

Online Services

Oversize/Overweight (O/O) Online Services is a free service offered by the Ministry of Transportation that allows O/O commercial vehicle clients to quickly and accurately complete their permit application online versus manually filling out and returning applications through fax or via email for processing by internal staff.

O/O Online Service is available to existing O/O clients who are applying for an Annual, Enhanced Annual, or Single Trip Permit which vehicle and/or load(s) are within Enhanced Annual dimensions.

If you are currently registered in the O/O Program but not registered with the ministry's Permitting and Registration for International Registration Plan and Oversize/Overweight (PRIO) online service, please contact the O/O Permit Office at oo.permits@ontario.ca to obtain a User ID and password.

Existing PRIO users can directly [apply online](#) for this new service.

Online Services Frequently Asked Questions

Q1. What are the benefits of the new online services for the auto issuance of Annual, Enhanced Annual and Single Trip Permits which vehicle and/or load(s) are within Enhanced Annual dimensions to the Trucking Industry?

In support of Ontario's commitment to simpler, faster and better delivery of services across the province, the ministry is implementing changes to the PRIO solution to allow for the auto issuance of Annual, Enhanced Annual permit and Single Trip Permits for vehicle and/or load(s) are within Enhanced Annual dimensions. The new online permit type offerings will support the trucking industry by simplifying the permit application process and provide an online solution to instantly purchase select permit types.

Q2. Is there an application form to apply for O/O Online Services?

Yes. There is an application form that must be completed by the O/O client (Company Owner/Director) as well as a designated user who will be responsible for submitting information through the online portal. [Download an application here](#). Once you've completed the application form, please contact O/O Permit Office at oo.permits@ontario.ca to obtain a User ID.

Note: Existing PRIO users are not required to complete a user account form.

Q3. I already applied for a permit through another method. Will I be billed twice if I apply online?

Annual and Enhanced Annual Permit applications:

- If you have already applied for your Annual Permit by fax, mail or email and have not yet received it, please provide the date and permit application information during your enrollment process to become an online PRIO user to avoid being double billed for your permit. **Please note all digital permit type offerings are final sale.**
- When applying for an Annual Permit, applicants will not be able to copy and paste a previous permit's information. Every application will be for a new permit.

Single Trip Permit applications for vehicle and/or load(s) within Enhanced Annual dimensions:

- If you have already applied for your Single Trip Permit that is within Enhanced Annual dimensions by fax, mail or email and have not yet received it, provide the date and permit application information during your enrollment process to become an online PRIO user to avoid being double billed for your permits. **Please note all digital permit type offerings are final sale.**
- If you are already a PRIO user please contact the O/O Permit Office at oo.permits@ontario.ca with your company name, CVOR/ NSC/ NIR number, date submitted, requested travel date, load details and the method you submitted your application by (fax, mail or email) advising you have auto-issued your Single Trip Permit and wish to discard the paper application previously submitted.
- **Please note:** If you do not advise the O/O Permit Office that you want to cancel your paper application you will be charged for and issued two separate permits. These permits are non-refundable.

Q4. How do I access O/O Online Services?

Go to the Permitting and Registration for International Registration Plan and Oversize/Overweight (PRIO) website:

To Log in

1. Go to <https://www.prio.mto.gov.on.ca/ONEnterprise/Login.aspx>
2. Enter user ID and password (provided to you by the O/O Permit Office with the completion of the request form).
3. Go to the O/O Tab select Permit and Permit Type.
4. Enter Your PRIO account number and click on proceed.

Q5. When are O/O Online Services available for O/O transactions?

The O/O Online Services are available 24 hours a day, 365 days per year, except for brief periods when the system is being updated. These types of outages usually occur on the weekends and the system will display on the main login page a “System Unavailable” message when maintenance activities are being performed. If the system is unavailable, please try again later.

Q6. What Permit types are available for auto-issuance that I can receive automatically through email?

The application process for an Annual, Enhanced Annual and Single Trip Permit within Enhanced Annual dimensions have been simplified by introducing the ability to apply directly online and receive your permit by email. The types of Annual Permits available are in a drop-down menu. Where applicable, the maximum options available are automatically preselected for that specific Annual Permit type. The following permits are available for purchase. Those marked with an Asterix (*) must first be reviewed by the O/O Permit Office before the permit can be emailed to you.

Annual Permits:

- Annual – General Loads
- Annual – Farm Equipment*
- Annual – Prefabricated Building
- Annual – Self-Propelled Vehicles*
- Annual – Tow Trucks
- Annual – Tree Length Logs
- Annual – Utility Poles

Enhanced Annual Permits:

- Enhanced Annual – General Loads
- Enhanced Annual – Emergency Moves*
- Enhanced Annual – Prefabricated Building

Single Trip Permit within Enhanced Annual Permit dimensions

Maximum weights and dimensions of Enhanced Annual Permits:

- 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

Additional Annual and Single Trip Permit types are still available to apply for online but do require the applicant to contact the O/O Permit Office to provide supporting documents to complete their application.

Q8. How do I know what Permit type to apply for?

Each Annual Permit type includes the name explaining the over-dimensional move it covers. Annual Permits are valid for one year. If your trip is for a single trip and you are within Enhanced Annual dimensions, then you can apply for a Single Trip Permit within Enhanced Annual dimensions permit. For additional information see the [Guide to Oversize/Overweight Vehicles and Loads in Ontario](#).

Q9. I am slightly overweight on my load, but I am not sure which permit type to purchase?

The Single Trip Permit within Enhanced Annual dimensions permit type is issued for a one-time, one-way trip and is valid for seven consecutive days including weekend travel to complete the move. The fee for this permit type is calculated using the same guideline as the original Single Trip Permit. You can visit the [MTO website](#) for current permit fees.

The Annual and Enhanced Annual Permits are valid for 365 days and are used for repeat trips with oversize/overweight vehicle and/or loads to maximum weights and dimensions as follows (subject to vehicle configuration):

Annual Permit

- Weight: 63,500 kg
- Width: 3.85 metres on multi-lane highways, 3.7 metres on 2-lane highways
- Length: 25 metres
- Height: 4.26 metres

Enhanced Annual Permit

- 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

Q10. What do I do if I lose my user ID and/or password?

Contact the O/O permit office by an email to oo.permits@ontario.ca, provide your user I.D., name the company/carrier account your user is associated with and ask to have your password reset. Additionally, you can email our Client Services Dept at cvor@ontario.ca [to request an account reset.](#)

Q11. What do I do if I don't receive my Permit by email?

Your auto-issued permit is sent two ways. The first method is the permit is displayed immediately on your computer screen once the application is finalized. When the permit is displayed on your computer screen, you will be able to save a printable copy to your device. The second method is the permit sent by email to the email address provided.

Another option is to send an email to oo.permits@ontario.ca and ask to have your permit resent to you. Provide your PRIO account number, name registered to the account, the date permit was issued and the permit number. (The permit number can be found on the payment receipt).

Please check your email spam inbox prior to sending us an email inquiring about your missing permit, sometimes permits sent via email get flagged as "Spam".

Q12. If I paid for my permit but did not receive any pop-up PDF displaying my permit or an email with a copy of my permit. What do I do next?

Most likely the transaction was not completed. After payment, users must proceed to complete the transaction after payment goes through. Select "proceed" to go to the next screen in order to have you Single Trip Permit generated and sent to you.

Q13. When did the Auto-Issuance of O/O Permits start?

Auto issuance of Annual and Enhanced Annual Permits was launched June 21, 2020. Auto-issuance of Single Trip Permits within Enhanced Annual Dimensions was launched November 9, 2020. Permit requestors can [register for this new online service](#) at any time.

Q14. How long does it take to receive my Permit when I apply online through PRIO?

Auto-issued permits are displayed **immediately** via PDF pop-up on your computer screen and sent to you by email after successfully completing the payment screens. There are a few types of permits that require review by the O/O Permit Office. For a list of permits that will be emailed automatically, please see Question 6.

Q15. Can I show the Enforcement Officer a digital copy of my Permit?

Standard condition on all Annual Permits: The original permit must be carried and produced on demand by a police officer or an officer appointed for carrying out the provisions of the *Highway Traffic Act*.

For Single Trip, Annual and Enhanced Annual Permits, a printed email copy, photocopy, fax copy, or an electronic version of this permit is deemed to be an Original.

Annual and Enhanced Annual Permit types can only be used for one Oversize/Overweight move at a time. Simultaneous moves using the same permit is not allowed.

By choosing to carry and surrender an electronic permit, the permit holder consents to the temporary surrender of the hand-held device or tablet upon the request of a police officer or officer of the ministry appointed for carrying out the provisions of the *Highway Traffic Act*.

Q16. What if I lose cell service and can't produce a digital copy of my Single Trip, Annual or Enhanced Annual Permit to an Enforcement Officer?

It is the responsibility of the permit holder to ensure that the permit holder can produce a copy of this permit. Cellular coverage may be limited in certain areas. If the permit holder chooses to carry an electronic version of this permit, the permit holder may choose to ensure that the permit is downloaded to a hand-held device or tablet prior to departure or elect to carry a hard copy, paper version of the permit. By choosing to carry and surrender an electronic permit, the permit holder consents to the temporary surrender of the hand-held device or tablet upon the request of a police officer or officer of the ministry appointed for carrying out the provisions of the *Highway Traffic Act*.

Q17. Can the same permit be used by multiple drivers simultaneously since my permit isn't printed on certified stock paper anymore?

No. A permit can only be used for one oversize/overweight move at a time, multiple moves using the same permit simultaneously are not allowed.

Q18. Can I print my auto-issued permit?

Yes. Your auto-issued permit will be displayed immediately via PDF pop-on your computer screen giving the applicant the opportunity to print their permit and save a copy to their electronic device.

Q19. My preferred method of communication is fax and email, can I still apply online?

Yes, if you have a valid email address. Please refer to Q4.

Q20. Can I change the start date for my Single Trip, Annual and Enhanced Annual Permit?

When applying online, you can choose the day you wish your permit to start. Once your permit is issued you cannot change your start date.

Q21. If I use O/O Online Services, can I make a payment online?

Yes. Payments can be made online using credit cards – VISA or Mastercard only (Canadian funds only) and towards Pre-Paid accounts.

Q22. I purchased an auto-issued permit online, but this is not the right type of permit for me. Can I apply for a refund?

O/O digital permit services are final sale. Before proceeding to pay for your permit, fully review the draft of the permit to ensure you are requesting the correct permit. For auto-issued Single Trip Permits date amendments and content changes are not permitted. If you made an error when purchasing your Annual Permit, please contact the O/O permit Office at oo.permits@ontario.ca to discuss further.

Q23. Do I need to submit any paper documents?

Depending on the type of permit you are applying for online, you may need to submit supporting documentation to the O/O Permit Office. In this case, you can complete your application and submit the supporting documentation online to the O/O Permit Office who will issue your permit once the supporting documentation is received and reviewed.

Q24. Is it safe to use online services?

Our secured site/applications have security measures such as data encryption and SSL (Secured Socket Layer), in place to protect from loss, misuse and alteration of the information under our control.

Q25. What can I do to protect my information?

There are three basic things you can do to help protect your information. First, do NOT provide your USER ID or password to anyone else. Secondly, make your password something known only by you. Finally, always log off once you have completed your

transactions. It is important to log off in order to not leave a “live” session active for someone else to use.

Q26. Are there any special web browser requirements to use O/O Online Services?

Our website is best supported by Internet Explorer. It is not recommended to use Google Chrome or Microsoft Edge.

Q27. How can I make changes to my application once it is in the cart for payment?

Please see the O/O Auto Issuance help guide on the MTO website.

Error Messages

Payment not successful:

- Your credit card declined, please try and attempt payment again.
- Not enough money in stored credit or pre-paid account.
 - If there are not enough funds in your stored credit or pre-paid account users can pay the remaining amount by credit card. On the payment screen select credit card as another payment method in order to complete the payment for the permits.

Pop up dialogue did not appear in order to enter credit card information

- Enable pop ups or pop-up windows to appear in the internet browser setting.

Invalid account or account not accepted:

- Account associated with a CVOR which is expired or no longer valid.
- Cannot use an account number associated with an exemption code to apply for an annual permit online.

Error message when entering the previous number of permits purchased in the last 12 months:

- This error message requires the user to enter information in the comment field, providing detailed explanation for requesting fewer permits than ordered within the last year.

- The error message will outline what information is required in the comment section.