

D-09-21-01

Date: September 8, 2021
Bulletin: All Dealers and Tag and Title Agencies
From: Business Licensing and Consumer Services
RE: MDOT MVA Customer Connect Phase 2 Go Live Weekend

This bulletin is to provide guidance to all dealers and tag and titles agencies on operating procedures for MDOT MVA's Customer Connect Phase 2, which will go live on Monday, December 6. Beginning Friday, December 3, 2021 through Monday December 6, 2021, MDOT MVA will update internal business processes and add new data quality practices to better serve our customers and partners.

MDOT MVA will begin to transfer its current data to Customer Connect on Friday, December 3. Branch, call center, central office, and most **system functionality will be restricted or unavailable from 12 a.m. on December 3 through 12 a.m. on December 5.**

Because of this, dealers and tag and title agencies will not be allowed to process any transactions in the system during this time. Dealers will be allowed to issue 60-day temp tags using the offline temp tag process. Once the system has been brought up and you are able to process transactions, we will notify you.

We apologize for any inconvenience this downtime will cause as we work to serve you and our customers better. If you have any questions, please contact us at 410-787-2952 or mvabdisd@mva.maryland.gov.