

BULLETIN

TO: ALL INTERESTED BUSINESS PARTNERS
FROM: CENTRAL OPERATIONS
CC: NATASHA JONES, DIRECTOR, CENTRAL OPERATIONS
SUBJECT: GARAGE ADDRESS
DATE: OCTOBER 31, 2024

PURPOSE OF BULLETIN

To advise all interested Business Partners of the changes in Customer Connect which allow business accounts to add a garage address for one or multiple vehicles. The garage address is in addition to the physical and mailing addresses and can now be added and bulk assigned to selected vehicles.

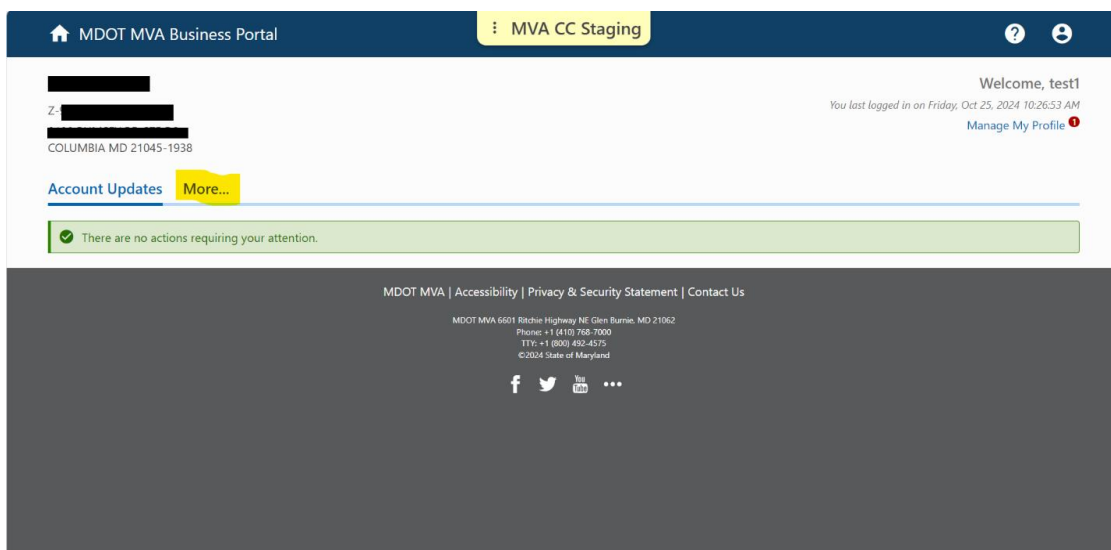
SUMMARY

The garage address solution has three phases. Phase 1 – adding and updating garage addresses to Customer Connect – was implemented earlier this year. Phase 2 allows Business Accounts to bulk assign addresses on their accounts and was moved to production on October 29, 2024. Phase 3 will allow business entities to select which mailing goes to which address. Phase 3 is expected in early 2025.

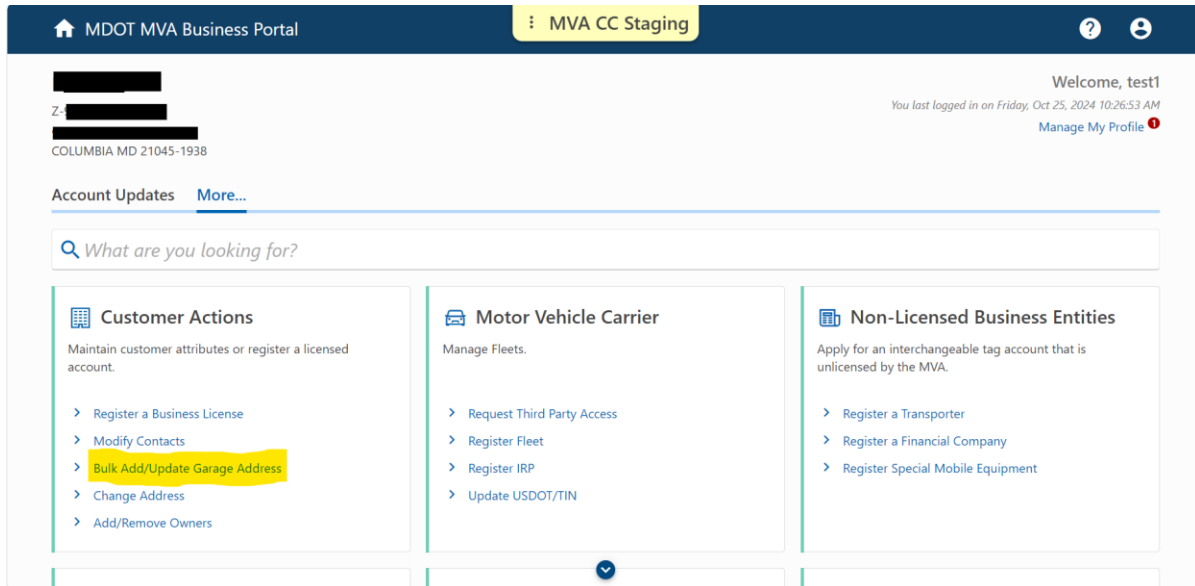
USING BUSINESS PORTAL

The steps below show how a business entity can add and assign a garage address to one or more vehicles in their business portal. These steps are provided for instructional purposes, but Vehicle Services employees in our office in Glen Burnie perform this task if assistance is needed.

1. Sign into the Business Portal Account, and click “More...”



2. In the Business Portal, click the “Bulk Add/Update Garage Address” link.



The screenshot shows the MDOT MVA Business Portal home page. The header includes the MDOT logo and the text "MARYLAND DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION". The user is logged in as "test1" and is viewing the "MVA CC Staging" page. The page displays account information for "COLUMBIA MD 21045-1938" and a search bar. Three main sections are visible: "Customer Actions", "Motor Vehicle Carrier", and "Non-Licensed Business Entities". The "Customer Actions" section is highlighted, and the "Bulk Add/Update Garage Address" link is selected.

MDOT MVA Business Portal | MVA CC Staging

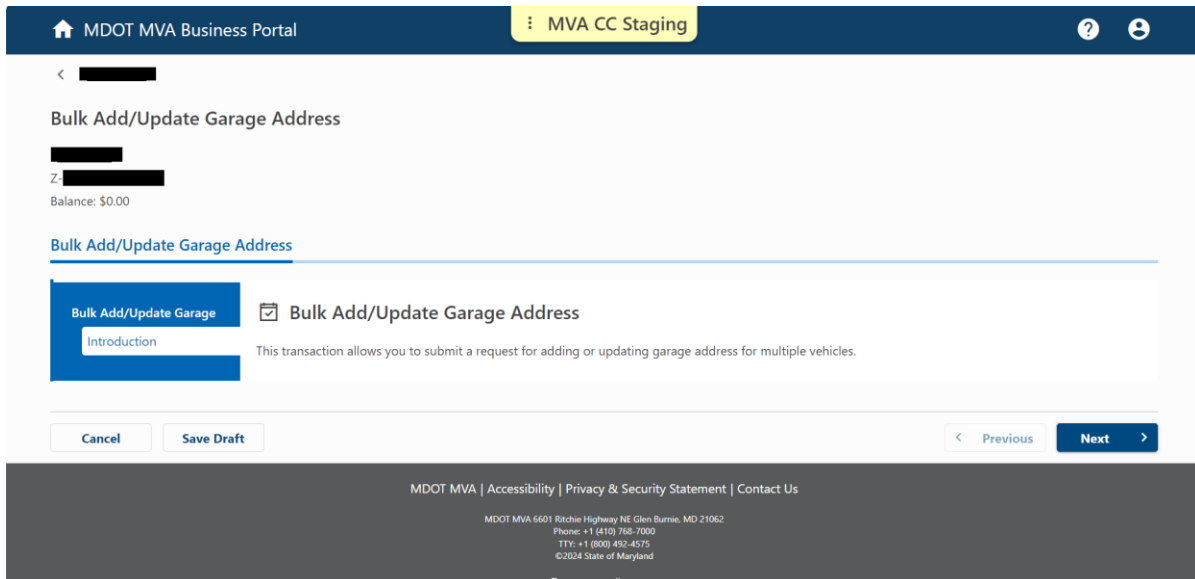
Welcome, test1
You last logged in on Friday, Oct 25, 2024 10:26:53 AM
Manage My Profile

Account Updates [More...](#)

What are you looking for?

- Customer Actions**
Maintain customer attributes or register a licensed account.
 - Register a Business License
 - Modify Contacts
 - Bulk Add/Update Garage Address**
 - Change Address
 - Add/Remove Owners
- Motor Vehicle Carrier**
Manage Fleets.
 - Request Third Party Access
 - Register Fleet
 - Register IRP
 - Update USDOT/TIN
- Non-Licensed Business Entities**
Apply for an interchangeable tag account that is unlicensed by the MVA.
 - Register a Transporter
 - Register a Financial Company
 - Register Special Mobile Equipment

3. Proceed to the next screen by clicking “NEXT.”



The screenshot shows the "Bulk Add/Update Garage Address" page in the MDOT MVA Business Portal. The page title is "Bulk Add/Update Garage Address" and it includes a sub-section "Introduction". The text states: "This transaction allows you to submit a request for adding or updating garage address for multiple vehicles." The page has a "Cancel" button, a "Save Draft" button, and a "Next" button. The footer contains contact information for MDOT MVA.

MDOT MVA Business Portal | MVA CC Staging

Bulk Add/Update Garage Address

Balance: \$0.00

Bulk Add/Update Garage Address

Bulk Add/Update Garage Address

Introduction
This transaction allows you to submit a request for adding or updating garage address for multiple vehicles.

Cancel Save Draft Previous Next

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MDOT MVA 6601 Ritchie Highway NE Glen Burnie, MD 21062
Phone: +1 (410) 768-7000
TTY: +1 (800) 492-4575
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MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

MOTOR VEHICLE ADMINISTRATION

4. Choose the vehicle(s) needing a garage address.

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Bulk Add/Update Garage Address

Balance: \$0.00

Bulk Add/Update Garage Address

Owned Vehicles

Select	VIN	Vehicle	Plate ID	Title Number	Existing Garage Address
<input checked="" type="checkbox"/>	[REDACTED]	2018 FORD TRANSIT	[REDACTED]	[REDACTED]	6203 ETHEL AVE BALTIMORE MD 21228-3804
<input checked="" type="checkbox"/>	[REDACTED]	2018 FORD TRANSIT	[REDACTED]	[REDACTED]	6203 ETHEL AVE BALTIMORE MD 21228-3804
<input checked="" type="checkbox"/>	[REDACTED]	2017 FORD TRANSIT	[REDACTED]	[REDACTED]	6203 ETHEL AVE BALTIMORE MD 21228-3804
<input type="checkbox"/>	[REDACTED]	2018 FORD TRANSIT	[REDACTED]	[REDACTED]	6203 ETHEL AVE BALTIMORE MD 21228-3804

5. If more than 1,000 vehicles are chosen, the system displays a message with the number of vehicles chosen and the timeframe for updating the records (see orange text below).

If 1,000 or less vehicles are chosen, the records will update immediately.

Proceed by clicking “NEXT.”

MDOT MVA Business Portal | MVA CC Staging

Bulk Add/Update Garage Address

Balance: \$0.00

Bulk Add/Update Garage Address

Owned Vehicles

▲ vehicles will have a garage address added or updated. Please allow up to 24 hours for the system to apply your updates.

Select	VIN	Vehicle	Plate ID	Title Number	Existing Garage Address
<input checked="" type="checkbox"/>	1FB [REDACTED]	2018 FORD TRANSIT	[REDACTED]	[REDACTED]	123 MAIN ST BALTIMORE MD 21222-6125
<input checked="" type="checkbox"/>	1FB [REDACTED]	2018 FORD TRANSIT	[REDACTED]	[REDACTED]	123 MAIN ST BALTIMORE MD 21222-6125
<input checked="" type="checkbox"/>	1FB [REDACTED]	2018 FORD TRANSIT	[REDACTED]	[REDACTED]	123 MAIN ST BALTIMORE MD 21222-6125
<input checked="" type="checkbox"/>	4T1 [REDACTED]	2021 TOYT AVALON	[REDACTED]	[REDACTED]	123 MAIN ST BALTIMORE MD 21222-6125
<input checked="" type="checkbox"/>	1FB [REDACTED]	2016 FORD TRANSIT	[REDACTED]	[REDACTED]	123 MAIN ST BALTIMORE MD 21222-6125
<input checked="" type="checkbox"/>	1FB [REDACTED]	2013 FORD ECONOLINE	[REDACTED]	[REDACTED]	123 MAIN ST BALTIMORE MD 21222-6125
<input checked="" type="checkbox"/>	1FB [REDACTED]	2005 FORD ECONOLINE	[REDACTED]	[REDACTED]	123 MAIN ST BALTIMORE MD 21222-6125

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- On this screen, enter the garage address for the vehicles chosen. Click “NEXT” to proceed.

MDOT MVA Business Portal | MVA CC Staging

Bulk Add/Update Garage Address

Balance: \$0.00

Bulk Add/Update Garage Address

Garage Address

All selected vehicles will be updated with this address

Garage Address *
Required

Unverified

Cancel Save Draft Previous Next

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- The system displays the new address information for verification and the timeframe for updating the records if a garage address is being added to more than 1,000 vehicles. After verifying the information is correct, click “SUBMIT.”

MDOT MVA Business Portal | MVA CC Staging

Bulk Add/Update Garage Address

Balance: \$0.00

Bulk Add/Update Garage Address

New Garage Address : 333 MAIN ST BALTIMORE MD 21222-6161

Note: 1 vehicles will have a garage address added or updated. Please allow up to 24 hours for the system to apply your updates.

Cancel Save Draft Previous Submit

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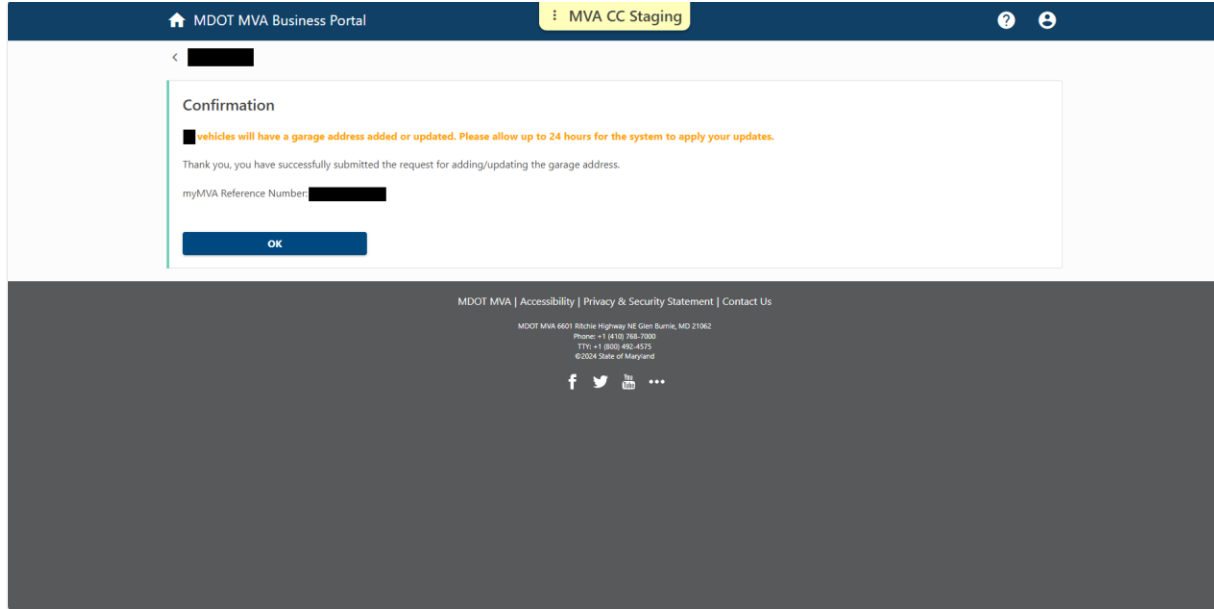
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MOTOR VEHICLE ADMINISTRATION

8. The system provides a confirmation of the address update submission and a reference number for recordkeeping.



For any questions, please contact the Vehicle Services Division, Brian Forde at bforde@mdot.maryland.gov, Shanequa Richards-Marks at srichardsmarks@mdot.maryland.gov, or Winfield Duffy at wduffy@mdot.maryland.gov.