

VEHICLE REGISTRATION RENEWALS ON THE WORLD WIDE WEB

What is vehicle registration renewal on the world wide web?

Vehicle registration renewal on the world wide web allows you to renew your vehicle registration online through the internet.

Simple step by step instructions are provided on the web site to guide you through the renewal process.

What do I need to renew my vehicle registration on the internet?

You will need:

- your driver's licence number
- your plate number
- the last three (3) digits of your vehicle's serial number (These can be found on the top of your vehicle registration renewal application)
- name of insurance company and policy number
- your temporary PIN (Personal Identification Number) which is located on the bottom front portion of your renewal application
- VISA or MasterCard number and expiry date

What is the temporary PIN?

The temporary Personal Identification Number (PIN) is issued to you as a first step in setting up a permanent, confidential PIN that ensures security and blocks unauthorized access to your vehicle registration renewal information.

The first time you log on to the web site you will use your temporary PIN (printed on your vehicle registration renewal application document) and you will then set up a permanent PIN before you can process your renewal application.

You will then be asked to set up a question and answer that can be used later in other transactions as confirmation if you forget your permanent PIN.

The permanent PIN will then be used any time you use the internet to renew your vehicle registration.

How do I pay for the renewal?

You can pay either by VISA or MasterCard.

Do you have any maximum amounts I can charge using my credit cards?

Yes, the maximum amount is \$3000. If the total owing exceeds this amount, you will not be able to process your vehicle registration renewal application via the web.

Where do I find the web site?

The web site is located at

www.eservices.gov.nf.ca

How secure is this site?

When you are connected to the web site, all the information is scrambled into an unreadable format before it is sent. Detailed information on security and the encryption process used is provided on the web site and you are encouraged to read this information before beginning the renewal process.

Do you keep my credit card information?

No. The credit card number is not stored anywhere by government.

When I have finished processing the renewal, is there any confirmation given?

Yes. You will be given two (2) authorization numbers:

- one issued by your bank as a transaction authorization number; and
- one issued by the computer system as a reference number

Please record and keep these numbers as proof of payment. If you have a printer, you will be able to print the confirmation page which will include the authorization numbers listed above and your vehicle plate number; new expiry date and sticker number issued.

Is my vehicle registration updated right away?

Yes. When the authorization numbers are issued the vehicle registration is updated in the Motor Registration Division's computer system.

You will be able to operate your vehicle immediately.

An updated vehicle registration document and validation markers (stickers) will be mailed to you the next business day.

When is the web site available?

We will make the web site available as close to 24 hours per day seven days per week as possible. If the site is down, for any reason, you will get a message before you try to process your vehicle registration renewal.

Will I still be able to process my vehicle renewal application if I have outstanding fines or owe other monies to government?

Yes. Included on your renewal application, are any additional amounts owing for outstanding fines or other related Motor Registration Division transactions as of the time of printing. When you process your vehicle registration you will be required to pay all fees listed as well as any additional outstanding fines or fees due. These amounts will be listed for you at time of processing.

If I have changed my address, will I still be able to renew my vehicle using the internet?

Yes. A change of address transaction is also included in e-services. You can do it as part of the vehicle registration renewal process or you can change the address separately.

Include both your physical location and mailing address in the space provided. There is no fee for a change of address. Please remember that when you change your address you are updating your records at Motor Registration Division only. You will still be required to notify any other provincial government departments that may require this information.

An updated driver's licence and vehicle registration(s) will be mailed to you the next business day.

Do you have a Help Desk if I have any problems in processing the renewal?

There are help functions provided on the site as well as contact phone numbers in case you are unable to complete the registration.

Do you have any other services available?

Vehicle registration renewal is the first application Government provides through e-services. Other services will become available.

For further information on services provided by the Department of Government Services and Lands please see our web site at:

www.gov.nf.ca/gsl

I don't have internet access at home. Where can I get access to the internet?

Visit your nearest Canada/Newfoundland and Labrador Community Access Centre for public access to the internet. Telephone 1-877-929-1829 to locate the site nearest you. Internet services are also provided at all provincial libraries.