

Ministry of Public and Business  
Service Delivery

ministère des Services au public et  
aux entreprises

ServiceOntario | Citizen Experience,  
Strategy, and Integration Division  
Citizen Product Implementation  
Branch

777 Bay Street, Floor 15  
Toronto ON M5G 2E5  
Tel.: 647-409-1495

ServiceOntario | Division de  
l'expérience citoyen, des stratégies et  
de l'intégration

Direction de la mise en œuvre des  
produits pour les citoyens  
777, rue Bay, 15<sup>e</sup> étage  
Toronto (ON) M5G 2E5  
Tél.: 647-409-1495

**To:** Ontario Motor Vehicle Industry Council (OMVIC)  
**Date:** June 25, 2023  
**Subject:** Digital Dealership Registration (DDR) Initiative Update

We are pleased to provide an update on the status of the Digital Dealership Registration (DDR) initiative led by the Ministry of Public and Business Service Delivery (MPBSD), in partnership with the Ministry of Transportation (MTO).

Our government is committed to adopting digital practices and technologies to deliver simpler, faster, better services to the people and businesses of Ontario. As you know, DDR enables vehicle dealers to complete vehicle registrations online and aims to reduce the need for dealers to visit ServiceOntario centres, improving margins and reducing time spent by Ontarians and Ontario businesses on vehicle related administration.

On June 25, 2023, MPBSD launched an upgrade to the DDR program that expands the service for dealerships. The release includes the following expanded functionality:

- Used passenger vehicle transfers from dealers to individuals.
- Vehicle registration digital document upload to the DDR application.

### **Used vehicle transfers**

This update enables dealerships to transfer used passenger vehicles from dealer to individual registrants and attach new or previously owned licence plates provided by the owner/registrant (customer).

### **Document upload**

DDR will now allow dealers to scan and upload vehicle registration documents at their operating location. This is being done in an effort to reduce the administrative burden and costs of the program for both dealership and ServiceOntario.

This release is a significant milestone and an important step towards expanding functionality within DDR. To ensure a seamless and successful integration of new participants, we will continue to gradually onboard dealerships to DDR using the current criteria.

We look forward to our ongoing work to bring DDR to all dealerships.

In addition, we would like to thank the Ontario Motor Vehicle Industry Council (OMVIC) for your ongoing support of the DDR program. Your participation and expertise have been invaluable.

Please share this update with your members. If you have any questions, please do not hesitate to contact us at [dealerships@ontario.ca](mailto:dealerships@ontario.ca).

Sincerely,

The Digital Dealership Registration team, MPBSD