

Full Video Transcript with Description:

Digital Dealership Registration (DDR) Learning Series

#4: Completing a trade-in

Video Length: 6:20.

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

Narrator: Completing a trade-in

[Title text slides off screen. New text appears in the centre. A small car icon slides into the screen beside the text. An outline of a laptop appears around the car. The text on screen reads 'In this video, you will learn how to process a trade-in using Digital Dealer Registration (DDR)'.]

Narrator: In this video you will learn the steps involved in processing a trade-in using the Digital Dealer Registration (DDR) program at your dealership.

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

Narrator: Home page: Trade-in your vehicle

[The text slides off screen. A laptop appears, with DDR website home on screen. The DDR demo hovers over the 'Dashboards' button, which shows a dropdown menu. The cursor hovers over the 'Trade-ins' page dashboard, then scrolls across the page to hover over the 'Complete a trade-in' button.]

Narrator: A trade-in is initiated when you indicate there is a trade-in vehicle present, during a new or used vehicle transaction. To complete a trade-in, you will need to navigate to the trade-in dashboard. This can be accessed on the homepage by directly selecting 'trade-in dashboard' from the home page or the "complete a trade-in" button.

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

Narrator: Trade-in alerts

[The title text slides off screen. A laptop re-appears, with DDR dashboard home page on screen. The DDR demo scrolls down to 'Trade-in notifications' and hovers over a notification with a yellow icon in the middle of the home screen. A larger, standalone representation of the yellow icon is highlighted on screen.]

Narrator: On the dashboard, you may view either of two kinds of notifications: yellow alerts indicate trade-ins which require additional information to be completed and the number of days you have to provide additional information before they expire.

[The DDR dashboard home page fades off the laptop on screen. The DDR dashboard home page re-appears. The DDR demo scrolls down to 'Trade-in notifications' and hovers over a notification with a red icon in the middle of the home screen. A larger, standalone representation of the red icon is highlighted on screen.]

Narrator: Red alerts indicate transactions where trade-in information was not provided in time and have expired. These transactions must be completed at a ServiceOntario Centre.

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

Narrator: Trade-in dashboard

[The title text slides off screen. A laptop appears, displaying the DDR 'Trade-in dashboard' page showing a list of open and closed transactions.]

Narrator: The dashboard contains all trade-in transactions.

[The laptop and text fades off screen. New text appears in the centre. A graphic icon of a calendar displaying business days appears to the left of the text. The numbers on the calendar change rapidly from 1-10. Once the number 10 is displayed, a circle is drawn around it.]

Narrator: You have up to 10 business days to complete a trade-in transaction within DDR. It will have a status of pending. After 10 days the trade-in will expire and you must complete it at a ServiceOntario centre.

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

Narrator: Trade-in vehicle summary

[The title text slides off screen. A laptop re-appears, with the DDR 'Trade-in dashboard' page showing a list of 'pending' transactions. The DDR demo scrolls down to select a sample pending transaction.]

Narrator: Select a VIN from the trade-in dashboard to begin the transaction.

[The DDR Trade-in dashboard page fades off the laptop on screen. A page showing all vehicle details in list form appears. At the bottom of the page there is a 'Next' button and a 'Cancel trade-in' button.]

Narrator: Review the vehicle details to ensure they match the vehicle being traded in. You may cancel the trade-in, if the details do not match or the customer does not want to proceed.

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

Narrator: Trade-in vehicle requirements

[The title text slides off screen. An 'Application for Vehicle Transfer' form appears on screen, displaying the back of the form.]

Narrator: Filling out the back of the permit

[A sample 'Application for Vehicle Transfer' form fades onto the screen. The last 2 numbers of the license are struck through and then re-entered in a different order. The initials 'J.S.' appear beside the revision.]

Narrator: You must complete the back of the trade-in vehicle permit legibly in dark ink. If a mistake is made, stroke out and initial where the error occurred, and return the original permit along with the transaction documents to a ServiceOntario centre.

[The 'Application for Vehicle Transfer' form and text fade from the screen. A sample permit appears, then is faded slightly and a question mark appears on top of the image.]

Narrator: If the permit is not available (missing or defective), the transfer must be completed at a ServiceOntario centre where a replacement permit will need to be issued.

[The sample permit fades away completely, then appears again. The 'Permit No' section of the back of the permit is isolated.]

Narrator: Ensure to double check the permit number before you print it.

[The sample permit and text fade away completely. A laptop re-appears, with the DDR 'Trade-in vehicle registration' home page on screen.]

Narrator: Odometer reading

[The DDR demo scrolls to the bottom of the page and displays a text field titled 'Odometer (kms)' and below that is a checkbox option to complete the declaration.]

Narrator: You are required to enter the trade-in vehicle's correct odometer reading and complete the declaration to proceed forward. If the odometer reading entered is lower than the last recorded with the Ministry of Transportation, you will be asked to acknowledge a declaration.

[The webpage is scrolled down, and the cursor hovers over the 'New permit number' section.]

Narrator: Entering the permit

[The 'New permit number' section is isolated on screen.]

Narrator: Retrieve a vehicle permit. Take the next permit in sequence – avoid using stock out of sequence.

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

Narrator: Transfer Fee

[The title text slides off screen. A laptop showing the 'Trade-in vehicle registration' page re-appears. The DDR demo scrolls down to the bottom of the page and hovers over the 'Next' button.]

Narrator: You must pay using the dealership credit card.

[A payment page is displayed on the laptop screen. The 'Name on card' is entered as John Doe, and asterisks fill the fields for 'Card number', 'Expiration Date' and 'Security Code (CVV)'. The cursor then hovers over the 'Pay now' button at the bottom of the page.]

Narrator: Once the payment goes through, you can proceed forward.

[The DDR demo is returned to the 'Trade-in vehicle registration' page, displaying a 'Payment receipt' notice that the payment was successful.]

Narrator: If the payment does not go through, an error will be displayed. You may need to try again.

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

Narrator: Print the permit

[The title text slides off screen. A permit appears on screen, displaying the back of the form and isolating the 'Permit No.' section of the form and a sample permit number.]

Narrator: Check the permit number on the stock.

[The permit fades off screen. The 'Permit No.' section of the form remains on screen while a laptop fades into the screen displaying the 'Trade-in vehicle registration'. The sample permit number is shown beside the same sample permit number showing on the 'Trade-in vehicle registration' page under the 'Print the permit' section.]

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

[The DDR demo scrolls to the bottom of the page, displaying a 'Print' button. The laptop and text then fade off screen. New title text appears in the centre.]

Narrator: Reissuing the permit

[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: You can reissue the permit if it does not print successfully the first time. If the permit does not print or is not spoiled, it can be reused.

[The cursor hovers over the 'Reissue the vehicle permit' button. The 'Reissue the permit' section of the page is displayed. A 'New permit number' text field is isolated, alongside 2 radio buttons to select from, titled 'Spoiled (e.g. printer jam)' and 'Void (e.g. defective stock)'.]

Narrator: 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, with the DDR 'Trade-in vehicle registration' home page on screen.]

Narrator: You will be able to upload documents for this transaction on DDR.

[The DDR demo scrolls down to the 'Document upload' section of the page.]

Narrator: Ensure that all the required documents are displayed and you have completed and signed all the right documents for this transaction.

[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 documents to ServiceOntario.

[The DDR 'Document upload' page fades off the laptop screen. The title page for 'DDR Learning Series #5: Document Upload and Retention' is displayed within the laptop screen.]

Narrator: To learn more on how to successfully upload your documents to DDR, refer to our video on Document upload and retention or Guideline #5: Quality Standards for Document Upload for Dealerships.

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

Narrator: Trade-in cancellation

[The title text slides off screen. An 'X' icon appears and fades out, followed by an exclamation icon and text.]

Narrator: If the trade in is cancelled, remind the customer to visit a ServiceOntario centre to get a new set of active plates and permits, as the previously issued sets are now invalid.

[The exclamation icon fades out and is replaced with a telephone icon and text.]

Narrator: If a trade-in vehicle was transferred to the dealer, the transfer must be cancelled by the DDR Hotline or the vehicle transferred back to the original owner with the previous vehicle status. Contact the DDR Hotline at 1-833-664-5003.

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

Narrator: You're all done! If you have successfully uploaded your documents, please retain them securely as per your dealership's CRA retention policies.

[The text fades away and new text appears.]

Narrator: For more information, refer to Guideline #2 or contact your Issuing Office Administrator (IOA).

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