

Bulletin

D-02-21-02

Date: February 16, 2021

Bulletin: All Dealers and Tag and Title Business

From: Business Licensing and Driver Instructional Services

Subject: Processing rejections for both walk in transactions and transactions submitted via the eService portal

Effective February 16, 2021, any transaction where the actual amount differs from the expected amount will be rejected. This applies to work that is walked in to a branch office or submitted via the eService Portal. This process will ensure that consistency in handling rejected transactions regardless of the method of submission,

When submitting work via the eService Portal, please include the expected amount for each transaction. You can also include a copy of the transmittal sheet as one of the pdf attachments. This will allow you to break out how you arrived at the total fee.

For walked in transactions all work must be submitted using the transmittal sheet. On each transmittal please include the following information:

- Print the last name of the customer along with the last 8 of the vehicle identification number (VIN), also include the expected amount for the transaction.
- List the drawdown account number that you would like the MDOT MVA agent to redeem the money from on the top of the transmittal sheet.
- Print the last four of the FEIN number that is associated to the business account in the printed name area of the transmittal sheet.
- Enter a phone number and email address for the MDOT MVA agent to reach out to discuss overages or shortages.

When picking up rejected work please see a Supervisor with questions. For work submitted via the portal please email the branch with questions. Attached is the contact information for each branch office.

If you have questions or concerns, please contact MDOT MVA Business Licensing and Driver Instructional Services at 410-787-2952 or mvabldisd@mva.maryland.gov

Dealer / Tag and Title Agent Point of Contact		
Branch/Name	Phone #	Email
Bel Air		
Steva Darnell (Manager)	410-638-6506	sdarnell@mdot.maryland.gov
Bernie LaPointe	410-638-6519	alapointe@mdot.maryland.gov
Helen Kelly (District Manager)	443-784-8293	hkelly1@mdot.maryland.gov
Elkton		
Minal Shah (Asth. Manager)	410-392-5671	mshah2@mdot.maryland.gov
Shari Reed	410-392-5680	sreed@mdot.state.md.us
Helen Kelly (District Manager)	443-784-8293	hkelly1@mdot.maryland.gov
Gaithersburg		
Chris Dantona (Manager)	301-987-8444	cdantona@mdot.maryland.gov
Nuyaagiq Ipalook	301-987-8461	nipalook@mdot.maryland.gov
Helen Kelly (District Manager)	443-784-8293	hkelly1@mdot.maryland.gov
Easton		
Ronald Staffor (Asth. Manager)	410-820-6906	rstaffor@mdot.maryland.gov
Lisa Slaughter	410-820-6906	lsalughter@mdot.maryland.gov
Charles Howell (District Manager)	443-591-2817	chowell@mdot.maryland.gov
Essex		
Melissa Nizer (Manager)	410-238-1122	mnizer@mdot.maryland.gov
Brenda Lowe	410-238-1122	bflynn@mdot.maryland.gov
Charles Howell (District Manager)	443-591-2817	chowell@mdot.maryland.gov
Salisbury		
Michelle Brittingham (Manager)	410-219-7737	mbrittingham@mdot.maryland.gov
Tammy Bradway	410-219-7740	tbradway@mdot.maryland.gov
Charles Howell (District Manager)	443-591-2817	chowell@mdot.maryland.gov
White Oak		
Jay Blanco (Manager)	301-989-6204	jblanco@mdot.maryland.gov

Greyddy Romero	301-989-6204	gromero1@mdot.maryland.gov
Charles Howell (District Manager)	443-591-2817	chowell@mdot.maryland.gov
Baltimore City		
Sophia Johnson (Asst. Manager)	410-225-4000	sjohnson4@mdot.maryland.gov
Tangella Knight	410-225-4000	tknight1@mdot.maryland.gov
Paul Taylor (District Manager)	410-972-5432	ptaylor1@mdot.maryland.gov
Cumberland		
Debra Twigg (Asst. Manager)	301-729-4678	dtwigg@mdot.maryland.gov
Wendy Gray	301-729-4698	wgray4@mdot.maryland.gov
Paul Taylor	410-972-5432	ptaylor1@mdot.maryland.gov
Frederick		
P. Cherian (Asst. Manager)	301-631-7143	pcherian@mdot.maryland.gov
Darlene Brunner	301-631-2856	dbrunner@mdot.maryland.gov
Paul Taylor (District Manager)	410-972-5432	ptaylor1@mdot.maryland.gov
Hagerstown		
Kathryn Edward (Asst. Manager)	240-527-5226	kedwards@mdot.maryland.gov
Angel Stillions	240-527-6896	astilions@mdot.maryland.gov
Paul Taylor (District Manager)	410-972-5432	ptaylor1@mdot.maryland.gov
Westminster		
Jessica Escobar (Asst. Manager)	410-386-3204	jescobar@mdot.maryland.gov
Barbara Naderpour	410-386-4324	bnaderpour@mdot.maryland.gov
Paul Taylor (District Manager)	410-972-5432	ptaylor1@mdot.maryland.gov
Annapolis		
W. Brayant Duncan (Asst. Manager)	410-573-4780	wduncan@mdot.maryland.gov
Avis Walker	410-573-4780	awalker@mdot.maryland.gov
Joseph Hargrove (District Manager)	443-628-1690	jhargrove1@mdot.state.md.us
Beltsville		
Derrell Carter (Asst. Manager)	301-210-2900	dcarter5@mdot.maryland.gov

Tracy Olson	301-210-2900	tolson@mdot.maryland.gov
Joseph Hargrove (District Manager)	443-628-1690	jhargrove1@mdot.state.md.us
Largo		
Danielle Washington (Asst. Manager)	301-333-1500	dWASHINGTON2@mdot.maryland.gov
M. Bonita Jones	301-333-1500	mjones1@mdot.maryland.gov
Joseph Hargrove (District Manager)	443-628-1690	jhargrove1@mdot.state.md.us
Loveville		
Ann Marie Haley (Manager)	301-997-1753	ahaley@mdot.maryland.gov
Kristin Veney	301-997-1753	kveney@mdot.maryland.gov
Joseph Hargrove (District Manager)	443-628-1690	jhargrove1@mdot.state.md.us
Waldorf		
Teledia Brodie	301-632-6500	tjenkins@mdot.maryland.gov
Hope Lee	301-632-6500	hlee1@mdot.maryland.gov
Joseph Hargrove (District Manager)	443-628-1690	jhargrove1@mdot.state.md.us
Glen Burnie		
Angela Montgomery	410-768-7316	amontgomery@mdot.maryland.gov
Brittaney Armstread	410-762-5054	barmstead1Amodt.amryland.gov
Shanequa Richards-Marks (Manager)	410-424-3644	srichardsmarks@mdot.Maryland.gov
Corrections	410-768-3126	MVACORRECTIONS@MDOT.STATE.MD.US
NMVTIS	410-768-7272	NMVTISHALPDESK_EXT@MDOT.STATE.MD.US
Out of State Title	410-768-7349	MVAOUTOFSTATETITLE@MDOT.STATE.MD.US