



AUTO DEALER ONLINE PROGRAM

USER GUIDE

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1 - GENERAL INFORMATION

1.1 Overview

Service New Brunswick (SNB) and the Department of Public Safety (DPS) have partnered together to develop an application that will allow registered automobile, motorcycle/moped and trailer dealers in New Brunswick to register automobiles, motorcycles/moped and trailers from their place of business via SNB Online. This application was developed as a means of collecting and registering vehicle data, validating insurance and customer information and collecting fees for registration purposes from the dealer's place of business during traditional and non-traditional SNB office hours.

1.2 Requirements

- An internet PC capable of 128 bit encryption with Google Chrome or Internet Explorer 11 or greater
- A printer attached or networked to the PC that will allow for the printing of receipts and reports from the application
- Access to the dealer's bank account for daily electronic funds transfers
- A locked storage space for all licence plate inventory
- Report any inventory discrepancies immediately to SNB
- Submit paperwork weekly to SNB

1.3 Application Functionality

- Able to register new passenger vehicles, light commercial vehicles, motorcycles, mopeds, travel and tent trailers
- Able to transfer the ownership of a currently, New Brunswick registered vehicle into the Dealer's name
- Able to transfer the ownership of a vehicle currently registered in the dealer's name to an individual or other New Brunswick dealer
- Able to issue a conservation plate to a new vehicle

1.4 Hours of Online Service

- Monday to Saturday, 7:30 AM – 11:00 PM

2 - ACCESSING THE AUTO DEALER ONLINE PROGRAM

2.1 Authentication

Each user is authenticated in the system. Upon approval to complete work online, SNB will create a Client Account in the name of the dealership. The dealership must designate a Client Admin to manage the user accounts at the dealership. All users will self-register into the system, assigning themselves a user name and password.

2.2 SNB Online

- Open the Internet
- Go to SNB Online at www.snb.ca
- Choose English or French
- Under the tab <For Businesses>, click Auto Dealer under the Driving and Vehicles heading
- URL can be bookmarked or saved in your Favourites at this point
- Click on the Secure Log-in tab
- Select Vehicle Registration System
- You will now be asked to log in with your user name and password

2.3 User name and password policy

Users are NOT to share user names and passwords. The sharing of user names and passwords creates a significant security concern. A finding of such action would demonstrate non-compliance which may lead to a suspension from the Auto Dealer Online program. If users require resetting of a password, please contact the SNB Helpdesk at 1-888-832-2762 or by email at IAM_GIA@snb.ca.

3 - USING THE AUTO DEALER ONLINE PROGRAM

3.1 Home Screen

Figure 1 shows a visual of the home screen.

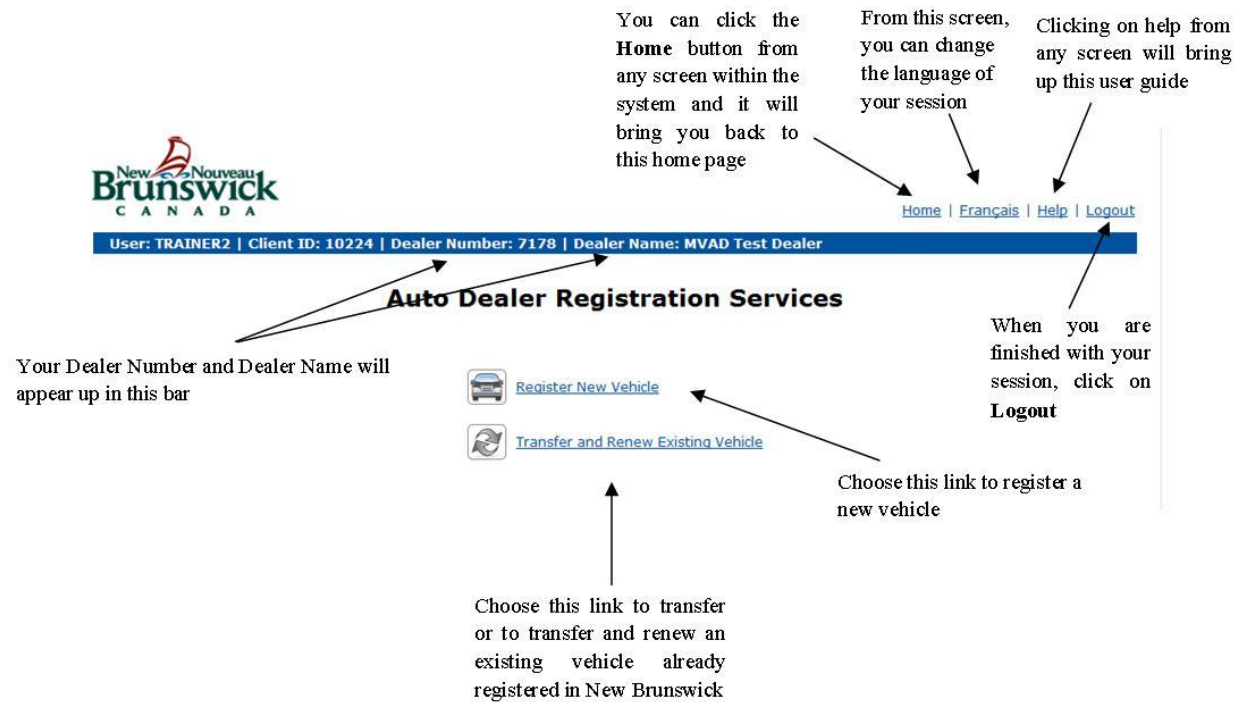


Figure 1 - A visual of the home screen with explanation for each link

3.2 Register New Vehicle

Note: All demo vehicles need to be registered as a new vehicle.

From your home screen, click on “**Register New Vehicle**”. See Figure 2 below:



Figure 2 - The arrow shows where the "Register New Vehicle" link is located.

You will then be presented with your “Register New Vehicle Screen” (Figure 3). This screen is divided in four sections: *General Vehicle Information*, *Extended Vehicle Registration* (which will only appear after you’ve completed the first section), *Registration Information* and *Ownership Information*.

Auto Dealer Registration Services
Register New Vehicle

* indicates required fields

General Vehicle Information

VIN #: 1FBJS31L5VHA74388 Year: 1997

Make: FORD Model: E350 WAGON

Body Type:

Extended Vehicle Information (Van)

Colour: Fuel Type:

Cylinders: Gross Vehicle Mass:

Unladen Mass: Asset Number:

Registration Information

Registration Class: Reg. Subclass:

Plate Type: Plate Number:

Ownership Information

Ownership type: ☒ Own ☐ Lease

Register to:

Review Order Reset Cancel

Figure 3 - Visual of the "Register New Vehicle" page.

Complete the General Vehicle Information section:

VIN #:

- *V.I.N.* (vehicle identification number) is also commonly referred to as the serial number.
- The VIN is a 17 digit alpha numeric combination, which you will retrieve from the NVIS card.
- After you enter the *VIN*, the other fields in this section should be automatically filled.

Year:

- If not already showing, enter the four-digit model *year* number from the NVIS card

Make:

- If not already showing, click on the drop down list
- Select the *manufacturer's name* taken from the NVIS card. i.e. Ford, Chevrolet, Toyota

Model:

- If not already showing, click on the drop down list
- Select the vehicle *model* as shown on the NVIS card. i.e. Focus, Cruze, Camry

Body Type:

- If not already showing, click on the drop down list
- Select the *body type* as shown in the NVIS card. i.e. Pickup, 4 door station wagon, Travel Trailer

Complete the Extended vehicle information section:

Colour:

- Click on the drop down list
- Select the *colour* as shown on the NVIS card.
- The *colour* selection is limited therefore you will have to choose the colour closest to the colour indicated by the manufacturer. i.e. sage would be green

Fuel Type:

- Click on the drop down list
- Select the *fuel type* for the vehicle as found on the NVIS card.

Cylinders:

- Enter the number of *cylinders* as indicated on the NVIS card.

Asset Number:

- This field is optional
- You may be requested by a purchaser to add an *Asset Number* to identify the vehicle in their fleet

Gross Vehicle Mass:

- This field will only appear if you are registering a **light commercial** vehicle. e.i pickup, mini vans and SUVs used for commercial purposes
- The *Gross Vehicle Mass* is often marked as the G.V.W.R on the NVIS
- Enter the weight of the vehicle as indicated on the NVIS card.

Unladen Mass:

- The *Unladen Mass* refers to the weight of the vehicle at time of manufacturing. It is often marked as the Shipping Weight on the NVIS.
- Enter the weight of the vehicle as indicated on the NVIS card.

CC:

- This field will only appear if you are registering a **motorcycle** or **moped**.
- The CC refers to the size of the engine. Enter the information as per the indication on the NVIS.

Wheels:

- This field will only appear if you are registering a **motorcycle** or **moped**.
- Enter the number of wheels that are on the vehicle.

Complete the **Registration Information** section:

Registration class:

- Depending on the type of vehicle you are registering, different *registration classes* may be available for selection. Very often, you will find only one option in the drop-down menu.
- This is a description of the different *registration classes*:
 - Passenger
 - All passenger vehicles
 - Mini vans and SUVs used for personal use
 - Light Commercial
 - All pick-up trucks with an unladen mass of less than 3000kg
 - Mini vans and SUVs used for commercial use
 - Motorcycle
 - All Motorcycles regardless of size
 - Motor Driven Cycle
 - All mopeds
 - Family Coach
 - Motorhomes
 - Trailer
 - All tent trailers and travel trailers

Reg. Subclass:

- For **Trailers** only.
- The subclass needs to be selected from the drop down menu to indicate if the trailer is a *Hard Top Trailer* (Tent trailer) or a *Travel Trailer*.

Plate Type:

- Depending on the type of vehicle you are registering, different *Plate Types* may be available for selection.
- This is a description of the different *Plate Types*:
 - Passenger Plates:
 - All passenger vehicles
 - Mini vans and SUVs used for personal use
 - Motorhomes
 - Light Commercial Plates:
 - All pick-up trucks with an unladen mass of less than 3000kg
 - Mini vans and SUVs used for commercial use
 - Conservation Plates:
 - Any vehicle that would normally take a *passenger* or *light commercial plate*
 - Motorcycle Plates:
 - All Motorcycles regardless of size
 - Moped Plates:
 - All mopeds
 - Trailer Plates:
 - All tent trailers and travel trailers

Plate Number:

- Take the next license plate from your inventory and enter the *plate number* in this field.
- You must issue plates in sequence as required per the **Service Agreement**

Term:

- You must choose the amount of months for which you would like to register the vehicle.
- Options are from 1 to 12 months.
- You will not have this option for trailers, motorcycles or mopeds as they always expire on March 31st.
- Fees will be calculated accordingly on the next screen.

Ownership information:

Note: If multiple names appear on the Bill of Sale, all names must appear on the vehicle registration

- Select Ownership type:
 - Choose **Own** if the vehicle was sold to an individual or dealer
 - Choose **Lease** if the vehicle is leased to an individual.
- In the field **Register to**, select the ownership from the drop down list
 - **Current Dealership:**
 - If the vehicle was sold/traded to your dealership or is leased by *your dealership*.
 - **Other Dealership:**
 - If the vehicle was sold to another dealer
 - **Individual/company:**
 - If the vehicle was sold or is leased to an *individual(s)*.
 - **Leasing Company:**
 - If the vehicle was sold to and being leased by a *leasing company*.
- Once you've completed these steps, the following section (Figure 4) will appear.

Ownership Information ?

Ownership type: ☒ Own ☐ Lease
Register to:

Owner 1	Owner 2	Owner 3
Client ID: <input type="text"/>	Client ID: <input type="text"/>	Client ID: <input type="text"/>
Driver License: <input type="text"/> or <input type="text"/>	Driver License: <input type="text"/> or <input type="text"/>	Driver License: <input type="text"/> or <input type="text"/>
Date of Birth: <input type="text"/> (yyyy/mm/dd)	Date of Birth: <input type="text"/> (yyyy/mm/dd)	Date of Birth: <input type="text"/> (yyyy/mm/dd)
<input type="button" value="Find"/>	<input type="button" value="Find"/>	<input type="button" value="Find"/>

Figure 4 - Visual of "Ownership Information" section that should appear once the above steps are complete

- Determine the number of owners (Lessor, lessee, owner, and operator) that you have and complete the appropriate number of ownership boxes.
 - If your owner is a **Leasing Company**:
 - Your first box will be for the leasing company. You have the option to search the company by name or enter their Client ID number. Once you've entered your search information, click on **Find**.

- If your owner is the **Current Dealership**:
 - The owner box will be completed automatically
- If your owner is **Other Dealer**:
 - You must enter the other dealer's dealer number in the "*Dealer number*" field and click on **Find**
- If your owner is an **Individual**:
 - Search for the client by entering their Client ID **and** Date of Birth or Driver's licence # **and** date of birth. Click on **Find**.

If you have made an error in adding one of the owners (i.e. selected the wrong leasing company) click on the "X" located on the top right corner of the ownership box (Figure 5) to clear the information and enter the correct information.

Figure 5 - Highlights the "X" to click to remove that owner that was added accidentally

- Once all owners have been added, click on the drop down box on each Owner and choose appropriate ownership.
 - Owner
 - The person or dealership who has purchased the vehicle
 - Operator
 - The person authorized by the purchaser to appear as operator on the registration.
 - Lessee
 - The person who is leasing the vehicle from the Leasing company
- **VERY IMPORTANT** If you have more than one owner (i.e. husband and wife, Lessor and lessee(s), Owner and Operator) it is very important that you select the correct owner for *mailing address* and the correct owner for *registration address*.
 - **Mailing address** is the address to which the registration will be mailed. This address will appear on the top of the *Certificate of Vehicle Registration*.
 - **Registration Address** is the address that will appear in the registration portion of the *Certificate of Vehicle Registration*.

Make sure you select the correct address before you proceed to the next step. See Figure to see where you can select the address.

Ownership Information ?

Ownership type: ☐ Own ☒ Lease
Register to: * Leasing Company ▼

Lessor	Lessee/Operator	Lessee/Operator
Client ID: 1008340 The Waste Exchange 22 Test Street, Fredericton, New Brunswick Ownership: * Lessor <input type="radio"/> Mailing Address <input type="radio"/> Registration Address	Client ID: 1008435 WALDO SERRANO 22 Test Street, Fredericton, New Brunswick Ownership: * Lessee ▼ <input checked="" type="radio"/> Mailing Address <input type="radio"/> Registration Address	Client ID: 1008434 AVERY MCDONNELL 22 Test Street, Fredericton, New Brunswick Ownership: * Lessee ▼ <input type="radio"/> Mailing Address <input type="radio"/> Registration Address

Review Order Reset Cancel

Figure 6 - Example location where the option button is. Each owner should have their own to pick from.

Click **Review Order**: To continue.

Click **Reset**: To clear all the information from your screen and all vehicle information will need to be re-entered

Click **Cancel**: To cancel the transaction and return to your *Home Page*

Once you click on **Review Order**, you will be brought to the *Review Transaction* screen (Figure 7).

Auto Dealer Registration Services
Review Transaction (Order 1004627)

Vehicle Information

Plate Number:	JHF834	Vehicle:	2009 TOYOTA SIENNA Van (5TDZK29C395233603)
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Registration Information

Registration Class:	Passenger	Reg. Subclass:		Plate Type:	Passenger
Effective Date:	2014/02/14	Expiry Date:	2015/02/14		

Ownership Information

Ownership type: Own

Owner 1 Client ID: 1000000 MVAD Test Dealer 654 King Square, Saint John, New Brunswick Owner Mailing Address Registration Address
--

Fee Information

Plate:	\$50.00
Operational:	\$4.00
Transfer:	\$0.00
Registration:	\$85.00
Total:	\$139.00

Figure 7 - Review Transaction screen

Review all the information and confirm the fees are correct. Click **Process Order**: to complete your transaction

Click **Cancel**: To cancel the transaction and return to your *Home Page*.

If the transaction was successful, you will see, at the bottom of the page: *Vehicle Registration was successfully completed*.

Click on **Print Temporary Permit**; the following pop-up will appear (Figure 8):

Click **Open** to print the temporary permit and temporary registration; your temporary permit and registration will then be available for printing.

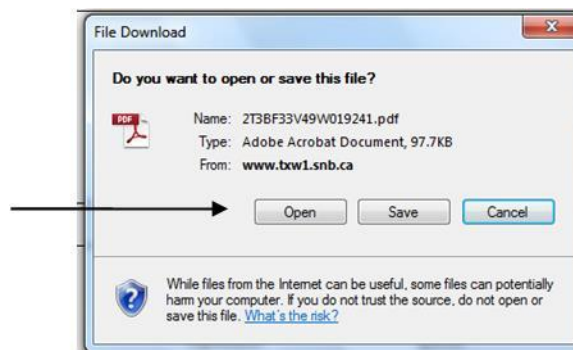


Figure 8 - Pop-up to obtain temporary permit

When you are done printing, close the pop-up to return to the *Auto Dealer Online Program*. If you wish to process another transaction click **Home** or click **Logout** to logout of the program once you are done.

3.3 Transfer of Ownership

From your home, screen click on “**Transfer and Renew Existing Vehicle**” (Figure 9).



Figure 9 - Location of "Transfer and Renew Existing Vehicle"

You will then be presented with your *Transfer and Renew Existing Vehicle* screen (Figure 10). You must enter the **plate number** and the **first 6 digits of the serial number** of the vehicle that you wish to transfer.

A screenshot of a web application interface titled "Auto Dealer Registration Services" with the subtitle "Transfer and Renew Existing Vehicle". At the top left is the "New Brunswick CANADA" logo. At the top right are links for "Home", "Français", "Help", and "Logout". Below these is a blue banner with the text "User: TRAINER2 | Client ID: 10224 | Dealer Number: 7178 | Dealer Name: MVAD Test Dealer". The main content area has a heading "Auto Dealer Registration Services" and "Transfer and Renew Existing Vehicle". Below this is a note: "* indicates required fields". A section titled "Enter Vehicle Information" contains a form with two input fields: "Plate Number: *" and "VIN #: *". The "VIN #: *" field has a sub-label "first 6 digits". Below the form are three buttons: "Find", "Reset", and "Cancel". At the bottom right is the "Service New Brunswick" logo with the text "Brought to you by". At the bottom center is the copyright notice "© 2013 Service New Brunswick".

Figure 10 - Visual of the "Transfer and Renew Existing Vehicle" screen

Click **Find**: To continue

Click **Reset**: To clear the information from this screen

Click **Cancel**: To cancel the transaction and return to your *Home Page*

You will then be presented with your “*Transfer and Renew Existing Vehicle*” screen (Figure 11).

This screen is divided in four sections: **Vehicle Information**, **Current Registration Information**, **New Registration Information**, and **Ownership Information**.

Auto Dealer Registration Services

Transfer and Renew Existing Vehicle

* indicates required fields

Vehicle Information

Plate Number:	JHF833	Vehicle:	2009 FORD FOCUS 4 Door (1FAHP37N19W175830)
		Owner(s):	KORY HEIM

Current Registration Information

Registration Class:	Passenger	Reg. Subclass:	
Plate Type:	Passenger		
Effective Date:	2014/02/14	Expiry Date:	2014/05/14

New Registration Information

Renew:	<input checked="" type="radio"/> Yes <input type="radio"/> No	Term:	12 months
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Ownership Information

Ownership type:	<input checked="" type="radio"/> Own <input type="radio"/> Lease
Register to: *	<input type="text"/>

[Review Order](#) [Reset](#) [Cancel](#)

Figure 11 - The "Transfer and Renew Existing Vehicle" screen where you can see the four section described above.

Vehicle Information:

- Verify that the correct information of the vehicle and owner are displayed

Current Registration Information:

- Verify that the correct information is displayed

New Registration Information:

- If the vehicle is *not due to expire within the next 6 months* (3 months for trailers, motorcycle and mopeds), this section will indicate 'No' for renewal.
- If the vehicle is *not yet expired but is going to expire within the next 6 months* (3 months for trailers, motorcycles and mopeds), this section will default to yes for renewal.
 - You can choose to renew or not renew the vehicle.
 - If you choose 'Yes', select the amount of months for which you would like to renew the vehicle.
 - Options are from 1 to 12 months.
 - Trailers, Motorcycles and Mopeds always expire on March 31st.
 - If you would not like to renew, select the 'No' button.
 - Fees will be calculated accordingly on the next screen.
- If the vehicle has *already expired or is going to expire within the next 30 days* the system will display 'Yes' in this section.
 - The system will not give you the option to transfer without renewing.

- Select the amount of months for which you would like to renew the vehicle.
 - Options are from 1 to 12 months.
 - Trailers, Motorcycles and Mopeds always expire on March 31st.
- Fees will be calculated accordingly on the next screen.

Ownership information:

Note: If multiple names appear on the Bill of Sale, all names must appear on the vehicle registration

- Select Ownership type:
 - Choose **Own** if the vehicle was sold to an individual or dealer
 - Choose **Lease** if the vehicle is leased to an individual.
- In the field **Register to**, select the ownership from the drop down list
 - **Current Dealership:**
 - If the vehicle was sold/traded to your dealership or is leased by *your dealership*.
 - **Other Dealership:**
 - If the vehicle was sold to another dealer
 - **Individual/company:**
 - If the vehicle was sold or is leased to an *individual(s)*.
 - **Leasing Company:**
 - If the vehicle was sold to and being leased by a *leasing company*.
- Once you've completed these steps, the following section (Figure 12) will appear.

Ownership Information ?

Ownership type: ☒ Own ☐ Lease
 Register to:

Owner 1	Owner 2	Owner 3
Client ID: <input type="text"/>	Client ID: <input type="text"/>	Client ID: <input type="text"/>
Driver License: <input type="text"/> or <input type="text"/>	Driver License: <input type="text"/> or <input type="text"/>	Driver License: <input type="text"/> or <input type="text"/>
Date of Birth: <input type="text"/> (yyyy/mm/dd)	Date of Birth: <input type="text"/> (yyyy/mm/dd)	Date of Birth: <input type="text"/> (yyyy/mm/dd)
<input type="button" value="Find"/>	<input type="button" value="Find"/>	<input type="button" value="Find"/>

Figure 12 - Visual of "Ownership Information" section that should appear once the above steps are complete

- Determine the number of owners (Lessor, lessee, owner, and operator) that you have and complete the appropriate number of ownership boxes.
 - If your owner is a **Leasing Company**:
 - Your first box will be for the leasing company. You have the option to search the company by name or enter their Client ID number. Once you've entered your search information, click on **Find**.
 - If your owner is the **Current Dealership**:
 - The owner box will be completed automatically
 - If your owner is **Other Dealer**:
 - You must enter the other dealer's dealer number in the "*Dealer number*" field and click on **Find**
 - If your owner is an **Individual**:
 - Search for the client by entering their Client ID **and** Date of Birth or Driver's licence # **and** date of birth. Click on **Find**.

Ownership Information ?

Ownership type: ☐ Own ☒ Lease
 Register to:

Lessor X

Client ID: 1008340
The Waste Exchange
 22 Test Street, Fredericton, New Brunswick
 Ownership: ☒ Lessor
☐ Mailing Address
☐ Registration Address

If you have made an error in adding one of the owners (i.e. selected the wrong leasing company) click on the "X" located on the top right corner of the ownership box (Figure 13) to clear the information and enter the correct information

Figure 13 - Highlights the "X" to click to remove that owner that was added accidentally.

- Once all owners have been added, click on the drop down box on each Owner and choose appropriate ownership.
 - Owner
 - The person or dealership who has purchased the vehicle
 - Operator
 - The person authorized by the purchaser to appear as operator on the registration.
 - Lessee
 - The person who is leasing the vehicle from the Leasing company
- **VERY IMPORTANT** If you have more than one owner (i.e. husband and wife, Lessor and lessee(s), Owner and Operator) it is very important that you select the correct owner for *mailing address* and the correct owner for *registration address*.
 - **Mailing address** is the address to which the registration will be mailed. This address will appear on the top of the *Certificate of Vehicle Registration*.
 - **Registration Address** is the address that will appear in the registration portion of the *Certificate of Vehicle Registration*.

Make sure you select the correct address before you proceed to the next step. See Figure 14 to see where you can select the address.

Ownership Information ?

Ownership type: ☐ Own ☒ Lease
 Register to:

Lessor X

Client ID: 1008340
The Waste Exchange
 22 Test Street, Fredericton, New Brunswick
 Ownership: ☒ Lessor
☐ Mailing Address
☐ Registration Address

Lessee/Operator X

Client ID: 1008435
WALDO SERRANO
 22 Test Street, Fredericton, New Brunswick
 Ownership: ☒ Lessee
☒ Mailing Address
☐ Registration Address

Lessee/Operator X

Client ID: 1008434
AVERY MCDONNELL
 22 Test Street, Fredericton, New Brunswick
 Ownership: ☒ Lessee
☐ Mailing Address
☐ Registration Address

Review Order Reset Cancel

Figure 14 - Example location where the option button is. Each owner should have their own to pick from.

Click **Review Order**: To continue.

Click **Reset**: To clear all the information from your screen and all vehicle information will need to be re-entered

Click **Cancel**: To cancel the transaction and return to your *Home Page*

Once you click on **Review Order**, you will be brought to the *Review Transaction* screen (Figure 15).

Auto Dealer Registration Services
Review Transaction (Order 1004627)

Vehicle Information

Plate Number:	JHF834	Vehicle:	2009 TOYOTA SIENNA Van (5TDZK29C39S233603)
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Registration Information

Registration Class:	Passenger	Reg. Subclass:		Plate Type:	Passenger
Effective Date:	2014/02/14	Expiry Date:	2015/02/14		

Ownership Information

Ownership type: Own

Owner 1
Client ID: 1000000 MVAD Test Dealer 654 King Square, Saint John, New Brunswick Owner Mailing Address Registration Address

Fee Information

Plate:	\$50.00
Operational:	\$4.00
Transfer:	\$0.00
Registration:	\$85.00
Total:	\$139.00

Figure 15 - Review Transaction screen

Review all the information and confirm the fees are correct. Click **Process Order**: to complete your transaction

Click **Cancel**: To cancel the transaction and return to your *Home Page*.

If the transaction was successful, you will see, at the bottom of the page: *Vehicle Registration was successfully completed*.

Click on **Print Temporary Permit**; the following pop-up will appear (Figure 16):

Click **Open** to print the temporary permit and temporary registration; your temporary permit and registration will then be available for printing.

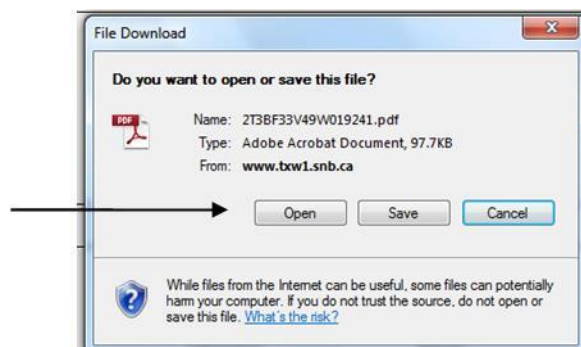


Figure 16 - Pop-up to obtain temporary permit

When you are done printing, close the pop-up to return to the *Auto Dealer Online Program*. If you wish to process another transaction click **Home** or click **Logout** to logout of the program once you are done.

3.4 Temporary Permit and Certificate of Vehicle Registration

Figure 17 below shows a portion of the temporary permit.

New Brunswick Canada
Licence Plate No. / N° de la plaque d'immatriculation

Temporary Registration Permit
Permis d'immatriculation temporaire

NFL333

Expires (yyyy/mm/dd) / Expiration (aaaa/mm/jj)
2014/02/27

Vehicle Information / Détails du véhicule

YEAR / ANNÉE	MAKE / MARQUE	MODEL / MODÈLE	BODY TYPE / CARROSSERIE	VIN 1 / VIN 1FR
2009	TOYOTA	RAV4	4 Door Hatchback / 4 portes et un hayon	2T3BK33V09W006997
FUEL / CARBURANT	CYLINDERS / CYLINDRES	AXLES / ESSIEUX	VIN 2 / VIN 2FR	
Gasoline - Electric / Essence - Électrique	4			
COLOUR / COULEUR	GROSS MASS / MASSE BRUTE	NSC NUMBER / NUMÉRO CSN	VIN 3 / VIN 3FR	
Blue/Bleu				

Registration / Immatriculation

REGISTRATION CLASS / TYPE D'IMMATRICULATION	REGISTRATION EFFECTIVE DATE / DATE D'ENTRÉE EN VIGUEUR DE L'IMMATRICULATION
Passenger / Véhicule de promenade	2014/02/13

Figure 17 - Screenshot of the temporary registration file.

Very Important – Print two copies:

- You must print two copies of the permit but only one copy of the registration is needed. Once the screen is closed they cannot be retrieved again.
- Keep one copy of the *temporary permit* for your records (there is no need to keep a copy of the certificate of vehicle registration)
- To the client, provide one copy of the *temporary vehicle permit* along with the *temporary registration*.
- The expiry date on the temporary permit is fourteen business days from the date of issue. Customer should receive their registration and stickers (if required) within seven business days.
- You must ensure the client's address is current otherwise they will not receive their registration and/or stickers in the mail within seven business days.

- If you have entered something incorrectly in the system and you notice at this point, contact Auto Dealer Support to have transaction cancelled and then you can re-enter. If detected later, dealer should contact the customer to go to the nearest SNB office to have the correction made.

4 - RESTRICTIONS

Dealers are **NOT** permitted to register:

- Register a vehicle coming into NB
 - A vehicle coming in from another jurisdiction. (Information from the previous jurisdiction must be captured for our records and the previous jurisdiction is notified therefore, dealer must go to nearest SNB office to register.)
- Register vehicle to out of province address
 - Register a vehicle to an out of province address.
- Register vehicle to a company
 - Register a vehicle if the purchaser or the lessee is a company
- Non Repairable or Salvage
 - Register a vehicle that has been previously branded non repairable or salvage
- Auction Vehicles
 - Register a vehicle bought from an auction (The vehicle may have been already registered in NB or coming from another jurisdiction.)
- Specialty Plates
 - Register Specialty Plates i.e. farm, personalized, firefighter, call sign, etc.
- National Safety Code
 - Register vehicles requiring a National Safety Code registration
- Heavy Commercial
 - Register heavy commercial vehicles ("L" plated vehicles)

5 - PAPERWORK

5.1 WEEKLY PROCEDURES – Please note that these procedures must be followed at all times as per the Service Agreement

At the beginning of each week you must:

Address a large envelope to: Service New Brunswick Service Delivery Support
PO Box 1998
140 Alison Blvd Fredericton, NB E3B 5G4
Attention: Auto Dealer Support

On that large envelope, also write on the bottom right corner:

- The Dealership name
- The Dealer **Number**
- Transaction Date for that week from Monday to Saturday. Example: Week of June 12th to June 17th, 2017.

The large envelopes must contain

- The **original completed NVIS** cards including plate number for each transaction completed online for that week.

NOTE: All NVIS cards must have an original authorized signature.

- **The Registration** forms signed off for transfers.
- **Sale of a vehicle**: A copy of the bill of sale attached to the appropriate documentation for each transaction completed.
- **Lease of a vehicle**: A copy of the lease agreement attached to the appropriate documentation for each transaction completed.
- A copy of the **insurance liability** card attached to the appropriate documentation for each transaction completed.

Proof of Valid Insurance

The following may be accepted as proof of valid insurance:

- The valid liability card or
- The policy with the valid insurance information (photocopy of either is acceptable).
- Confirmation of insurance letter from insurance company (must contain the vehicle description, VIN, insured's name, effective and expiry date)

NOTE: If vehicle is to be registered in more than one name, the insurance card must show at least one of the names.

In your file, for auditing purposes, keep:

- A copy of the bill of sale or lease agreement
- A copy of the purchaser's insurance card
- A copy of the NVIS and/or registration front and back signed off by previous owner for transfer
- A copy of the 14 Day Temporary Vehicle Permit and a copy of the temporary Certificate of Vehicle registration (for each vehicle you registered online)
- A copy of the inspection if the vehicle was sold for \$1000 or less (where applicable)

NOTE: These files must be retained for at least **24 months** for audit purposes.

OPTIONS FOR GETTING THE WEEKLY ENVELOPE TO SERVICE DELIVERY SUPPORT

- Deliver the envelope to your nearest SNB Office
- Courier it directly to Service Delivery Support
- Hand deliver it to Service Delivery Support

NOTE: These envelopes **cannot** be sent by regular mail.

All **Dealer declarations** must be sent in a separate envelope clearly labeled. **Do not** place in large envelope with weekly paperwork for SNB.

Send the dealer declarations directly to:

Department of Finance Revenue and Taxation Division
Marysville Place
20 McGloin St.
Fredericton, NB E3A 5T8

5.2 Dealer Transaction Detail Report

This report (Figure 18) is sent daily to dealers via email. It is used for reconciliation purposes. The report lists the plates and fees issued by each dealer for the given date.

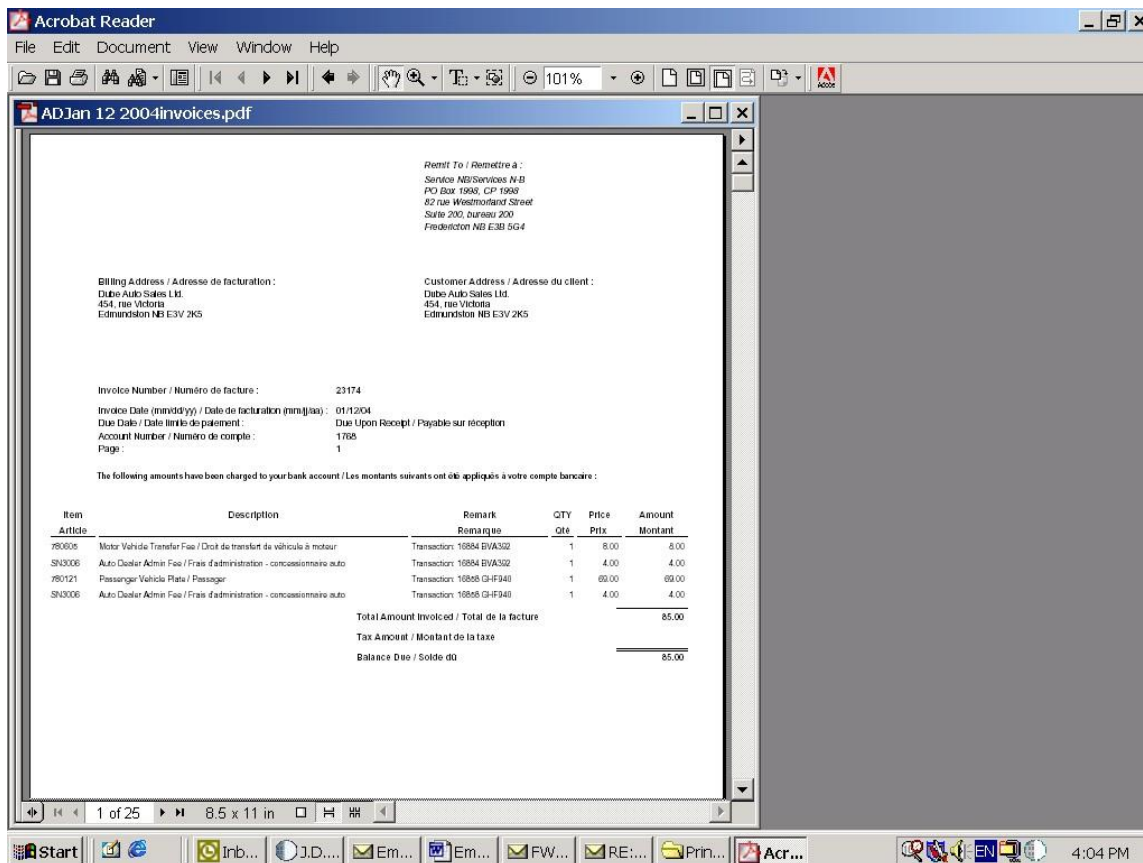


Figure 18 - Visual of the "Dealer Transaction Detail Report"

6 - INVENTORY OF PLATES

Plates such as Passenger, Light Commercial, and Conservation will be shipped to each dealer from Service Delivery Support, Service New Brunswick.

6.1 Accountability

Dealers are accountable for stock. The stock is the property of the Province of New Brunswick and is to be kept in a locked, secure location at all times. Stock should not be kept in view of the public or other non-authorized personnel.

6.2 Confirmation of Order

To ensure that your inventory matches our records for compliance and audit purposes, dealers must confirm receipt of their stock when received. You will receive an email from the Inventory Team detailing what was shipped, you must reply to the email confirming what you received.

6.3 Sequence

Plates are not to be issued out of sequence. Records of stock used are to be made available to SNB Auditors.

6.4 Yearly Count

Dealers are to provide SNB a listing of all stock on hand, by plate number, at the close of day on March 31st of each year. A physical count must be conducted and a report of stock is to be forwarded to Service Delivery Support. Service Delivery Support may conduct random checks to confirm stock levels among offices.

6.5 Additional Stock

Requests for additional stock can be acquired by clicking on the Request for Plates link in the SNB Auto Dealer web page, and completing the online request.

6.6 Lost/Stolen/Missing/Duplicate

Any stock that is deemed as “lost, stolen, missing or duplicate plate numbers” must be reported to Service Delivery Support as soon as possible.

6.7 Inventory Support

For any question related or inventory support, please send your request to: inv@snb.ca

7 - SUPPORT

For any support enquiries, please reach the proper contact for your request in order to process your request more efficiently.

For all requests associated with:

Plate or inventory orders: inv@snb.ca

Any account password issues: IAM_GIA@snb.ca or 1-888-832-2762

Any other question related to the Online Dealership Program please contact:
AutoDealer@snb.ca or 1-506-259-4143

Online at: <https://www.pwx1.snb.ca/snb7001/e/2000/2200e.asp>

Then click on the link that applies to your request. See Figure 19, we have boxed in those link on the webpage.

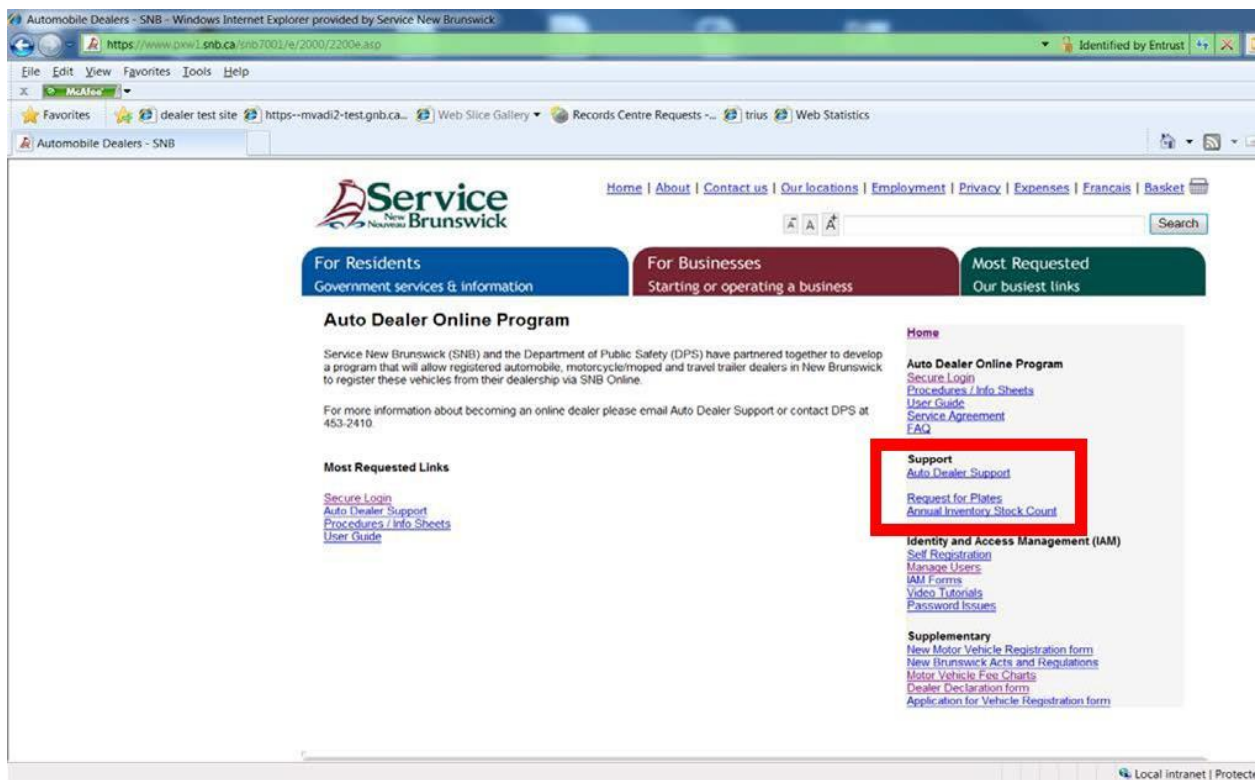


Figure 19 - This screenshot highlights the online support channels available from our website