2023

DEALER WEB

SUEPRUSER GUIDE | VERSION 2.0 (12/08/2023)

DIGITAL GOVERNMENT AND SERVICE NL, MOTOR REGISTRATION DIVISION

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This guide includes functionality for superusers only. Please see user guide for support with other transactions.

Request for Access

There are two different types of user access for the Dealer Web.

The two security levels are:

Dealer Super User (Financial User)

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- Plate Replacement
- Adding Vehicles
- Transfer (Renew) Vehicles
- Transfer Vehicle Into Dealers Inventory
- View Vehicle Transaction History
- View Administrative Transaction History
- Add Dealer Users
- View/Manage Dealer Users
- View Plate Inventory
- View Vehicle Inventory
- Pay Outstanding Fees
- View and Pay Batches
- View Payment History
- View Payment Information

Dealer User (Vehicle Registration User)

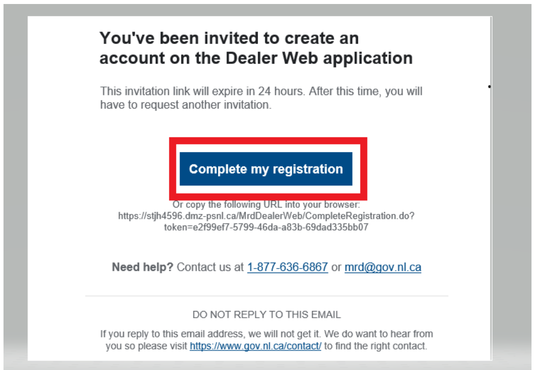
- Plate Replacement
- Adding Vehicles
- Transfer (Renew) Vehicles
- Transfer Vehicle Into Dealers Inventory
- View Plate Inventory
- View Vehicle Inventory
- View Vehicle Transaction History

Applications will have to be submitted for Dealer Superusers ONLY. Applications for Registration Users do not have to be submitted to Motor Registration. Each dealer will need at minimum one Superuser.

Accessing the Dealer Web

You will be sent an invitation to create an account for the online dealer web to your email this will have the invitation link that will expire within 24 Hours:

Step 1- you would hit the complete my registration blue box in this email this will then bring you to the page to complete your registration :



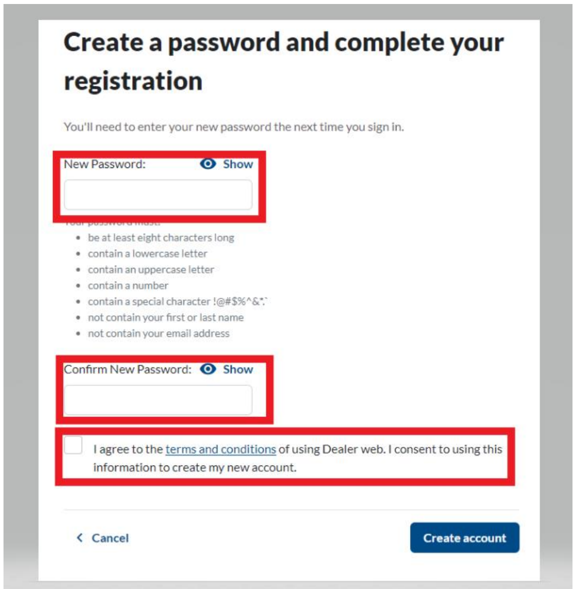
Step 2:

This will bring you to the create a password page as per the example below, you would then fill out the required information for your new password in the first box and then confirm this password in the second box , make sure to pay close attention to the requirements for your new password which are:

Your password must:

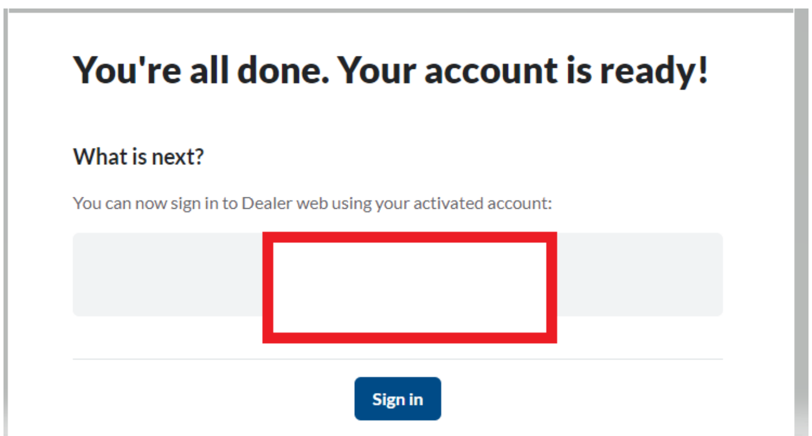
- be at least eight characters long
- contain a lowercase letter
- contain an uppercase letter
- contain a number
- contain a special character !@#$%^&*.`
- not contain your first or last name
- not contain your email address

Once you have your two boxes filled in with your password you then have to click the box to agree to the terms and conditions of using the Dealer Web- note that if this is not clicked and you do not consent you will receive an error on this page.



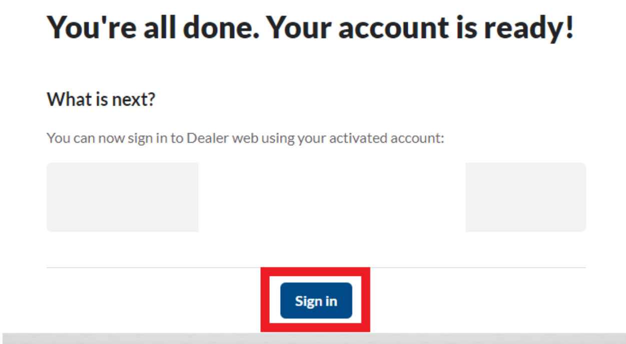
Step 3:

The next page will show that you're all done with registering and your account is ready, this will also show your email address which is your account is now set up for:



Step 4:

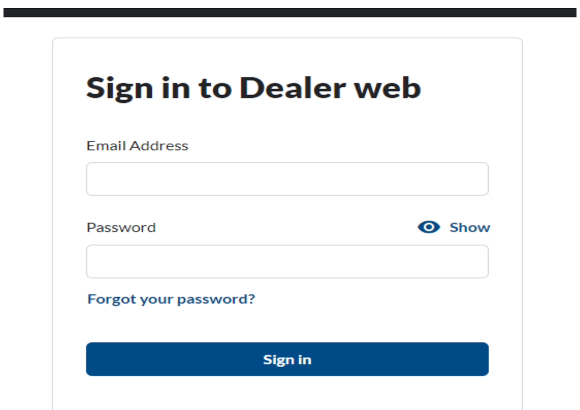
Then you would hit the blue sign in button underneath your email address:



Step 5:

This will then bring you to the SIGN IN TO DEALER WEB page to log into the system you will use the email address as your user name and the password you just created.

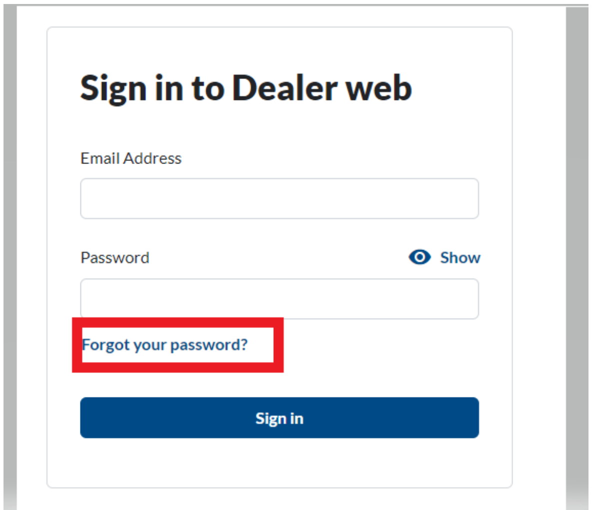
Example:



Forgot Your Password

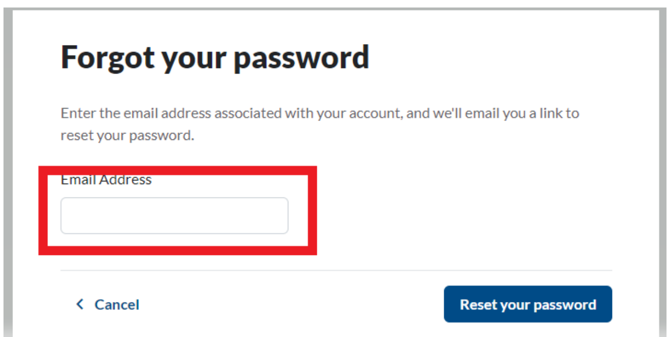
Step 1:

If you forgot your password there is a link under the password that you would click that says forgot your password? You would click this link as highlighted in the example below:



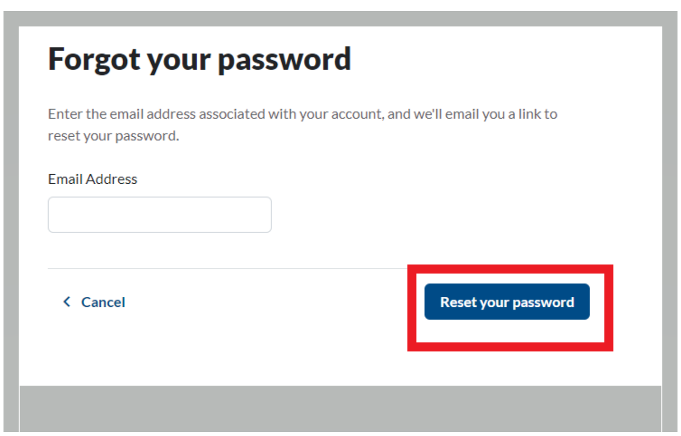
Step 2:

This will prompt you to enter your email address that you have set up for your dealer access as per the below example:



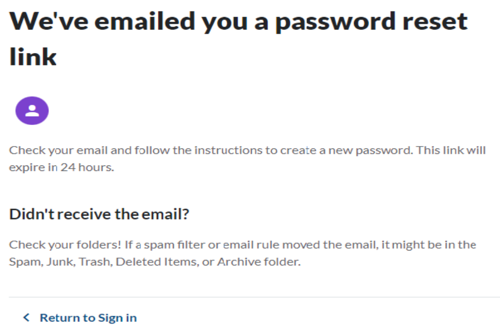
Step 3:

Once you have input your email address you then will hit the blue button that says reset your password:



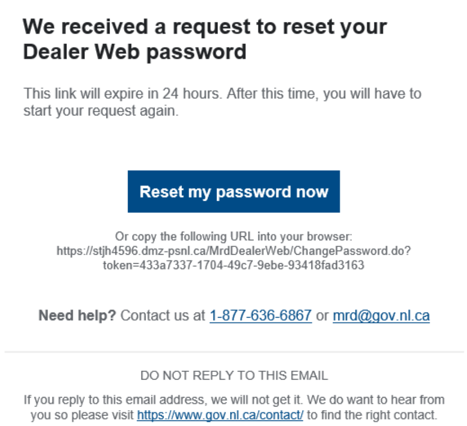
Step 4:

You will then be shown a screen that says that we have emailed a link to your email to reset your password:



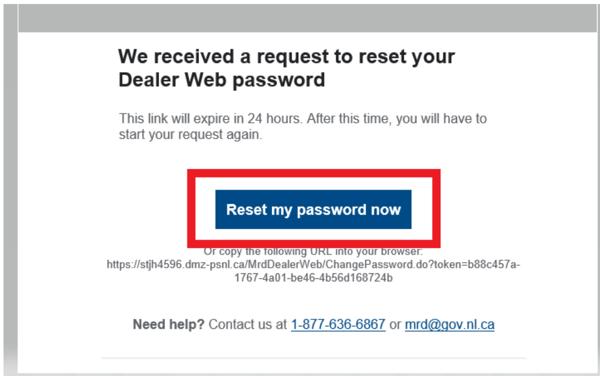
Step 5:

Check your email to see if you have received this email, this email can take up to 5 to 10 min to receive, if you are not seeing the email- Check your folders! If a spam filter or email rule moved the email, it might be in the Spam, Junk, Trash, Deleted Items, or Archive folder. This link will expire within 24 hours.



Step 6:

You would click the link in the blue box that says reset your password as below:



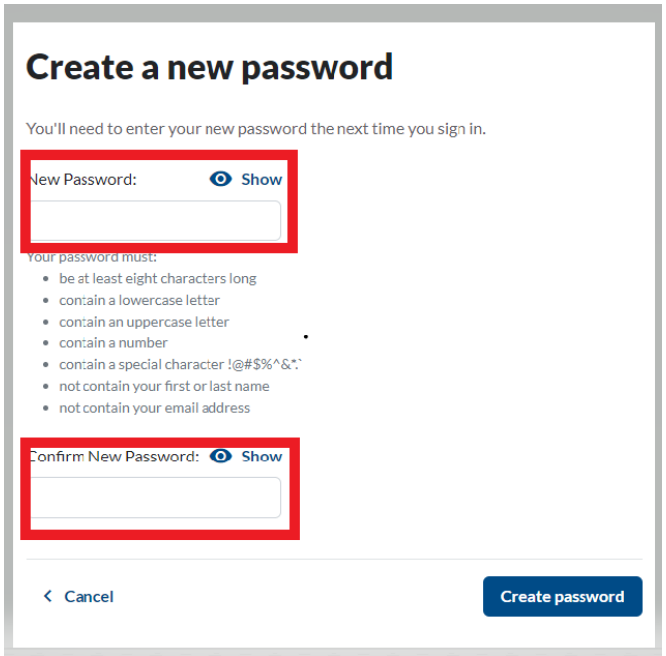
Step 7:

This will then bring you to the create a new password screen as below, you would then fill out the required information for your new password in the first box and then confirm this password in the second box , make sure to pay close attention to the requirements for your new password which are:

Your password must:

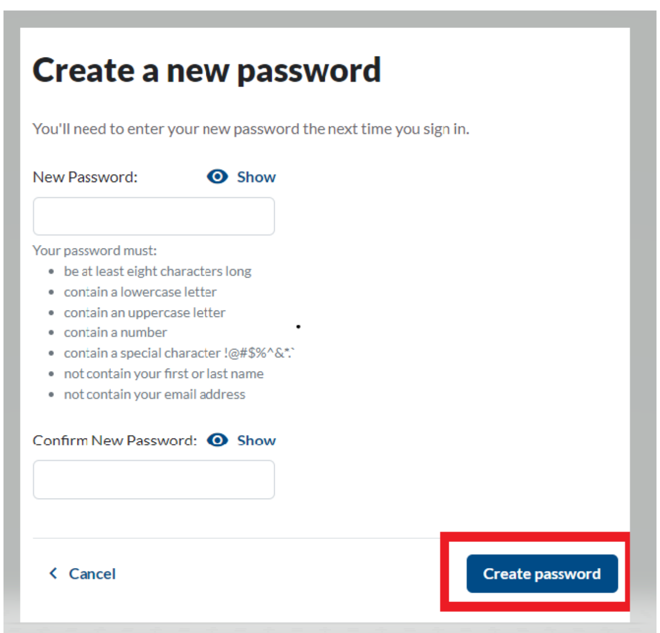
- be at least eight characters long
- contain a lowercase letter
- contain an uppercase letter
- contain a number
- contain a special character !@#$%^&*.`
- not contain your first or last name
- not contain your email address

Example:



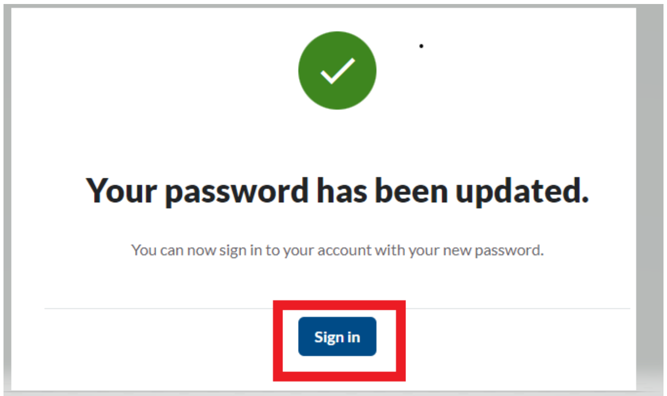
Step 8:

Once you have put your password in both boxes you would then hit the create password blue box on the bottom right as per the example below:

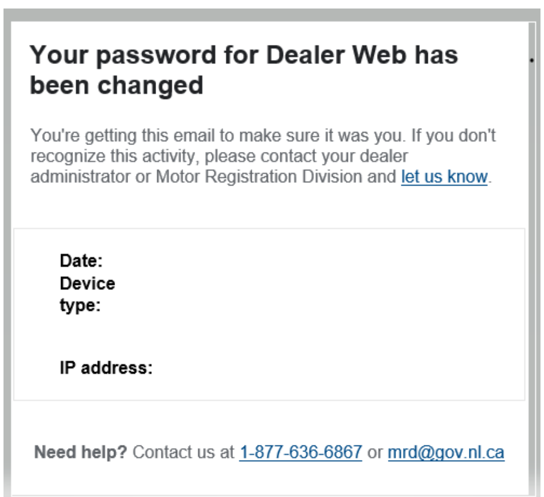


Step 9:

Once your password has been reset you will receive this message and a link to bring you back to the sign in page to sign in with your new password:

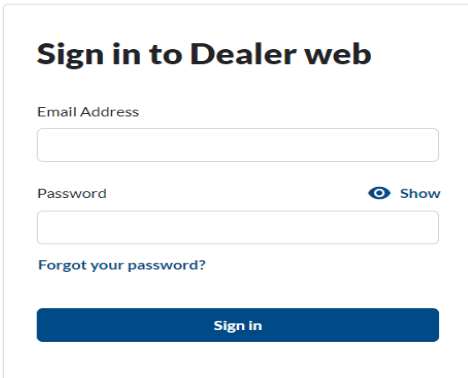


You will also receive an email stating that your password has been changed and the date/device/type and IP address will be provided as per below example:



Step 10:

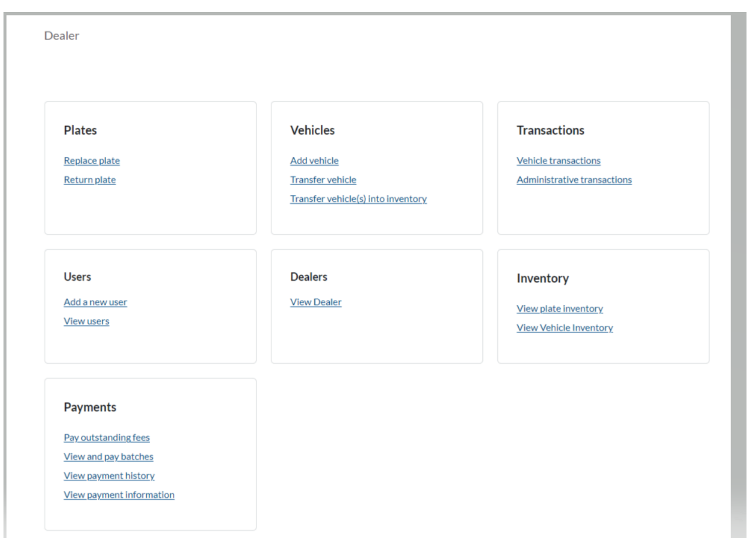
You will then be brought to the sign in page to sign into your account:



Step 11:

Once you have logged into your account it will show you the Dealer Web Dashboard and what actions can be completed:

Example for DEALER SUPER USER ACCESS: (FINANCIAL USER):



Example for DEALER USER ACCESS: (REGISTRATION USER):

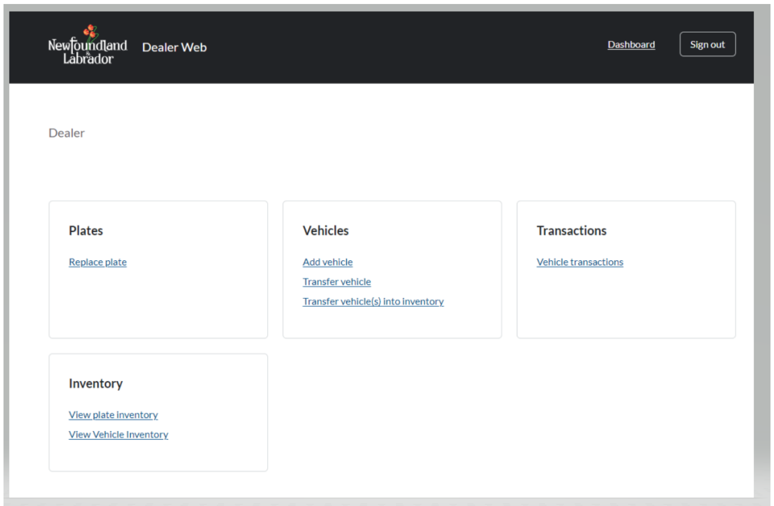
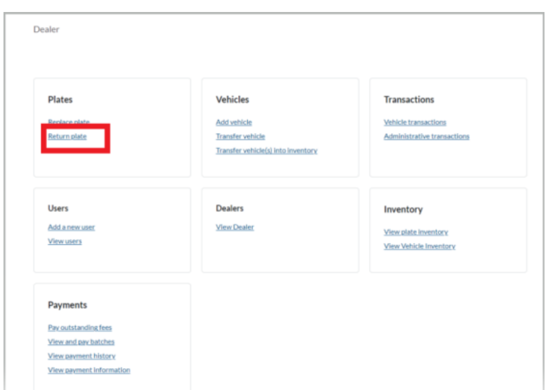


Plate Return

NOTE: When returning a plate into the system you have to make sure the plate is registered in the dealerships name- if it is not in your inventory you can transfer the vehicle to your inventory.

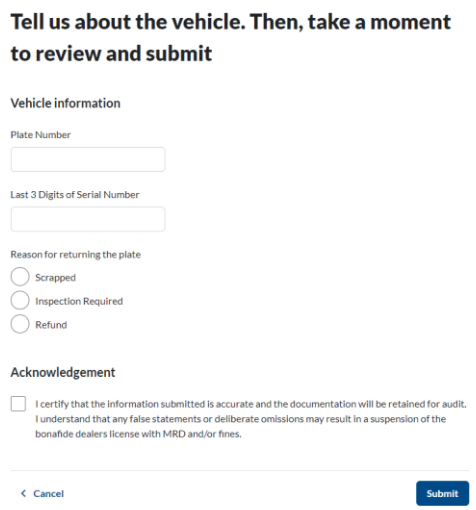
Step 1:

On your dashboard it is listed under plates as return plate as per below, click this heading:

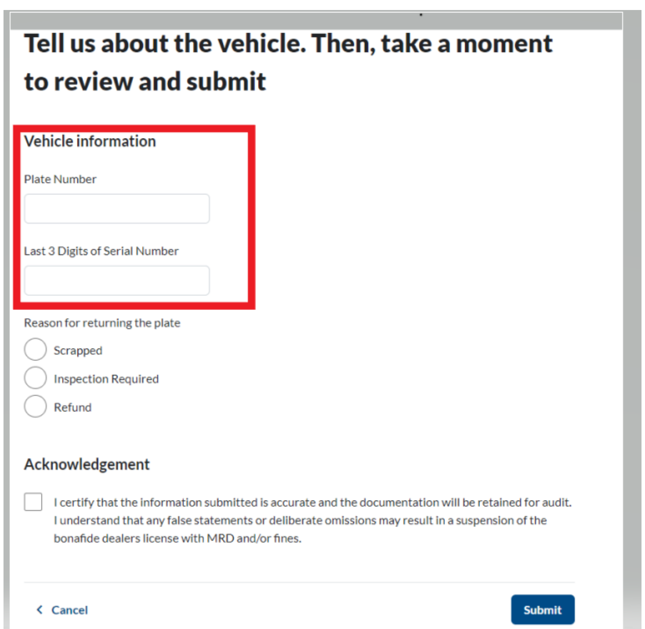


Step 2:

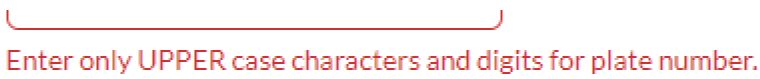
When you click the return plate link your screen should show as below and will ask for information regarding the plate:



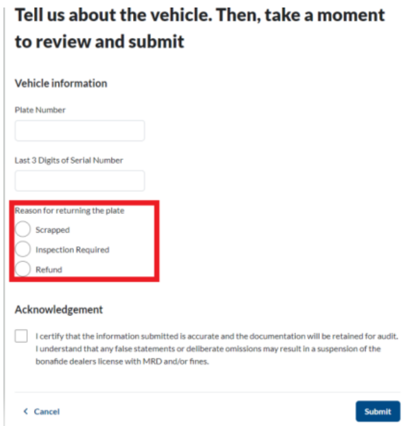
Now the vehicle information is required, you will input the plate number (has to be a Newfoundland and Labrador plate) and the last three digits of the VIN in the boxes provided as shown in the example below:



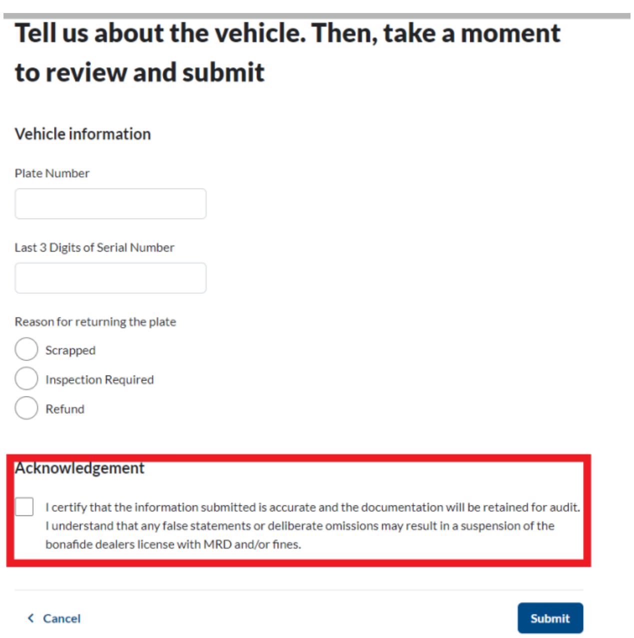
Note: if you try to input the vehicles plate number using lower case letters you will received this message under the plate number box:



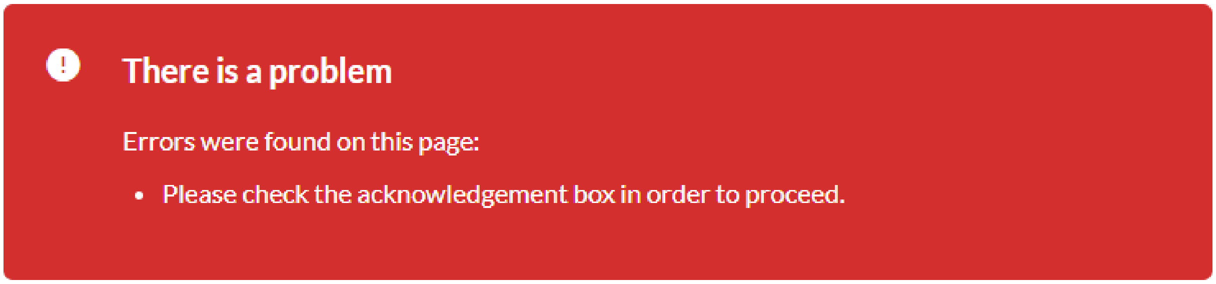
On this same screen once the vehicle information is input you need to provide the reason for returning the plate and just select the circle next to the reason, there are only three reasons that can be selected which are SCRAPPED/INSPECTION REQUIRED/REFUND:



Once all the information has been input you will need to select the square next to the acknowledgement to certify that the information submitted is accurate and the documentation will be retained for audit and that you understand that any false statements or deliberate omissions may result in a suspension of the bonafide dealers licence with MRD and fines as per below:

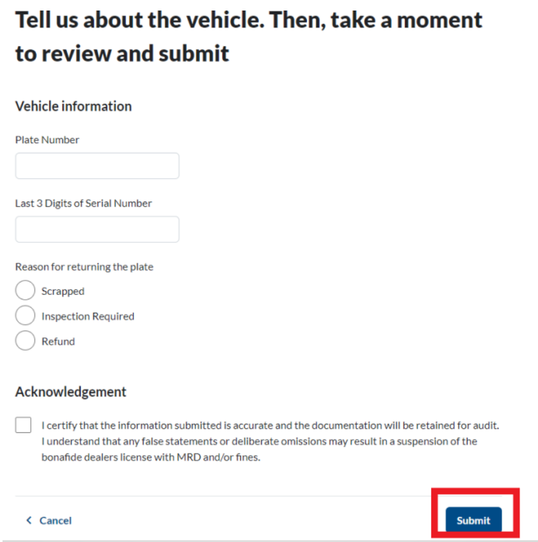


- NOTE: you will receive this error if this box was not selected:



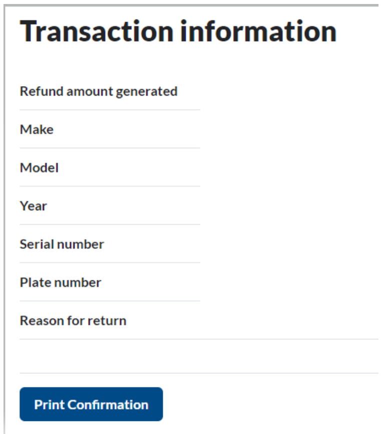
-

Then you will click the bottom blue button to submit the information:



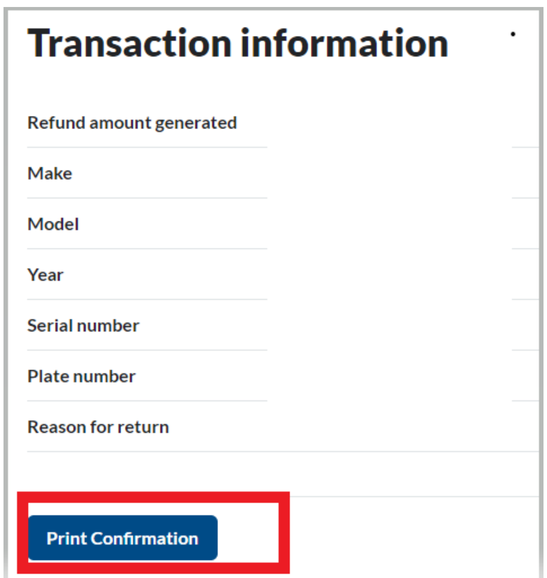
Step 3:

After you hit submit the transaction information will show as below which will show the refund amount, information on the vehicle and the reason for return:



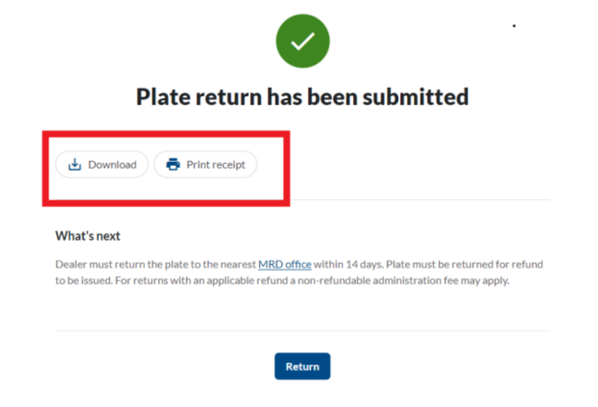
Step 4:

Don’t forget to print your confirmation of the plate return to finish the transaction- you can do this by hitting the blue button marked print confirmation:

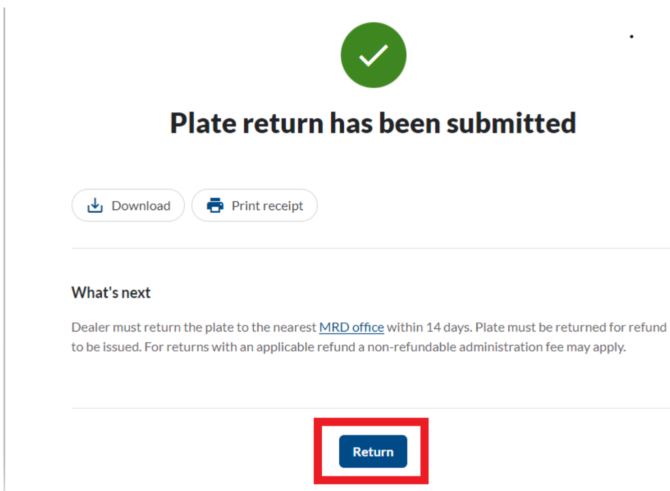


Step 5:

Now that it is submitted the next page will show plate return has been submitted with the options to DOWNLOAD or PRINT the receipt and it also states on this page - **Dealer must return the plate to Mount Pearl, Grand Falls or Corner Brook office within 14 days.** Plate must be returned for refund to be issued. For returns with an applicable refund a non-refundable administration fee may apply.

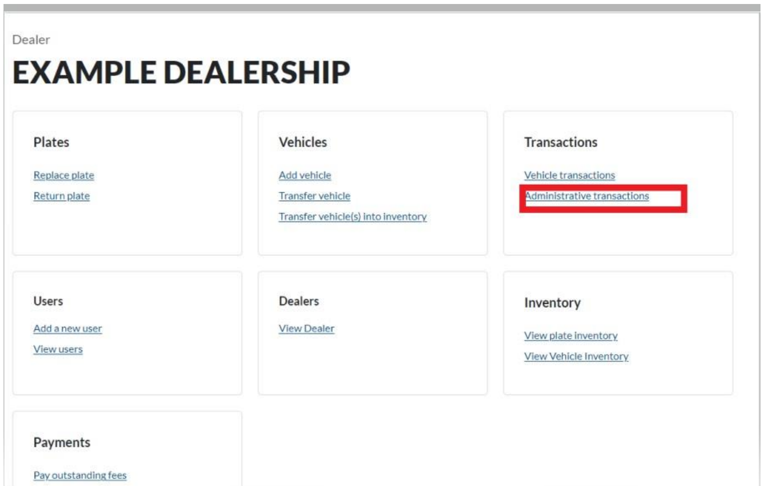


We you have either printed or downloaded your confirmation you can then return to the dashboard by clicking the blue button on the bottom marked return

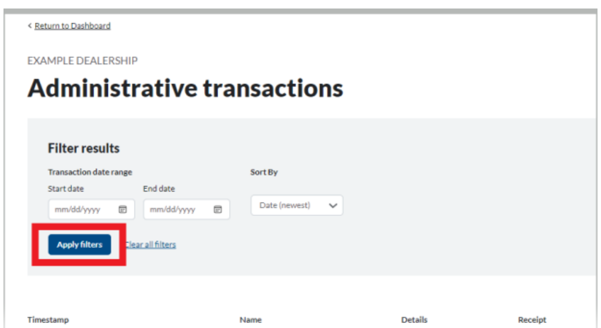


View Administrative Transaction History

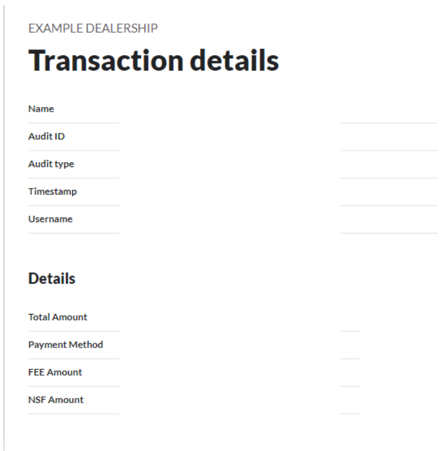
Under the transaction heading there is an administrative transactions for super user access as shown below:



When you click this it will bring you to the administrative transactions page where you can also apply a filter to see specific dates:



This screen will show the timestamp/name/detail and receipt, you can click on the details screen and it will show the transactions history as shown below:



In the transaction details you can see the total amount/ payment method/FEE amount and also if any NSF amount is there.

To return to the administrative transactions page you can click the go back button located on the top left of the page:

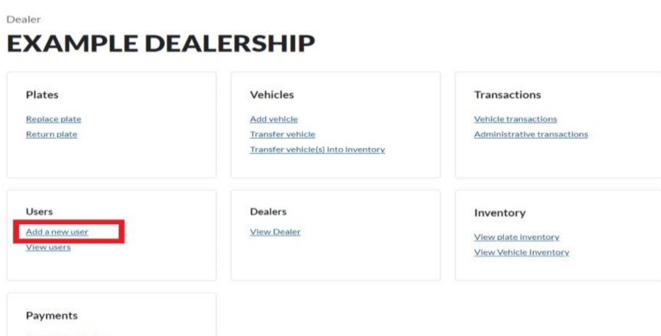
If you would like to return to your dashboard you can click the dashboard button located on the top right of the page:

Adding Dealer Users

When you have the access of a Super User you are able to add new users to the system on the dashboard under users. These user can perform vehicle transactions but not financial transactions, such as making payments. You can see more about access levels here.

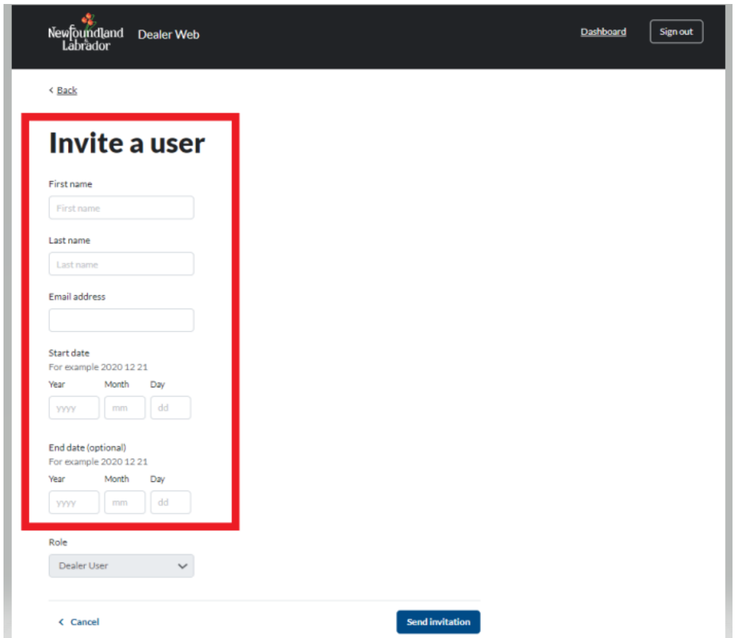
Step 1:

You would select add a new user under the Users on your dashboard:

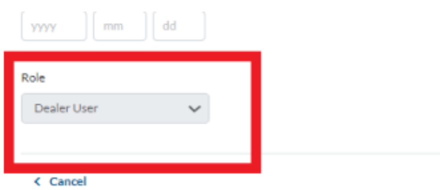


Step 2:

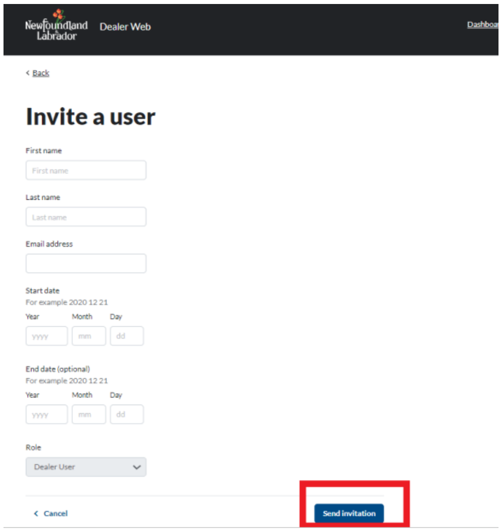
This will bring you to the page to invite a new user on this page you will have to provide first name, last name, email address and start date are all mandatory fields with the option of adding an end date but this is not a required field.



The next selection will be the role for the new user- you can only select dealer user for this:



Once all the information has been provided you can then click the button on the bottom left of the screen send invitation which the system will then send an invitation to the individuals email that you provided and the would follow the steps shown above on setting up your dealer access:

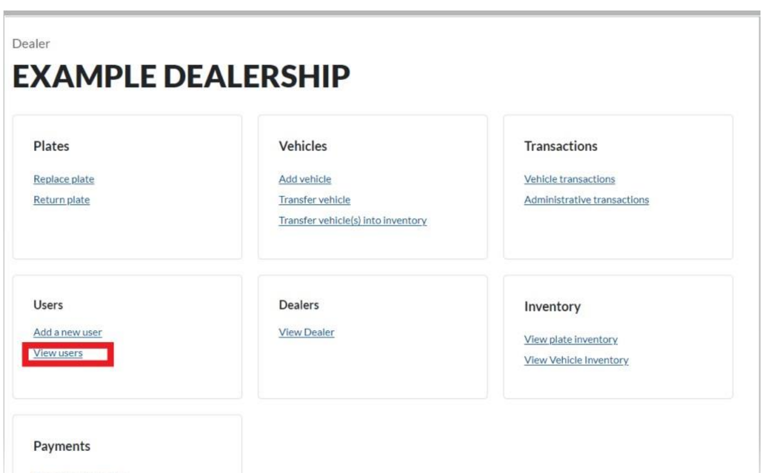


View/Manage Dealer Users

On the dashboard under the users you can view and manage dealer users.

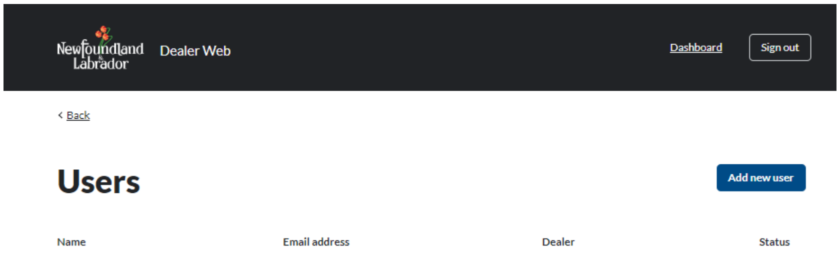
Step 1:

Click the view users under the users heading on the dashboard:



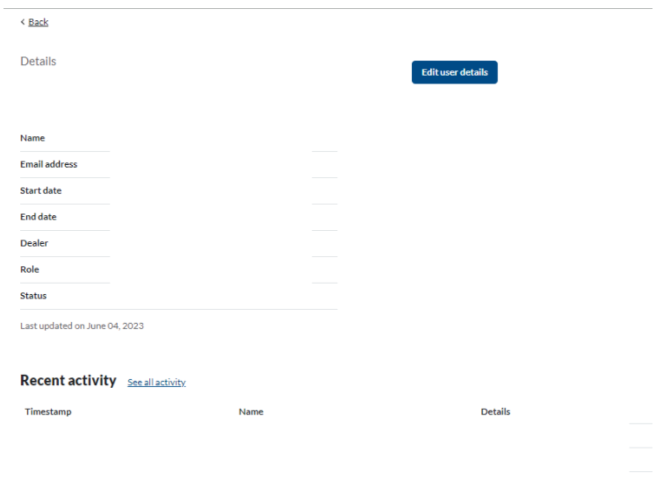
Step 2:

You will then be shown the list of users with their name/email address on file/dealer and the status in the system:



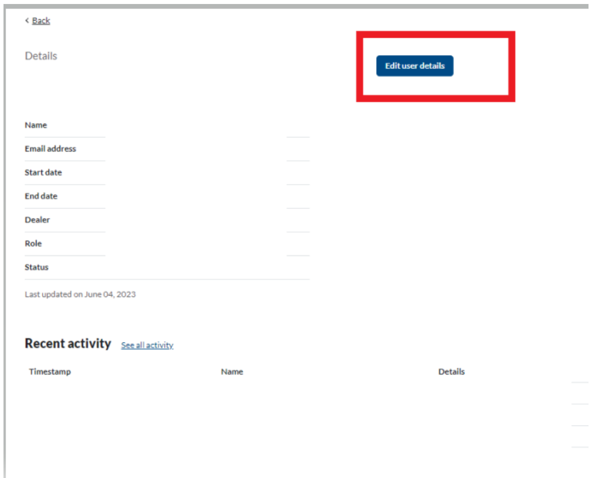
Step 3:

If you select a name showing under name section on the left hand side this will bring you to that users information, this will provide you with their info and also the recent activity for example password changes:



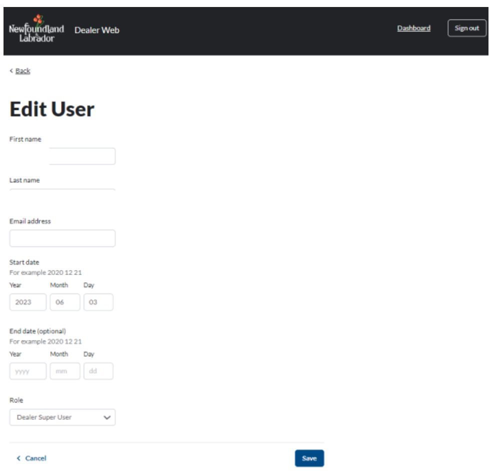
Step 4:

You can edit the users' details by selecting the edit button on the top right hand corner of the screen:



Step 5:

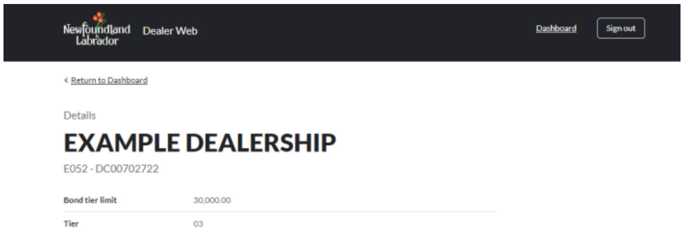
This will bring you to the screen that lets you edit the user's information:



Here is where you can inactivate any users by inputting the end date, please note that the end date has to be a future date at least by one day of when entering as the system will error out. Also note that if any individual uses their personal email for the user and moves to another dealership that they will have to use another email address as the old email address will be connected to the old dealership. You can use an Alia's email depending on who your email is with for example with google I have attached the link that shows https://support.google.com/a/answer/33327?hl=en .

View Dealer

You can see the information for the dealership under view dealer this shows you the dealer number, dealer master number, bond tier limit and the tier of the dealership



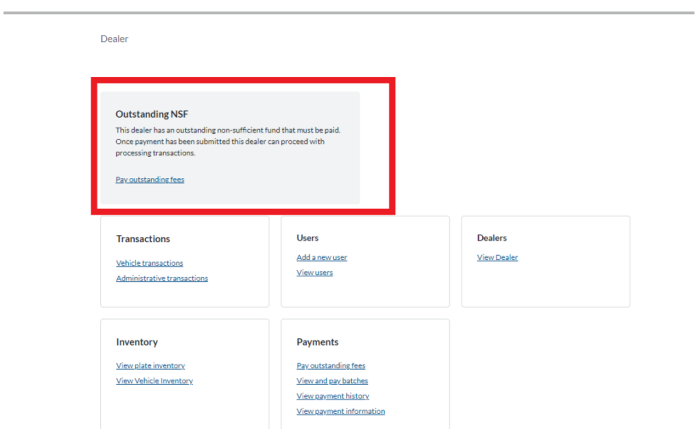
You can return to the dashboard by clicking return to dashboard located on the top left hand corner:

Pay Outstanding Fees

Payment of NSF

If there is an NSF on the account it will show on your dashboard as a super user:

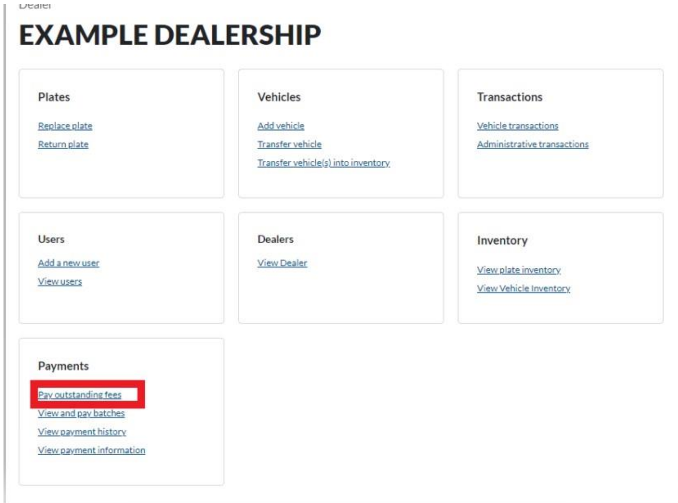
Example on a Super User's Dashboard:



In order to pay this you can select in the box pay outstanding fees in the or you can go under pay outstanding fees section on your dashboard :

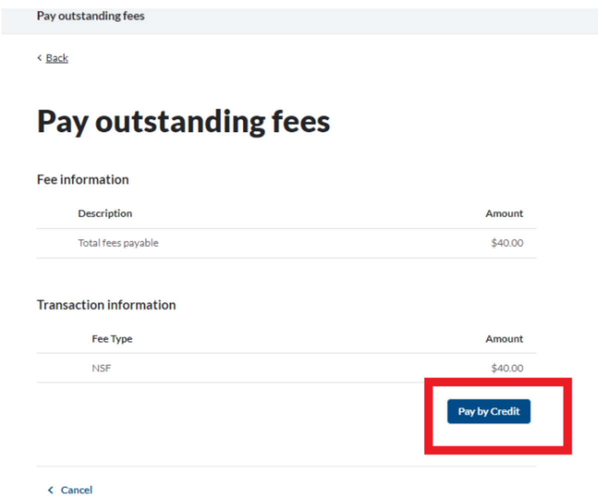
Step 1:

Click the pay outstanding fees under the payment selection:



Step2:

This brings you to the NSF information: NSF can only be paid by credit (PAD is not an option for payment with NSF) you will then click pay by credit In the bottom right corner as shown below:

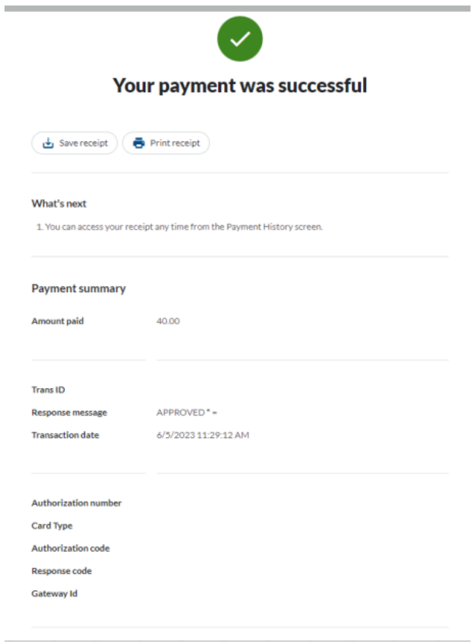


Step 3:

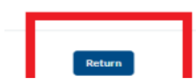
The next screen will be your Epayment screen where you would in put the credit information.

Step 4:

When the payment has gone through successfully you then will receive this screen and will have the option to save or print your receipt:



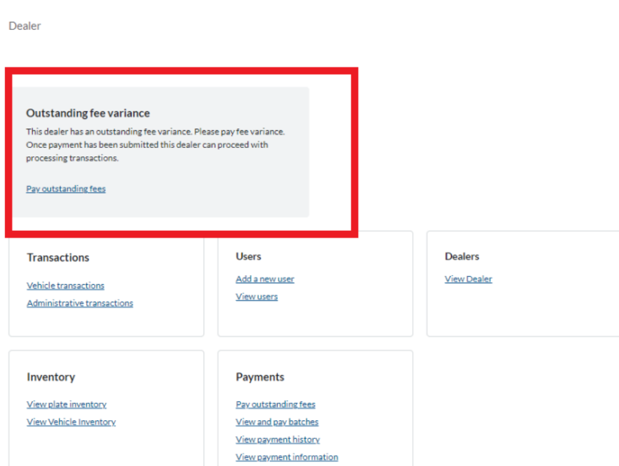
Once you are finished you can then click return on the bottom of the screen to return to the dashboard:



Payment of a Fee Variance

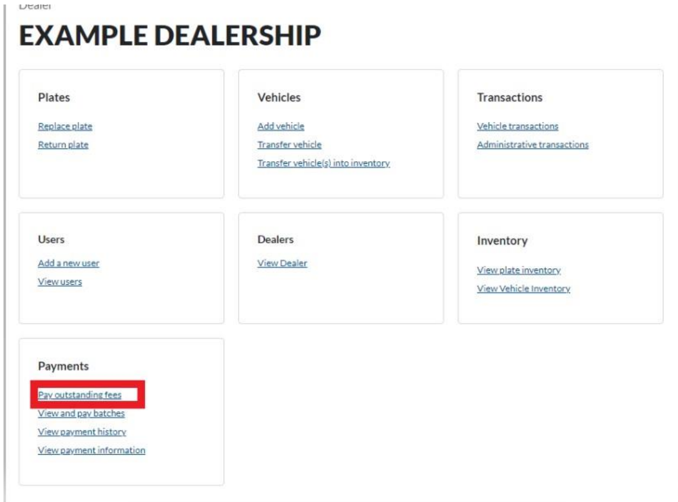
A message will appear on the dashboard stating that there is a fee variance that is required to be paid as shown below if you are a super user:

Example on a Super User's Dashboard:



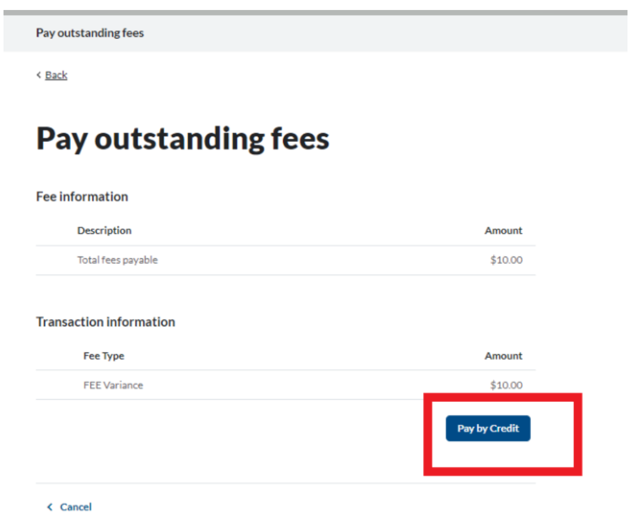
Step 1:

You can select in that box to take you to the pay outstanding fees screen or you can select this screen on the dashboard as shown below:



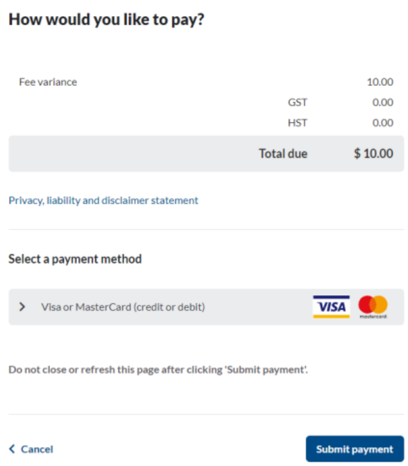
Step 2:

This brings you to the Fee Variance information you will then click pay by credit In the bottom right corner as shown below:



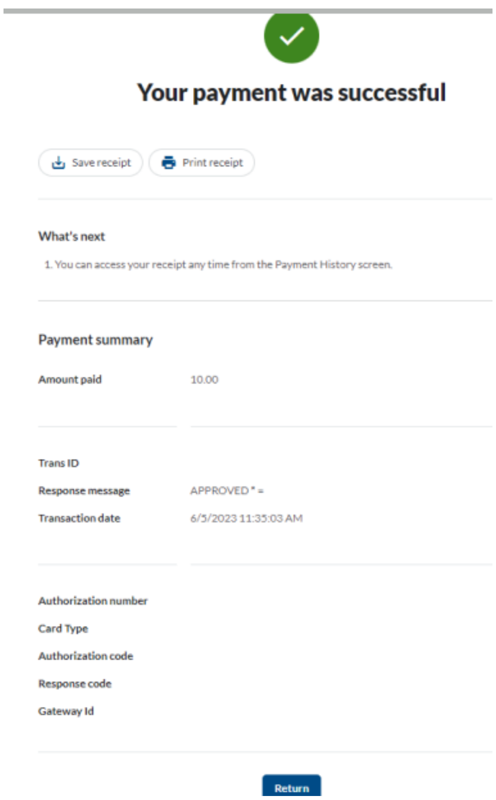
Step 3:

The next screen will be your Epayment screen where you would select how you would like to pay:

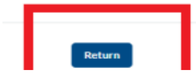


Step 4:

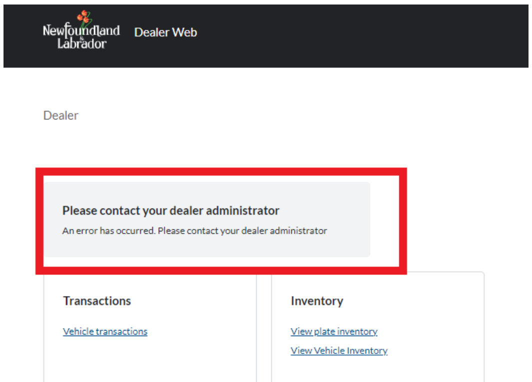
When the payment has gone through successfully you then will receive this screen and will have the option to save or print your receipt:



Once you are finished you can then click return on the bottom of the screen to return to the dashboard:



**Regular dealer users will only see this message to contact the super user if payments are outstanding:



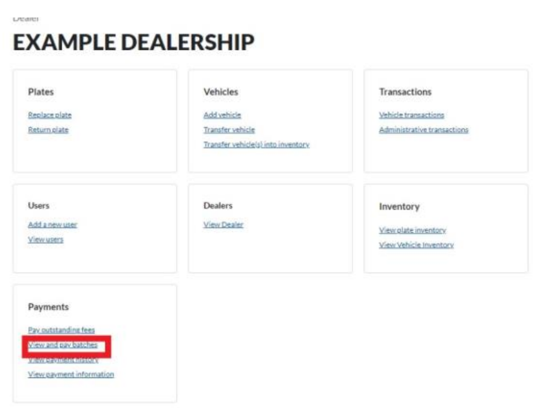
View and Pay Batches

Important- batches need to be paid within 10 days or your dealer web access will be suspended

Step 1:

This is located on the dashboard screen under the payments section.

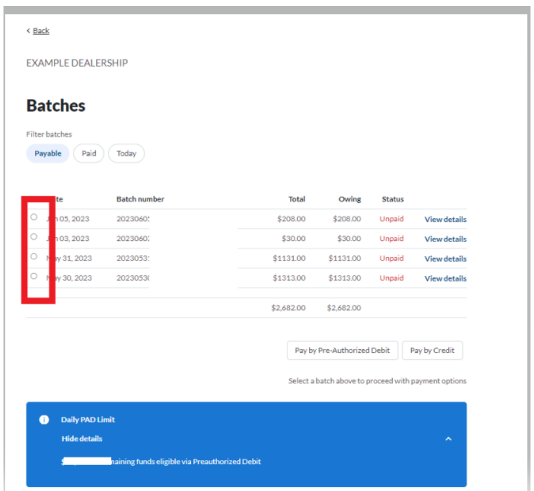
Click view and pay batches:



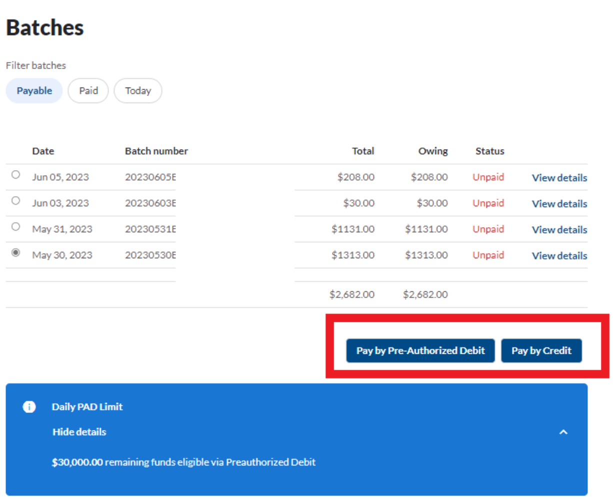
Step 2:

This will bring you to the batches screen which will automatically show any payable batches. You can also filter on this screen to show any paid batches or see today's batch as shown below:

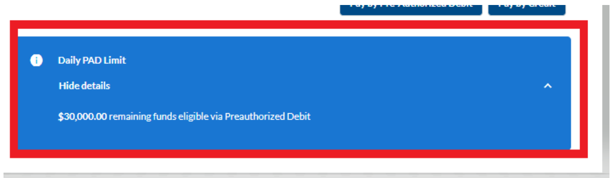
Then you would select what batch you would like to pay by selecting the circle next to the date:



Then the fields for payment will turn blue in the bottom right corner and you will be able to pick what payment method you would like to use:

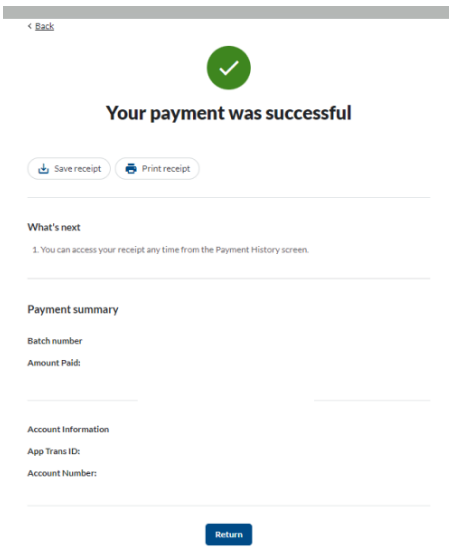


This page also shows your PAD (preauthorized debit) Limit as per the example shown below:

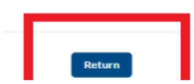


Step 3:

Once the payment is processed you will receive this screen which will give you the option to print or save your receipt:



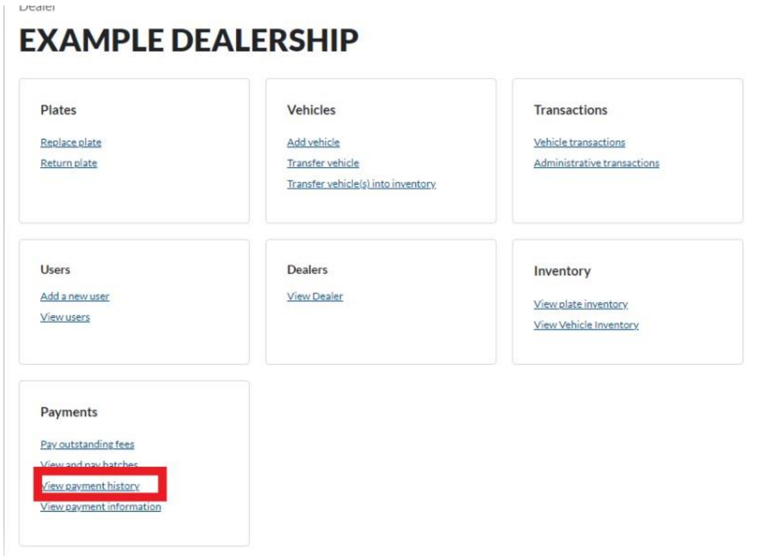
Once you are finished you can then click return on the bottom of the screen to return to the dashboard:



View Payment History

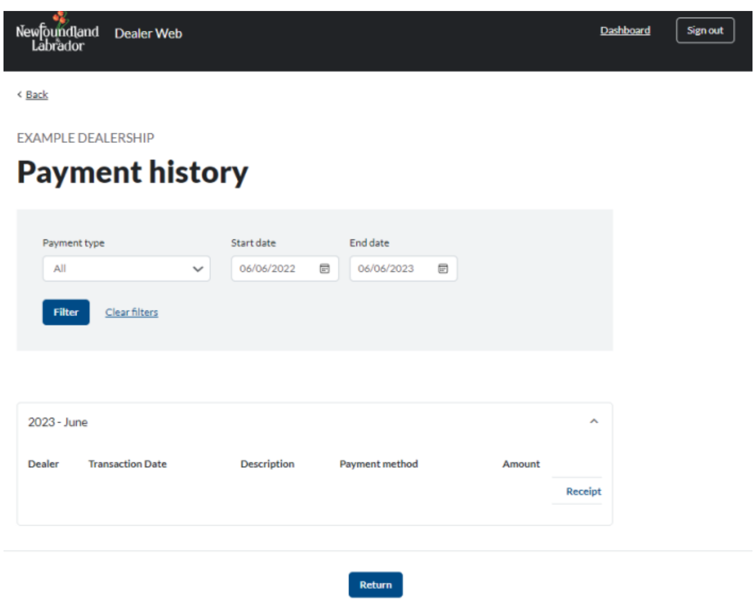
Step 1:

On the dashboard under payments click view payment history:



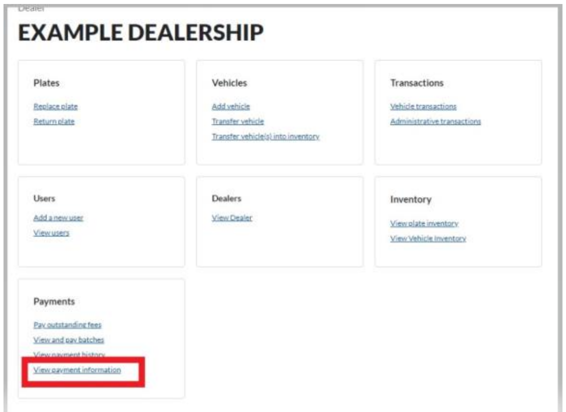
Step 2:

This takes you to the payment history screen, were you can print receipts of payments there are also filters on this page so you ca pick a specific date you were looking for:

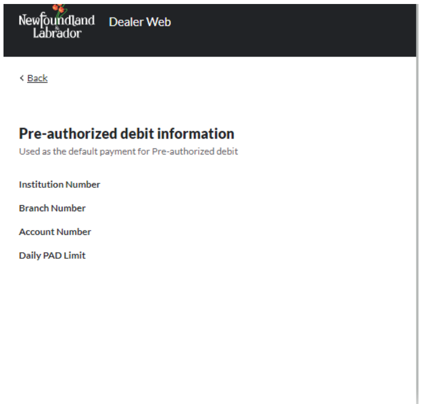


View Payment Information

You can view payment information for your preauthorized debit under this section located on the dashboard:


EXAMPLE DEALERSHIP
Plates
Replace plate
Return plate
Vehicles
Add vehicle
Transfer vehicle
Transfer vehicle(s) into inventory
Transactions
Vehicle transactions
Administrative transactions
Users
Add a new user
View users
Dealers
View Dealer
Inventory
View plate inventory
View Vehicle Inventory
Payments
Pay outstanding fees
View and pay batches
View payment history
View payment information

When you click the view payment information your information will show as below:



For any questions or concerns, please contact your dealer representative at MRDDealerRep@gov.nl.ca.