

BULLETIN

D-12-24-02

TO: ALL INTERESTED BUSINESS PARTNERS
FROM: CENTRAL OPERATIONS
CC: NATASHA JONES, DIRECTOR, CENTRAL OPERATIONS
SUBJECT: GARAGE ADDRESS PHASE 3
DATE: DECEMBER 20, 2024

PURPOSE OF BULLETIN

To advise all interested Business Partners of the changes in Customer Connect which allow business accounts to select the preferred address for certain letters and notices. This functionality builds on prior development work on garage addresses. Phase 1 allowed for adding and updating garage addresses, and Phase 2 allowed business accounts to bulk assign addresses on their accounts¹. The garage address is in addition to the physical and mailing addresses.

SUMMARY

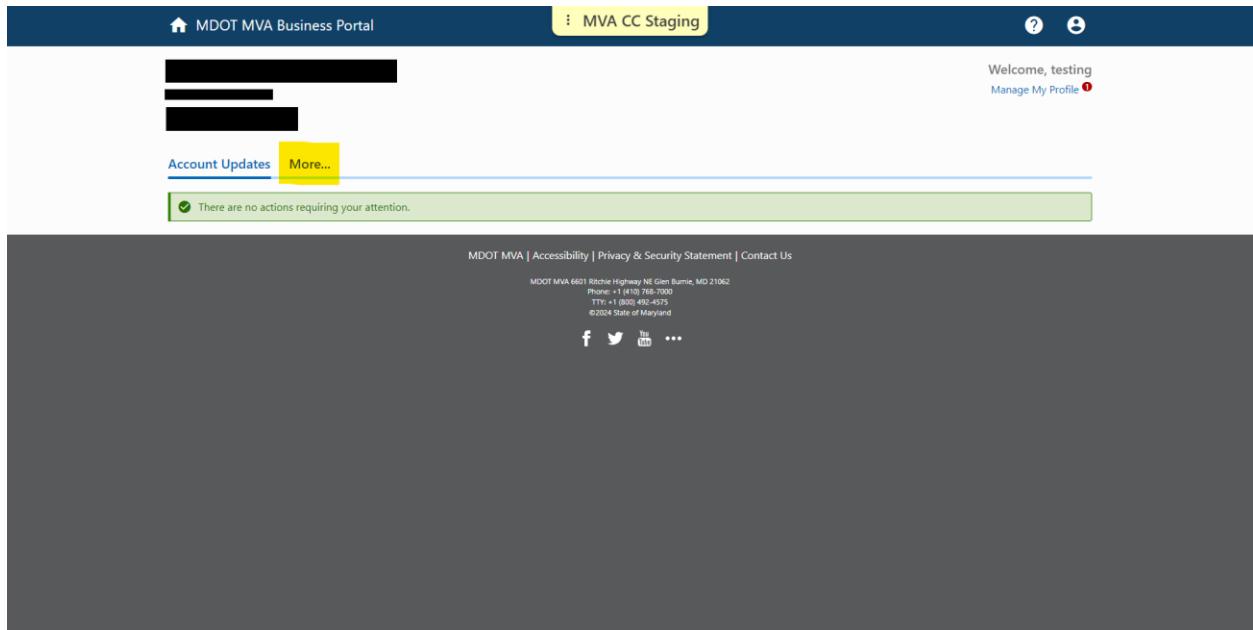
A new transaction has been added to the Business Portal to allow business customers to choose to which address on file they want 5 high-volume letters mailed. Business portal users can choose whether the letter listed below are to their physical address, mailing address, or garage address:

1. Administrative Flag Fee Invoice
2. Flag Notice
3. Registration Renewal Notice
4. VEIP Inspection Notice
5. VEIP Suspension Notice.

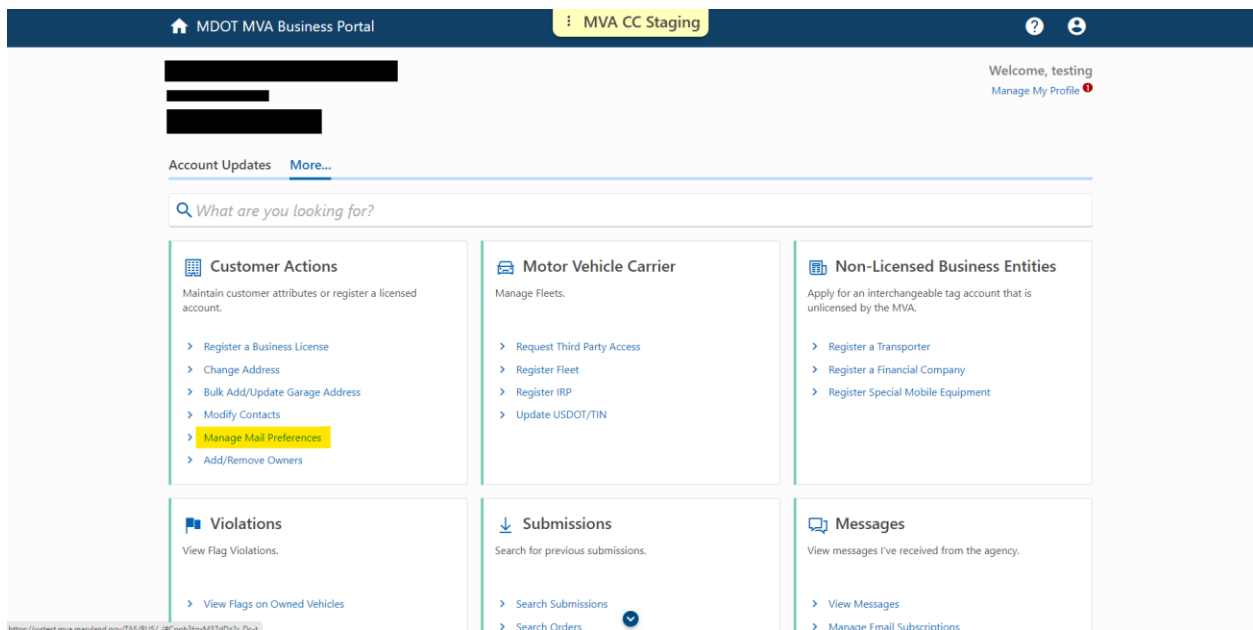
¹ A bulletin explaining Phase 2 functionality was distributed on October 31, 2024, and is available [here](#).

HOW TO SELECT ADDRESSES FOR MAILINGS

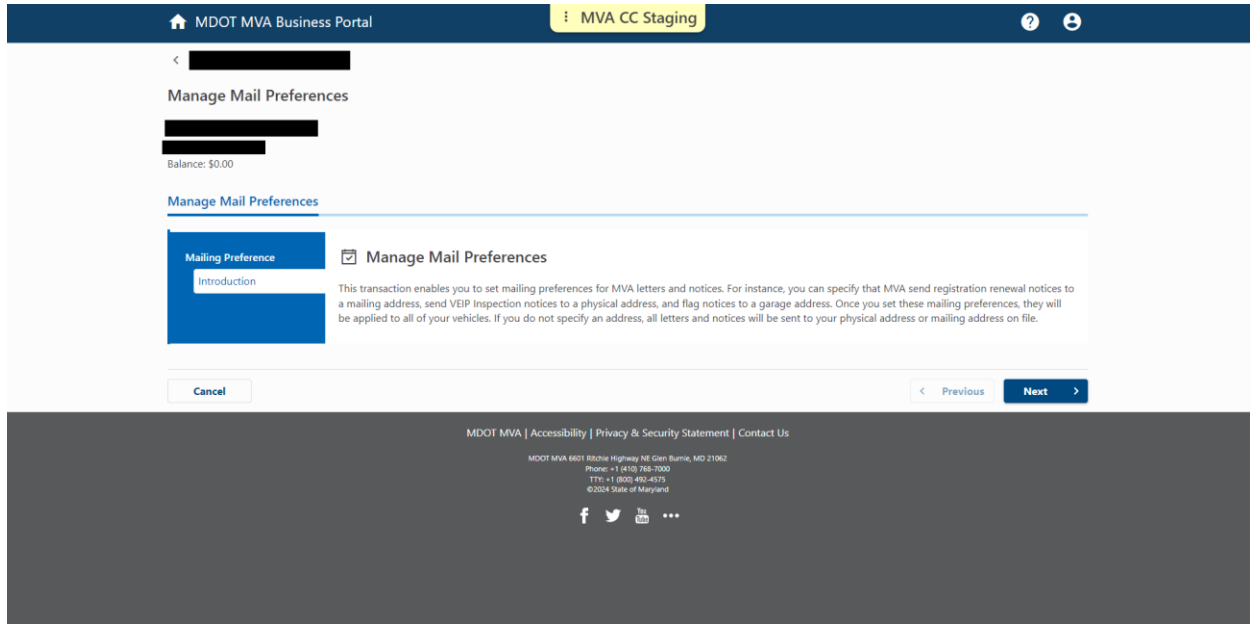
1. Sign into the Business Portal Account, and click “More...”



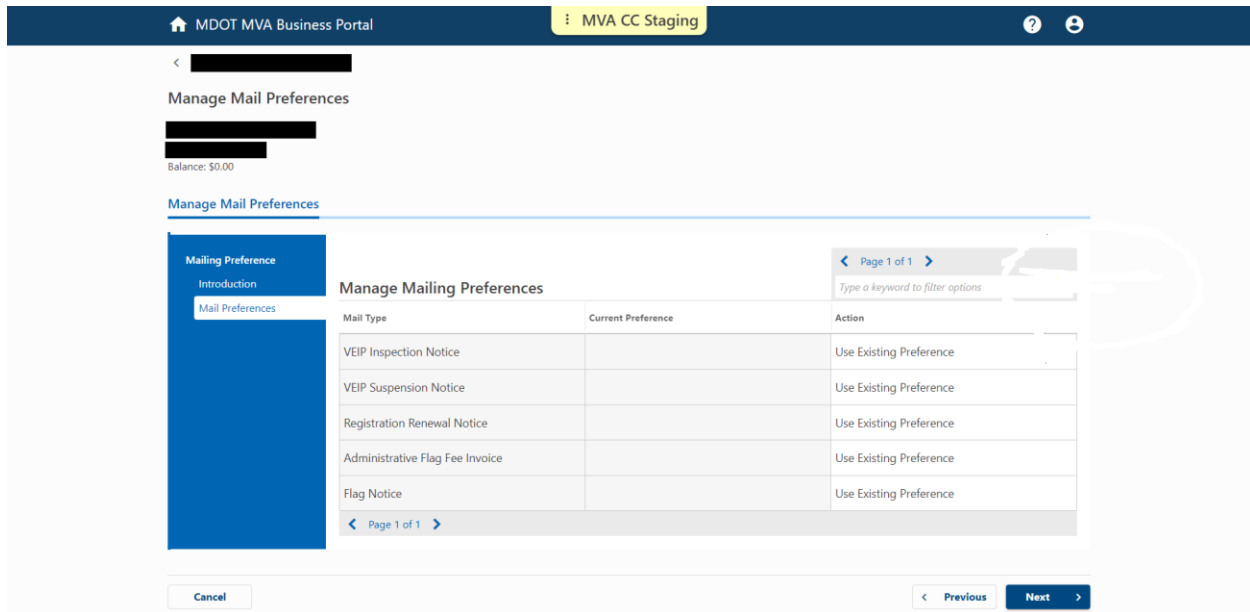
2. In the Business Portal, click the “Manage Mail Preferences” link.



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



4. Use the dropdown under the “Action” column to choose the mailing preference for each mail type. Click “SUBMIT” to continue.



- You must choose one preference per item in order to move forward.

The screenshot shows the 'Manage Mail Preferences' interface. A modal error box is centered on the screen with the following text: "Error", "Please select at least one preference before clicking NEXT.", and an "OK" button. The background table is partially visible:

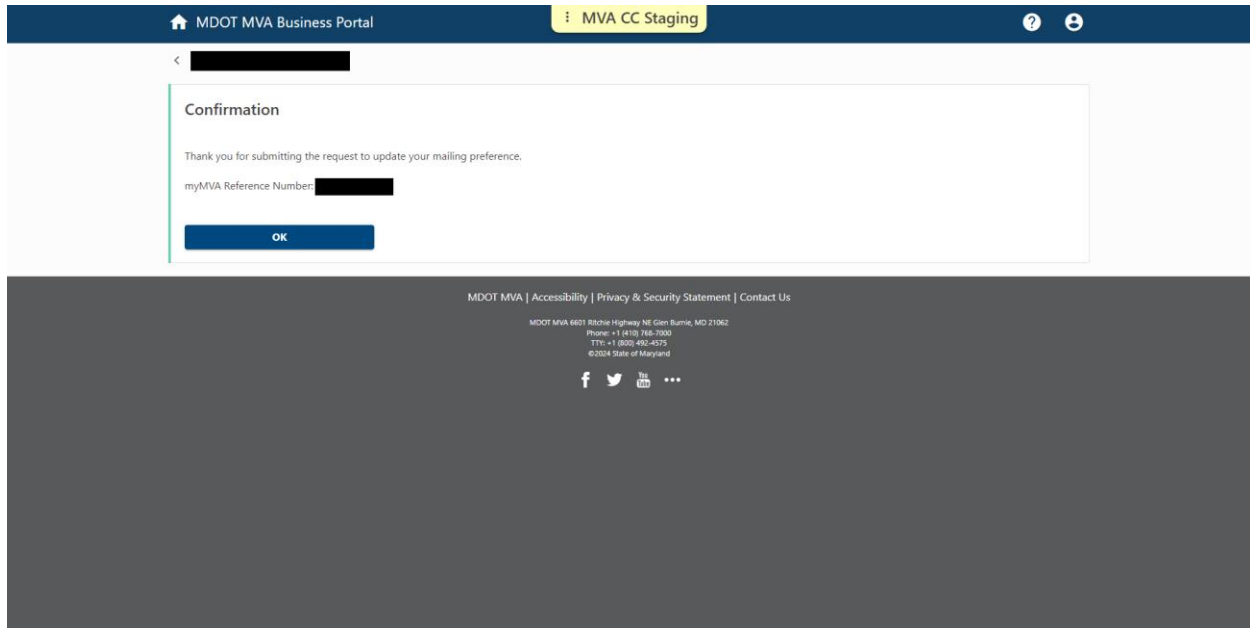
Mail Type	Action
VEIP Inspection Notice	Use Existing Preference
VEIP Suspension Notice	Use Existing Preference
Registration Renewal Notice	Use Existing Preference
Administrative Flag Fee Invoice	Use Existing Preference
Flag Notice	Use Existing Preference

- Review your changes. If they are correct, click "SUBMIT." If incorrect, follow the steps again until the correct information is displayed, and click "SUBMIT."

The screenshot shows the 'Summary' step of the 'Manage Mail Preferences' process. A message at the top of the content area reads: "Please review the information below before submitting. If changes are needed, click the previous button below to navigate to previous sections." Below this, an example is shown: "VEIP Inspection Notice : Use Garage Address". At the bottom of the page, there is a footer with contact information and social media icons.

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7. 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, or Shanequa Richards-Marks at srichardsmarks@mdot.maryland.gov.