehicle permits

Show 10 entries Search

Stock type	Stock code	Stock number(s)
Green passenger plate (EN)	PEVE	CAAH419 to CAAH423
Green passenger plate (FR)	PEVF	CAAH501 to CAAH507
Green passenger plate (FR)	PEVF	CAAL999
Passenger plate (EN)	PSVN	CAAL001 to CAAL999
Passenger plate (FR)	PSVF	CAAH500

Showing 1 to 10 of 5 items

Report stock issue

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Select the "Licence plates or Vehicle permits" tab to display the desired list of items.

Type in Search field to search Stock type, Stock code, and Stock numbers.

Type specific licence plate or vehicle permit if out of sequence to search. The items will be displayed

Columns can be sorted by Stock type, Stock code, and Stock number(s) by pressing the up and down arrows beside each header for ascending and descending order.

B. View consumed stock

Ontario 

ServiceOntario
Digital Dealership

Dashboards ▾ Registrations ▾ [Menu](#)

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: GOO | Operator: 1

Operator name: John Doe

Stock management

Dashboard

Available stock [View all available stock](#)

	45 Passenger plates	30 English	15 French
	17 Green passenger plates	15 English	2 French
	50 Permits		

Stock consumed within the last 60 days [View consumed stock](#)

	45 Passenger plates	30 English	15 French
	17 Green passenger plates	15 English	2 French
	50 Permits		

[Order stock](#) [Report a stock issue](#) [View order history](#)

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Click on the link to display the "View consumed stock" screen.

B.1: Consumed stock page



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Operator name: John Doe

Stock management

Consumed stock

All used stock items in your inventory in the last 2 months.

67 Passenger plates

40 English plates
27 French plates

45 Green passenger plates

30 English plates
15 French plates

110 Permits

Licence plates
Vehicle permits

Show 10 entries

Search

Stock type	Stock code	Stock number(s)	Date consumed	Status
Passenger plate (EN)	PSVN	CAAL001 to CAAL999	October 17th, 2022	Issued
Green passenger plate (EN)	PEVE	CAAH419 to CAAH423	October 16th, 2022	Issued
Passenger plate (EN)	PSVN	CAAH500	October 16th, 2022	Issued
Passenger plate (EN)	PSVN	CAAH501 to CAAH507	October 16th, 2022	Issued
Green passenger plate (FR)	PEVF	CAAL999	October 11th, 2022	Spoiled
Green passenger plate (EN)	PEVE	CAAH419 to CAAH498	October 11th, 2022	Issued
Passenger plate (EN)	PSVN	CAAH508	October 9th, 2022	Missing
Passenger plate (EN)	PSVN	CAAH509 to CAAH530	October 9th, 2022	Issued
Green passenger plate (FR)	PEVF	CAAL999	October 1st, 2022	Defective
Passenger plate (EN)	PSVN	CAAH530 to CAAH538	September 29th, 2022	Stolen

Showing 1 to 10 of 200 items

Previous 1 2 3 4 5 6 Next

Spoiled stock

A stock item that has a status of spoiled could mean

- The license plate/permit is reported as damaged
- The permit was spoiled during a transaction (re-issued)
- The permit was cancelled due to a backout

[Report stock issue](#)



IMPORTANT:

This section will display any stock items used by your dealership office in the last 60 days.

Note:

Consumed stock are stock that are not available to be issued.

Toggle between tabs to view consumed licence plates and vehicle permits lists.

Type in search field to search Stock type, Stock code, and Stock numbers.

Consumed stock status that can be displayed includes:

- Defective
- Issued
- Missing
- Spoiled
- Stolen

Click "Report stock issue" if any of your stock items had an issue.

C. Order stock

Ontario 

ServiceOntario
Digital Dealership

Dashboards ▾ Registrations ▾  Menu

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: G00 | Operator: 1

Operator name: John Doe

Stock management

Dashboard

You can view Available stock here.

Available stock [View all available stock](#)

	45 Passenger plates	30 English	15 French
	17 Green passenger plates	15 English	2 French
	50 Permits		

Consumed stock is shown here that has been used within the last two months.

Stock consumed within the last 60 days [View consumed stock](#)

	45 Passenger plates	30 English	15 French
	17 Green passenger plates	15 English	2 French
	50 Permits		

Select "Order stock" to digitally set up an order.

[Order stock](#) [Report a stock issue](#) [View order history](#)

C.1: Order stock

Ontario 

ServiceOntario
Digital Dealership

Dashboards ▾ Registrations ▾  Menu

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: GOO | Operator: 1

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Step 1 of 3

Operator name: John Doe

Stock management

Order stock

Choose the quantity your dealership requires for this order.

If the quantity on hand exceeds the allowed amount, you will not be able to order that stock item.

Stock item	Quantity on hand	Quantity required
 Passenger plates [EN] PSVN	25	100 ▾
 Passenger plates [FR] PSVF	25	0 ▾
 Vehicle permits MPER	500	Limit reached
 Green passenger plates [EN] PEVE	10	25 ▾
 Green passenger plates [FR] PEVF	3	0 ▾ 0 5 10 15
 Special handling envelope		

Need to order Puro-packs or Waybills?

To order puro-packs or waybills download the Puro-pack stock order form [here](#). Include the completed form with your weekly Puro-pack submission or call the Kingston Mailroom at 613-584-6233.

[Next](#)

IMPORTANT:

The quantity fulfilled will consider the quantity on hand at your dealership. At the time of ordering your stock a "Limit reached" message will display under Quantity required when maximum permitted quantity is on hand. Once you reach this amount, the system will no longer allow you to request more items.

Vehicle permits Limit:500

Licence plates limits:
English – 100
French – 50

If you require plates and permits greater than what is permitted, please email DealershipOrders@ontario.ca and copy DealershipOffice@ontario.ca

Select the quantity of stock required by choosing from the dropdown.

Click "Next" to proceed forward.

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C.2: Order review

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Dashboards ▾ Registrations ▾  Menu

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: G00 | Operator: 1

[< Back](#)

Step 2 of 3

Operator name: John Doe

Stock management

Order review

Review the order summary, if the information is correct submit the order.

Order summary	
Stock item	Quantity
Passenger plates [EN] PSVN	200
Vehicle permits [EN] MPER	500
Green passenger plates [EN] PEVE	50

[Submit order](#) [Back to edit order](#)

Review and ensure the "Stock item" and "Quantity" is accurate.

Select "Back to edit order" to change the request.

Click on "Submit" to proceed to the next step.

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C.3: Order summary

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Dashboards ▾ Registrations ▾ 

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: G00 | Operator: 1

Operator name: John Doe

Stock management

Order summary

 Your order has been submitted for review.

Order quantities might be adjusted by Client Services Office based on your stock capacity or what is available. You may receive an email if your order is adjusted.

Transaction information

Transaction date and time 19-Sep-2022 9:47:23 EDT AM

Transaction reference number 100007952118

Office address 34 Alphabet road, Pickering ON

Office operator number G00-1

Order summary

Stock item

Passenger plates [EN]

PSVN

200

Vehicle permits [EN]

MPER

500

Green passenger plates [EN]

PEVE

Print order summary

[View / print receipt](#)

Next

Step 3 of 3

IMPORTANT:

After submitting your order, it may take up to 30 minutes to reflect on your order history as your stock order request is reviewed.

Your order may be adjusted due to stock capacity. Once the order is shipped, you will be notified by email.

Ensure you have the "Transaction reference number" on hand for any future support.

If you require any changes to be made to the order, email CSO on DealershipOrders@ontario.ca

Retain a copy for your records and for reference should you require support when contacting the Client Services Office (CSO). The order summary may be printed or saved as a digital copy.

Select "Next" for to proceed forward.

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Operator name: John Doe

Stock management

 Your order submission is now complete.

What would you like to do next?

[Home](#) [Register a new vehicle](#) [Register a used vehicle](#) [Complete a trade-in](#) [Upload document\(s\)](#)

[Stock management](#)

Let us know how we can improve on DDR by taking our 2 minute [survey](#) .

C.4: Receiving permits and licence plates

IMPORTANT: Please verify and match up the contents on your packing slip with stock items shown as available on your dashboard. If you notice discrepancies, please report issues to DealershipOrders@ontario.ca.

- Review your stock orders and compare them against the packing slip. The Client Services Office will assume that all stock has been received and accounted for unless they are contacted and advised otherwise.
- When you receive licence plates and/or permits, organize them sequentially and keep them in a secure and locked location out of public/unauthorized operator's view and reach.
- Keep permits sealed in the packages until required. Once a package is opened, fully verify the stock series of permits.
- Keep boxes of plates sealed until stock is required. Upon opening a box, verify the plates against the quantity ordered. Ensure the plates are in sequential order, not defective and are a matching set.

Note: Plates with numbers 000,069,088,187,295,313,420,455,666,777,786 and 911 are not produced.

C.5: View order history

Ontario

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Digital Dealership

Dashboards ▾ Registrations ▾ Menu

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: G00 | Oper

[← Back](#)

Operator name: John Doe

Stock management

Order history

Orders submitted in the last 90 days.
Plates, permits and special handling envelopes are shipped individually from 3 different locations and may arrive at different times.

Show entries

Order ID	Package content	Order date	Status
CLP039	50 Regular plates, 50 Green plates	October 13th, 2022	Submitted
CVP072	Vehicle permits	October 13th, 2022	Shipped
CVP089	Regular plates	October 6th, 2022	Cancelled
CVP032	Special handling envelopes	September 13th, 2022	Shipped
CVP005	Vehicle permits	July 6th, 2022	Shipped

Showing 1 to 10 of 2 items

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IMPORTANT:

Please keep in mind there are three different sources fulfilling orders. Your order will be shown in up to three different lines based on the order contents, (i.e., Permits, Plates and Special handling envelopes).

Select any of the "Order ID" items to see the details of that specific order.

IMPORTANT:

Orders are fulfilled by three different locations, based on the order content (i.e., permits, plates and special handling envelopes). This means your order can appear in up to three different lines and may arrive at different times.

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Operator name: John Doe

Stock management

Order history

Orders submitted in the last 90 days.
Plates, permits and special handling envelopes are shipped individually from 3 different locations and may arrive at different times.

Select any of the "Order ID" items to see the details of that specific order.

Show entries

Order ID	Package content	Transaction date	Status
CVP091	100 Green passenger plates [EN] 50 Green passenger plates [FR] 100 Passenger plates [EN] 50 Passenger plates[FR]	October 13th, 2023	Shipped
CVP090	Vehicle permits	October 13th, 2023	In-progress
CVP089	Passenger plates [EN]	October 6th, 2023	Shipped
CVP032	Special handling envelopes	September 23th, 2023	Shipped
CVP005	Vehicle permits	September 13th, 2023	Shipped

Showing 1 to 10 of 5 items

Possible order status updates that can be displayed includes:

- Under review
- In-progress
- Shipped

C.6: Order details

You can view the details of your order on this page, including the status of your order and the stock ordered for your records.

Ontario 

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Digital Dealership

Dashboards ▾ Registrations ▾ Menu

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: G00 | Operator: 1

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Operator name: John Doe

Stock management

Order details

Order ID	Status
CVP072	Order shipped

Order created
October 13th, 2022 at 7:59pm

	Passenger plates [EN] PSVN	100 Units
	Green passenger plates [EN] PEVE	100 Units

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You can view Order Details on this page to check the status of your order and items ordered.

C.7: Ordering Purolator Express Packs (Puro-packs) or Bills of Lading

To order extra Puro-packs or pre-printed Bills of Lading, download the Puro-pack Stock Order form from the DDR application. Include the completed form with your submitted Puro-pack, or place orders by calling the Kingston Mailroom at 613-548-6233.

ServiceOntario	
Digital Dealership Registration Purolator Express Pack Order Form	
Instructions:	
<ul style="list-style-type: none"> • Please place this order form in your Purolator Express Pack (Puro-pack) when shipping to Print and Distribution • Keep a copy of this order form for future requests • For stock order issues or inquiries, contact the Print and Distribution Office at 613-548-6233 	
Office Information	
Date (mm/dd/yyyy):	
Request from Office #:	Office Location:
Order Information	
<input type="checkbox"/> Puro-packs	
Bills of Lading (Waybills) For Courier Shipments	
<input type="checkbox"/> 49 Place D'Armes, Kingston (FOR PURO-PACKS TO BE SENT IN WEEKLY)	
For Print and Distribution Office Use Only	
Print and Distribution Processing	
Completed By:	Date Completed:

D. Report stock issues

Reporting stock issues requires tracking spoiled, missing or defective stock and accounting for gaps in serial number sequences. See below for different scenarios of stock issues and steps to reconcile them.

Scenario 1: Defective stock (void due to manufacturing defects)

Defective stock includes stock that cannot be issued due to manufacturer's defects, e.g., peeling plates, illegible print on permits, misprinted permits, licence plates compressed during shipping, peeling licence plates, etc.

When you discover a stock is defective:

Step 1 - Report issue:

Navigate to the "Report a stock issue" page in DDR and follow these steps:

< Back Step 1 of 3

Operator name: John Doe

Report a stock issue

Complete all form fields.
Up to 10 issues can be submitted per report. Only available stock can be reported.

Select a stock issue

Select
Select a stock issue
Manufacturing defect
Missing from inventory
Spilled Stock

Select a stock type

Select a stock type
Select a stock type
Green passenger plate (EN)
Green passenger plate (FR)
Passenger plate (EN)
Passenger plate (FR)
Vehicle permit

Series from Series to

[Help: how to enter a series of stock items?](#)

Reported issues

Stock issue	Stock type	Stock code	Stock number(s)	
Spilled stock	Vehicle plate	PSVN	A0000001 to A0000009	Remove

Select the relevant stock issue and type from the dropdowns.

Select "One item" if only one stock item has an issue. Input the stock number.

Select "Series" if a series of stock items have an issue and indicate the series range.

Click on "Add stock item". The new stock issue reported will be displayed under "Reported Issues."

Review stock details to ensure they match the information you entered.

Once you have completed the steps, select "Next".

Ontario 

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Digital Dealership

Dashboards ▾ Registrations ▾ 

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: GOO | Operator: 1

[< Back](#) Step 2 of 3

Operator name: John Doe

Stock management

Review reported stock issues

Review the summary of reported issues. If the information is accurate click submit.

Reported issues			
Stock issue	Stock type	Stock code	Stock number(s)
Spoiled stock	Vehicle plate	PSVN	A0000009
Spoiled stock	Vehicle plate	PSVN	A0000008 to A0000028
Spoiled stock	Vehicle plate	PSVN	AKZD718
Manufacturing defect	Vehicle plate	PSVN	AKZD818
Missing from inventory	Vehicle plate	PSVN	AKZD811
Spoiled stock	Vehicle permit	MPER	AKZD811

[Submit](#) [Back to edit table](#)

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Click on the "Submit" button after reviewing issues.

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Dashboards ▾ Registrations ▾ 

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: G00 | Operator: 1

Step 3 of 3

Operator name: John Doe

Stock management

Reported stock issues

Mail the signed controlled stock issues form with any stock items that are to be returned. Print and keep a copy of the slip for your records.

 Your stock report issues has been submitted.

Transaction information

Transaction date and time 19-Sep-2022 9:47:23 EDT AM

Transaction reference number 100007952118

Office operator number G00-1

Reported issues			
Stock issue	Stock type	Stock code	Stock number(s)
Spoiled stock	Vehicle plate	PSVN	A0000009
Spoiled stock	Vehicle plate	PSVN	A0000008 to A0000028
Spoiled stock	Vehicle plate	PSVN	AKZD718
Manufacturing defect	Vehicle plate	PSVN	AKZD818
Missing from inventory	Vehicle plate	PSVN	AKZD811
Spoiled stock	Vehicle permit	MPER	AKZD811

Controlled stock issues form



Have you printed the controlled stock issues form successfully?
You must print to continue.

Yes

No

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Ensure you have the "Transaction reference number" on hand for support.

IMPORTANT:

All issues reported are generated by DDR on the "Controlled stock issues form", which must be printed, signed, and couriered along with the "Special handling envelope" and the stock to be returned.

Note: The Controlled stock issues form replaces the former Controlled stock return slip.

Please refer to [DDR Guideline 4: Packaging the Purolator Express Pack](#) for more details.

Controlled Stock Issues Form

Controlled stock issues form

Please ensure all writing on this sheet is legible. Keep a copy for your own records. All spoiled and defective stock must be returned.

Dealership ID _____

Dealership name _____

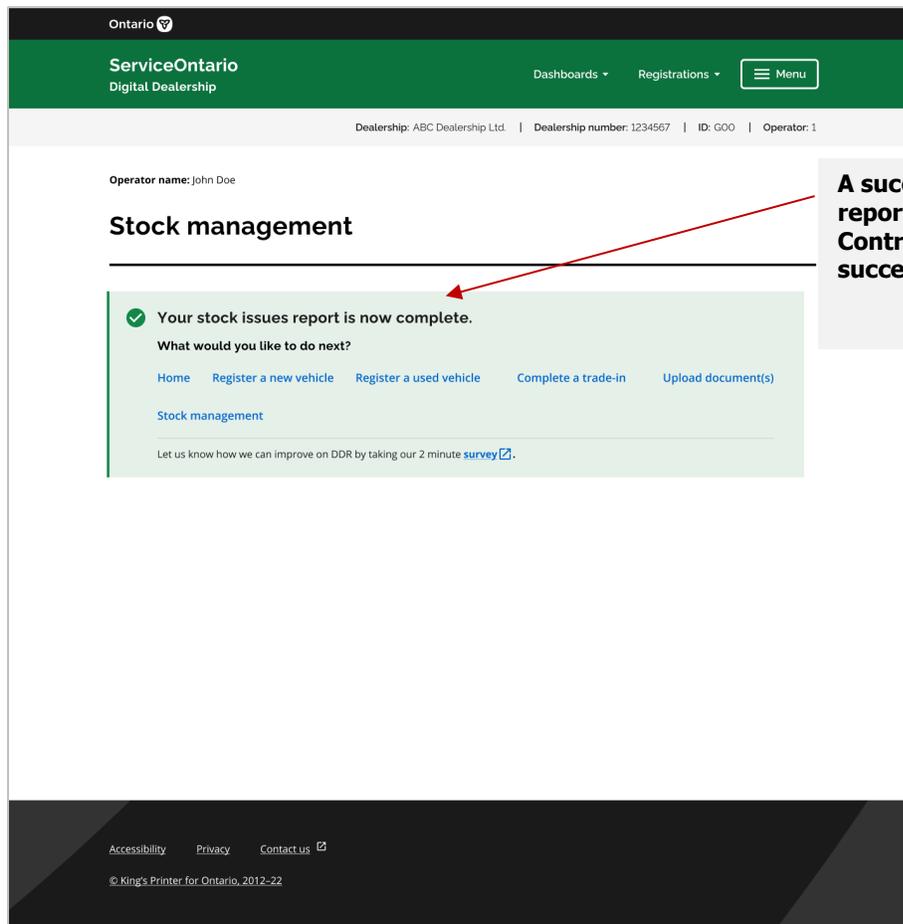
Location _____

Stock code and description	Stock issue	Series from	Series to	Total

Signature _____

IMPORTANT:

Once you have submitted the issues, you must print the pre-populated form and sign the "Controlled stock issues form".



A success screen of the stock issues report will be displayed after the Controlled stock issues form has been successfully printed.

Step 2 - Return stock with issues:

- Insert the defective stock in a separate Special handling envelope marked “Stock (defective).” This step also applies to spoiled stock scenarios outlined below and should be marked as “Stock (spoiled).”
- Place the Special handling envelope (carrying the affected stock) in the weekly Purolator Express pack according to the instructions in it.
- Print and sign the Controlled stock issues form and include it in the Special Handling Envelope.
- Return the puro-pack to the Client Services Office (CSO) according to the instructions in DDR Guideline 4: Packaging the Purolator Express Pack.
- Note any spoiled, defective, or missing stock on your dealership’s Controlled Stock Inventory Ledger for your dealership’s records.

Scenario 2: Spoiled stock

Spoiled stock items must never be thrown out or shredded – they must be reported in DDR as spoiled and packaged in a Special Handling Envelope and returned in the Puro-Pack to the Client Services Office according to the procedure mentioned below.

A stock item that has a status of spoiled could mean:

- The license plate/permit is damaged at the dealership.
- The permit was spoiled during a transaction (re-issue).¹
- The permit was cancelled due to a backout.

Spoiled stock scenario 2A: Damaged stock:

Damaged stock cannot be issued due to damages caused at the dealership office, e.g., permits damaged during laser printer calibration, coffee spill on permits, torn permits, deformed plates, etc.

When you discover a stock is spoiled due to being damaged, **follow Step 1 and Step 2 in Scenario 1 above.**

Spoiled stock scenario 2B: Backed out permits (to be cancelled):

These are permits that have been backed out by Hotline and need to be sent back to CSO to be cancelled. **Only permits backed out by Hotline can be submitted to be cancelled.** See DDR Guideline 3: Cancelling a Registration Transaction for procedures for cancelling a transaction.

When Hotline successfully backs out a stock, **follow Step 1 and Step 2 in Scenario 1 above.**

Note: Only permits backed out by Hotline can be reported.

Spoiled stock scenario 2C: Permits spoiled during a vehicle registration transaction (reissue):

These permits were spoiled during a registration transaction (e.g., printer jam) or defective permits that were mistakenly printed on.

Reissue the permit

Complete all form fields.

Old permit number

New permit number

Please use the next permit in sequence from your dealership's inventory.

▼ [Help: where is the permit number?](#)

Reason for reissue

Spoiled (e.g., printer jam)

Void (e.g., defective stock)

These permits are automatically reported in DDR as Spoiled when a reissue takes place; hence only **follow Step 2 in Scenario 1 above**.

Note: In this scenario, to get the Controlled stock issues form, download it from the “Guidelines and Videos” section in the DDR application.

Scenario 3: Missing stock

Missing stock is stock that has been acknowledged as received at the dealership but cannot be accounted for or found and, therefore, cannot be issued.

If there is a skip/gap because of a missing item, search the dealership for the item. If the item is nowhere to be found, investigate the operator who last recorded that they had the item, as the stock item may currently be in use. Refer to the Consumed Stock page in DDR, or your Controlled Stock Inventory Ledger to determine whether there are entries related to the stock item.

Missing Stock represents an opportunity for fraud. As soon as you identify that a controlled stock item is missing and/or unaccounted for, you must:

1. Follow Step 1 in Scenario 1 outlined above.
2. Call or email your Issuing Office Administrator (IOA) and email DealershipOrders@ontario.ca
3. Note any missing stock on your dealership's Controlled Stock Inventory Ledger.

Other scenarios:

Error when trying to issue controlled stock you have in hand

If you receive the following error - "ERR027: Licence plate must be registered to vehicle owner." - when trying to issue a controlled stock which shows as available in your inventory and has never been issued by you, you must:

1. Call or email your IOA and email DealershipOffice@ontario.ca highlighting the error and controlled stock details.
2. Download, print, fill and sign the Controlled stock issues form from the "Documents and Training" section in the DDR application.
3. Follow Step 2 in Scenario 1 above.

Controlled stock was never issued, but in DDR its status is "Issued", thereby cannot be used for a transaction

If you encounter this, you must:

1. Call or email your IOA and email DealershipOffice@ontario.ca highlighting the error and controlled stock details.
2. Download, print, fill and sign the Controlled stock issues form from the "Guidelines and Videos" section in the DDR application.
3. Follow Step 2 in Scenario 1 above.

IMPORTANT:

If a stock item was never received, was missing from the package / box, or if you found any other discrepancies, you must report this to the Client Services Office immediately by emailing DealershipOrders@ontario.ca. Please copy your IOA as well.

IMPORTANT:

In the event stock items are stolen, the IOA and local law enforcement must be notified immediately. Contact: DealershipOrders@ontario.ca or Tel: 1-800-267-3180 ext. 5

E. View order history

Ontario 

ServiceOntario
Digital Dealership

Dashboards ▾ Registrations ▾  Menu

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: G00 | Operator: 1

Operator name: John Doe

Stock management

Dashboard

Available stock [View all available stock](#)

	45 Passenger plates	30 English 15 French
	17 Green passenger plates	15 English 2 French
	50 Permits	

Stock consumed within the last 60 days [View consumed stock](#)

	45 Passenger plates	30 English 15 French
	17 Green passenger plates	15 English 2 French
	50 Permits	

[Order stock](#) [Report a stock issue](#) [View order history](#)

Select "View order history" to see a summary of your previous stock orders.

Stock notifications

Ontario 

ServiceOntario
Digital Dealership

Dashboards ▾ Registrations ▾ Menu

Dealership: ABC Dealership Ltd. | Dealership number: 1234567 | ID: GOO | Operator: 1

Digital Dealership Registration

Register vehicles, transfer trade-ins and issue licence plates and vehicle permits at your dealership

New vehicles

Used vehicles

Complete a trade-in



Trade-in notifications

 You have 5 trade-in vehicles expiring [within the next 5 days](#)

 Trade-in vehicle [JA32U1FU4AU605600](#) has expired and will need to be completed at a ServiceOntario office

Document upload notifications

 You have 2 transactions with document upload expiring [within the next 5 days](#)

 You have 2 transactions with documents needing to be sent to ServiceOntario by courier expiring [within the next 5 days](#)

 Document upload for vehicle [JA32U1FU4AU605600](#) has expired

Stock notifications

 Skips detected. [View the skipped stock page for more details.](#)

Click on the link to see further details on skipped stock items under Stock Notifications.

Information and Resources

 Documents and Training

 Rate our service

 Release notes

3.1: Skipped stock

All controlled stock items – plates and permits – must be issued sequentially. A skip is detected once you skip the next available stock and issue the following stock instead. This triggers a skip alert.

To address a skip, you must:

1. Issue the stock as part of subsequent vehicle registrations OR
2. Report the skipped stock issue.

The screenshot shows the ServiceOntario Digital Dealership Registration interface. The header includes the ServiceOntario logo, navigation links for Dashboards, Registrations, and Menu, and user information: Dealership: ABC Dealership Ltd., Dealership number: 1234567, ID: G00, Operator: 1. The main content area features a 'Digital Dealership Registration' section with buttons for 'New vehicles', 'Used vehicles', and 'Complete a trade-in'. Below this are three notification sections: 'Trade-in notifications' with a warning about 5 expiring vehicles and a red error for vehicle JA32U1FU4AU605600; 'Document upload notifications' with a warning about 2 expiring uploads and a red error for vehicle JA32U1FU4AU605600; and 'Stock notifications' with a yellow warning: 'Skips detected. View the skipped stock page for more details.' Below the notifications is an 'Information and Resources' section with links for 'Documents and Training', 'Rate our service', and 'Release notes'. The footer contains accessibility links, a 'Top' button, and copyright information for King's Printer for Ontario, 2012-22.

A notification is displayed in real time for the controlled stock items that were skipped.

Clicking on it takes you to the Skipped stock page.

Operator name: John Doe

Stock management

Dashboard

Skipped stock detected

We've noticed that the next item in your stock inventory sequence hasn't been used yet. Your stock inventory should be organized and used in sequential order. If this discrepancy is not addressed within a two-month period, the skipped stock item will be automatically marked as 'missing'. Please note, this may initiate an audit process.

[View the skipped stock page for more details.](#)

An alert is displayed on the dashboard as well.

Clicking on the link takes you to the "Skipped stock" page.

Available stock

[View all available stock](#)



45 Passenger plates

30 English 15 French



17 Green passenger plates

15 English 2 French



50 Permits

Stock consumed within the last 60 days

[View consumed stock](#)



45 Passenger plates

30 English 15 French



17 Green passenger plates

15 English 2 French



50 Permits

Order stock

Report a stock issue

[View order history](#)

[← Back](#)

Operator name: John Doe

Stock management

Skipped stock

Skipped stock detected

We've noticed that the next item in your stock inventory sequence hasn't been used yet. Your stock inventory should be organized and used in sequential order. If this discrepancy is not addressed within a two-month period, the skipped stock item will be automatically marked as 'missing'. Please note, this may initiate an audit process.

Show entries

Skipped stock items

Stock type	Stock code	Stock number(s)
Permit	MPER	0000AL001
Green passenger plate (EN)	PEVE	CAAH419 to CAAH490

Showing 2 to 2 of 2 results

[Report stock issue](#)

This alert is displayed prompting you to find and issue the skipped stock item or report a stock issue.

IMPORTANT:

If you do not address the skipped stock within 60 days, the stock will be flagged as "Missing" with the corresponding disposition code – NIUN (Not issued, unaccounted for).

This may initiate an audit process.

To address a skip, you must:

1. Issue the stock, OR
2. Report the skipped stock issue.

[Accessibility](#) [Privacy](#) [Contact us](#) 

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[↑ Top](#)

Stock disposition codes

Controlled Stock Disposition Codes		
Disposition Code	Definition	Example
AV	Available for issuance	Stock available for issuance, not issued
ISSD	Issued	Stock issued as part of a registration or trade-in
NIUN	Not issued, unaccounted for	Missing from dealership's inventory
NISP	Not issued, spoiled	<ul style="list-style-type: none"> • Stock damaged at the dealership • Permit cancelled due to a backout • Permit spoiled during a transaction (re-issued)
NIST	Not issued, stolen	Controlled stock was reported as stolen to the police and the Client Services Office and your IOA.
NIVD	Not issued, manufacturer void	Stock unusable due to manufacturing defects