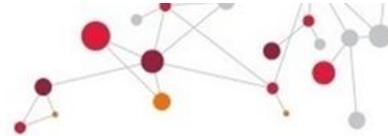




# **MVRs TRAINING NOTES**

**Last Updated: July 2022 (Version 4)**



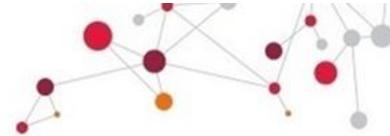
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### Amendment History

Date	Version	Description	Amended by
August 29, 2005	1.0	MVR use	CGI
September 6, 2005	1.1	Based on client feedback 1. Added MVR Retention period section 2. Added MVR order screens for each province 3. Added examples for duplicate checking	CGI
June 26, 2007	1.3	1. Added additional documentation about duplicate override 2. Removed local number for CGI Helpdesk	CGI
May 3, 2010	2	1. Added additional documentation about new requests with convictions disclosed activated	CGI
August 12, 2019	3	Adding reference purpose for all MVR order screens.	CGI



July 23, 2022	4	Ordering of MVRs via AutoPlus Gold or AutoPlus Classic Reports	
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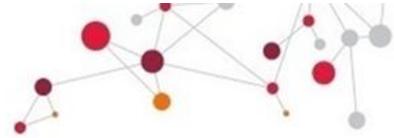
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# 1 MVRs

## 1.1 Menus

Each province has its own menu item.

- MVR ONTARIO
- MVR NEW BRUNSWICK
- MVR NEWFOUNDLAND
- MVR NOVA SCOTIA
- MVR P.E.I.

The menus within each province are identical.

### MVR Menu

---

**Province: ONTARIO**

- ▶ NewRequests
- ▶ Inquiry/Search Requests
- ▶ List Requests
- ▶ Print MVR (Unprinted)
- ▶ Reprint MVR (By Date)
- ▶ Reprint MVR (By Licence)

## 1.2 Order MVRs – New requests

The MVR input screen is determined by mandatory fields for provinces and also settings of subscribers.

**New MVR Request**

**On Behalf Of Demo Carrier**

Asterisks (\*) indicate mandatory fields

Province:  
ONTARIO

**Driver**

Driver's Licence:\*  Driver's Name (Last,First,Middle):

Date of Birth (dd/mm/yyyy):

**Reference**

Reference Purpose:\* --Select Purpose--

Reference:\*(For example Quote number or Policy number)

Comment:

Immediate MVR

**Get Report** **Clear All Inputs**

- ‘\*’ Signifies Mandatory fields
- Immediate MVR is checked if the user profile allows immediate MVRs. Users can remove the check box to order an overnight MVR instead.
- Alberta, NB, & PEI ministries require date of birth to be entered. This is not optional.
- NB name: for the time being users are requested to enter a value in the last name field.

### Alberta Order Screen

- Alberta ministry requires date of birth to be entered. This is not optional.

### New MVR Request

Asterisks (\*) indicate mandatory fields

Province:  
ALBERTA

**Driver**

Driver's Licence:\*  Driver's Name (Last,First,Middle):

Date of Birth (dd/mm/yyyy):\*

**Reference**

Reference Purpose:\* --Select Purpose--

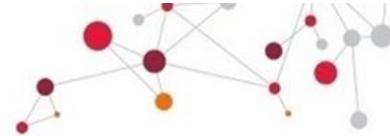
Reference:\*(For example Quote number or Policy number)

Comment:

**Number of Convictions Disclosed\***

0,1,2... or 99(Unknown)

**Get Report** **Clear All Inputs**



## New Brunswick Order Screen

- NB ministry requires date of birth to be entered. This is not optional.
- NB name: for the time being users are requested to enter a value in the last name field.

### New MVR Request

**On Behalf Of Demo Carrier**

Asterisks (\*) indicate mandatory fields

Province:  
NEW BRUNSWICK

**Driver**  
Driver's Licence:\*  Driver's Name (Last,First,Middle):

Date of Birth (dd/mm/yyyy):\*

**Reference**  
Reference Purpose:\* --Select Purpose--

Reference: \* (For example Quote number or Policy number)

Comment:

Number of Convictions Disclosed\*   
0,1,2... or 99(Unknown)

Immediate MVR

**Get Report** Clear All Inputs

## Newfoundland Order Screen

### New MVR Request

**On Behalf Of Demo Carrier**

Asterisks (\*) indicate mandatory fields

Province:  
NEWFOUNDLAND

**Driver**  
Driver's Licence:\*  Driver's Name (Last,First,Middle):

Date of Birth (dd/mm/yyyy):

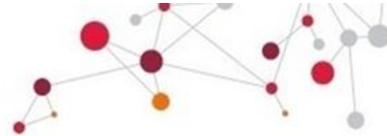
**Reference**  
Reference Purpose:\* --Select Purpose--

Reference: \* (For example Quote number or Policy number)

Comment:

Number of Convictions Disclosed\*   
0,1,2... or 99(Unknown)

**Get Report** Clear All Inputs



## Nova Scotia Order Screen

### New MVR Request

On Behalf Of Demo Carrier

Asterisks (\*) indicate mandatory fields

Province:  
NOVA SCOTIA

**Driver**

Driver's Licence:\*  Driver's Name (Last,First,Middle):

Date of Birth (dd/mm/yyyy):

**Reference**

Reference Purpose:\* --Select Purpose--

Reference: \*(For example Quote number or Policy number)

Comment:

**Number of Convictions Disclosed\***

0,1,2... or 99(Unknown)

Immediate MVR

## Ontario Order Screen

### New MVR Request

On Behalf Of Demo Carrier

Asterisks (\*) indicate mandatory fields

Province:  
ONTARIO

**Driver**

Driver's Licence:\*  Driver's Name (Last,First,Middle):

Date of Birth (dd/mm/yyyy):

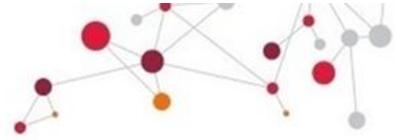
**Reference**

Reference Purpose:\* --Select Purpose--

Reference: \*(For example Quote number or Policy number)

Comment:

Immediate MVR



## PEI Order Screen

- PEI ministry requires date of birth to be entered. This is not optional.

### New MVR Request

**On Behalf Of Demo Carrier**

Asterisks (\*) indicate mandatory fields

Province:  
PRINCE EDWARD ISLAND

**Driver**

Driver's Licence:\*  Driver's Name (Last,First,Middle):

Date of Birth (dd/mm/yyyy):\*

**Reference**

Reference Purpose:\* --Select Purpose--

Reference: (For example Quote number or Policy number)

Comment:

**Number of Convictions Disclosed\***

0,1,2... or 99(Unknown)

Immediate MVR

**Get Report** [Clear All Inputs](#)

### 1.3 Order MVRs – New requests from AutoPlus

The option of ordering an MVR from the AutoPlus report is available when user either orders an AutoPlus Gold or AutoPlus Classic Report:

Example # 1: \*Note, for the AutoPlus Gold Report, the AutoPlus user can order the MVR via any tab noted in the AutoPlus Gold Report below:

**AutoPlus™ Gold Report**

Monday, June 27, 2022 03:11 PM

Print All PDF

**New AutoPlus™**

**Order Related MVRs**

History Overview **Summary** Policies Vehicles Claims Repair History Other Losses Know Your Customer

Requested By: Test BrokerONE (25 years): Demo Broker Identifier: check MVR  
 For: JOHN R. BLACK Search By: ON: B50094077800101  
 Address:

Related Links

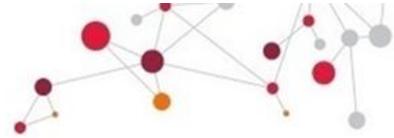
Users select the driver by clicking on the row.

### Motor Vehicle Record

To search on a driver, click on any column.

Province	Licence	Name	Date of Birth	Reference
ON	B50096278625202	BLACK, MARY T	2 Feb 1962	check MVR
ON	B50094077801301	BLACK, JOSEPH	1 Jan 1980	check MVR
ON	B50094077800101	JOHN R. BLACK	1 Dec 1960	check MVR

**Return To AutoPlus™**



The information is pre-filled.

## New MVR Request

### On Behalf Of Test BrokerONE

Asterisks (\*) indicate mandatory fields

Province:  
Ontario

**Driver**

Driver's Licence: \*  Driver's Name (Last,First,Middle):

Date of Birth (dd/mm/yyyy):

**Reference**

Reference Purpose: \*  ▼

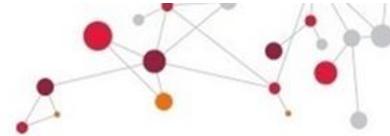
Reference: (For example Quote number or Policy number)

Comment:

**Number of Convictions Disclosed\***  
 ▼

Immediate MVR

Example # 2:



# CGI AutoPlus™ Classic Report

Print PDF

Monday, June 27, 2022 03:32 PM

[Order Related MVRs](#)

[New AutoPlus™](#)

Requested By : Demo Carrier CCAP (10 years): Demo Broker      Identifier : Check MVR  
 For : JOHN R. BLACK      Search By : ON; B50094077800101

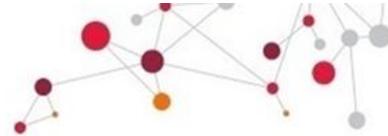
Related Links

## Motor Vehicle Record

To search on a driver, click on any column.

Province	Licence	Name	Date of Birth	Reference
ON	B50095278625202	BLACK, MARY T	2 Feb 1952	<a href="#">check MVR</a>
ON	B50094077801301	BLACK, JOSEPH	1 Jan 1980	<a href="#">check MVR</a>
ON	B50094077800101	JOHN R. BLACK	1 Dec 1960	<a href="#">check MVR</a>

[Return To AutoPlus™](#)



The information is pre-filled.

## New MVR Request

**On Behalf Of Demo Carrier CC AP**

Asterisks (\*) indicate mandatory fields

Province:  
Ontario

**Driver**

Driver's Licence:\*  Driver's Name (Last,First,Middle):

Date of Birth (dd/mm/yyyy):

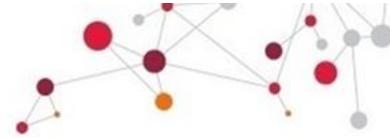
**Reference**

Reference Purpose:\*  ▼

Reference: \* (For example Quote number or Policy number)

Comment:

Immediate MVR



## 1.4 Order MVRs - New requests with Convictions Disclosed activated

If the insurance company subscribes to the “Capture Conviction Disclosed” feature; the user, or sponsored broker, will be presented with the MVR screen that has an additional mandatory entry field.

The user will be expected to enter the number of convictions being disclosed by the applicant. If the applicant does not know if they have any convictions, the user will enter ‘99’.

### New MVR Request

Asterisks (\*) indicate mandatory fields

Province:  
**ONTARIO**

**Driver**

Driver's Licence:\*  Driver's Name (Last,First,Middle):

Date of Birth (dd/mm/yyyy):

**Reference**

Reference Purpose:\* --Select Purpose--

Reference:\* (For example Quote number or Policy number)

Comment:

**Number of Convictions Disclosed\***

0,1,2... or 99(Unknown)

Immediate MVR

## 1.5 Duplicate Checking

If the driver's licence ordered has been ordered before within the same subscriber or brokers sponsored by the same subscriber, the users will be given an extra dialog area:

Duplicate checking warning is given if:

- 1) The driver's licence was ordered and a reply Abstract was received within the last 30 days. The original (latest) reply is displayed.
- 2) The driver's licence was ordered and a reply Error was received within the last 30 days. The original (latest) reply is displayed.
- 3) The driver's licence was ordered and a reply is pending.

If there is no duplicate found, the MVR ordering happens automatically.

### MVR Abstract Reports

Monday, August 12, 2019 08:30 AM

Duplicate Found. Do you want to order a new Abstract?

Duplicate request. Abstract found.  
The request was submitted on 26/7/2019

Province	Licence	Name	Birthdate	Reference	Request Date	Release Date
ON	B50094077600101	BLACK,JOHN,R	01/01/1960	Policy num	26/07/2019	26/07/2019

#### ONTARIO Driving Record

\*\*\*Number of Convictions: 3 \*\*\*

```

Licence Number: B5009-40776-00101      Expiry Date: 18/05/2020
Name: BLACK, JOHN, R                    Birth Date: 01/01/1960
Gender: M                                Height: 173 CM
Address:
Reference: Policy number
Comment:

Demerit Points: 03                      Class: B***                      Conditions: X/Y

Status: LICENCED                        Issue Date: 11/06/1986

Requested By:
Requested On: 26/07/2019                 User ID:
Print Date: 26/7/2019                    Reply Date: 26/07/2019
Reprint Date:

```

Duplicate checking Abstract 1

## MVR Abstract Reports

Monday, August 12, 2019 08:34 AM

Error Found, Request It Again?

Duplicate request. Abstract or request contains errors.  
The request was submitted by Demo Broker on 12/8/2019  
Username demo.broker@testbrokerone.com

Province	Licence	Name	Birthdate	Reference	Request Date	Release Date
ON	A1111111111111111			Policy Num	12/08/2019	12/08/2019

### ONTARIO ERROR REPORT

Licence Number: A1111-11111-11111      Birth Date:  
Name:  
Reference: Policy Number  
Comment:  
Requested By: Broker, Demo      User ID: demo.broker@testbrokerone.com  
Requested On: 12/08/2019      Reply Date: 12/08/2019  
Print Date: 12/8/2019      Reprint Date: 12/8/2019

#### CODE      ERROR DESCRIPTION

I1005      DRIVER LICENSE NUMBER NOT FOUND ON DATABASE

Receipt Number : 10584762

Duplicate Checking Pending request 1

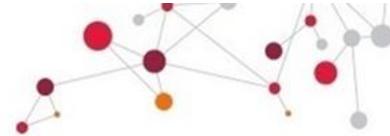
## MVR Abstract Reports

Monday, August 12, 2019 08:54 AM

Duplicate Found. Do you want to order a new Abstract?

No Abstract Found!  
Duplicate request. Request pending.  
The request was submitted by Demo User on 12/8/2019  
Username demo.user@abc.ca

Duplicate Checking Pending request 2



## 1.6 Inquiry Search/Request

This function allows users to query about the history and status requests.

### MVR Inquiry

**Enter Driver's Licence** Asterisks (\*) indicate mandatory fields

Province: ONTARIO

Driver's Licence: \*

**Get Report** [Clear All Inputs](#)

### MVR Abstracts

Province: ONTARIO

[View All](#) [Return To MVR Menu](#)

Licence	Request Date	Release Date	Messages	Action
B50094077600101	12/08/2019		Receipt Number : 10584839	
B50094077600101	12/08/2019	12/08/2019	Receipt Number : 10584899	<a href="#">View</a>

**Totals: 2****Abstracts: 1****Errors: 0**

## 1.7 List Requests

Overnight request and immediate requests delayed for whatever reason are given a receipt. The “receipt” allows CGI to track MVR requests. They are for internal use.

Users can check all of their outstanding MVRs using List Request menu

### List Requests

Province: **ONTARIO**

List MVR Requests							
Action	Action	Licence No	Reference	Comment	Birthdate	Request Date	Release Date
	<a href="#">View</a>	B50094077600101	demo case			AUG 12, 2019	AUG 12, 2019
	<a href="#">View</a>	S44067790800902	demo case			AUG 12, 2019	AUG 12, 2019
1							

[Return To MVR Menu](#)

- 1) The ‘Change’ and ‘Delete’ buttons are displayed when the MVR was ordered but has not been sent to the Ministry. Users still can control the MVRs
- 2) No buttons are displayed when the request was sent to the Ministry.
- 3) The ‘View’ button is displayed once the reply was received from the Ministry. User now can view/print the reply from this menu or from the ‘Print Unprinted’ menu.

## 1.8 Print MVR Unprinted (for overnight requests)

This function allows users to print overnight MVRs. The print can be done for all or individually.

### MVR Abstracts

Province: ONTARIO

Licence	Request Date	Release Date	Messages	Action
B50094077600101	12/08/2019	12/08/2019	Receipt Number : 10584839	<a href="#">View</a>
S44067790800902	12/08/2019	12/08/2019	Receipt Number : 10584848	<a href="#">View</a>
<b>Totals: 2</b>		<b>Abstracts: 2</b>		<b>Errors: 0</b>

View All and Print

### MVR Abstract Reports

Monday, August 12, 2019 09:10 AM

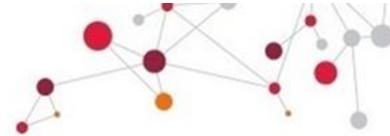
[Print](#) [Exit](#)

**ONTARIO Driving Record**  
**\*\*\*Number of Convictions: 3 \*\*\***

<b>Licence Number:</b>	B5009-40776-00101	<b>Expiry Date:</b>	18/05/2020
<b>Name:</b>	BLACK, JOHN, R	<b>Birth Date:</b>	01/01/1960
<b>Gender:</b>	M	<b>Height:</b>	173 CM
<b>Address:</b>			
<b>Reference:</b>	demo case		
<b>Comment:</b>			
<b>Demerit Points:</b>	<b>03</b>	<b>Class:</b>	<b>B***</b>
		<b>Conditions:</b>	<b>X/Y</b>
<b>Status:</b>	LICENCED	<b>Issue Date:</b>	11/06/1986
<b>Requested By:</b>	User, Demo	<b>User ID:</b>	demo.user@abc.ca
<b>Requested On:</b>	12/08/2019	<b>Reply Date:</b>	12/08/2019
<b>Print Date:</b>	12/08/2019	<b>Reprint Date:</b>	

Users have to click Print and the system will open TWO new windows. (Caution: this may take a little while if there are a lot of unprinted MVRs)

- 1) Original Window was the "MVRDisplayAbstract" Window:
- 2) New Window opened for the Printer friendly version – If the user does not wait for the next window and print from this window, the page breaks will not work.



3) New Window – Print dialog box. Print from here.

cgi.com/RapidWeb/MVR/MVRPrintAbstracts.aspx

MVRPrintAbstracts

Print

General Options

Select Printer

- CAON-150CVD-2.0740-2A on 6780CEP1.groupinfra.com
- Microsoft Fax
- Microsoft Print to PDF
- Microsoft
- Send To C
- WebEx Do

Status: Ready  Print to file Preferences

Location: Find Printer...

Comment:

Page Range

All  Selection  Current Page

Pages: 1

Enter either a single page number or a single page range. For example, 5-12

Number of copies: 1

Collate

1 1 2 2 3 3

Print Cancel Apply

Release Date	
	12/08/2019
	12/08/2019

2

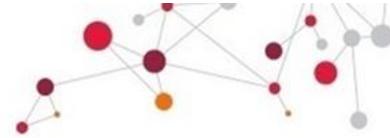
ONTARIO Driving Record

\*\*\*Number of Convictions: 3 \*\*\*

Expiry Date:  
Birth Date:  
Height:

M

demo case



## 1.9 Print Unprinted (for immediate requests)

This function currently does not allow users to print immediate MVRs.

Workarounds are available:

- A) Use the print by date option. Allows users to print multiple MVRs, however the print is for the entire day
- B) Print them one-by-one as they come back from the ministries.

## 1.10 Reprint MVR by Date

Allows users to view and print MVRs by date:

### Reprint Reports by Print Date

---

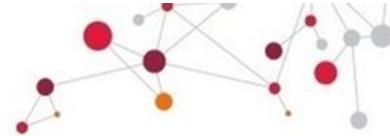
Province: ONTARIO

LIST BY PRINT DATE

	Print Date	Replied Requests
Select	AUG 12, 2019	5
1		

Return To MVR Menu

Once the Select button is pushed the process is the same as in 'Print Unprinted' option.



## 1.11 Reprint MVR by License

This function allows users to view and print MVRs by license. This function is limited to the Abstracts ordered by this user.

# Reprint Reports by Licence Number Range

Province: ONTARIO

**Licence** Asterisks (\*) indicate mandatory fields

Start Driver's Licence Number: \*  Finish Driver's Licence Number:

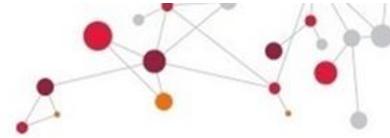
[Get Report](#) [Clear All Inputs](#)

All past replies are listed, and users can “View All” for all available responses or view one-by-one.

## MVR Abstracts

Province: ONTARIO

				<a href="#">View All</a>	<a href="#">Return To MVR Menu</a>
Licence	Request Date	Release Date	Messages	Action	
B50094077600101	12/08/2019	12/08/2019	Receipt Number : 10584839	<a href="#">View</a>	
B50094077600101	12/08/2019	12/08/2019	Receipt Number : 10584899	<a href="#">View</a>	
<b>Totals: 2</b>		<b>Abstracts: 2</b>		<b>Errors: 0</b>	

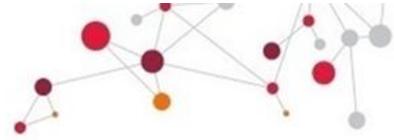


## 1.12 Ministry Schedules

Province	Immediate service	Overnight (O/N) service	Price difference between o/n and immediate
Ontario	Yes 7/24 7 days a week	Yes – cut off 9 p.m.	Yes
Alberta	No	Near immediate – approximately every 3 hours Mon to Friday Note Alberta does not process MVRs on the last business day of the month.	N/A
Nova Scotia	Yes – Mon to Sat		No
New Brunswick	Yes – Mon to Sat	Yes – cut off 6 pm	Yes
PEI	Yes 7/24 7 days a week		No
Newfoundland	No	Yes - cut off 3 pm	N/A

## 1.13 MVR Retention periods

Based on contractual limitations CGI will keep the MVR Abstracts and Errors on RapidWeb for 30 calendar days. Within this period the users can reprint the MVR and duplicate checking will display previously ordered MVRs (see details in the section “Duplicate Checking”).



## 2 CGI Helpdesk Processes

Contact: [autoplus@cgi.com](mailto:autoplus@cgi.com)