

Dealer Online

Summary of Changes

October 2018

Introduction

What changes will our dealer customers be facing?

What changes are happening for Dealer Online Card merchant fees will be recovered for transactions paid for with **Visa, MasterCard, American Express, Diners Club** and **Union Pay cards** from 19 November 2018.

What is the payment surcharge for credit and debit cards?

- Transactions made using credit or debit MasterCard or Visa card will earn a card merchant fee of **0.44%** on the total amount payable, including GST.
- Transactions made using credit or debit American Express or Diners Club card will earn a card merchant fee of **1.54%** on the total amount payable, including GST.
- Transactions made using Union Pay International card earn a card merchant fee up to **1.87%** of the total amount payable, including GST.

Dealer Online (DOL) to initiate payment transaction

1 Each DOL payment transaction will require an email address to be provided by the DOL user for issue of a tax invoice.

- Enter **email address**

DOL transactions that require payment include:

- Establish registration (new and second hand vehicles)
- Plate transfer
- Transfer registration
- Plate exchange &
- Renew registration

Transport Roads & Maritime Services DEALER ONLINE APPLICATION

REGISTER VEHICLE WITH E-AUVIS INSPECTION

Use this to register light vehicles up to 5 tonnes tare without power operated brakes, motor cycles or light trailers up to 2 tonnes GTM.
* All fields with this symbol are mandatory.

VIN/CHASSIS : KLRPY5073786
Make and Model/Variant : FORD MONDEO /
Plate Number : QWE103
Registered in the name of : SOMETHING BIG PTY LTD
Registration start date : 12/10/2018
Registration Period : Quarterly
Total Payable : \$231.00

Payment Details
Email Tax Invoice :

When you select **Continue to Payment**

- You will be redirected to a secure Service NSW page, where you can complete this payment. This might take a minute, do not refresh or navigate away from the screen.
- After your payment has been processed, you will be redirected back to Dealer Online and receive a Tax Invoice to your specified email address.
- Please note: a merchant fee will be applied to credit card transactions.

Figure 1 Dealer Online – Renew vehicle with E-AUVIS (Payment)

2 The DOL user to click on Continue to Payment button to commence payment.
Continue to Payment button to commence payment.

Figure 1 Dealer Online – Renew vehicle with E-AUVIS (Payment)

3 The DOL user is redirected to transition to the new payment pages.
The wording on this page is generic and used prior to redirection to new payment platform.
Refer to section 2 for further details.

You are being redirected to the Service NSW payment page. This might take a minute. Do not refresh or navigate away from this screen.

Figure 2 Dealer Online – Registration (Payment redirection)

Email address will pre-populate for transactions within same session only.
The email address is not saved in Dealer Online.

- 1** Vehicle transactions must be paid by credit card.
- Valid cards are MasterCard, Diners Club, Visa, American Express and Union Pay International (UPI).
- On the **Payment details** page, the DOL user:
- Enters the **Name** of the credit card holder.
 - Enters **credit card number** of the dealership.
 - Enters the **card expiry**.
 - Enters the **card verification value (CVV)**.

The **Payment Amount** section displays payment details summary, including the merchant fee.

For Help on credit card fields, refer to **About this transaction** drop-down menu in top right hand corner.

Figure 3 Dealer Online – Payment details

- a** To **cancel** payment, the DOL user to click the **Cancel** button. Proceed to Step 2.
- To be DOL user clicks on **Back** button and is redirected back to DOL, retaining vehicle transaction details.

- b** To **proceed with payment**, the DOL user to click the **Next** button. Proceed to Step 3.

- 2** The confirmation message is displayed.
- The DOL user clicks on **Yes** to **cancel** payment and be redirected back to DOL portal.
 - The DOL user clicks on **No** and is redirected back to **Payment details** page. Proceed to step 1.

Figure 4 Dealer Online – Cancel confirmation

Valid cards are MasterCard, Diners Club, Visa, American Express and Union Pay International (UPI). Credit card fields will be **prepopulated** if credit card details have already been used in your session. This includes: card holder name, card number, expiry and CVV.

3 The **Confirm Payment Details** page is displayed.

Confirm Payment Details		About this transaction
Please check that the following details are correct		A merchant fee applies for using all card types
Total cost:	\$231.00	Where to find your credit card CVV
Merchant Fee including GST:	\$1.02	Need help?
Total:	\$232.02	
Card type:	VISA	
Last 3 digits on card:	242	
Name on card:	SNSW	
Card expiry:	03/20	
When you select 'Pay':		
<ul style="list-style-type: none"> Your payment will be securely processed and you will receive a tax invoice to your specified email address. Please do not refresh your browser. 		

Buttons: **Cancel**, **Back**, **Pay**

a If credit card details are incorrect, the DOL user clicks on the **Back** button to be redirected back **Payments details** page to edit. Proceed to step 1.

To abandon transaction, for any other reason, click on **Cancel** button. Refer to step 1.

b If credit card details are correct, the DOL user clicks on the **Pay** button to finalise payment. Proceed to step 4.

Figure 5 Dealer Online - Confirm Payment details

4 DOL user is displayed a transaction processing message redirecting the user back to DOL. Refer to section 2 for further details.

Customer | Vehicle | Registration | Payment Details | Payment

Your payment has been successful. Please wait for the transaction to be processed.

Figure 6 Dealer Online - redirection back to DOL message

- 5 Once payment has been successfully processed, DOL displays a transaction successful message. Thank you. Your payment has been successful and a tax invoice will be sent to the email address provided. The **Total amount paid** includes the merchant fee.

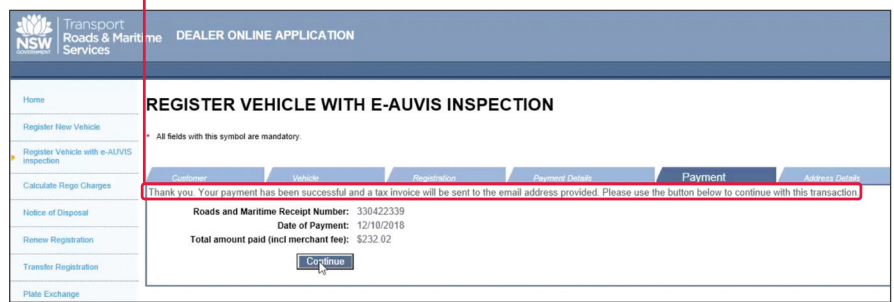


Figure 7 Dealer Online – successful payment confirmation message

- 6 The **Dealer Online - Confirmation details TAB** will detail Merchant fee for all DOL payment transactions.

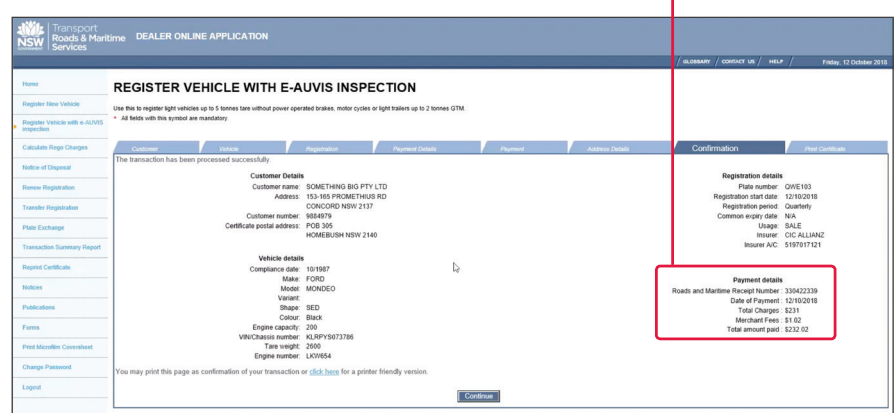


Figure 8 Dealer Online – transaction confirmation details

- 7 All **printer friendly confirmations** (i.e. PDFs) available for printing will detail the Merchant Fee for all DOL payment transactions.

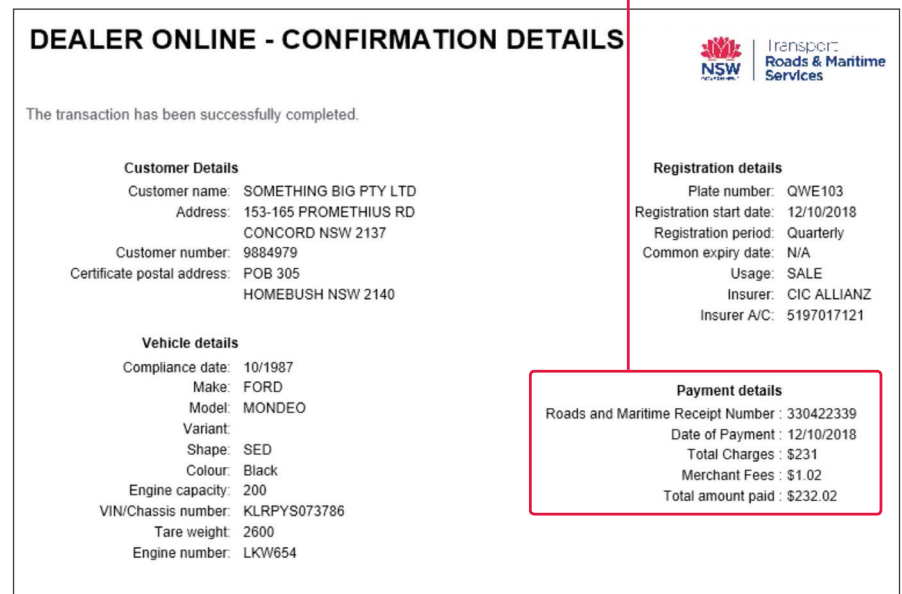


Figure 9 Dealer Online – printer friendly confirmation (i.e. PDF)

Merchant Fee will now be displayed on any vehicle confirmation details screens and printer friendly PDFs.


Where a DOL user is using the same credit card number for payment for more than one transaction, credit card details are retained (until changed).

- 1** The credit card fields are retained on the Service NSW Payment details page, where the same card is used by a DOL user for more than one transaction. This includes:
- **Name** of the credit card holder.
 - **Credit card number** of the dealership.
 - The **card expiry**.
 - The **card verification value (CVV)**.

Payment details

We accept MasterCard, VISA, UnionPay, American Express and Diners Club. A merchant fee applies for using a credit card

Name on card:

Card number:
 

Change card

Card expiry: **CVV:**

Figure 10 Dealer Online – Payment details (Change card)

- 2** If a DOL user wants to use a different credit card for a payment transaction, click on change card link. Proceed to step 3.

- 3** When the **change card** link is selected, the DOL user on the **Payment details** page, will be required to:
- Enters the **name** of the credit card holder.
 - Enters **credit card number** of the dealership.
 - Enter the **card expiry**.
 - Enters the **card verification value (CVV)**.

Payment details

We accept MasterCard, VISA, UnionPay, American Express and Diners Club. A merchant fee applies for using a credit card

Name on card:

Card number:

Use Previous Card

Card expiry: **CVV:**

Figure 11 Dealer Online – Payment details (Use Previous Card)

- 4** To revert back to use previous credit card details, the DOL user selects 'Use previous card' link.

GENERATED TAX INVOICE

- 1 DOL users will be emailed a NSW tax invoice for each successfully processed DOL payment transaction. NSW tax invoice is emailed to the address provided in step 1.



Figure 12 Dealer Email - Online transaction

- 2 NSW Tax Invoice details include but not limited to:
 - Dealer name
 - Dealer address
 - Dealer ABN
 - Dealer customer No
 - Transaction customer No
 - Transaction description
 - Transaction reference No
 - Amount
 - Surcharge
 - GST



Figure 13 Dealer Receipt - Online transaction

SUMMARY OF ENHANCEMENTS

DOL Payment screens

The following Dealer Online screens:

- Register new vehicle – Payment Details
- Register new vehicle with e-AUVIS inspection – Payment Details
- Renew registration – Payment
- Transfer registration – Payment Details
- Plate Exchange – Payment Details will be enhanced to cater for payments being processed on Service NSW platform by:

- 1 Requesting input of email address for a SNSW generated tax invoice

Email Tax Invoice : *

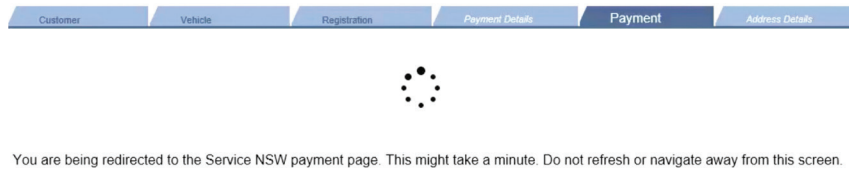
- 2 Text explaining re-direction to new payment pages

When you select **Continue to Payment**

- You will be redirected to a secure Service NSW page, where you can complete this payment. This might take a minute, do not refresh or navigate away from the screen.
- After your payment has been processed, you will be redirected back to Dealer Online and receive a Tax Invoice to your specified email address.
- Please note: a merchant fee will be applied to credit card transactions.

DOL vehicle payment transition to new payment pages prior to payment

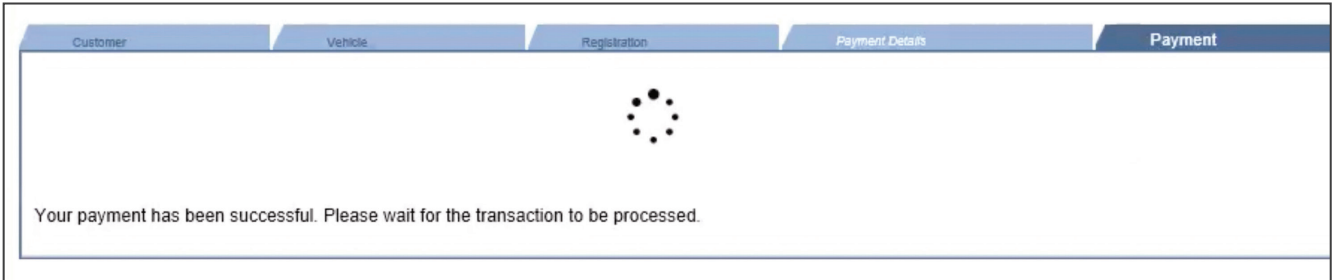
- 3 After selecting the **Continue to Payment** button (on DOL payment pages), the following generic wording will be displayed prior to redirection:
- You are being redirected to the Service NSW payment page. This might take a minute. Do not refresh or navigate away from this screen.



PAYMENT PLATFORM TO RE-DIRECT BACK TO DOL [AFTER PAYMENT]

After successful payment the following generic message will be displayed after redirection from NSW to DOL:

Your payment has been successful. Please wait for the transaction to be processed.



Once payment has been successfully processed, DOL displays a transaction successful message on the **top** of the DOL payment details pages.

Thank you. Your payment has been successful and a tax invoice will be sent to the email address provided

DOL Confirmation screen and Printer Friendly Confirmations (i.e. PDFs)

A merchant fee will be included on the following Dealer Online confirmation screens and printer friendly confirmations (i.e. PDFs) from **19 November 2018**.

- Register new vehicle – Confirmation
- Register new vehicle with e-AUVIS inspection – Confirmation
- Renew registration – Confirmation
- Transfer registration – Confirmation
- Plate Exchange – Confirmation

Transaction Summary Report (TSR)

Credit card merchant fee and total amount paid will be included in the Dealer Online Transaction Summary Report from **19 November 2018**.

TRANSACTION SUMMARY REPORT

Please specify the required report criteria for the Transaction Summary Report

Date: 20/09/2018 (admin@...)

Select report: Current user

Transaction type: All

[Submit](#) [Cancel](#)

Transaction Summary Report for 20 September 2018 for STING INTERNET MOTOR DEALER PTY LTD

User	Time	Transaction Type	Status	Plate No.	RMS Receipt No.	Total Charges	Merchant Fees	Total Amount Paid
DOLUSR05	13:22	Plate Transfer	Paid	FD150	33045588	46.00	0.20	46.20
DOLUSR05	13:26	Estation	Paid	AAB01	33045587	174.00	0.77	174.77
DOLUSR05	13:41	Plate Transfer	Paid	FC7506	330455103	46.00	0.20	46.20
DOLUSR05	13:53	Estation	Paid	QEE07	330455119	525.00	2.38	525.38
DOLUSR05	14:53	Registration Transfer	Paid	NEE300	330455160	483.00	2.13	485.13
Total Debits:						1,274.00		

[Display in Printable Format](#)

Rebranding from Roads Traffic Authority (RTA) to Roads Maritime Services (RMS)

The below logo will be used for all DOL screens to align with rebranding from RTA specific screens to RMS from 19 November 2018.



Updates to DOL Help Pages, Contact Us

Updates to DOL Help Pages, Contact Us have been made to support changes redirecting DOL to SNSW PSP. DOL users to contact 1300 131 172 between the hours of 8:30am to 5:00pm Monday to Friday, 8:30am to 12:00pm Saturdays, excluding public holidays for DOL assistance, including payments.

3: Troubleshooting

Exception, Error & Troubleshooting

Support / Question Type	Handled By
Assistance with Dealer Online (general, screens, error, payment, etc.)	RMS DRIVES Help Desk 1300 131 172

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