

## D- 10-24-01

**Date:** October 21, 2024  
**Bulletin:** All Dealers and Tag and Title Agencies  
**From:** Business Licensing and Compliance  
**RE:** Placing and Receiving Inventory Orders through ERT Software

### Purpose

The MVA is adding additional validation requirements to Customer Connect to ensure that inventory is being ordered and received properly.

### Summary

Effective mid-November, the system will require the user to receive the inventory into your ERT system prior to issuing the inventory to a customer. While the MVA will begin enforcing these rules next month, the MVA encourages you to begin following the inventory processes outlined in this bulletin immediately.

Inventory ordering process:

1. Use your ERT vendor solution to place orders for plates and year stickers.
2. Once you submit an order, the MVA warehouse will fulfill the order.
3. You can pick up your order from the MVA warehouse or have a courier service pick up the order. If you want to pick up your order from the warehouse, you must schedule it. Please email [mvawarehouse@mdot.maryland.gov](mailto:mvawarehouse@mdot.maryland.gov) or call 410.424.3640 to schedule a pick-up. The MVA Warehouse is located at 150 Blades Lane, Suite H, Glen Burnie MD 21060. If you use a courier service, the service should provide the order receipt when picking up inventory from the warehouse.
4. When you receive the order, update the inventory in your ERT software. Enter the Box ID or Plate/Sticker ID information, and each box must be received individually. (Example: Box ID 1013054, Start ID 4GJ8925 End ID 4GJ8949) This process will move the inventory from “In-Transit” to “Available” status.

All inventory must be received and accounted for before it can be issued. This means that any inventory listed as “In-Transit” will not be available for use. Also, any inventory that is NOT associated with the correct business account in the system will not be available for use.

Implementing these inventory processes will differ because each ERT vendor has different and unique system processes. Please contact your ERT vendor for additional details and training regarding the inventory process.

If you have any other questions, please contact us at 410-787-2952 or [mvabldisd@mdot.maryland.gov](mailto:mvabldisd@mdot.maryland.gov).