Oversize/Overweight Permit Office
Licensing, Permits and Support Office
Ministry of Transportation
301 St. Paul St, 3rd Floor
St. Catharines, Ontario
L2R 7R4

PRIO (PERMITTING REGISTRATION FOR IRP AND OVERSIZE/OVERWEIGHT)

PROGRAM GUIDE FOR APPLYING FOR PERMITS ONLINE

For questions/help regarding applying online or about your PRIO account please email us: oo.permits@ontario.ca
or call 416-246-7166 or 1-800-387-7736
IMPORTANT: Please ensure that you are using Internet Explorer as your browser when completing payment for your permits. Currently Internet Explorer is the most compatible when applying and completing payment for your permits ordered online. **O/O digital permit products are final sale.** Before proceeding to pay for your permit, review the permit draft to ensure you are requesting the correct permit. For auto-issued Single Trip Permits date amendments and content changes are not permitted.

Step 1: Go to (https://www.prio.mto.gov.on.ca/ONEEnterprise/Login.aspx)
Step 2: Enter User ID and Password (Case Sensitive)

You can now apply for your Annual Permit Online 24/7, 365 days per year at your convenience.

To become a PRIRO user and apply directly online to receive your Annual Permit by e-mail, please contact the Oversize/Overweight Permit Office at op.permits.review@ontario.ca and request the PRIRO online User Account application Form. Once you've completed the application form, return the form to the O/O Permit Office at op.permits.review@ontario.ca to obtain a user ID.

For International Registration Plan (IRP) inquiries please contact the IRP office at irp@ontario.ca.

All online PRIRO users (IRP) (O/O) must complete the user application form and return the completed form to the applicable permitting office to access the online service.

Refer to the MTU website for more information: http://www.mto.gov.on.ca/english/trucks/index.shtml

English | Français
Step 3: Click 'I Agree' and the submit button to continue or 'I disagree' and Quit

Ontario International Registration Plan (IRP) and/or Oversize/Oversize (O/O) Electronic Filing Agreement

This agreement by and between the Ontario Ministry of Transportation and the Motor Carrier, as follows:

WHEREAS, the Motor Carrier desires to file with IRP and/or O/O certain applications, renewals or returns by electronic means in substitution for conventional paper forms provided or approved by IRP and/or O/O, and the Motor Carrier further desires that such electronic filings shall be as valid as, and have the full force and effect of, a properly completed and filed conventional application, renewal or return;

NOW THEREFORE the parties agree as follows:

1. Ontario Ministry of Transportation authorizes the Motor Carrier to file IRP renewals, supplements or other documents to be filed with the IRP as well as renewals, returns and/or other documents to be filed with O/O by means of electronic transmission. The Motor Carrier's electronic transmission of such reports or returns must be made in a manner compatible with the IRP / O/O software, equipment and facilities.

2. The electronic filing of an application, return or other document shall be deemed to be a declaration by the Motor Carrier and each person who is an authorized representative for the Motor Carrier that such application, return or document is verified as correct and is electronically signed by each of them, with the understanding that a false statement is an offence punishable under the law.

3. If any person acting as a representative for a Motor Carrier leaves the employment of the Motor Carrier or becomes no longer authorized to submit applications or returns for the Motor Carrier, the Motor Carrier and/or such person shall immediately notify IRP and/or O/O in writing of such fact so that their right to file electronically will be terminated. No person who is or may be liable for any fees, tax, penalty or interest shall be relieved of such liability with respect to any application or return filed or required to be filed prior to the Ontario Ministry of Transportation having had a reasonable opportunity to update its records after actual receipt by IRP and/or O/O of the written notice herein required.

4. New or additional authorized representatives may be added.

5. Ontario Ministry of Transportation may cancel this agreement immediately for just cause.

By completing the log-on process you are acknowledging and consenting to the above terms.

I Agree  I Disagree
Submit  Quit
Step 4: Select the Menu Option

**APPLICATIONS**: Select O/O to go to the Oversize/Overweight (O/O) portion of the application to start a Single Trip application or IRP to go to the International Registration Plan (IRP) portion of the application.

**CLIENT**: SELECT CLIENT: For Service Providers or Permit Agencies, to select the client you want to request a permit for.

**CLIENT ENQUIRY**: For Carrier Clients to check the address on file which is registered to your CVOR or NSC number.

**PAYMENT**: Select CART PAYMENT to pay for a permit pending in the cart either by prepaid account, stored credit, or credit card.
Select **PRE-PAID DEPOSIT** to top off or add funds to your prepaid PRIO account. Select **PRE-PAID/STORED CREDIT ENQUIRY** to check your PRIO account balance

**ADMIN**: Reset your password

**REPRINT**: Re-print your payment receipts

**SIGN OFF**: Exit your account and to exit out of PRIO

**Step 5: Go to the O/O Level - (After Selecting O/O under APPLICATIONS)**

**PERMIT**: To select the type of permit you are requesting.

**ENQUIRY**: View permits or applications that have been issued here or are still in progress.

**WIP (work in progress)**: Click **RESUME APPLICATION** to see all pending permit requests. Select or Enter your current application number that has not been processed then select “Proceed” then choose “Select”.

**WEB PROC: SUBMIT** It is here in case needed to submit an application if not automatically directed to do so when processing an application.

**ENTERPRISE**: Click here to go back to the Main Menu (Enterprise Level of PRIO)

**SIGN OFF**: Exit your account and to exit out of PRIO

To auto-issue a **Single Trip Permit for vehicle and/or load(s) within Enhanced Annual dimensions type**, go to Step 6.

To auto-issue an **Annual or Enhanced Annual Permit type**, go to Step 14.
SINGLE TRIP PERMITS – WITHIN ENHANCED ANNUAL DIMENSIONS

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**Step 6:** Go to PERMIT and select “SINGLE TRIP PERMITS – LOADS – ANNUAL DIMENSIONS”

A Single Trip permit with dimensions up to Enhanced Annual maximums are:

- Weight: up to 78,000 kg
- Width: 3.85 metres on multi-lane highways, 3.7 metres on 2-lane highways
- Length: 32 metres
- Height: 4.26 metres

The new Single Trip Permit within Enhanced Annual dimensions are valid for 7-days including weekend travel on **ALL KING’S/PROVINCIAL HIGHWAYS.**

**Due to road construction or other restrictions, it is the responsibility of the permit holder to verify authorized route prior to departure.**
Step 7: Starting A Permit Application Transaction

Your “Account No.” will already be entered, click PROCEED. **DO NOT** type in your company name in addition to the account number.
Step 8: GENERAL TAB - Select and/or enter the following requirements marked with a red asterisk *

1. Select: Contact Name
2. Input Number of Permits Required
3. Select the Start Date
4. Confirm if bilingual format is requested
   - If bilingual format is selected, the permit will be issued with both English and French languages appearing.
5. Select proceed to go to the next screen
Step 9: LOAD & DIMENSIONS TAB

For Single Trip permit applications within Enhanced Annual dimensions the load details are pre-selected. Your vehicle and/or load should fit within one of the categories/dimensions provided to be eligible for auto-issuance of this permit type.

To move forward from the “Load & Dimensions” screen, click “Proceed” the next screen is the routing screen. At the bottom on the screen you can select “Cancel” to cancel the application or “Quit” to exit the application and resume it later. If you quit and want to continue the application later refer to Step 5 of this guide on how to resume your permit application.
Step 10: ROUTING SCREEN - Enter the origin, destination and planned route pertaining to this move

- In the Origin Field
  - Enter the Ontario address where this load move is originating from.
  - For entering Ontario via a border crossing:
    - If entering from the USA:
      - Enter the Ontario border city or town (example: Sarnia)
      - Beside the border city, enter the street address (or nearest intersection) of the starting point
    - If entering from Quebec, write “Quebec Border” or for Manitoba write “Manitoba Border”
- In the Destination Field
  - Enter the Ontario address where the load is destined.
  - For Border crossings, enter the Border Exit Crossing with the same principles as above.
- Input the “Total Distance Travelled on King’s Highway” in Kilometers within Ontario only.
  - If you are travelling 40 km on Hwy 401 and 65 km on municipal roads, you would only input “40”.
- In the Route Details input all streets and highways the driver is taking within Ontario.
- When travelling on any toll highway (such as 407, 412, 418):
  - Select the 407 ETR tab above
  - Enter: Transponder No, Tractor Plate No, Trailer Plate Numbers (as applicable)
  - Oversize/Overweight loads are required to have a valid transponder to travel on toll highways.
- On the “Route” tab, select “Check Route”, then select “Proceed” to go to the next screen
Step 11: VERIFICATION SCREEN

Carefully review the information displayed on this screen and click Proceed only if correct to move to the next screen. **Oversize/Overweight digital permit products auto-issued are final sale.**
Step 12: Billing

This screen will display the total amount owing for this transaction.

You can add recipients for this permit. To do so, in the Email field, add the email addresses and selecting Add.

Click ‘Proceed’ to move to the approval screen
Step 13: Approval
Click proceed if you are ready to move to complete payment, this will take you to your Cart. If the information is incorrect or you need to add/edit an email address, click Cancel Bill and the system will take you back to the previous screen shown in Step 12.

Continue to Step 20 to complete payment
ANNUAL PERMITS

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Step 14: Go to PERMIT, then ANNUAL, then select the permit type you are applying for.

**Note:** if you need a Prefabricated Building Annual permit AND an Enhanced-General Loads Annual Permit you will have to apply and pay for each one separately as they are two different permit types.
Step 15: Starting a Permit Application Transaction

Your “Account No.” will already be entered, click PROCEED. **DO NOT** type in your company name in addition to the account number.
Step 16: GENERAL TAB - Select and/or enter the following requirements marked with a red asterisk *
1. Select Contact Name
2. Input Number of Permits Required
3. Select the Start Date
4. Confirm if bilingual format is requested
   - If bilingual format is selected, the permit will be issued with both English and French languages appearing.
5. Select proceed to go to the next screen
Step 17: VERIFICATION SCREEN

Review all the tabs (General, Load & Dimension and Conditions) (Please note: All the options are automatically entered and can not be changed. The new permit automatically issues every load type within the permit type selected with the exception of “Annual - Self-Propelled Vehicles.).

Click proceed to move to payment or quit (if you quit and want to access/continue the permit later please go to Step 5 of the guide on how to resume the permit)
Step 18: Billing

This screen will display the total amount owing for this transaction.

You can add recipients for this permit. To do so, in the Email field, add the email addresses and selecting Add.

Click ‘Proceed’ to move to the approval screen
Step 19: Approval
Click proceed if you are ready to move to complete payment, this will take you to your Cart. If the information is incorrect or you need to add/edit an email address, click Cancel Bill and the system will take you back to the previous screen shown in Step 18.

Continue to Step 20 to complete payment
Step 20: PAYMENT CART

**IMPORTANT:** Please ensure that you are using **Internet Explorer** as your browser when completing payment at this time. **O/O digital permit products are final sale.** Before proceeding to pay for your permit, review the permit draft to ensure you are requesting the correct permit. For auto-issued Single Trip Permits date amendments and content changes are not permitted.

The first screen will show a final overview of all transactions being paid for. Click Proceed to move to payment.

<table>
<thead>
<tr>
<th>Account No.</th>
<th>Name</th>
<th>Invoice No.</th>
<th>Invoice Date</th>
<th>Transaction Details</th>
<th>Priority</th>
<th>CAD Invoice Amount</th>
<th>USD Invoice Amount</th>
<th>USD Invoice Amount (Cash Only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10908</td>
<td>GENERIC TRUCKING U</td>
<td>919208374</td>
<td>28/10/2020</td>
<td>0/O account#10908; app#43611; pmtnd#: no; offperm=2; anyurl new permit</td>
<td>1</td>
<td>204.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Total 204.00 0.00 0.00

Once on the Payment Details page you will have a few payment options.

1. If you have an O/O Pre-paid balance, the system will always default to use pre-paid funds first. With enough funds in the Pre-Paid balance, you will now click Proceed on the bottom of the page, then Complete on the following page and the permit will be emailed to the address provided in Step 12.

   - If you do not have an O/O pre-paid account and would like to get one, please contact oo.permits@ontario.ca and the O/O Permit Office will send you the documents required to complete enrolment.
2. If you have an O/O pre-paid balance that is insufficient for the total in your cart, you will need to select the checkbox next to “Credit Card” but leave the “Payment Amount” blank as the system will automatically calculate the outstanding amount. You will then click on “Process Card Payment” which will then charge you only the outstanding amount. In the example below, the system would charge only $4 to the credit card as that is outstanding amount.
3. If you have an O/O Pre-Paid Balance but **DO NOT** wish to use the funds in your pre-paid account to pay for your permit, you need to unselect the “Payment Amount” that is defaulted next to OO Pre-Paid and remove any information populated in the “Payment No.” box. You will then need to select the checkbox next to “Credit Card” but leave the “Payment Amount” blank the system will automatically calculate the outstanding amount. Then click on “Process Card Payment”. Then system will charge the full amount of the invoice to your credit card.

4. If you are paying by Credit Card only and do not have a pre-paid account, ensure the checkbox is selected next to Credit Card, then click on “Process Card Payment” to proceed to the payment screen.
When you select “Process Card Payment” a pop-up window will appear for you to enter your credit card information to process the transaction. If you have a pop-up blocker activated on your browser, it may need to be disabled temporarily for the pop-up window to appear. **Please note O/O digital permit products are final sale.**

Once your payment is successful you will then click on ‘Quit’ to complete the card payment which will then return you to PRIO. The Payment Number and Payment Amount will not be populated. To complete your transaction, you need to click ‘Proceed’ at the bottom of the page to move to the next screen, then select ‘Complete’ and the permit will be emailed to the address indicated in Step 12.
Additional Tips/Tools

How to get an application back previously being worked on?

- Go the O/O level
- Go to the WIP menu and choose “Resume Application”
- Enter the application number you are looking to resume:
  - Click “Proceed”, and “Select” the application you wish to resume.
- If you do not know the application number:
  - Click “Proceed” to see all the pending application numbers under your account.
  - Click “Select” beside the application number you want to resume.
- Go to the tab where you want to resume the application or make additions/corrections within selected application.
  - If your application was previously in the cart, you will not be able to click on any of the tabs without first choosing to cancel the transaction by selecting “Cancel Bill” at the bottom of the page.
- Once you complete your application, you continue by following the instructions for the specific permit type being applied for.

How do I deposit money in to my prepaid account (PRIO account)?

- Currently, when completing payments within the online permitting service PRIO do not use google chrome or Edge. Please use Internet Explorer.
- At the Enterprise level, go to “Payment”, then select “Pre-Paid Deposit”
- Under the Application type dropdown menu, choose O/O Application for the funds to be used to pay for only O/O permits
- Under the CAD Deposit Amount field, enter the amount of money you want to deposit into you PRIO account
- Select the credit card option, then select process card payment.
  - Leave the payment number and the payment amount blank in the credit card row
  - This will open a pop-up window where you will input your credit card information. Close the window when prompted and click quit.
- Payment number will automatically populate – if it does not – click REFRESH at the bottom of your screen, then proceed.
o This will automatically be populated when the payment is successful.
- Once the payment has been complete, click proceed at the bottom on the screen, and click Complete to finish the transaction.

How do I resume a permit that I have cancelled?
- Once you have hit “Cancel” on any application, you can no longer resume that application and need to start a new application.