

D-06-24-04

Date: June 26, 2024

Bulletin: Dealers and Tag & Title Agents

From: Nikki Charlson, Deputy Administrator, Central Operations

RE: Issuing Temporary Tags – Contingency Options: FAQs

Purpose

To answer questions for dealers and tag and title agents who use CDK Global's dealer management system (CVR) to issue temporary tags while the CVR system is not available for use. Previously issued bulletins on this issue are Bulletin D-06-24-02 (issued on June 21, 2024) and D-06-24-03 (issued on June 22, 2024).

Frequently Asked Questions

1. If I use the new online 14-day temporary registration process, how should I submit the titling and permanent registration documents?

Answer: While the CVR system is not available, you must use your portal to upload the titling and registration documents or make an appointment at an MVA branch¹ to submit the required paperwork. MVA needs these documents to complete the transaction, issue a permanent registration, and mail plates to the customer.

If you do not upload or submit these documents, MVA cannot issue a permanent registration and cannot mail plates to the customer.

To ensure that customers receive a permanent registration and plates before the 14-day temporary registration expires, dealers and tag and title agents must use their portals or submit documents at an MVA branch until the CVR system is available for use and reconnected to MVA.

2. If CVR comes back up, do we have to process title and registration through the portal if we complete a temporary registration in the portal?

Answer: No. You can use the CVR system to complete the title and registration process as long as the CVR solution is available for use and reconnected to MVA *before* a customer's 14-day temporary registration expires.

¹ To make an appointment at the Glen Burnie branch, please call (410) 424-3625.

If the CVR system is not available before a customer's temporary registration expires, you must either upload the documents to the dealer portal or make an appointment at an MVA branch to submit the required paperwork.

3. Can I change ERT vendors? Will the process stay the same?

Answer: Yes, you can change ERT vendors.

If you want to add a second vendor for a temporary tag solution, MVA will temporarily apply the user affidavit on file with your current vendor to the second vendor. MVA will request user affidavits later, but they are not required now. The "new" (second) temporary tag vendor must keep record of the dealers and tag and title entities they contract with.

If you want to change vendors for the entire software suite, you must enter into a contract with the new ERT vendor and submit to MVA a signed copy of the contract and new user affidavits. MVA will verify with the existing vendor that there are no "pending" transactions, financial obligations, or transactions with missing images before completing the change. This process typically takes 5-7 business days but is dependent on information from the existing vendor to complete.

4. Can tag and title agents use their portals to upload titling and registration transactions? Can tag and title agents make appointments at MVA branches to submit titling and registration documents?

Answer: Yes, and yes. The contingency options in the Bulletin D-06-24-03 (June 22, 2024) are also available to tag and title agents.

5. Will MVA grant an automatic temporary tag extension for those dealers that have customers coming to end of 60-day temporary tag?

Answer: MVA is identifying solutions to this issue and will share it as soon as possible.

6. When the transaction is processed in the portal, do the tags have to be mailed to the customer or can the dealership pick them up from the branch?

Answer: Tags can be picked up. You can indicate your delivery preference in the "pick up preference" field in the portal.

7. How do dealers and tag and title agents on CVR "pend" deals before July 1?

Answer: If the CVR system is not available and reconnected to MVA by July 1, 2024, the dealer or tag and title agent must use the portal or make an appointment to submit the required title and registration documents. To ensure that MVA processes these transactions before July 1, 2024, please submit the documents via the portal or at a branch as soon as possible.

MVA will continue to monitor the situation and provide additional guidance as needed.

8. The 14-day temporary registration states that it only applies to Maryland roadways. Can we issue this temporary registration to out-of-state buyers?

Answer: Yes. MVA changed the text on the 14-day temporary registration to remove the reference to Maryland roadways. The temporary registration now reads: "This is a 14 Day TEMPORARY registration certificate which allows the vehicle to operate legally on all roadways." This change is now effective.

The contingency options are **only** available to dealers who use the CVR system to issue temporary tags and while the CVR system is unavailable for use. Once CDK Global restores access to the CVR system and it is reconnected to MVA, these options are no longer available. At that time, MVA will disable the 14-day temporary registration request process.

If you have any questions, please contact:

- MVA's Business Licensing and Compliance Division with questions about contracting with an ERT vendor at Kristin Orlando at korlando@mdot.maryland.gov or Timothy Batts at tbatts@mdot.maryland.gov.
- MVA's Vehicle Services Division with questions about specific vehicle transactions. The team can be reached at mddtts@mdot.maryland.gov. You can also contact Brian Forde at bforde@mdot.maryland.gov, Shae Richards-Marks at srichardsmarks@mdot.maryland.gov, or Winfield Duffy Jr. at wduffy@mdot.maryland.gov.