

Bulletin

Date: June 5, 2020
Bulletin: All Dealers and Title Service Agents
From: MDOT MVA
RE: Customer Connect Sessions ONLINE on June 16 and 17, 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, June 16, 10:30 a.m. to 12:30 p.m.**
- **Wednesday, June 17, 9:30 to 11:30 a.m.**

To register for a session, visit <https://www.surveymonkey.com/r/9QW8KLJ>. You will be emailed a calendar invitation with the information you will need to access the session.

If you have any questions, please email Katie Kuehn at kkuehn@mdot.maryland.gov.

The same information will be covered in both sessions. We are just offering two dates and times. The 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 July 6, 2020, and will include vehicle services, business licensing, and the International Registration Plan (IRP).