

Bulletin

D-07-21-1

Date: July 7, 2021

Bulletin: All Dealers and Tag and Title Agencies

From: Business Licensing and Driver Instructional Services

Subject: eService Portal Training

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) will host multiple online sessions for dealers and title service agents to review the eService portal. These sessions will walk you through the following:

- Creation of a drawdown account
- Adding funds to a drawdown account
- Review of the drawdown transaction report
- Submitting documents electronically
- Checking on the status of submitted documents
- Responding to pending rejections
- Review different user access levels

There will be 5 separate training sessions but the content for each will be the same, so you only need to attend one of the sessions. All sessions will be conducted via Microsoft Teams so you will need to attend via a computer. Once you have selected your session please contact Ms. Lakea Shelton at 410-787-7738 or by email at lshelton1@mdot.maryland.gov, you will then be sent the link for your selected session. **Note: There will be one evening session.**

- Training Dates
 - 7/21/2021 – 1pm
 - 7/28/2021 – 1pm
 - 8/4/2021 – 1pm
 - 8/11/2021 – 1pm
 - 8/11/2021 – 5pm

If you have questions or concerns, please contact MDOT MVA Business Licensing and Driver Instructional Services at 410-787-2950 or mvabldisd@mva.maryland.gov