

Date: June 17, 2019
Bulletin: All Dealers and Title Services
From: Business Licensing and Consumer Services
RE: **UPDATE:** Process for Dealer/Tag and Title Services

Effective July 1, 2019. To better serve our licensees at all full service MDOT MVA branches the below changes will be in effect for all licensed Dealers and Tag and Title Services.

- Tag and Title agents are able to process work Monday through Friday during normal operating hours, **including** the first and last day of the month
- Tag and Title agents can process 5 pieces of work per day, per office location, walk-in transactions (T1- T5) that cannot be processed on the ERT system. The transactions must be put together in the following order (Top to Bottom):
 1. MDOT MVA Transmittal Sheet
 2. MVTA Cover Sheet **or** ERT Screen Shot to document the inability to process on ERT
 3. All remaining paperwork pertaining to the transaction
- This work must be presented to the MDOT MVA no later than 10:00 a.m. to be returned the same business day (4:30 p.m.). All work submitted after 10:00 a.m. will be accepted and returned by the end of the next business day (4:30 p.m.).

Guide for Dealer/Tag and Title Service Work Processing

Drop off at any Full-Service Branch: *There will be a designated area for processing at all full-service branch offices. If this station is vacant please go to the manager's office. Transmittal sheets must be utilized and be date/time stamped. The work will be processed as soon as possible, in the order received.*

- Regular Dealer Work
- Fleet Title Work (more than 3 transactions for the same vehicle owner)
- Fleet Registration Work (more than 3 transactions for the same vehicle owner)

Walk-In Public Counter Processing: *Process 3 walk-in transactions per CTM number. If they have more walk-in transactions, the CTM number will be re-queued. Dealer/tag and title service work will be processed first in, first out, in the same manner and combined with public transactions. Walk-in transactions may be processed at full service branch offices. NOTE:*

- Duplicate Titles (special POA and VR-003)
- Dealer Resale Titles
- Registration Transactions (not able to be processed via ERT, Web or KIOSK)
- Repossession Transactions
- Certified/Non-Certified Records (title/registration)
- Disabled Placards

Express Services (Specials): *Transactions dropped off for processing at full service branches, will be available for pick up within 24 hours of the time the work was date/time stamped on the next business day. The MDOT MVA reserves the right as always, to extend this time in cases of IT issues, staffing, weather, etc. Transmittal sheets must be utilized.*

- Non-dealer title transactions submitted by tag and title services in unlimited numbers
- Maryland Dealer Title Transactions 50 days or more past date of delivery
- Out of State Dealer title transactions with less than 7 days remaining on the temporary registration
- Duplicate titles either to be mailed or picked up using a special POA (limit 6 per day, by each tag and title agency office location, either using the VR-003 or VR-018)

Transactions that can be processed on ERT, the Web or KIOSK cannot be processed as a walk-in or express service. A copy of the “valid” identification (both customer and dealer/tag and title service) must be placed with each transaction submitted. Certified records (title/registration) and disabled permit applications may be dropped off in unlimited numbers at the [Glen Burnie Branch](#) only.

If you have any questions or concerns, please contact us at (410) 787-2950 or email us at mvablcsd@mva.maryland.gov.