

D- 12-19-02

Date: December 16, 2019
Bulletin: All Dealers and Title Services
From: Business Licensing and Consumer Services
RE: Error Message– Invalid Dealer Code/Dealer Not Found

It has been brought to our attention that several dealers contracted with various Electronic Registration and Titling (ERT) Vendors have been experiencing problems logging in to process 60 Day Temporary Tag transactions. While trying to complete the transactions in their system, dealers have received an error message stating “Error-Invalid Dealer/Dealer Not Found.”

Please be assured MDOT MVA is making this issue a top priority, are working to identify the source of this issue and get permanent resolution. While working to identify the cause, we have implemented a temporary resolution which will verify that all dealerships are accounted for in our system. If it is determined any dealerships are unaccounted for, they will be manually entered into the system

Any issues Dealers and/or ERT Vendors encounter should be emailed to the following MDOT MVA personnel, and it will receive priority attention:

- LaCheryl Jones- ljones7@mdot.maryland.gov
 - Sarah Moore- smoore1@mdot.maryland.gov
 - Billie Beard- bbeard@mdot.maryland.gov
 - Unit Email- mvablsd@mva.maryland.gov
- Please include the following information with your request:
 - Subject Line: “Error-Invalid Dealer/Dealer Not Found”
 - Body of Email:
 - Dealer Name, Dealer ID, Dealer Soundex
 - Type of transaction
 - Contact Phone Number and Name for Dealership
 - Time Error Occurred

If you have questions, please contact us at mvablsd@mva.maryland.gov.