

Full Video Transcript with Description:

Digital Dealership Registration (DDR) Learning Series

#2: Completing a new vehicle registration (Release 5)

Video Length: 12:30

[Opening screen with the video title on-screen. The Government of Ontario trillium logo is watermarked on the bottom right.]

Narrator: Completing a new vehicle registration.

[Title text slides off screen. New text appears in the centre. An icon of a small car icon fades into the screen beside the text.]

Narrator: This video will teach you how to process a new vehicle registration in DDR.

[The car and text fades off screen. New text appears in the on the right side of the screen. A sample 'New Vehicle Information Statement' form slides on the left side of the screen. A small yellow icon appears beside the word 'Important'.]

Narrator: Important: The manufacturer's New Vehicle Information Statement (NVIS) must be accurately completed before processing the new vehicle registration transaction in DDR. The NVIS must include the dealer's legal name and location, the sale date, the dealer OMVIC number, and the dealer's signature. The name and current address of the purchaser and, if applicable, the lessee's information must also be entered.

[The NVIS form, icon and text fade off screen. New title text appears in the centre.]

Narrator: Registering a vehicle.

[The title text fades off screen. A laptop enters the screen, showing a demo of the Notice of Collection section of the DDR site. Content text appears and fills the page on screen.]

Narrator: Select the Notice of Collection before you begin the New Vehicle Registration process. Indicate if the vehicle registration is part of a lease agreement. If yes, select the leasing company Registrant Identification Number (RIN) from the drop-down menu. If there is a dealer registration number associated with the leasing company it will be displayed on the screen. Ensure this is the correct dealer registration number.

[A yellow caution icon appears above the text on the screen.]

Narrator: If you do not see your leasing company information or if the leasing information is incorrect, contact your Issuing Office Administrator and DealershipOffice@ontario.ca.

[The DDR demo scrolls further down page and highlights the registrant information section.]

Narrator: You can register a vehicle in DDR using an Ontario driver's license or registering identification number. If this is a joint registration, select 'Add Joint Registrant' and include the registrant's information. If you do not have a driver's license or a RIN, the transaction must be performed in person at a ServiceOntario centre. Once Registrant information is entered, select 'Next' to continue.

[The laptop and text fades off screen. New title text appears in the centre.]

Narrator: Payment of Plate Denials.

[The title text fades off screen. A laptop enters the screen, showing a demo of the New Vehicle Registration' section of the DDR site. Content text appears and fills the page on screen.]

Narrator: DDR will check for any plate denials for payment. Payment for plate denials in DDR cannot be completed if the driver's license is suspended, cancelled, or expired. This also applies if the registrant has RIN Denial Charges or has Not Sufficient Funds (NSF) denials, as well as if the plate denial exists in combination with RIN denial and/or NSF denial.

[The DDR demo scrolls further down page and highlights the plate denials section.]

Narrator: If only plate denials exist, you will be able to view the plate number, the corresponding infraction amount, and the aggregate of the denials. The plate denials must be paid in full prior to proceeding forward with the vehicle registration. If you wish to proceed with the transaction and pay the registrant's denials, check the acknowledgment box confirming the dealership will pay the denials on behalf of the registrant(s).

Narrator: ServiceOntario is not responsible for any disputes between the dealership and the registrant(s). Select 'Next' to continue.

[The DDR demo navigates to the payment section.]

Narrator: On the payment page, enter the dealership's credit card information.

Narrator: A successful payment page will display your receipt and transaction details. Only credit cards (Mastercard or Visa) are accepted for plate denial payments up to \$50,000 on any calendar day on a single card. For amounts exceeding this limit or to explore other available payment methods, please visit a ServiceOntario centre to complete the transaction.

[The DDR demo displays a receipt for denials and fines.]

Narrator: You may print and save the receipt. A copy of the receipt will also be sent electronically to the Operator processing this transaction. If you require to backout this transaction after you have paid the plate denials, please review DDR Guideline #3 – Cancelling a Registration Transaction

[The laptop and text fades off screen. New title text appears in the centre.]

Narrator: Trading in a vehicle.

[The title text slides off screen. A laptop re-appears, with the DDR 'Trade-in vehicle' page. The DDR demo scrolls down to highlight a text field to input Vehicle Registration Number (VIN).]

Narrator: If a trade-in is a part of the new vehicle purchase, enter the VIN here. The trade-in vehicle must belong to the registrant or to the Joint Registrants. For a joint transaction, the vehicle cannot be accepted if it belongs to only one of the individual entities of the joint RIN.

[The DDR demo displays the trade-in vehicle section of the site.]

Select 'Next' to review the Trade-in Vehicle Summary. If a trade is not part of the new vehicle purchase, select 'No'. Select 'Next' to continue.

[The laptop and text fades off screen. New title text appears in the centre.]

Narrator: Vehicle information verification.

[The title text slides off screen. A laptop re-appears, showing a sample 'New Vehicle Information Statement' form on the left side of the screen. New text appears on the right side of the screen.]

Narrator: The VIN must match the VIN on the manufacturer's New Vehicle Information Statement (NVIS). Ensure that the original NVIS is completed in full.

[The laptop fades off screen. A sample 'New Vehicle Information Statement' form slides on the left side of the screen and the lessee section of the form is highlighted.]

Narrator: For leased vehicles, the lessee portion of the NVIS must be completed for your documents to be successfully uploaded into DDR and to be compliant when submitted to ServiceOntario.

[The NVIS form and text fades off screen. A laptop slides onto the screen showing the 'Purchased vehicle information' page. New text appears to the right of the laptop.]

Narrator: For Commercial vehicle registration, select 'Commercial vehicle' as the vehicle class. Enter empty weight of the commercial vehicle taken from the NVIS.

Narrator: If you are registering a light commercial vehicle (registered gross weight of 3000kg or less) for personal use, check 'Yes, personal use.' You will see a Personal Use Only (PUO) declaration checkbox to confirm that the vehicle will be primarily used for personal transportation and has a registered gross weight of 3000kg or less.

Narrator: For light commercial vehicles for business use or heavy commercial vehicles (registered gross weight of 3001kg - 4500kg), select 'No, commercial use.'

Next, enter the registered gross weight (must not exceed 4500kg).

For vehicles with a registered gross weight of over 4500kg, the transaction must be completed at a ServiceOntario centre.

Ensure the correct plate configuration and correct plate class is being attached.

[The DDR demo scrolls to the passenger vehicle section of the site. New text appears to the right of the laptop.]

Narrator: For Passenger vehicle registration, select 'Passenger vehicle' as the vehicle class.

Enter the permit number and the license plate number depending on whether you will issue a new license plate or use the existing one. Ensure to attach the correct plate number for the passenger or commercial vehicle you are registering.

Narrator: For passenger vehicles it must be a passenger plate or green plate.

For commercial vehicles, it must be a commercial or green plate.

If using an existing plate:

For light commercial vehicle transactions (registered gross weight of less or equal to 3000kg), the existing RGW on the plate must be 3000kg or less.

For heavy commercial vehicle transactions (registered gross weight between 3000 to 4500kg), if validation exists it must have a RGW of 3001 to 4500kg and the new RGW entered and existing validation RGW must be the same value.

Narrator: After entering the information regarding insurance and vehicle registration, verify the information and proceed forward.

[The laptop and text fades off screen. New title text appears in the centre.]

Narrator: Heavy commercial validation

[The title text slides off screen. A laptop re-appears on the left side of the screen, showing the heavy commercial validation section of the DDR site. New text appears on the right side of the screen.]

Narrator: For heavy commercial vehicles, validation must be purchased for new and existing plates that have no validation on them. For existing plates with validation, you might have the option to renew or proceed without renewing validation.

Narrator: Select the months for validation from the dropdown, then select 'Next' to continue.

[The laptop and text fades off screen. New title text appears in the centre.]

Narrator: Verifying purchased vehicle summary.

[The title text slides off screen. A laptop re-appears on the left side of the screen, showing the purchased vehicle application summary section of the DDR site. New text appears on the right side of the screen.]

Narrator: You will be able to view the vehicle data you entered and match it against the NVIS of the vehicle being registered.

Narrator: If there are any errors, you may go back to the previous steps to make corrections.

[The laptop and text fades off screen. An Application for Vehicle Registration appears on screen with new text on the right.]

Narrator: For lease transactions, the application form will contain a section for the vehicle registrant information and plate registrant information. The details presented in the application form will be based on the information you provided. Ensure to verify and confirm the information.

Narrator: For lease transactions, the application form will contain information relating to the vehicle registrant's information including the lessor's name, RIN and dealer registration number. Ensure to verify the registrant information. In case of joint registration, ensure to verify the registrant details for both registrants.

Narrator: Review the information on the screen and print the application form to continue. You must successfully print the application form to proceed forward to payment. The dealer also has the authority to sign the application form on behalf of the registrants. Provide a signed copy to the registrants. If this is a lease agreement: the vehicle registration form must be signed by the applicant or lessee and the leasing company/lessor, respectively.

[The Application for Vehicle Registration form fades off screen. A sample New Vehicle Information Sheet (NVIS) appears on screen. New title text appears in the centre.]

The lease portion of the New Vehicle Information Statement (NIVS) must be completed.

[The New Vehicle Information Sheet and text fades off screen. New title text appears in the centre.]

Narrator: Payment for the transaction.

[The title text slides off screen. The laptop re-appears showing the billing information page. New text appears on the right of the screen.]

Narrator: You must pay using the dealership credit card. Once the payment goes through, you can proceed forward. If the payment does not go through, an error will be displayed. You may need to try again.

[The laptop and text fades off screen. New title text appears in the centre.]

Narrator: Printing the permit.

[The title text slides off screen. A laptop re-appears on the left side of the screen, displaying the license plate sticker section of the DDR site. New text appears on the right of the screen.]

Narrator: For commercial vehicles, if validation is added, you will be presented with a page to print the Temporary validation receipt. This receipt must be printed and given to the registrant as temporary validation until the new validation sticker arrives. The new validation sticker will be processed and sent to the registrant's mailing address after the transaction is successfully completed.

[The laptop fades off screen. A sample permit appears on screen. New title text appears on the right.]

Narrator: Check the permit number on the stock. Ensure the number on the permit matches the number displayed before inserting the permit into the printer.

[The permit fades off screen. An enlarged 'Permit No.' section of a permit is shown on the left of the screen. The last number of the sample permit number rolls upward, showing a variance in potential numbers. The permit number fades off screen and an icon of a telephone appears beside new text.]

Narrator: Please select the next permit sequentially from your stock inventory and print the permit. If any information on the permit is incorrect, you will have to cancel the by

calling the DDR Hotline at 1-833-664-5003. If a permit did not print or is not spoiled, you can reuse it.

[The telephone icon and text fades off screen. New title text appears in the centre.]

Narrator: Reissuing the permit.

[A printer enters the left side of the screen, displaying a permit being passed through the machine. New text appears on the right of the screen.]

Narrator: You can reissue the permit if it does not print successfully the first time due to the permit being spoiled or void. If the permit does not print or is not spoiled, it can be reused.

[The printer fades off the screen and is replaced with a laptop displaying the permit section of the DDR site. New text appears on the right of the screen.]

Narrator: Verify the new permit number and registrant information and print the permit. Clearly indicate the reason for reissuing the permit on this screen and enter the new permit number.

[The laptop and text fade off screen. New title text appears in the centre.]

Narrator: Document upload.

[The title text slides off screen. A laptop re-appears, showing the New vehicle registration page of the DDR site. The DDR demo scrolls down to the Document upload section of the page.]

Narrator: You will be able to upload documents for this transaction on DDR. Ensure that all the required documents are displayed and you have completed and signed all the right documents for this transaction.

Narrator: Ensure that the documents meet the quality criteria for them to upload successfully.

Narrator: If corrections have been made to the NVIS, please select that you will be uploading a NVIS Letter of Correction for this transaction and upload the document.

Narrator: You can find more details on this in our Training video #5 and Training Video #2.

Narrator: You may choose to either upload the required documents for this transaction later or submit it to ServiceOntario via courier.

[The laptop and text fade off screen. New text and an 'upload' icon appear, and the upload icon quickly fades out. A graphic icon of a calendar displaying 4 business days appears to the left of the text.]

Narrator: All documents must be uploaded within four days of the transaction.

[The number on the graphic icon of the calendar changes from four to five.]

Narrator: On day five, the documents are considered overdue, and you will have limited access to DDR. If this occurs, you must courier the required documents to ServiceOntario.

[The icon of the calendar and text fades away and new text appears.]

[The text fades away and new text appears.]

Narrator: You're all done! For more information, please see our Guideline #2B: New vehicle registration or your contact Issuing Office Administrator (IOA).

[The text fades away. The crown copyright appears (© King's Printer for Ontario, 2024).]