

# Bulletin

D-06-20-5

**Date:** June 18, 2020

**Bulletin:** All Title Service Agents and MVA Branch Offices

**From:** Business Licensing and Driver Instructional Services

**Subject:** **Customer Connect Go-Live Information**

Thank you for participating in the Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) online Customer Connect session for dealers and title service agents. The session covered 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).**

Following we've included additional information that will be helpful to you and your business.

- **Cutover Weekend**
  - Our legacy system will be taken down around 5 p.m. on July 2, 2020 and our new system will be live on the morning of July 6, 2020.
  - Dealers will have the ability to issue the 60-day temp tag or hard plates. Each ERT vendor has a set plan in place. For details on your vendor's cutover plan, please contact your ERT account manager. All pending transaction will be validated once the new system is operational.
  - All transaction processed by a Title Services will be in a pending status and these transactions will be validated once the new system is operational.
  - **MDOT MVA Branch offices will accept drop off work for Dealers and Title Services on Thursday, July 2. We will use these transactions to test the system during cut over weekend.**
  
- **Welcome Letters**
  - Welcome letters will be printed and mailed on the morning of July 6, 2020. These letters will be addressed to business owners and mailed to the primary location of

all dealerships and to all tag and title locations. The letters will include login and account set up instructions.

- Out-of-state dealers processing title and registration transactions for Maryland residents on ERT will not receive a welcome letter. Accounts will only be created for licensed Maryland Dealers.
- **NMVTIS Help Desk** – As we move to an online-NMVTIS reporting state, titling stops may require the user to contact our NMVTIS Help Desk. A separate phone number and email address will be set up for our Dealer/Title Services/Out-of-State ERT participants to have questions answered or issues resolved. Procedures outlining the NMVTIS process will be shared in a separate bulletin.
- **ERT**
  - MDOT MVA is recommending that any pending transactions be completed prior to cutover. Any transactions that have not been finalized will need to be validated once the system is operational. Any pending transactions missing documents should not be finalized.
  - Any transactions in a pending state can be voided prior to being finalized.
    - NOTE: The lien information can be corrected and updated prior to finalizing the transaction. Any other corrections would require the pending transaction to be voided and reentered.
- **Scanning Documents**
  - With Customer Connect, the MDOT MVA will allow for submission of documents electronically.
  - Businesses processing transactions via ERT will need a scanner to upload these documents for electronic submission to MDOT MVA.
    - Scanner specifications are as follows:
      - Must be 200 DPI
      - 1-bit (black and white) color depth
      - Hardware is up to the discretion of the ERT vendors/participants
  - Each ERT vendor has been provided specifications for the submission of documents.
  - If you choose to send your documents electronically, you will not have to send the physical paper copies into the MDOT MVA.
    - NOTE: The title document or manufacturer's certificate of origin must be kept at the business location in paper form for a period of one year from finalization of the titling transaction.
  - Any business not participating in scanning will still be required to provide the physical paper documents to the MDOT MVA within the required time frame (3-days from processing).
- **Document Retention** – All titling transactions require the paperwork be kept at the business location for a period of three years for titling documents and five years for odometer statements. Documents can be retained either by physical copies or electronically.
  - NOTE: All documents must be accessible to MDOT MVA personnel and law enforcement for the above timeframe.

Questions? Please contact us at [mvablcsd@mva.maryland.gov](mailto:mvablcsd@mva.maryland.gov)