

D-07-20-2

Date: July 15, 2020
Bulletin: All Dealers and Title Services
From: Business Licensing and Driver Instructional Services
Subject: Customer Connect Updates

With the implementation of Customer Connect the Business Licensing and Driver Instructional Services Division (BLDISD) would like to provide all Dealers and Tag and Titles with the following updated information and reminders.

Credit Vouchers

With the implementation of Customer Connect the MDOT MVA will no longer issue Credit Vouchers. In lieu of credit vouchers there will be a credit on the business account, or a refund will be processed to the business. All existing credit vouchers currently in circulation will be honored as a valid form of payment.

Process for voiding a finalized transaction

Dealers and Tag and Titles finalizing a transaction in error will have the ability to have that transaction voided. All voids will be processed by the BLDISD Electronic Registration Titling (ERT) unit. Voids MUST be processed the same day the transaction was finalized. In order to have a transaction voided, Dealers and Tag and Titles will need to call the ERT unit between 8:30am-4:45pm at 410-787-7823.

In-Transit Tag

Effective July 1, 2020, Temporary In-Transit Registration may only be issued by Title Service Agents only for a period of 14 days, for private sales only, for a fee of \$15.00 to Non-resident owner(s) of a vehicle; only after the vehicle owner has furnished proof of identity, vehicle ownership, and insurance; and the vehicle must currently be titled in Maryland. The Title Service Agent may not issue more than one Temporary In-Transit Registration for any vehicle to the same customer.

Corrections/Refunds

For transaction that were unable to be voided and either a correction or refund is needed. Dealers and Tag and Titles will need to contact the following MDOT MVA units for assistance.

MDOT MVA Correction Unit, Glen Burnie Headquarters, 202 Counter -
Corrections@mdot.maryland.gov

MDOT MVA Refunds Unit, Glen Burnie Headquarters, 202 Counter –
mvarefund@mdot.maryland.gov

Should you have any questions, please contact us at mvabldisd@mdot.maryland.gov