

# Frequently Asked Questions

## New Dealer Regulations and DealerWEB

### 1. Why do I have to complete a new application?

- MRD has worked with the Automobile Dealers Association (ADANL) and dealerships to plan for the transition to the new DealerWEB and ensure dealerships meet the requirements in the Highway Traffic Act and the Dealer Regulations.
- To facilitate this process, all auto dealers must submit a new dealer application form, and supporting documents, for our review **by June 12, 2023**. This application will be used to issue a new Dealer Licence and to register the dealer in new DealerWEB.
  - **Failure to re-apply will mean your dealership is NOT authorized to issue temporary vehicle registrations; collect related fees; or distribute licence plates and/or markers on behalf of Motor Registration.**
- Dealers must re-apply as soon as possible to ensure sufficient processing time for your application.
- Dealer applications will be processed as high priority.

### 2. Where can I find the application?

Information for dealers, and the application form, are available in the [Automobile Dealers \(https://www.gov.nl.ca/motorregistration/automobile-dealers-web/\)](https://www.gov.nl.ca/motorregistration/automobile-dealers-web/) section of the MRD website.

### 3. What supporting documents do I need to provide with my application?

If the dealer is an individual/Sole Proprietor they must submit the following with the application form:

- An acceptable Certificate of Conduct from the Royal Newfoundland Constabulary or a certified criminal records check from the Royal Canadian Mounted Police **for each owner**
- Proof of a valid security (bond) not less than:
  - \$5,000 where the total value of vehicle registrations issued **will not** exceed \$5000 per month
  - \$15,000 where the total value of vehicle registrations issued **will not** exceed \$15,000 per month
  - \$30,000 where the total value of vehicle registrations issued **will not** exceed \$30,000 per month
  - \$50,000 where the total value of vehicle registrations issued **will not** exceed \$50,000 per month
  - \$75,000 where the total value of vehicle registrations issued **will** exceed \$50,000 per month
- Proof of HST Registration
- Proof of Insurance: a commercial general liability insurance policy
- Proof of Insurance: a standard garage policy with motor vehicle sales endorsement

- Proof that the land where the business will be conducted meets zoning requirements
- Approval from city, municipal council or other applicable authority to carry on business as an Auto Dealer at the location(s) stated on the application
- Pay the prescribed fee

If the dealer is a Corporation they must include **all of the above** plus:

- An acceptable Certificate of Conduct from the Royal Newfoundland Constabulary or a certified criminal records check from the Royal Canadian Mounted Police **for each director or officer**
- Current Certificate of Good Standing from the Registry of Companies - Digital Government and Service NL (<https://www.gov.nl.ca/dgsnl/registries/companies/>).

#### 4. Why isn't MRD accepting manual applications anymore?

MRD has worked with automobile dealers in the province to upgrade the **DealerWEB**. The new and improved on-line portal will be launched in spring 2023. It will increase management and processing efficiency for dealers, reduce processing backlogs, and ensure the quality and integrity of the province's Vehicle Registration Program overall.

Dealers will notice the following new features:

- Dealers will remit payments electronically using either Preauthorized Debit or ePayment
- Licence plates issued to dealers will be tracked electronically in DealerWEB
- Dealers can now conveniently register vehicles with gross vehicle weights up to 62,500 kg electronically (exceptions include commercial vehicles such as ambulances, farm equipment, school buses, government vehicles, taxis)
- Dealers will be able to replace licence plates and request refunds in the new DealerWEB;
- Annual Dealer Licence fees, and other fines that may apply can be paid electronically (deadline is March 21<sup>st</sup> each year);
- All dealers will be required to use the dealer web to complete their vehicle transactions, including:
  - first-time registration for new, used or imported vehicles (including used vehicles that originate out of province);
  - transfer of ownership for NL registered vehicles;
  - plate replacements;
  - returning a plate for refund;
  - regenerating temporary registrations; and
  - remit fees

**Therefore visits to an MRD/GSC office will not be required.**

- Dealers can manage DealerWEB access for their own employees
- DealerWEB access now includes two different security levels: one for financial administration, inventory control, and business management (for Dealership Managers) and another for recording vehicle transactions (for Dealership employees)
- Dealers will not have to send vehicle applications and documents to MRD any more

- Dealers can re-print temporary registration documents for customers;
- Vehicles traded will be automatically registered to the dealer (formally traded status)

## **5. Will dealers be provided information on how to use the updated dealer web?**

Yes. A user guide and other information are available in the [Automobile Dealers \(https://www.gov.nl.ca/motorregistration/automobile-dealers-web/\)](https://www.gov.nl.ca/motorregistration/automobile-dealers-web/) section of the MRD website.

Dealer Representatives are available to assist:

By email: [MRDdealerrep@gov.nl.ca](mailto:MRDdealerrep@gov.nl.ca)

By phone: Eastern 709-729-2525

Central 709-292-4536

Western/Labrador 709-637-2245

## **6. Will my business be impacted by these changes?**

Training and other supports will be provided to dealers as required. Where completed Dealer Applications are received by June 12, 2023 dealers should experience very little impact.

Dealer applications will be processed as high priority.

## **7. What will happen if I don't submit my application in time?**

If MRD does not receive your completed application by June 12, 2023 you will not be able to access the DealerWEB on June 19, 2023. Also, your dealership will NOT be authorized to issue temporary vehicle registrations; collect related fees; or distribute licence plates and/or markers on behalf of Motor Registration.

Dealer applications will be processed as high priority.

## **8. What do I do if I decide to no longer continue as an approved dealer?**

If you no longer wish to be an approved dealer, you will need to advise your dealer representative in writing. MRD will cancel your dealer licence and conduct an audit of your transactions and inventories. Based on that audit, you may be asked to return plate inventories in your possession (including dealer plates) and remit outstanding fees. This will be outlined in writing.

Your security (bond) must be maintained for 120 days after your dealer licence is cancelled, revoked or expired.

## **9. Where can I find more information?**

Information is available in the [Automobile Dealers](https://www.gov.nl.ca/motorregistration/automobile-dealers-web/) (<https://www.gov.nl.ca/motorregistration/automobile-dealers-web/>) section of the MRD website.