

## Full Video Transcript with Description:

Digital Dealership Registration (DDR) Learning Series

### #3: Completing a used vehicle registration (Release 5a)

**Video Length:** 15:19

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

**Narrator:** Completing a used vehicle registration.

[Title text slides off screen. New text appears in the centre. A small car icon fades into the screen then fades out, followed by a key and keychain icon that fades into the screen beside the text.]

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

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

**Narrator:** Registering a used vehicle.

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

**Narrator:** Before you start, please note: only vehicles with a registered gross weight of 4500 kilograms or less can be registered at this time. For a Personal Use Only transaction, you must provide the registrant with a PUO decal.

[The title text fades off screen. A laptop appears, with the DDR Registrant identity information page on screen. The DDR demo scrolls down the page and highlights the Notice of Collection section of the site.]

**Narrator:** Select the Notice of Collection before you begin the Used 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. If you do not see your leasing company information or if the leasing information is incorrect, contact your Issuing Office Administrator.

[A graphic icon of a checkmark appears above the text.]

**Narrator:** If the dealer registration number is present for your leasing company, the system will exempt your dealership from Safety Standards Certificate requirements if the vehicle status is fit.

[The graphic icon of a checkmark fades out and is replaced with a yellow caution icon.]

**Narrator:** However, if a dealer registration number is not present or the vehicle status is unfit, the system will check if an electronic SSC is present. An electronic SSC is required to be able to plate the vehicle.

[The graphic icon of the yellow caution icon fades. The DDR demo on the laptop is still showing the Notice of Collection web page. The DDR demo scrolls to the bottom of the page and highlights the 'Add a joint registrant' button.]

**Narrator:** If you are registering a vehicle to an individual, joint registrants where both registrants are individuals, or to a company, you may use an Ontario Drivers Licence or Registrant Identification Number. If this is a joint registration, select 'Add joint registrant' and include the registrant's information. You must upload the identification documents at the end of the transaction. If you do not have a valid driver's licence or a RIN, the transaction must be performed in person at a ServiceOntario centre. If you are transferring a vehicle to another dealership, enter the buying dealership's Registrant Identification Number and buying dealership's OMVIC number. If you do not have the buying dealership's information, the transaction must be completed at a ServiceOntario centre. Vehicles transferred to dealerships will not be plated.

[The DDR demo scrolls to the bottom of the page and selects the 'Next' button.]

**Narrator:** Once Registrant information is entered, select 'Next' to continue.

[The laptop and text fades off screen. New text appears in the centre. A small car icon fades into the screen and an Ontario map is outlined around the car.]

**Narrator:** Reminder: the purchased vehicle must be a passenger or a commercial vehicle with a registered gross weight of 4500kg or less from the dealership's own used vehicle inventory. If the vehicle is from outside of Ontario or is not in the dealer's inventory, it cannot be registered using DDR. Please visit a ServiceOntario centre to complete this transaction.

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

**Narrator:** Payment of Plate Denials

[Title text slides off screen. A laptop slides into the left side of the screen, displaying the Denials and Fines section of the DDR site. New text appears on the right.]

**Narrator:** DDR will check for any plate denials for payment. Payment for plate denials in DDR cannot be completed if the driver's licence 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.

**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.

[The DDR demo scrolls to the bottom of the page and selects the 'Next' button.]

**Narrator:** If you wish to proceed with the transaction and pay the registrant(s)'s denials, check the acknowledgment box confirming the dealership will pay the denials on behalf of the registrant(s). 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.

[The DDR demo navigates to a successful payment message on the DDR site.]

**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 fades off screen. A laptop appears, with the DDR 'Used vehicle registration Trade-in vehicle' page on screen. 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 used 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 scrolls down to highlight the 'Trade-in vehicle summary' page on the screen, then the DDR demo scrolls to the bottom of the page and selects the 'Next' button.]

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

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

**Narrator:** Purchased vehicle information.

[The title text fades off screen. A laptop appears on screen showing the Purchased vehicle information page. The VIN information text entry field is highlighted, followed by a highlight of the Existing permit number text field.]

**Narrator:** You must indicate the VIN of the used vehicle. The VIN must match the VIN on the dealership's vehicle permit. Enter the existing permit number for the used vehicle. The permit number entered must belong to the VIN and must be the most recent permit number issued to the dealership.

**Narrator:** Electronic Safety Standard Certificate (E-SSC).

[The title text fades off screen. A laptop appears on screen showing how the E-SSC process differs if the vehicle is Fit or Unfit.]

**Narrator:** When you enter the VIN, the system will check if there is a valid Electronic Safety Standard Certificate for that vehicle. An SSC is not required when transferring a vehicle to an Ontario dealership. An electronic SSC is required to be able to plate the vehicle and proceed. Paper SSCs are no longer accepted, and manual entry of SSC information is no longer permitted in DDR. If your electronic SSC is not found, call the Public Contact Centre at 1-833-420-2103 to resolve the issue. Once the issue is resolved, go back to previous step to re-enter the VIN.

[The laptop and text fade away. A yellow alert symbol appears, along with a calendar that shows the number 36+ days.]

**Narrator:** Reminder: If the SSC is more than 36 days old, it cannot be accepted. Please obtain a new acceptable valid electronic SSC to process this transaction.

[The alert symbol, calendar that shows the number 36+ days and the text fades off screen. New title text appears on screen.]

**Narrator:** Odometer information.

[Title text fades off screen. A laptop appears on the left of the screen, displaying the Purchased vehicle odometer reading web page. The DDR demo highlights a text field for inputting 'Odometer (km)']

**Narrator:** Ensure the odometer reading is entered correctly.

[The DDR demo scrolls down the bottom of the 'Purchased vehicle odometer reading' page and highlights a declaration with checkbox section.]

**Narrator:** If the odometer reading does not match the reading declared within MTO systems, you must complete a declaration to proceed forward.

[The DDR demo scrolls to the bottom of the Purchased vehicle odometer reading page and highlights a section for vehicles less than 6,000km, with 'yes' and 'no' radio buttons.]

**Narrator:** If the odometer reading is less than 6,000 km, you must indicate whether the vehicle has been registered outside of Ontario or whether the vehicle has been registered to anyone other than an Ontario dealer. Ensure to attach the correct plate for the passenger or commercial vehicle you are registering. For passenger vehicles it must be a passenger or a green plate. For commercial vehicles, it must be a commercial or green plate. If using an existing plate: For Light Commercial Vehicle transactions (RGW ≤ 3000kg), the existing RGW on the plate must be 3000kg or less. For commercial vehicle transactions, Registered Gross Weight (RGW) between 3001kg to 4500kg, if validation exists the new RGW entered and the existing validation registered gross weight must be the same value. If you are registering a light commercial vehicle 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. For light commercial vehicles for business use for commercial, select "No, commercial use." Next, enter the registered gross weight. 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 center. After entering the insurance and vehicle registration information, verify the information and proceed forward.

**Narrator:** Heavy commercial validation.

[Title text slides off screen. A laptop slides into the left side of the screen, displaying the Heavy commercial validation section of the DDR site. New text appears on the right.]

**Narrator:** For heavy commercial vehicles, validation must be purchased for new and existing plates that have no validation. For existing plates with validation, you may have the option to renew or proceed without renewing validation. Select the months for validation from the dropdown, then select 'Next' to continue.

[The laptop and text fade off screen. New title text appears on screen.]

**Narrator:** Verifying purchased vehicle summary.

[The title text fades off screen. A laptop appears on screen showing the Purchased application summary page, scrolling from top to bottom.]

**Narrator:** You will be able to review the vehicle information details to ensure they match the used vehicle being purchased or leased. Review the information on the screen and print the application form to continue. You must successfully print the application form to proceed forward to the payment. An Application Form is not generated when transferring to Ontario dealerships.

**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.

[The laptop and text fade off screen. New title text appears on screen.]

**Narrator:** Application form.

[The title text fades off screen. An Application for Vehicle Registration form appears on screen with new text on the right. The DDR demo highlights the Plate details and Plate registrant details sections of the form.]

**Narrator:** If this is not a lease agreement, the dealership may complete the application form on behalf of the registrants. Ensure to enter date and signature at the bottom of the application form. The dealer also has the authority to sign the application form for the registrants. You will be able to proceed forward after paying the registration fee.

[The Application for Vehicle Registration form and the text fades off screen. A large yellow caution icon appears in the centre of the screen]

**Narrator:** For all lease agreements, the lessor and lessees must sign and date the application form respectively to consent to the lease.

[An icon showing an 'X' in a circle appears beside the text on screen.]

**Narrator:** If the dealership has a Power of Attorney for the lessor, they can sign on behalf of the leasing company or lessor.

[An icon of a 'copy' button appears beside the text on screen.]

**Narrator:** Please provide a photocopy of the signed application form to the registrant.

[All icons and text fade off screen. New title text appears on screen.]

**Narrator:** Payment for the transaction.

[The title text fades off screen. A laptop appears on screen showing the payment page. New text appears on the right of the screen.]

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

[The laptop and text fades off screen. New title text appears on screen.]

**Narrator:** Print temporary validation receipt

[The title text fades off screen. A laptop appears on screen showing the Temporary licence plate sticker validation 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. The customer must hold onto the temporary validation letter until they receive their sticker. The new validation sticker will be mailed to the registrant's mailing address after the transaction is successfully completed.

[The laptop and text fades off screen. New title text appears on screen.]

**Narrator:** Printing the permit.

[A blank permit appears on the left of the screen. New text appears on the right of the screen. The DDR demo highlights the Permit No. section of the permit.]

**Narrator:** Ensure that the permit number displayed matches the number you have entered.

[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.]

**Narrator:** Please select the next permit sequentially from your stock inventory and print the permit.

[The permit number fades off screen and an icon of a telephone appears beside new text.]

**Narrator:** If any information on the permit is incorrect, please cancel the transaction by calling the DDR Hotline at 1-833-664-5003.

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

**Narrator:** Reissuing the permit.

[Title text fades off screen. A graphic icon of a printer is shown with a blank permit passing through the machine. The printer and permit fade away, and a laptop re-appears, showing the bottom half of the Print the permit section.]

**Narrator:** If the permit did not print successfully, you can reissue a new permit. You must enter the new permit number and indicate the reason for reissuing the permit such as spoiled or void.

[The DDR demo scrolls down the page to the Reason for reissue section.]

**Narrator:** Verify the new permit number and registrant information and print the new permit. If you still cannot reissue the permit successfully after 3 attempts, please backout this transaction by calling the hotline and visit a ServiceOntario centre to complete this transaction.

[The laptop and text fades off screen. New title text appears on screen.]

**Narrator:** Document upload.

[The title text slides off screen. A laptop re-appears, with the DDR New vehicle registration page on screen. 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 accurately completed and signed all the correct documents for this transaction.

[The laptop and text fade off screen. New text appears and a checkmark icon appears to the left of the text.]

**Narrator:** Ensure that the documents meet the quality criteria for them to upload successfully. You can find more details on this in our Guideline 5.

[The checkmark icon and text fades off screen. A laptop re-appears, with the DDR New vehicle registration page on screen.]

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

[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. To regain system access, you must provide a courier tracking number on DDR and courier the documents to ServiceOntario the following Monday.

[The graphic icon of the calendar and text fades off screen. An Application for Vehicle Registration appears on the screen, with text to the right.]

**Narrator:** Remember: If this is a lease agreement, the lessor and the lessees must sign the application form. The following documents must be uploaded or couriered to ServiceOntario: The application form must be signed by each customer and or lessees and the leasing company/lessor respectively. The Power of Attorney must be provided between the leasing company and the lessor and the dealership.

[The 'Application for Vehicle Registration' and text fades off screen.]

**Narrator:** You're all done! For more information on completing a used vehicle registration, please refer to DDR Guideline 2C: Completing A Used Vehicle Registration.

For additional support, contact [dealershipoffice@ontario.ca](mailto:dealershipoffice@ontario.ca), or your dealership's assigned Issuing Office Administrator.

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