

Bulletin

Date: March 17, 2020
Bulletin: All Dealers and Title Service Agents
From: MDOT MVA
RE: Customer Connect Sessions ONLINE on March 31 and April 2, 2020

Save the date – March 31, 2020, or April 2, 2020

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) **will now conduct online Customer Connect sessions** for dealers and title service agents on:

- **Tuesday, March 31, 2-4 p.m. OR**
- **Thursday, April 2, 3-5 p.m.**

This session will cover an introduction to the new portal, how ERT will be different, data verification, titling, and more.

MDOT MVA is implementing the Customer Connect system to modernize all customer-facing IT systems. The application of Customer Connect will provide system users with a more streamlined experience, enhance communication with partners through improved interfaces, and help in achieving our goal of providing premier customer service to Marylanders every day.

Rollout 1 will occur on May 26, 2020, and will include vehicle services, business licensing, and the International Registration Plan (IRP).

If you have not already registered for one of the sessions, please register at <https://www.surveymonkey.com/r/VCOQBB5>. If you have any questions, please reach out to Katie Kuehn at kkuehn@mdot.maryland.gov. A link to the session will be provided at a later date.