

Full Video Transcript with Description:

Digital Dealership Registration (DDR) Learning Series

#5: Document upload and retention

Video Length: 6:31.

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

Narrator: Document upload and retention.

[Title text slides off screen. New text appears in the centre.]

Narrator: In this video you will learn the steps involved in uploading documents and our retention policies.

[Title text slides off screen. New text appears in the centre.]

Narrator: Home page – document upload notifications.

[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 'Upload documents' page is selected.]

Narrator: You are encouraged to upload documents during a transaction or by selecting upload documents from the dashboards on the home page.

[The webpage is scrolled down, and the cursor hovers over the 'Document upload notifications' section. A sample of notifications is isolated, showing some with yellow and some with red icons. The cursor hovers over notifications that are flagged with yellow and red icons.]

Narrator: Document upload notifications on the home page flag documents required to be either uploaded to DDR or couriered to ServiceOntario. Under document upload notifications, you may have yellow or red icons.

[A larger, standalone representation of the yellow icon appears on screen.]

Narrator: Yellow icons indicate documents to be uploaded or to be sent to ServiceOntario by the dealership. These notifications also indicate how many days you have to provide the outstanding documents.

[The text slides off screen. A larger, standalone representation of the red icon appears on screen.]

Narrator: Red icons indicate documents are overdue and must be couriered back to ServiceOntario to regain access to DDR.

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

Narrator: Document upload dashboard.

[The title text slides off screen. A laptop appears, showing the DDR homepage. A cursor hovers over the Menu and selects 'Document upload'.]

Narrator: To upload documents for a new vehicle or used vehicle registration, go to "Upload documents" under the dashboards section of the DDR webpage.

[The text slides off screen and the image on the laptop changes, now showing the DDR Document upload dashboard on screen. A list of sample transactions is shown in list form.]

Narrator: The document upload dashboard includes all vehicle registration transactions completed within the last 6 months.

[A sample transaction is isolated, showing a status of 'Action required – upload documents'.]

Narrator: Document upload can be completed from the Document upload dashboard at any time during DDR operation hours. Transactions with a status of "Action required" must be completed within four days of the transaction date. Click on the VIN number in blue and it will take you to the document upload page at the last step of the vehicle registration. Ensure all the documents are complete, including required signatures, before uploading them to ServiceOntario. Refer to Guidelines 2A: Documentation Requirements.

[The cursor on the screen clicks on the sample VIN number. The image on the laptop changes to show the Document upload screen. The 'Select File(s)' button is selected and a progress bar appears showing the file upload process. The screen then changes to show the Documents that are uploaded.]

Narrator: To upload documents, click on "Select file(s)" or drag and drop your files in the dotted line box. Note: you can submit a single PDF with all the documents (up to 50MB) or multiple files (each file up to 15MB). Once the file(s) are uploaded, you will see a preview of the files. You will then have the option to remove or upload more files. Once you have confirmed the documents you want to submit, select "Upload all documents".

[The cursor on the screen selects 'Upload all documents', then the image on the laptop changes to show 'Files sent for review' screen.]

Narrator: You will see on the next page that the files are sent for processing and your documents are being reviewed. You may go to the document upload dashboard under the dashboards section to the check status of the documents.

[The screen pans down to the bottom of the 'Files sent for review' page, and the cursor selects the checkbox to attest that the documents will be uploaded later or sent to ServiceOntario via courier.]

Narrator: If you have difficulty in uploading documents the first time, please attempt to re-upload your documents. If you are unsuccessful after multiple attempts, select the checkbox shown at the bottom of the Document upload page, to courier your documents to ServiceOntario.

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

Narrator: Uploading documents at the end of a transaction.

[The title text slides off screen. A laptop appears, with the DDR 'Document upload' page on screen. The DDR demo scrolls to the bottom of the page and displays a list of required documents and an option to upload files for each.]

Narrator: At the end of a transaction, you will see a list of documents that must be uploaded individually to complete your transaction. You may choose to upload the documents later, or courier them to ServiceOntario via Purolator.

[The DDR 'Document upload' page fades off screen. The title page for 'DDR Learning Series #6: Packaging the Purolator Express Pack (Puro-pack)' is displayed within the laptop screen.]

Narrator: For more information on packaging the Puro-pack, refer to our Guideline #4 or learning video 6: Packaging the Puro-pack.

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

Narrator: Document upload requirements.

[Title text slides off screen. New text appears left aligned. Icons appear on screen in order of narration, representing each corresponding criteria.]

Narrator: Our systems check the documents and will validate your documents against the transaction. To be compatible, documents must be in PDF format. The maximum size of the PDF is 50MB for a single PDF with all documents or 15MB for each file for multiple uploads, not Locked or password protected, not corrupted, must be uploaded individually under the correct section, and must not be damaged or blurry.

[Icons and text fade off screen. New text appears centred.]

Narrator: If documents fail to upload, please ensure they meet the requirements and attempt to re-upload the documents. If the error persists, courier the documents to a ServiceOntario centre.

[The text fades off screen. A graphic image of an 'Application for Vehicle Registration' form appears on the left of the screen, with text right aligned. The sample form is signed by John Doe.]

Narrator: Remember: the bottom of Application Form is signed and dated.

[The Application Form fades off screen. A graphic image of a vehicle registration document fades onto screen. The top left portion of the document is isolated, and the word 'SPOILED' appears.]

Narrator: Write SPOILED on the top left side of the PERMIT- VEHICLE PORTION to indicate spoiled stock.

[The spoiled vehicle registration document fades off screen. A new vehicle registration document appears on screen, then is flipped over to display the back of the document. New text appears on the right of the screen.]

Narrator: Ensure both front and back of ID Documents and the permit are scanned and completed.

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

Narrator: Limited access.

[The title text slides off screen. A laptop re-appears, with DDR website home on screen. The DDR demo 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: If you have red icons on your dashboard, you have Limited access to DDR. Red icons flag transactions where documents were not uploaded, or a courier number was not provided within four days of the transaction date.

[The webpage is scrolled down, and the cursor hovers over the 'Document upload notifications' section. A notification with a red icon shows as expired.]

Narrator: On the fifth day, you will receive a red icon that the document upload option has expired for this transaction. Select the Red notification to navigate to the document upload dashboard.

[The cursor clicks the red icon beside the notification which brings up the 'Document upload dashboard'. The webpage is scrolled down, and the cursor clicks on the

transaction listed with the red icon. A new page, 'Documents required to be sent to ServiceOntario', opens with a text field to enter Courier tracking number.]

Narrator: You must courier all the documents for the expired transaction by providing the courier tracking number. Once you provide the courier tracking number, you will regain access to DDR.

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

Narrator: Backouts.

[Title text slides off screen. New text appears left aligned.]

Narrator: If you have backed out a transaction, the system may prompt you for a courier number in the 'Document Upload' section.

[The text fades off screen. A laptop appears, with the DDR 'Document upload dashboard' page on screen. The webpage is scrolled down, and the cursor clicks on a transaction listed with a red icon. A new page, 'Documents required to be sent to ServiceOntario', opens with a text field to enter Courier tracking number. The cursor selects the text field and enters the text 'BackoutTransactionNoDocumentsToBeUploaded'.]

Narrator: Please navigate to the document upload dashboard, select the red icon and type in "BackoutTransactionNoDocumentsToBeUploaded" to regain access to DDR. The backed out permits should be returned via courier.

[The text and laptop 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 #5 or contact your Issuing Office Administrator (IOA).

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