

MVR for Business – LMVD Guide

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1.2	2 March 2022	Manager Registration	Updates to align with MVR for Business' transition to the wider Digital Identity system and other general updates.
1.3	15 November 2024	Senior Registration Officer	ATO rename and brand for Digital ID and MyID app and update web links.
1.3.1	13 January 2025	Manager Registration	Add payment of plate fee for lost / stolen number plates.

Acronyms	Full form
NT	Northern Territory
MVR	Motor Vehicle Registry
LMVD	Licensed Motor Vehicle Dealer
AI	Authorised Inspector
DFS	Dealer's Franchise Scheme
CTP	Compulsory Third Party Insurance
MAC	Motor Accidents Compensation
TRO	Territory Revenue Office
ICRN	Intelligent Customer Reference Number
ATO	Australian Taxation Office
ID	Identity

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1. Background and Content

MVR for Business is an online system introduced by Motor Vehicle Registry (MVR) to assist the NT business sector by authorising you to process selected MVR transactions through a contemporary digital self-service channel that is available 24 hours a day, seven days a week.

Licensed Motor Vehicle Dealers (LMVDs), Fleet Operators and Authorised Inspectors (AIs) will no longer have to attend an MVR office to register or transfer vehicles. This change will bring efficiencies to the handling of customer transactions contributing to red tape reduction. However, you can still choose to continue using the existing MVR service channels.

2. MVR for Business “Users”

MVR for Business Users are described as the people authorised to conduct transactions on behalf of their business which can either be a Principal Authority or an Agent of a Business.

2.1. Principal Authority

Is usually the Dealer Principal of an LMVD. They have the authority to grant or revoke an Agent’s access to the online system. They will also have the ability to enable or disable their Agent’s access to specific transactions. It is the Principal Authority’s responsibility to ensure that they maintain a current record of their Agent’s access.

2.2. Agent

Is a staff member of an LMVD, authorised to act on behalf of the business.

3. Eligibility requirements

To be identified as a dealership in the NT, you must hold a valid motor vehicle licence, also known as an LMVD certificate issued by [Licensing NT](#). A verification process through the [Public Register](#) is carried out by MVR to confirm the current status of your licence. You must also meet the requirements for [evidence of identity and residency](#) to create a Business Customer ID at MVR.

4. Revoking access to MVR for Business

In the event where an LMVD’s licence is suspended or cancelled by Licensing NT or a User not complying with the Terms and Conditions, access to MVR for Business transactions will be revoked by MVR. You will still be able to log in to the online system, but will not be able to see any transactions until your access has been reinstated.

An email advising that your access has been revoked will be sent to you and you must contact MVR if you wish to regain access to the system. Additional documents such as a current LMVD certificate may be requested upon reapplication.

5. Register with MVR for Business

5.1. Digital ID

MVR for Business is transitioning to the Australian Government Digital ID System to verify users. Digital ID is a safe, secure and convenient way to prove who you are online. myID is the Australian Government's Digital ID app.

It is recommended that you use your Digital ID to register and log in to MVR for Business.

Follow these steps:

1. Set up your myID to at least a Standard identity strength, for more information visit www.myid.gov.au/setup
2. Link your myID to a business using Relationship Authorisation Manager (RAM). How you link to the business will depend on your role (i.e. principal authority, authorised user or authorisation administrator). For information on how to link, visit info.authorisationmanager.gov.au/get-started
3. On the MVR for Business sign in page, select '**Continue with Digital ID**' and follow the prompts to complete the registration process.

For information about Digital ID, please visit the [Digital ID](#) website

5.2. MVR Credentials

If you are unable to create a Digital ID at this time, you can sign up using the alternative method by creating an account using your MVR Customer ID and a valid email address recorded with MVR.

IMPORTANT NOTE: Every time you log in to MVR for Business, ensure you enter your personal Customer ID and not the Business Customer ID.

5.2.1. Verification Process

During the registration process, you must verify your details already recorded with MVR such as your name, Customer ID, date of birth and other mandatory fields. This is to confirm who you are and to securely manage your registration process.

If the details you enter do not match MVR's records, you will have 3 attempts before the registration fails. If this happens, you will be required to contact or attend your nearest MVR office to verify your identity and reset your account.

6. Self-help instructions

Self-help instructions have been developed to assist you through step-by-step instruction on how to:

- Access MVR for Business
- Create an account
- Manage staff access
- Submit a compliance check
- Submit a notice of disposal
- Register a factory-new vehicle

- Transfer ownership of a vehicle
- Renew registration
- Re-register a previously registered vehicle
- Reprint documents

If you are still experiencing any difficulties or error messages, contact MVR for assistance.

To access the self-help instructions, go to www.mvr.nt.gov.au/business.

7. User responsibilities

By registering an account or using MVR for Business, you will be deemed to have accepted and agreed to the Terms and Conditions. MVR provides its Users the ability to process certain vehicle registration transactions online through the service channel. Access to and use of MVR for Business is subject to agreeing to the [Terms and Conditions](#).

Not complying with the Terms and Conditions may result in the suspension or cancellation of your access to MVR for Business.

MVR's legislation and regulatory requirements still applies when using MVR for Business.

7.1. Privacy and confidential information

MVR for Business contains confidential information on its Users, customers and vehicles. You must comply and ensure that your officers, employees, Agents, subcontractors and your-self adhere to the *Privacy Act 1988* and not do anything that may breach the Australian Privacy Principle as defined in the Act.

You must notify MVR as soon as possible if you become aware of a breach or possible breach of the obligations contained in the Act.

7.2. Control management

You must ensure to maintain full and accurate electronic records of the transactions performed using MVR for Business, including:

- Vehicle registration details, including details of transfer and renewal of vehicle registration
- Personal details
- Inspection details
- Number plates issued
- Vehicle disposal details

Electronic records may be requested by MVR at any time. Upon request you must provide MVR with the records within 48 hours.

8. Number Plates

LMVDs who are registered to MVR for Business can be allocated up to 2 boxes of general issue plates. Whenever you collect number plates from MVR, you will be asked to sign a collection form for auditing purposes. Number plates must be used in accordance with the Terms and Conditions of MVR for Business.

It is important that you:

- Store all number plates in an area which is locked and is accessible only by the Dealer Principal or an Agent using MVR for Business.
- Issue and attach number plates to the correct vehicle.
- Advise MVR as soon as possible if number plates are lost, damaged or stolen.
- Order additional number plates via email to MVR.VehicleTraders@nt.gov.au and ensure that you provide authority to the person collecting the plates. Processing time for your request may take up to 2 business days.

8.1. Lost, damaged or stolen number plates

The sequence for allocated number plates is identified on the side of the number plate box with a sticker.

Upon receipt of number plates, LMVDs are to open the box (40 plates per box) and ensure all plates are accounted for.

Any anomalies identified with the plates are to be reported to MVR **ASAP** i.e. duplicate plates, damaged plate.

Upon an MVR audit, payment of the prescribed [Number plate fee](#) will be charged to the LMVD for any number plates identified as lost, stolen or damaged. This fee is subject to changes in accordance with the [Motor Vehicles \(Fees and Charges\) regulations 2008](#).

8.2. Personalised number plates and plates on hold at MVR

Personalised and surrendered number plates will remain on hold at MVR. Some number plates may be on hold at different MVR locations and may need to be transferred from one office to another. A letter from the customer authorising you to collect the number plates on their behalf is required.

Before proceeding with the factory new registration transaction, contact MVR to confirm the location of the number plates and arrange for them to be sent to your nominated MVR office for collection, if required.

8.3. Use of existing number plates

When a vehicle's registration is expired for more than 12 months, but the number plates are still in good condition, you will be able to use the existing number plates and attach them to the vehicle as long as the ownership remains in your name.

Before you can do this, you must contact MVR to extend the hold period (if required) and to make the plates available to use in MVR for Business.

9. Transactions

MVR can grant Users access to perform different transactions in MVR for Business depending on your profile type. As an LMVD, you will be able to perform the transactions listed below:

- Bulk Registration Renewal
- Notice of Disposal

- Ownership Transfer
- Factory New Registration
- Re-Registration
- Administration

If an Agent also has the instrument to conduct compliance checks on motor vehicles, their Principal Authority will have the ability to enable their access to the Compliance Check function.

IMPORTANT NOTE

- **Factory New Registration** – You will not be able to process commercial, special purpose vehicles or primary producer concessions. You will still be required to attend MVR to complete this process.
- **Re-registration** – Refers to interstate registration transfers and previously registered vehicles in the NT. Vehicles transferred from interstate may be required a compliance and/or roadworthy inspection.
- **Registration Renewal** – You will be able to renew registrations or pastoral permits on multiple vehicles using this function. An error message will appear if you are unable to process a renewal on a certain vehicle or permit. Contact MVR if the error message is undefined.
- **Ownership Transfer** – You must ensure the vehicle is registered in the NT before you sell it to the customer. If the vehicle is unregistered, you will have the option to add registration during this process if required.
- **Administration** – This allows the Principal Authority to link their business to their profile and authorise other Agents to conduct transactions on behalf of the business.

10. Forms and other paper-based documents

MVR for Business is a paper-less online system that will allow you to process transactions without the need to submit an application form or inspection report. All data entry is deemed to be the equivalent of completing the paper-based form and is kept electronically within the system.

Certain transactions may still require a form to be submitted and can be uploaded during the transaction.

Access MVR forms from the [Motor Vehicle Registry \(MVR\)](#) website.

- **Compliance Checks/Roadworthy Inspections:** VS5 form (inspection report – ‘Greenslip’) is no longer required if an Authorised Inspector is submitting an inspection on MVR for Business.
- **Ownership Transfer:** If the customer is not able to sign on the screen at the time of the transaction, a completed and signed R11 or registration certificate (front and back page) must be uploaded. Stamp Duty exemption for Motor Traders form can be uploaded (if applicable).
- **Factory New Registration:** R11 – Application to Register a Vehicle in the NT and R13 - Application to Nominate a Registered Operator form can be uploaded (if required) if the customer is not able to sign on the screen at the time of the transaction. Stamp Duty exemption for Motor Traders form can be uploaded (if applicable).
- **Notice of Disposal:** R06 – Notice of Disposal form must be completed, signed and uploaded if the buyer is unable to sign on the screen at the time of the transaction.
- **Re-registration:** R13 – Application to Nominate a Registered Operator form can be uploaded (if required) if the customer is not able to sign on the screen at the time of the transaction.

Stamp Duty exemption for Motor Traders form can be uploaded (if applicable).

- Registration Renewal: No form required when conducting this on MVR for Business.
- Upgrade NHV Permit: No form required when conducting this on MVR for Business.

10.1. Transactions not valid in MVR for Business

Not all transactions will be available to use in MVR for Business as legislative and regulatory requirements still apply. Some of these include:

- Cancellation of Registration
- Primary Producer Transactions
- Commercial Vehicle Transactions
- Conditional Registrations
- Plate Changes
- Temporary Licence

You will be required to attend MVR to complete these transactions.

10.2. Compulsory Third Party (CTP) Insurance

During the factory new registration and re-registration transaction, you will be asked if the vehicle is used for hire/rental or if it's for private use. Select "No" if the vehicle will be for the customer's private use.

You will also be prompted to choose a Compulsory Third Party (CTP) insurance class. It is important to select the correct CTP insurance class as it operates as the [Motor Accidents Compensation \(MAC\) scheme](#). You can contact MVR if you are unsure which CTP insurance class to choose.

If the vehicle is for the customer's private use:

- **Priv motor veh and derivative (Private motor vehicle and derivative)**– A motor vehicle used for either Private or Business purposes, a goods carrying vehicle less than 4.5 tonne or a motor omnibus less than 4.5 tonne and is used for private purposes.
- **Goods carrying vehicle** – A motor vehicle constructed primarily for the carriage of goods and exceeding 4.5 tonnes gross vehicle mass.

Is this a hire/rental vehicle you are driving yourself?

Yes No

Registration type

CAR

CTP insurance class

PRIV MOTOR VEH AND DERIVATIVE
GOODS CARRYING VEHICLE

If the vehicle is for hire/rental:

***DVE Y/SELF: Drive Yourself**

- **DVE Y/SELF, motor car** – a motor vehicle less than 4.5 tonne
- **DVE Y/SELF, goods greater 4.5T** – a motor vehicle more than 4.5 tonne
- **DVE Y/SELF, goods carry =<4.5T** – a motor vehicle less than 4.5 tonne and is a goods carrying vehicle
- **DVE Y/SELF, passenger >9 persons** – a passenger carrying vehicle having a seating capacity for more than 9 persons (including the driver)
- **DVE Y/SELF, passenger <9 persons** – a passenger carrying vehicle having a seating capacity for less than 9 persons (including the driver)

Is this a hire/rental vehicle you are driving yourself?

Yes No

Registration type

CAR

CTP insurance class

DVE Y/SELF, MOTOR CAR
DVE Y/SELF,GOODS GREATER 4.5 T
DVE Y/SELF,GOODS CARRY =<4.5 T
DVE Y/SELF,PASSENGER >9 PERS
DVE Y/SELF,PASSENGER<9PERSONS

Motorcycles and Trailers

Whether a motorcycle or trailer is used for hire/rental or privately, the options for the CTPI class will not change. When you select an incorrect CTPI class for a motorcycle, an error message will appear below stating that the selected class is invalid for this type.

Is this a hire/rental vehicle you are driving yourself?

Yes No

Registration type

MOTOR CYCLE

CTP insurance class

M/CYCLE GREATER THAN 600 ML
 M/CYCLE >260 ML <=600 ML
 M/CYCLE > 125 ML <=260 ML
 M/CYCLE LESS THAN OR = 125ML

To determine the CTPI class for a trailer, ensure that you check both Tare and Aggregate Trailer Mass (ATM).

Option 1: trailer exceeding 500 kg Tare or 750 kg ATM

Option 2: trailer not exceeding 500 kg Tare or 750kg ATM

Is this a hire/rental vehicle you are driving yourself?

Yes No

Registration type

TRAILER

CTP insurance class

TRAIL>500KG TARE OR 750KG ATM
 TRAIL=<500KG TARE OR 750KG ATM

10.3. Customers unable to sign the declaration

When a vehicle is sold or disposed to a customer, it is a requirement for them to sign the declaration in MVR for Business. If a customer is unable to sign for whatever reason, you will have the option to upload the required application form to proceed with the transaction.

For example: When registering a factory new vehicle, you will be required to submit the R11 form signed by the customer. For notice of disposals or ownership transfers, you will be asked to attach either the certificate of registration or the bulk notice of disposal/transfer forms.

These documents will be submitted to MVR for assessment. You may be asked to provide more documents if there is information missing on the uploaded forms.

12. Signatures

Signature Upload

I declare that I am the owner, or have been given permission by the vehicle's owner to obtain registration for the vehicle identified, and that the details provided are true and correct in every particular.

12. Signatures

Signature Upload

If the screen cannot be signed, please complete the following form:

R11 - Download Form

Once completed, upload the form below:

I have uploaded relevant completed form.

11. Customers

11.1. Non-NT residents and customers without an MVR Customer ID

Customers who are buying a brand new or second-hand vehicle who hold a current interstate/overseas driver's licence or who is not established as an MVR Customer, may be eligible to register a vehicle into their name through MVR for Business. However, the current legislative requirements when creating a new customer still applies.

When you enter their details manually, a request will be sent to MVR to create a Customer ID for the customer. In addition to this, you will need to ask the customer to provide [evidence of identity and residency](#) and submit the documents to MVR.VehicleTraders@nt.gov.au. You will receive an email from MVR once the customer is created, then you can proceed with the transaction. This can take from 1-2 business days.

11.2. Joint Associations

If a vehicle is to be registered in joint names, check with the customers if they already have a joint Customer ID created with MVR. Only existing joint Customer IDs will be able to register a factory new vehicle or transfer the ownership of the vehicle into their name.

New joint associations will need to be created at MVR. The only time you can add two buyers in MVR for Business is when you lodge a notice of disposal.

11.3. Customers who are established but don't know their Customer ID or Licence number

If a customer cannot obtain their Customer ID or Licence number, you can still enter their details manually in the online system which will generate an email to MVR for review. Customers may be required to provide at least one [evidence of identity](#) document.

You will receive an email response from MVR once the customer's details have been verified, then you can proceed with the transaction.

12. Payment Options

You can choose between two payment methods: Credit/Debit Card or BPAY.

12.1. Credit Card

Payments can be made by credit or debit card to finalise the transaction. This will allow you to instantly print, download or email registration certificates for your business or customers.

12.2. BPAY

When paying by BPAY, it is important to know that the transaction will not be finalised until payment is received at MVR. This process may take 3-4 business days depending on when the payment is made. Once the payment is received, you will be able to print or download your registration certificates through the registration renewal tab.

Registration certificates for vehicles you have sold will be sent to the customer by post or email depending on their preferred renewal option.

IMPORTANT NOTE: The Intelligent Customer Reference Number (ICRN) that is generated by MVR for Business is valid for 3 days only (from the date of issue). You must remember to make the payment within this time otherwise, the ICRN validation will prevent payments from being accepted after its expiry date.

13. Rectifying Errors

Processing errors may occur in MVR for Business. There may be instances where a vehicle is transferred into the wrong customer, an incorrect amount is paid or the wrong number plate is attached to the vehicle.

If this happens, you must contact MVR.VehicleTraders@nt.gov.au as soon as possible to rectify the issue. However, there may be instances where an error cannot be rectified until the following business day after the reconciliation is finalised.

All requests must be assessed by the Registration Unit and further documents may be required before an error is rectified.

13.1. What happens when a sale falls through?

Where a vehicle is already transferred or disposed to a customer and the sale falls through for whatever reason, you must notify MVR as soon as possible and transfer the vehicle back into the dealership's name.

In such circumstances, dealerships are responsible for contacting the Territory Revenue Office (TRO) to enquire about their eligibility for a refund of stamp duty.

14. What happens when MVR for Business is inaccessible?

In any event where MVR for Business becomes inaccessible, you must revert back to the manual process of completing applications forms and attending MVR in person to complete your transactions.