

D-02-24-04

Date: February 14, 2024

Bulletin: All Dealers and Tag and Title Agencies

From: Business Licensing and Compliance

RE: REMINDER: MVA Customer Connect System Update- CORE 21

PURPOSE

This bulletin is to provide guidance for the Dealer and Tag & Title agencies on operating procedures for MVA's Customer Connect system update (**CORE21**), which will go live on Monday, February 19th, 2024.

SUMMARY

MVA will begin to transfer data and make updates to the Customer Connect system on Saturday, February 17th. Branch, call center, central office, and **system functionality will be unavailable from 12p.m. on Saturday, February 17th through 12p.m. on Sunday, February 18th.**

Dealer and Tag & Title agencies will **not** be able to process any transactions in the system during this time, but dealers can issue 60-day temp tags using the offline temp tag process.

We apologize for any inconvenience this downtime will cause. If you have any questions, please contact us at 410-787-2952 or mvabldisd@mdot.maryland.gov.