

# Bulletin

**D-12-20-2**

**Date:** December 1, 2020

**Bulletin:** All Dealers and Tag and Title Agencies

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

**Subject:** Drawdown Accounts

With the introduction of Customer Connect, we replaced the use of credit vouchers with transaction ledgers and draw-down accounts. The draw-down account is an account for both dealers and tag and title services to accumulate money for MDOT MVA agents to take from to pay for titling and registration related transactions. It has come to our attention that the monies added and retrieved from these accounts have been allocated and redeemed incorrectly. In order to rectify this situation, we ask that all tag and title services and dealers do all the following on each transmittal:

1. Enter the check number in the voucher number field of transmittal sheet.
2. Enter the check amount in the summary of payment field.
3. Print the last name of the customer along with the last 8 of the vehicle identification number (VIN) number under the customer field on the transmittal sheet
4. List the drawdown account number that you would like the MDOT MVA agent to redeem the money from on the top of the transmittal sheet.
5. Print the last four of the FEIN number that is associated to the business account in the printed name area of the transmittal sheet.
6. Enter a phone number and email address for the MDOT MVA agent to reach out to discuss overages, shortages or any other issues pertaining to the transaction.

If you have questions or concerns, please contact MDOT MVA Business Licensing and Driver Instructional Services at 410-787-2950 or [mvablcsd@mva.maryland.gov](mailto:mvablcsd@mva.maryland.gov)