

# **Digital Dealership Registration Operations Manual**

**Release 5**

# Digital Dealership Registration

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## Digital Dealership Registration Support Contacts

Your Office ID: \_\_\_\_\_

Name	Operator ID

Stock Reporting Day
Thursday

Puro-Pack Pickup Day
Monday

- In the event of a break-in or fraudulent ID, contact law enforcement as soon as discovered.

**Do not share or circulate your support contact details.**

<b>General Support</b> For general support, including document handling, stock management, stock reconciliation and general inquiries contact the DDR Program Office:  Email: <a href="mailto:DealershipOffice@ontario.ca">DealershipOffice@ontario.ca</a>	
<b>Technical and Vehicle Registration Support</b> Tel: 1-833-664-5003 (Driver and Vehicle Hotline)  *You may not need to input a client ID each time you call, however your client ID may be required to authenticate your dealership. If you do not know your dealership's client ID, please connect with your Issuing Office Administrator (IOA).  <u>Technical support</u> Monday to Friday: 8:00 a.m. to 5:00 p.m. Saturday and Sunday: closed  Choose 1 for technical support, password resets and IT helpdesk.  <u>Transaction support</u> Monday: 8:30 a.m. to 6:00 p.m. Tuesday: 8:30 a.m. to 6:00 p.m. Wednesday: 8:30 a.m. to 6:00 p.m. Thursday: 8:30 a.m. to 7:30 p.m. Friday: 8:30 a.m. to 6:00 p.m. Saturday: 9:00 a.m. to 1:30 p.m. Sunday: closed  Choose 2 for backouts and Digital Dealership Registration inquiries.	<b>Stock Order Support</b>  <u>To order Puro-packs and waybills contact ServiceOntario's Kingston Mailroom:</u>  Tel: 613-548-6233, Mon-Fri: 8:00 a.m. to 4:00 p.m.  <u>To report stock order inquiries and discrepancies, contact the Client Services Office:</u>  Email: <a href="mailto:DealershipOrders@ontario.ca">DealershipOrders@ontario.ca</a>  Tel: 1-800-267-3180 ext.6  Mon-Fri: 8:00 a.m. to 4:30 p.m.
<b>Missing Stock &amp; Additional Support</b>  If there is any missing or unaccounted stock, or you encounter a fraudulent ID, contact your Issuing Office Administrator as soon as the incident is discovered.  Please feel free to contact your Issuing Office Administrator (IOA) if you experience issues with the service you have received from the above contacts.  <b>Name:</b> _____ <b>Phone:</b> _____ <b>Email:</b> _____	

## Logging into Digital Dealership Registration (DDR)

During the onboarding process, dealership personnel authorized to use the application will be registered with ServiceOntario. ServiceOntario will create a dealership and individual user profile that includes the information necessary to login to the DDR application.

Users need to sign up for an account and access the DDR service at:


<https://www.services2.gov.on.ca/wps85/myportal/s2d/Home/so/mvr/dashboard>

(English)

<https://www.services2.gov.on.ca/wps85/myportal/s2d/Home/so/mvr/dashboardfr>

(French)

**Each user must sign in using their dealership email address which was provided to ServiceOntario.**

Ontario  Français

Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email  
The email address you registered with

Password

☐ Remember me

**Sign In**

OR

**Sign-In Partner**

[Need help signing in?](#)


**When signing in the first time, user must "Create Account". Click on the link to follow the steps.**


**Once the account is created, user may sign in and access DDR URL.**

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

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When the DDR URL is accessed, DDR redirects you to the login page to enter your email address and password. A successful login will redirect you to the email authentication page.







### Verify with Email Authentication

A verification code was sent to [REDACTED]  
Check your email and enter the code below.

Verification code

Verify





### Verify with Email Authentication

Send a verification code to [REDACTED]

Send me the code

**Retrieve the verification code from your email. Codes are valid for 15 minutes.**

**A successful authentication will redirect you to the DDR application home page.**

# 1. General Information

## 1.1 Overview

The Ministry of Public and Business Service Delivery and Procurement is offering online vehicle registrations to help improve services to the automobile industry. Digital Dealership Registration (DDR) program provides participating dealerships with an online service option for registering motor vehicles.

Licence plates and vehicle permits issued at the dealership are the property of the Government of Ontario. The safe storage and lawful use of this property is the responsibility of your dealership.

Dealerships must access the DDR application using a computer on a secured network. Dealerships are required to have up-to-date antivirus software installed and enabled on the computer being used to access the DDR application.

## 1.2 Eligible transactions

Presently, you will be authorized to conduct transactions with the following characteristics only:

<b>Vehicles:</b> Newly manufactured passenger and commercial vehicles with a maximum registered gross weight of 4500kg from inside Ontario, including an accompanying trade-in from the same owner
<b>Registrants:</b> Individual and Joint (registrant and plate), Company, Fleet
<b>Plates:</b> New passenger/commercial plates or existing plates belonging to the same owner including own choice plates, green plates
<b>Transactions:</b> Original vehicle registration (i.e., never before registered) including a trade-in transfer, used vehicle registration including a trade-in transfer, lease, standalone purchase of vehicles from individual/joint registrants, company, lease buyouts/buybacks and purchases from Ontario dealerships. Plate denial payments triggered within a vehicle sale.

All other transactions need to be performed in person at a ServiceOntario centre. The DDR program will expand over time to include other vehicle, registrant and plate types.

## 1.3 Ineligible transactions

You are not presently authorized to conduct any transactions others than those listed in 1.2 above. Ineligible transactions include, but are not limited to, those with the following characteristics:

<b>Vehicles:</b> New/used vehicles from outside Ontario, motorcycles, snow vehicles, off road vehicles, trailers, motorhomes, branded vehicles, heavy duty vehicles (HDV) over 4500kg registered gross weight
<b>Registrants:</b> Prorate, Joint Registrants involving a Company
<b>Plates:</b> Existing plates not belonging to the registrant, off-road plates, trailer plates, motorcycle

**Transactions:** Information changes, declarations (e.g., Northern address), permit replacement, third party, new RIN creation

### 1.4 Unauthorized activity

Users are not authorized to process any transactions involving themselves, family members friends or business partners. Users are strictly prohibited from accessing, sharing, disclosing or leveraging confidential information except for the purposes of performing eligible transactions in the DDR application.

### 1.5 Hours of Online Service

**Digital Dealership Registration application:** available for online vehicle registration Monday to Saturday, 7 a.m. to 8 p.m.

The application may not be available after hours and on Sundays and Holidays due to system maintenance. You are encouraged to perform transactions during Hotline's business hours:

Mon-Wed, and Fri: 8:30am-6:00pm  
 Thurs: 8:30am-7:30pm  
 Sat: 9:00am-1:30pm

## 2. Using the Digital Dealership Registration Application

### References:

- **DDR Guideline #1: Laser Printer Calibration**
- **DDR Guideline #2A: Document Requirements**
- **DDR Guideline #2B: New Vehicle Registration**
- **DDR Guideline #2C: Used Vehicle Registration**
- **DDR Guideline #2D: Trade-In Vehicle Registration**
- **DDR Guideline #2E: Transfer into your Dealership**
- **DDR Guideline #3: Cancelling a Registration Transaction**
- **DDR Guideline #4: Packaging the Purolator Express (Puro-Pack)**
- **DDR Guideline #5: Quality Standards for Document Upload**
- **DDR Guideline #6: Stock Management**

1. Before you start to use the DDR application, you will need to connect and calibrate a printer according to the instructions in DDR Guideline #1: Laser Printer Calibration and ensure your scanner meets the requirement indicated in DDR Guideline #5: Quality Standards for Document Upload.

During the onboarding process, dealership personnel authorized to use the application will be registered with ServiceOntario. ServiceOntario will create a dealership and individual user profile that includes the information necessary to login to the DDR application.

**Note:**

- The DDR Application can only be accessed by those that have been Ministry screened and issued a login with operator identification number. You cannot access the DDR Application under another login. Ministry database access creates a higher level of accountability with safeguarding the use of the ministry application, transaction documentation and stock handling.
- Sharing of passwords or allowing access under your ID is not permissible.

Users need to sign up for an account and access the DDR service at:

<https://www.services2.gov.on.ca/wps85/myportal/s2d/Home/so/mvr/dashboard>

(English)

<https://www.services2.gov.on.ca/wps85/myportal/s2d/Home/so/mvr/dashboardfr>

(French)

**Each user must sign in using their dealership email address which was provided to ServiceOntario.**

1. The Dealership banner contains your dealership name, dealership registration number (OMVIC registration number), office ID and operator ID. The banner reflects the information in your profile with the Ministry.



2. User profiles must be updated by the ServiceOntario administrators. If a user's email address changes, a user leaves the dealership, a user moves to another dealership or there is a change in OMVIC registration status, please notify:

[DealershipOffice@ontario.ca](mailto:DealershipOffice@ontario.ca)

3. Refer to DDR Guideline #2 series to learn more on the DDR application and procedures for performing authorized transactions.
4. If you need to cancel (backout) a transaction, follow the procedures in DDR Guideline #3: Cancelling a Registration Transaction. Reasons for a cancellation may include:
  - Documentation was incorrect/incomplete.



- Incorrect plate, RIN/VIN and permit was entered and cannot be corrected without distorting the history of vehicle/registrant.
- The wrong stock was issued (entry error).
- The sale is cancelled after transaction is complete (e.g., customer no longer wants the vehicle).


### 3. Documents and Retention

### 3.1 DDR Documents and Stock Items

1. The DDR application allows dealerships to upload registration documents to ServiceOntario. If the documents are successfully uploaded, you are required to retain these documents as per Canada Revenue Agency (CRA) retention requirements. However, if the system prompts you to submit documents, you must collect the documents and stock items related to the transaction and they must be remitted to ServiceOntario according to the procedures in the DDR Guidelines. These documents include:

## Transaction Documents and Stock Items

- a. On-Line Document Control form, completed digitally and printed, including your office number, operator number and business day



**Ministry of Transportation**

**On-Line Document Control**


1. Fill in this form and attach to the back of the document.  
 2. Do not fold documents.  
 3. Do not staple or paper clip.

**Instructions**


- This form must be completed for all transactions processed on line, for **each** operator's work, for **each business day**.
- Secure (single staple or paper clip) a separate form to each bundle according to **transaction type**. **Do not fold documents.**

Office Number	Operator Number	Business Day (yyyy/mm/dd)
G00	2	2025/01/02

☐ If there are **no transactions** on a business day for this office, check this box.



2025-0000-02-20250102




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- b. Information Verification Forms signed by registrants or dealers (on behalf of registrants)

[illegible]

- c. Fully completed New Vehicle Information Statements (NVIS). The manufacturer completes the Vehicle and Manufacturer information. You are responsible for completing:

- Plate No.
- Dealer information
- Purchaser information
- Lease information

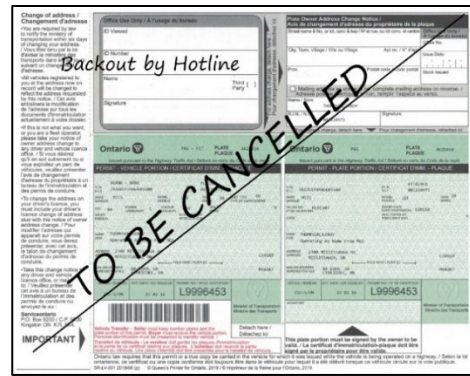
<b>Space provided for manufacturer's logo.</b> <b>Espace réservé à l'identification</b> <b>du fabricant (logo).</b>		<b>N.V.I.S. / D.V.N.</b> <b>New vehicle information statement</b> <b>Description du véhicule neuf</b>	
<b>Vehículo / Véhicule</b> Vehicle identification number / Numéro d'identification du véhicule			
			
Box for Registration No. / N° de plaque d'immatriculation			
Make / Marque	Model / Modèle	Year of issue / Année	Vehicle type / Type de véhicule
Country / Pays	Engine power / Puissance	Engine capacity / Capacité	Body type / Type de carrosserie
Year of first registration / Année de première immatriculation	Registration category / Catégorie d'immatriculation	Vehicle category / Catégorie de véhicule	Vehicle identification number / Numéro d'identification du véhicule
Engine identification / Identification de l'engin		Displacement / Déplacement	CO <sub>2</sub> Emission / Émission de CO <sub>2</sub>
Engine identification / Identification de l'engin		Displacement / Déplacement	CO <sub>2</sub> Emission / Émission de CO <sub>2</sub>
<b>Manufacturer or Importer / Fabricant ou importateur</b>			
Name / Nom		Address / Adresse	
Country / Pays		City / Ville	
<b>Dealer / Commerçant</b>			
I, the undersigned, authorized representative of the company, firm or company mentioned below, hereby certify that the new vehicle herein described is conformant with the data for registration and entry that the vehicle is new and has not been registered previously. Je soussigné, représentant autorisé de la compagnie, firme ou entreprise désignée ci-dessous, déclare par la présente que le véhicule décrit ci-dessous est conforme aux données d'immatriculation et d'entrée que le véhicule est neuf et n'a pas été immatriculé antérieurement.			
Signature / Signature		Stamp / Cachet	
Name / Nom		Address / Adresse	
Country / Pays		City / Ville	
<b>Purchaser / Adhésaire</b>			
Name / Nom Address / Adresse City / Ville			
Country / Pays City / Ville			
<b>Lenses (if applicable) / Locataire (si applicable)</b>			
Name / Nom Address / Adresse City / Ville			
Country / Pays City / Ville			
Name / Nom Address / Adresse City / Ville			
Country / Pays City / Ville			

- d. If the registrant provided a RIN and acceptable Government-issued ID for the transaction, a photocopy of the front of the document must be retained, unless Canadian Citizenship Card is selected, then both front and back is required. You must note "Original ID has been viewed" on the photocopy.

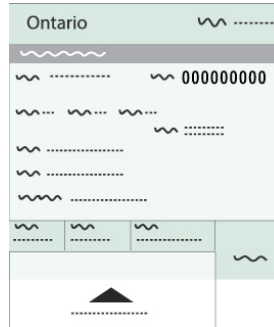


Original ID has been viewed

e. Spoiled and cancelled permits



f. Plate portion of permits



g. Vehicle portion of permits

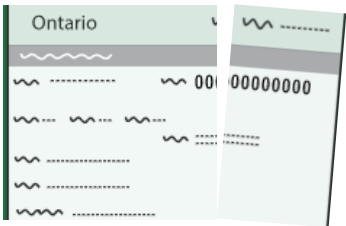


## Reconciliation Documents and Defective Stock Items

a. Defective licence plates



b. Defective permits



c. Special Handling Envelopes

Special Handling - Dealership Offices

Ontario

If this envelope is found please return to:  
Green Day Processing - Print & Distribution Services,  
ServiceOntario Kingston Production and Verification Services Branch,  
49 Place D'Armes, Kingston ON K7L 5J3.

From office number:  
Location:

Reporting period  
from: yyyy mm dd to: yyyy mm dd

Completed by:  
Date:  
yyyy mm dd

Check only one (1) document box on each envelope.  
☐ Stock Usage Summary with stock attached  
☐ Stock (expired)  
☐ Other:

Refer to the DDR User Guide for appropriate contents for each box.

d. Puro-Pack Checklists

Digital Dealership Registration: Puro-Pack Checklist

A) Returned Puro-Pack Inspection:

	Name	Signature	Date
Inspected by Mailroom Staff:			
Reviewed by Mailroom Staff:			

B) Puro-Pack Details:

Reporting Period (dates): \_\_\_\_\_ Office #: \_\_\_\_\_ Number of Packs: \_\_\_\_\_

C) Puro-Pack Contents:

Special Handling Envelope Type	Item	Total # of Envelopes Sent	Verified in the Pack	Verified Received		
				Print and Distribution Office (PDO)	Issuing Office Administrator (IOA)	Customer Service Rep. (CSR)
MTO	Stock					
	Stock Usage Summary with stock attached					
	Other:					
	Other:					

D) Verification and Security:

Bill of Lading #			
	Name	Signature	Date
Packaged By:			
Contents Confirmed By:			
Contents Received by PDO/IOA/CSR:			
Contents Verified in Mailroom By:			

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e. Controlled Stock Report Issues Form

Controlled stock issues form

ServiceOntario

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 \_\_\_\_\_

Stock Order Forms

a. Puro-Pack Stock Order Forms

Digital Dealership Registration|  
Purolator Express Pack Order Form

ServiceOntario

**Instructions:**

- 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 613-548-0233

Office Information

Date (mm/dd/yyyy): \_\_\_\_\_

Request from Office #: \_\_\_\_\_ Office Location: \_\_\_\_\_

Order Information

☐ Puro-packs

Bills of Lading (Waybills) For Courier Shipments

☐ 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: \_\_\_\_\_

2. You may also maintain Controlled Stock Inventory Ledgers to keep for your own records.

ServiceOntario			
<b>Controlled Stock Inventory Ledger</b>			
Please ensure all writing on this sheet is legible. Keep a copy in your Stock Management Files.			
<b>Dealer and Dealer #</b>	G00	<b>Location</b>	
<b>Stock Type Code and Description</b>	<b>Controlled Stock Number and Disposition</b>	<b>Business Date</b>	<b>Notes</b>
PSVN	Plate ABC1234 issued	August 7, 2022	
MPER	Permit #1234567 issued	August 7, 2022	

### 3.2 Document Retention

1. Stock Records: An administrative file containing documentation related to the following shall be maintained for current plus seven years:
  - Stock shipments received.
  - Stock returned (expired, defective, cancelled or recalled, etc.)
2. Photocopies of completed Puro-Pack Checklists shall be retained in a secure area for a period of current plus six months.
3. Other Documents: The following documents shall be retained in a secure area for a period of current plus one year:
  - Carbon copies of Bills of Lading containing Puro-pack reporting period and serialized red tab number,
  - Controlled Stock Inventory Ledgers.
4. Documents retained in the dealership shall be made available to the Ministry upon request.
5. Ensure secure destruction/shredding after the designated retention period has passed.

### 3.3 Document Upload Quality Standards

#### Reference:

- **DDR Guideline #5: Quality standards for document upload**

1. Follow the instructions outlined in DDR Guideline #5: Quality standards for document upload, using DDR digital document upload.
2. All scanned and successfully uploaded documents must be handled and retained following digital document upload. Any spoiled permits during the registration process, even if successfully uploaded, must be returned to ServiceOntario.
3. All scanned documents must be retained with vehicle purchase records that are already retained with the dealership as required by CRA.

## 4. Stock Lifecycle

### 4.1 DDR Stock Items

1. Controlled stock items have assigned stock numbers. Controlled stock should be thought of and treated as if it were cash.

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

2. You will be issued the following controlled stock items:
  - Vehicle Permits
  - Vehicle Licence Plates – Passenger
  - Vehicle Licence Plates - Commercial
  - Electric Vehicle Green Plates – Passenger
3. You will be issued the following non-controlled stock items:
  - Special Handling Envelopes
  - Puro-packs
  - Waybills
  - Personal Use Only (PUO) decals
4. Stock is the property of the Province of Ontario. During business hours, controlled stock must always be out of view and reach of the public or unauthorized personnel. Controlled stock must always be kept in locked storage during non-business hours.

### 4.2 Ordering, Receiving, Returning and Issuing Stock

#### Reference:

- **DDR Guideline #6: Stock Management**

1. Your Issuing Office Administrator will place your initial stock order on your behalf. You will be supplied with vehicle permits, plates, special handling envelopes. ServiceOntario's Print and Distribution will supply you with Puro-packs and waybills.

2. You are responsible for placing subsequent stock orders to replenish your stock according to the procedures in DDR Guideline #6: Stock Management. You should order permits and licence plates during the first week of each month.
3. Follow the procedures in in DDR Guideline #6: Stock Management to verify stock shipment contents, report stock you did not receive, and return spoiled and defective stock.



### **4.3 Returning Stock and Transaction Documents in the Puro-Pack via courier**

**Reference:**

- **DDR Guideline #4: Packaging the Puro-Pack**

**IMPORTANT:** Transaction documents are not required to be mailed in via Puro-Pack if document upload is used and documents uploaded successfully. **ONLY** transactions that had courier option selected at time of document upload, cancelled stock, spoiled stock or transactions that were not successfully uploaded would follow this process. Reporting weeks run Friday to Thursday.

1. All transaction documentation is to be kept properly secured within the dealership, out of view and reach of customers and staff who are not authorized to access DDR, until it is submitted in the Puro-pack.
2. Never use a damaged Puro-pack to submit documents. If your dealership has a Puro-pack that is damaged and/or cannot be securely sealed, simply dispose of it and use a replacement.
3. Follow the procedures in DDR Guideline #4: Packaging the Puro-Pack for instructions about how to package and return the Puro-pack.