

## Full Video Transcript with Description:

Digital Dealership Registration (DDR) Learning Series

### #4A: Transferring of a used vehicle into your Dealership

**Video Length:** 7:22

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

**Narrator:** Transferring of a used vehicle into your dealership.

[The title text slides off screen and new text appears.]

**Narrator:** This video will guide you on processing a vehicle transfer into your dealership in DDR.

[The text slides off screen and new text appears.]

**Narrator:** Transfer into your dealership

[The text fade off screen. A laptop with the DDR 'Transfer into your dealership Registrant identity information' form appears. The page scrolls down to highlight the 'Notice of Collection' section of the form, then highlights the radio button selections for 'Who are you buying the used vehicle from?']

**Narrator:** Select the Notice of Collection before you begin the transfer. Select who you are transferring the used vehicle from into your dealership.

[The form on the screen scrolls down to highlight the radio buttons and blank text fields for the 'Does the owner selling the vehicle have an Ontario driver's license or a RIN?' section.]

**Narrator:** If you are transferring a used vehicle into your dealership from an individual or Joint registrant, you may use an Ontario driver's Licence or Registrant Identification Number.

[The form on the screen scrolls down to highlight the optional button to select if you want to 'Add a joint registrant'.]

**Narrator:** If this is a joint registration, select 'Add Joint registrant' and include the second registrant's information. You must upload identification documents for each registrant at the end of the transaction.

[The form on the screen scrolls back up to the top and re-highlights the radio button selections for 'Who are you buying the used vehicle from?'. The cursor selects the 'Company' option, which then navigates the view on the screen to the 'Company Information' section of the form.]

**Narrator:** If you are transferring a used vehicle into your dealership from a company, enter the company Registrant Identification Number and government-issued ID information of the company representative.

[The form on the screen scrolls back up to the top and re-highlights the radio button selections for 'Who are you buying the used vehicle from?'. This time, the cursor selects the 'Leasing Company' option, which then navigates the view on the screen to the 'Seller's Information' section of the form, highlighting the drop-down menu for providing the required RIN number.]

**Narrator:** If you are transferring a used vehicle into your dealership from a leasing company. Select the Registrant Identification Number (RIN) of the leasing company from the drop-down menu.

[The form on the screen scrolls down to highlight the 'Dealer registration number (lessor)' text input field.]

**Narrator:** 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. This transaction will facilitate a lease buyback by transferring the vehicle from the leasing company to the dealership. Once the transfer is completed, the vehicle will be available back in your inventory for transfer to the vehicle purchaser (in the case of a lease buyout) or to setup another lease or to transfer to a new customer using the Used vehicle registration flow.

**Narrator:** If you do not see the leasing company information or if the leasing information is incorrect, contact your Issuing Office Administrator (IOA).

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

**Narrator:** A safety standard certificate (SSC) is not required when transferring a used vehicle into your dealership.

[The text fades off screen. A laptop with the DDR 'Transfer into your dealership Registrant identity information' form re-appears on screen, highlighting the 'Who are you buying the used vehicle from?' section of the form.]

**Narrator:** If you are transferring a used vehicle into your dealership from another Ontario Dealership, licence plates cannot be attached to the vehicle being transferred to the buying dealership. If you need to attach plates, please visit a ServiceOntario Centre.

[The form on the screen scrolls down to highlight the 'Seller's information' section of the form, displaying the 'Registrant Identification Number (RIN)' and 'OMVIC number' text input fields.]

**Narrator:** Enter the selling dealership's Registrant Identification Number (RIN) and Dealer number or OMVIC number. If you don't have the dealership's information, the transaction must be completed at a ServiceOntario Centre.

[The cursor moves to the bottom of the form shown on screen and selects the 'Next' button.]

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

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

**Narrator:** Purchased vehicle information

[The text fades off screen. A laptop with the DDR 'Transfer into your dealership Purchased vehicle information' form appears on screen, highlighting the text input field for 'Vehicle Identification Number (VIN)' and the 'Next' button.]

**Narrator:** You must verify and enter the VIN of the used vehicle. Select Next to continue. Ensure the VIN matches the VIN on the permit of the vehicle you are receiving.

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

**Narrator:** Verify vehicle information

[The text fades off screen. A laptop with the DDR 'Transfer into your dealership Vehicle summary' form appears on screen. The entire section of the form is displayed, scrolling down the screen and stopping to highlight the 'Next' button.]

**Narrator:** The used vehicle must belong to the registrant(s). Select Next to continue. For joint registrant transactions, the vehicle cannot be accepted if it belongs to only one of the individual entities of the joint Registrant Identification Number (RIN).

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

**Narrator:** Permit details

[The text fades off screen. A laptop with the DDR 'Transfer into your dealership Permit details' form appears on screen. The 'Complete the back of the vehicle permit' section of the form is highlighted.]

**Narrator:** Complete the back of the original permit for the transferred used vehicle. If the registrant did not provide the original permit, you must complete the transfer at a ServiceOntario Centre.

[The form on the screen scrolls down to highlight the 'Permit number', 'Odometer (km)', 'New permit number' and 'Confirm new permit number' text input fields.]

**Narrator:** Enter the original number, odometer information and new permit number. Ensure the odometer reading is entered correctly. If the odometer reading does not match the reading declared within MTO systems, you must complete a declaration to proceed forward.

[The laptop and text fade off screen. New text appears alongside an icon for an odometer, reading '<6,000KM'.]

**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.

[The text and the icon for an odometer fade off screen and are replaced with new text and a mock odometer reading showing from '00000001' to '00000007'.]

**Narrator:** For your new permit number, please use the next permit in sequential order from your stock inventory. Check carefully to ensure the permit number you have entered matches the permit number you are issuing.

[The text and mock odometer reading fade off screen and are replaced with new text.]

**Narrator:** Payment for the transaction

[The text fades off screen. A laptop with the DDR payment site appears on screen.]

**Narrator:** You must pay the Transfer Fees using a dealership credit card. Once the payment goes through, you can proceed forward. If the payment fails, an error message will appear. Please try to make the payment again.

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

**Narrator:** Printing the permit

[The text fades off screen. A laptop with the DDR 'Transfer into your dealership Print the permit' form appears on screen. Instructions on how to adjust printer settings are highlighted.]

**Narrator:** Verify the permit number displayed matches the one you entered and place the permit according to your printer's specifications. Please select the next permit sequentially from your stock inventory and print the permit.

[The form on the screen scrolls down to highlight the 'Print' button and yes/no radio buttons asking, 'Have you printed the vehicle permit successfully?'.]

**Narrator:** If the permit does not print and is not spoiled, it can be reused. If any information on the permit is incorrect, please cancel the transaction on the same day by calling the DDR Hotline at 1-833-664-5003

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

**Narrator:** Reissuing the Permit

[The text fades off screen. A laptop with the DDR 'Transfer into your dealership Reissue the permit' form appears on screen. Text fields to enter the 'Old permit number', 'New permit number' and radio buttons for 'Reason for reissue' are highlighted.]

**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. Verify the new permit number and registrant information and print the new permit.

[The form on the screen scrolls down to highlight the 'Double check the permit number' section, and the 'Next' button.]

**Narrator:** If you cannot successfully reissue the permit after three attempts, please back out of this transaction by calling the DDR hotline and visit a ServiceOntario Centre to complete the process.

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

**Narrator:** Document Upload

[The text fades off screen. A laptop with the DDR 'Transfer into your dealership Document upload' form appears on screen. The 'Dashboards' drop down at the top of the webpage is highlighted.]

**Narrator:** You can upload documents either at the end of the transaction or through the Document Upload Dashboard.

[The form on the screen scrolls down to highlight the 'Documents required' section, 'Select file(s)' section.]

**Narrator:** You may submit either a single PDF file containing all the necessary documents or multiple PDF files as needed.

[The form on the screen scrolls down to highlight the 'Required documents' listing.]

**Narrator:** Ensure all required documents are displayed and correctly completed for this transaction.

[The laptop and text fade off screen. New text appears alongside an icon of a checkmark.]

**Narrator:** Ensure that the documents meet the quality standards required for successful uploading. You can find more details on this in Guideline # 2E.

[The icon of a checkmark and text fade off screen. New text alongside an icon of a calendar appears on screen.]

**Narrator:** All documents must be uploaded within four days following the transaction. On day 5, the documents will be considered overdue, and access to DDR will be limited. To regain access to the system, you must provide a courier tracking number on DDR and send the documents to Service Ontario the following Monday.

[The icon of a calendar and the text fade off screen. New text appears on screen.]

**Narrator:** You're all done!

[The text fades off screen. New text appears on screen.]

**Narrator:** For more information on completing a used vehicle Transfer into Your Dealership, please refer to DDR Guideline number 2E: Completing a Transfer Into Your Dealership. For additional support, contact [dealershipoffice@ontario.ca](mailto:dealershipoffice@ontario.ca), or your dealership's assigned Issuing Office Administrator.

[The text fades off screen. The crown copyright appears (© King's Printer for Ontario, 2025).]