

Bulletin

D-06-20-9

Date: June 30, 2020

Bulletin: All Dealers and Title Service Agents

From: Business Licensing and Driver Instructional Services

Subject: UPDATE: Ordering and Fulfillment of Inventory After July 6, 2020

This is a reminder to all Dealers and Title Services that the MDOT MVA Warehouse is not accepting any new request for plate inventory until after we are live in our new system (Monday July 6, 2020).

Fulfillment of Inventory after July 6, 2020

A new ordering and fulfillment of inventory process has been implemented as a part of our new system Customer Connect going live Monday July 6, 2020.

Beginning Monday July 6, 2020, all inventory orders placed by Dealers and Title Services will be fulfilled directly with the MDOT MVA warehouse.

- You will continue to place orders via your ERT System which interfaces directly with the Customer Connect System.
- You will be able to view the status of your order from submission through fulfillment.
- All fulfilled orders can be picked up directly from the MDOT MVA Warehouse, in person or via a courier service. Please bring your order receipt when picking up inventory.
- **For businesses using a courier service**
 - o You will need to provide notice of the courier service you are using to the MDOT MVA Business Licensing and Driver Instructional Services Division by Monday August 3, 2020
 - o If your ERT vendor is contracting with a courier service, they will provide the notice to the MDOT MVA Business Licensing and Driver Instructional Services Division by Monday August 3, 2020.
 - o Additionally, the courier service should bring with them the order receipt when picking up inventory.

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