

**State of Maryland
Department of Transportation**



MOTOR VEHICLE ADMINISTRATION

LICENSE MONITOR SUBSCRIPTION SERVICE:

LMS USER GUIDE



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Disclosures

This manual is intended to provide guidance to subscribers of the Maryland Motor Vehicle Administration's (MVA's) License Monitor Subscription Service (LMS). The LMS program provides access to Maryland Motor Vehicle Records (MVR's) for authorized users. You must be authorized within the scope of the Driver Privacy Protection Act (DPPA) and have a contractual subscription to the LMS to access MVA records.

Driver Privacy and Authorized Use of MVA Records

The Federal Driver Privacy Protection Act of 1994 and 1999 (DPPA) and Maryland State Laws made effective September 1, 1997 restrict access to personal information from motor vehicle records except for certain permissible uses. (Please see Section 11.0 of this manual. There you will find the Website address and retrieval instructions regarding how to view authorized reasons / entities who may be eligible to receive Motor Vehicle Data.)

Use of motor vehicle records, information and/or computer resources, including access or sales via internet/intranet, is restricted to those privileges granted by the Motor Vehicle Administration (MVA) in writing.

Use of motor vehicle records for unauthorized or illegal purposes, or improper access/use or sharing of User ID/Passwords assigned by the MVA is in direct violation of the Purchase of Information Agreement (LMS contract), the Driver Privacy Protection Policy, and the MDOT Security Advisory.

1. License Monitor Subscription Service Overview

The Maryland Motor Vehicle Administration's (MVA's) License Monitor Subscription Service (LMS) is a Driver Record monitoring system that requires user interface through File Transfer Protocol* (FTP). There is no other method of record access allowed in conjunction with this service. Using FTP to transfer files, a subscriber submits a fixed-length flat file with the Drivers License Numbers & other key information to a directory set up for that subscriber on the Maryland Department of Transportation's (MDOT's) Secure FTP (S/FTP) Server.

The LMS system is a Quality Control / Records program, and as such, falls under the oversight of Barbara Bentley, Section Manager, Quality Control/Records Section, Driver Services.

2. Basic Process

Upon subscription to the LMS, the subscribing company/agency will provide to the MVA, via the FTP Server's "In" directory, a listing of the Soundexes (Drivers License Numbers) they want (and have a DPPA-approved right) to monitor. The MVA, upon receipt of any new Soundex submitted for monitoring, will utilize an initialization program to produce a 3-year (or complete) public driving record for each Soundex. This program will run overnight and make available the resulting output files in each company's / agency's FTP "Out" Directory. The charge for each driving record will be the same as that charged by the MVA for non-certified copies (currently \$9.00). Company's / agency's eligible for complete driving records are those who employ employee drivers who must hold a Commercial Drivers License as a condition of their employment.

Subscribers to the LMS will have the ability to send in an "Add/Delete" file on weekdays (when MVA is open for normal business hours). Soundexes sent in with an "Add" indicator will generate a driving record that will be produced overnight and placed in a file on the MVA's FTP server for pickup by the client. Soundexes sent in with a "Delete" indicator will be inactivated from monitoring for that subscriber.

New Soundexes added by a Subscriber will be matched against the MVA's records on the two key fields of Soundex and Date of Birth. Records that do not match on these keys will be rejected and provided back to the client through an error file report placed in that user's "Out" directory on the FTP server.

All files placed on the FTP server will cause a confirmation e-mail to be sent to both the client (up to 4 separate e-mail addresses may be included) and to the Driver Records division. Incoming files will generate a "received" e-mail confirmation. Outgoing files will generate a "pick-up" e-mail notification. [**Note:** *FTP Files will not be pushed to clients.*]

After providing the initial 3-year/complete driving records, the LMS program will copy the added Soundexes into a table of Soundexes to monitor and will indicate the associated subscriber and the frequency & record type of updates.

2.1 Frequency

Subscribers may choose to receive conviction record updates (and PBJ record updates for those eligible) on a daily, weekly, or monthly frequency. Only one (1) frequency choice per subscriber is allowed.

2.2 Record Type

Subscribers may choose to receive updates as individual line-item entries or as 3-year, or complete driving records with the newly added conviction record entry(ies). (Of course, the choice of Record Type – Individual updates (Partial) or Full, is directly associated with the cost, and the eligibility of the 3-year or complete driving record is associated with the type of drivers your company/agency is monitoring.)

Upon each Anniversary Date of the subscriber (unless inactive), all Soundexes monitored by each client (regardless of the date added) will cause the generation of a 3-year/complete driving record to be written to a file and placed in that Subscriber's FTP "out" directory.

The number & type of records provided to each subscriber will be monitored by LMS and will be provided as input for automated invoice creation through our existing billing system.

3. Participation Requirements

Similar to the DARS program, LMS subscribers will need to provide:

- (1) a completed MVA Contract,
- (2) an LMS Contract Supplement document providing participation option selections, e-mail addresses, company/contact information, and identification of End-Users, (Please be aware that the employee or the responsible employee of the company must certify on the Contract Supplement that they are eligible to receive complete driving records and PBJ records in order to be marked as eligible in the MVA's system.)
- (3) a Surety Bond for an appropriate, MVA-approved amount (a minimum of \$1,000 bond and increase proportionately at a rate equal to your anticipated 3-month volume of record accesses),

- (4) a completed Data Security Form (OIR Security Advisory) (this form must be completed separately by each person who will be accessing the FTP server to send or retrieve data.),
- (5) completed Remote Access FTP form (this form also requires a separate form for each person who will be accessing the FTP server), &
- (6) a completed Privacy Protection Policy Agreement (this agreement is required of the company with whom we are contracting and it is also the responsibility of each company to provide the MVA with signed Privacy Protection Policy Agreements for each company (or agency) to whom they sell or disclose data obtained through this service).**

4. Program Application / Contract

If you wish to become a participant in the program, complete, sign, date and send the application, along with all other required documents as outlined in section three (3) above, to:

Maryland Motor Vehicle Administration
 ATTN: Quality Control / Records Section
 6601 Ritchie Highway, N.E., Rm. #145
 Glen Burnie, MD 21062

5. Program Guidelines

5.1 Company Code / Subscriber ID Codes / FTP Directory

Once approved, the MVA will assign the appropriate Company Code and Subscriber ID's as well as set up your directory on the S/FTP server. The MVA will then contact you to provide you with your assigned Company Code, Subscriber ID(s) & FTP login name(s) & initial password(s).

Following is a breakdown, with examples, of how the Subscriber Code(s), FTP Directory, and Company Code relate:

Formats:

Company Code: 999A
 Subscriber ID_1: A999A
 Subscriber ID_2: A999A
 FTP Directory: A999ADIR

Examples:

Company Code: 001L
 Subscriber ID_1: L001L
 Subscriber ID_2: L901L
 FTP Directory: L001LDIR

The Subscriber ID_1, the Primary Subscriber ID, is used on invoices related to 3-year/complete/PBJ records. If a subscriber opts to receive driving record (and also PBJ record) entry updates as the preferred vehicle for ongoing updates, a second (2nd) Subscriber ID will be established. The Subscriber ID_2 is used to generate all invoices related to driving record entry updates.

The Company Code consists of the 2nd – 5th positions of the Subscriber ID and will be printed on all reports/files received from the MVA. The Subscriber ID_1 is also used to create your S/FTP directory.

5.2 Operating Days and Hours, and Accessibility

The hours of operation for the MVA's License Monitor program are as follows:

FTP Submission to Add/Delete files must occur no later than 5:00pm (ET) any weekday. FTP return files will (when created) be placed in the client's "out" directory Tuesday – Saturday and will be available after 7am (ET).

The LMS operation is only for use with the Maryland Motor Vehicle Administration host computer. You **cannot** access out-of-state records, only Maryland records may be accessed.

NOTE: *The subscriber is responsible for acquisition, installation and maintenance fees of any teleprocessing and/or file transfer equipment.*

5.3 Violation Codes included in LMS

The MVA's Violation Code Table has been updated to include an LMS Indicator field. This field, a Boolean field (Y/N indicator), indicates whether or not each particular violation code is of interest to the broad range of agencies & companies who participate in the LMS service. The basic nature of the codes included in the LMS program are those related to: Suspensions, Withdrawals, Cancellations, Revocations, Restrictions & Moving Violations. **[Note:** *Violation Code inclusion is NOT agency/company specific. Therefore, a violation code either is or is not included in the program. No variances are available for different companies.]*

A complete listing of violation codes included in the LMS program will be provided to you, via e-mail, upon request or may be accessed electronically via the MVA's Internet (please refer to [Section 11.5 - "LMS Violation Code Listing"](#) for details).

[Note: *The creation, deletion, or modification of a violation code included in LMS will trigger an update record to be produced. If a subscriber opts to receive 3-year/complete records as their vehicle for updates, ALL driving record entries (within the rolling 3-year time span (or complete, if applicable)) will appear on the resulting record regardless of whether the violation codes are included in the LMS monitoring program or not.*

If a subscriber opts to receive partial record updates (a.k.a. driving-record entry updates), only those entries attached to a violation code included in the LMS program are sent to the subscriber.]

6. LMS Financials: Charges and Billing

Because LMS is an amalgamation of record types/fees associated with non-certified records and partial record updates, the fees outlined in the Code of Maryland Regulations (COMAR) define the charges for records through this service. A 36-month (3-year) driving record, a complete driving record, and a PBJ record produced via LMS are each considered non-certified copies and for non-government entities, as such, bear a cost of \$9.00/record. A driving record entry update or a PBJ record entry update is considered a partial record update and is priced accordingly at \$0.05/record.

The billing cycle for LMS is consistent with the current DARS system. Invoices are generated and mailed to clients at the beginning of each month for the previous month's transactions. Because most LMS clients will require two (2) separate Subscriber ID's (for program purposes), clients requesting partial-record updates in lieu of 3-year/complete records may receive two (2) separate invoices related to their previous month's transactions: one (1) invoice related to the 3-year/complete driving records (for newly added Drivers to be monitored) and one (1) for the line-item updates.

Payment is due upon receipt of the monthly invoice. Interruption to service occurs if payment is not received by MVA within 45 days of the date of the invoice. If payment is received following a termination, the Administration determines eligibility for reinstatement. Bad checks are assessed a 10% service charge.

It is important to note that MVA's financial accounting system requires that any record fees charged are rounded up to the next whole dollar.

Upon each Anniversary Date of the LMS subscriber (unless inactive), all Soundexes being monitored by each client (**regardless of the date added**) will cause the generation of a 3-year or complete driving record to be written to a file and placed in that Subscriber's FTP "out" directory.

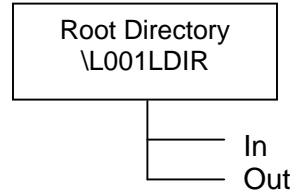
Please call an MVA representative at telephone number (410) 768-7035, if you have a question about billing during our office hours, 8:00am to 5:00pm (ET), Monday through Friday (excluding Federal & State holidays).

7. Submitting/Retrieving Records

7.1 Directory Structure

Each Subscriber is assigned a directory to which data can be transmitted and retrieved. When the subscriber logs onto the FTP server, the server will automatically route the user to the proper directory according to the User ID & Password used to login. Each directory will be identified with that subscriber's Identification Code.

Example: Subscriber ID = L001LDIR



7.2 Data Submission

Data submitted to the MVA's FTP server is be stored in the agency's "In" directory with the name of:

INPXXXX (in ALL CAPS)

INP = Input (Add/Delete)File
XXXX = Company Code

Example: INP001L [**Note:** *The file must be placed on the FTP Server without a file extension.*]

In order to submit a file to the MVA for processing, the format of the file must be in accordance with the standards in *Figure 1* below.

INPUT:

Figure 1: Input Batch File Submission

Data Required from Subscribers				
Data Element ID	Field Name	Data Type	Format	Length
A1	COMPANY_CODE	Alpha/Num	XXXX	4
A2	SOUNDEX_NUMBER	Alpha/Num	A999999999999	13
A3	DATE_OF_BIRTH	Date	YYYY-MM-DD	10
A4	TRANSACTION_TYPE	Alpha	"A" = Add "C" - Change "D" = Delete	1
A5	CDL_INDICATOR	Alpha	"Y" – Yes (CDL) "N" – No (Non-CDL)	1
				29 Positions

7.4 Data Retrieval

Data being returned to the agency, for the following file types, will be placed in the subscriber's FTP "Out" directory using the following naming conventions:

7.4.1 Initialization Program (Initial 3-year / Complete (CDL) Record Run for ALL new Soundexes added):

3-Year / Complete Records:

OUT-FTPLIS10-XXXX

OUT-FTPLIS10 = Initial 3-Year/Complete
Record
XXXX = Company Code

Example: OUT-FTPLIS10-001L

3-Year / Complete Record Index:

OUT-FTPIND10-XXXX

OUT-FTPIND10 = Initial 3-Year/Complete
Index
XXXX = Company Code

Example: OUT-FTPIND10-001L

Error File:

OUT-FTPS010B-XXXX

OUT-FTPS010B = Initial 3-Year/Complete
Error Record
XXXX = Company Code

Example: OUT-FTPS010B-001L

7.4.2 3-Year / Complete Record Returns

3-Year/Complete Records:

OUT-FTPLISYY-XXXX

OUT-FTPLIS = 3-Year/Complete Record
YY = Subscriber Frequency
30-Daily; 40-Weekly; OR 50-Monthly
XXXX = Company Code

Example: OUT-FTPLIS30-001L (Daily Update Subscriber)

3-Year/Complete Record Index:

OUT-FTPINDYY-XXXX

OUT-FTPIND = 3-Year/Complete Index
YY = Subscriber Frequency
30-Daily; 40-Weekly; OR 50-Monthly
XXXX = Company Code

Example: OUT-FTPIND40-001L (Weekly Update Subscriber)

Error File:

OUT-FTPERBYY-XXXX

OUT-FTPERB = Error Report
YY = Subscriber Frequency
30-Daily; 40-Weekly; OR 50-Monthly
XXXX = Company Code

Example: OUT-FTPERB50-001L (Monthly Subscriber)

7.4.3 PBJ Complete Record Returns

PBJ Records:

OUT-PBJLISYY-XXXX

OUT-PBJLIS = Probation Before Judgement
Record
YY = Subscriber Frequency
30-Daily; 40-Weekly; OR 50-Monthly
XXXX = Company Code

Example: OUT-PBJLIS30-001L (Daily Update Subscriber)

PBJ Record Index:

OUT-PBJINDYY-XXXX

OUT-PBJIND = Probation Before Judgement
Index
YY = Subscriber Frequency
30-Daily; 40-Weekly; OR 50-Monthly
XXXX = Company Code

Example: OUT-PBJIND40-001L (Weekly Update Subscriber)

PBJ Error File:

OUT-PBJERBYY-XXXX

OUT-PBJERB = PBJ Error Report
YY = Subscriber Frequency

30-Daily; 40-Weekly; OR 50-Monthly
XXXX = Company Code

Example: OUT-PBJERB50-001L (Monthly Subscriber)

7.4.4 Individual Update Driving Record Returns

Driving Record Line Entry Records:

OUT-FTPRPAYY-XXXX

OUT-FTPRPA = Driving Record Updates
YY = Subscriber Frequency
30-Daily; 40-Weekly; OR 50-Monthly
XXXX = Company Code

Example: OUT-FTPRPA30-001L (Daily Update Subscriber)

Error File:

OUT-FTPERBYY-XXXX

OUT-FTPERB = Error Report
YY = Subscriber Frequency
30-Daily; 40-Weekly; OR 50-Monthly
XXXX = Company Code

Example: OUT-FTPERB40-001L (Weekly Subscriber)

7.4.5 PBJ Record Line Entry Records:

PBJ Record Line Entry Records:

OUT-PBJRPAYY-XXXX

OUT-PBJRPA = Probation Before Judgement
Record Updates
YY = Subscriber Frequency
30-Daily; 40-Weekly; OR 50-Monthly
XXXX = Company Code

Example: OUT-PBJRPA30-001L (Daily Update Subscriber)

PBJ Error File:

OUT-PBJERBYY-XXXX

OUT-PBJERB = PBJ Error Report
YY = Subscriber Frequency
30-Daily; 40-Weekly; OR 50-Monthly
XXXX = Company Code

Example: OUT-PBJERB40-001L (Weekly Subscriber)

[Note: Because the file names are static, directories should be checked by the subscriber based upon the frequency of the data frequency requested. Additionally, subscribers must retrieve files the following day after an Input file is submitted.

Once a file is retrieved, the subscriber should delete it from the FTP directory in order to keep the directory “clean” and ensure that space is available. Regardless, files not removed will be written over once the next file (of the same name) is placed on the FTP server.]

7.4.6 Output Files: Data Elements & Formats

OUTPUT: Errors / Rejects (Returned from the MVA)

Figure 2: Errors / Rejects

Errors/Reject Data Returned to Subscribers (from the MVA)				
Data Element ID	Field Name	Data Type	Format	Length
R1	COMPANY_CODE	Alpha/Num	XXXX	4
R2	COMPANY_NAME	Character	Text	35
R3	SOUNDEX_NUMBER	Alpha/Num	A9999999999999	13
R4	NAME	Character	Text	35
R5	FREQUENCY	Alpha	A	1
R6	RECORD_TYPE	Alpha	A	1
R7	ACTION	Alpha/Num	A	1
R8	MESSAGE	Character	Text	30
				120 Positions

OUTPUT: 3-Year/Complete Driving Records (Returned from the MVA)

Figure 3: 3-Year/Complete Driving Records

3-Year Driving Record Updates Returned to Subscribers (from the MVA)				
Data Element ID	Field Name	Data Type	Format	Length

T1	SOUNDEX	Alpha/Num	A999999999999	13
T2	<i>Delimiter</i>	Char	\	1
T3	CO_CODE	Alpha/Num	999A	4
T4	<i>Delimiter</i>	Char	\	1
T5	LINE_SEQ_NO	Numeric	0001	4
T6	<i>Delimiter</i>	Char	\	1
T7	REMAIN_DR_LINE	Char	Text	80
				104 Positions

OUTPUT: 3-Year/Complete Driving Record INDEX (Returned from the MVA)

Figure 4: 3-Year/Complete Driving Record INDEX

Index for 3-Year Driving Record Updates Returned to Subscribers (from the MVA)				
Data Element ID	Field Name	Data Type	Format	Length
I1	F_INTL_LAST_NAME	Alpha	A	1
I2	<i>Delimiter</i>	Char	\	1
I3	SOUNDEX	Alpha/Num	A999999999999	13
I4	<i>Delimiter</i>	Char	\	1
I5	CO_CODE	Alpha/Num	999A	4
I6	<i>Delimiter</i>	Char	\	1
I7	NAME	Char	Text	30
				51 Positions

OUTPUT: PBJ Records (Returned from the MVA)

Figure 5: PBJ Records

Probation Before Judgement Record Updates Returned to Subscribers (from the MVA)				
Data Element ID	Field Name	Data Type	Format	Length
P1	SOUNDEX	Alpha/Num	A999999999999	13
P2	<i>Delimiter</i>	Char	\	1

P3	CO_CODE	Alpha/Num	999A	4
P4	<i>Delimiter</i>	Char	\	1
P5	LINE_SEQ_NO	Numeric	0001	4
P6	<i>Delimiter</i>	Char	\	1
P7	REMAIN_PBJ_LINE	Char	Text	80
				104 Positions

OUTPUT: PBJ Driving Record INDEX (Returned from the MVA)

Figure 6: PBJ Record INDEX

Index for Probation Before Judgement Record Updates Returned to Subscribers (from the MVA)				
Data Element ID	Field Name	Data Type	Format	Length
P1	F_INTL_LAST_NAME	Alpha	A	1
P2	<i>Delimiter</i>	Char	\	1
P3	SOUNDEX	Alpha/Num	A999999999999	13
P4	<i>Delimiter</i>	Char	\	1
P5	CO_CODE	Alpha/Num	999A	4
P6	<i>Delimiter</i>	Char	\	1
P7	NAME	Char	Text	30
				51 Positions

OUTPUT: Individual Record Entry Updates (Returned from the MVA)

Figure 7: Individual Record Entry Updates

Record Entry Updates Returned to Subscribers (from the MVA)				
Data Element ID	Field Name	Data Type	Format	Length
D1	COMPANY_CODE	Alpha/Num	999A	4
D2	COMPANY_NAME	Character	Text	35
D3	ACTION	Alpha	A	1
D4	ACTION_INDICATOR	Alpha	A	1

D5	VIOL_STATE	Alpha	AA	2
D6	SOUNDEX_NUMBER	Alpha/Num	A999999999999	13
D7	NAME: First, Middle, Last	Character	AAAA, BBB, CCCC	35
D8	DATE_OF_BIRTH	Date	YYYY-MM-YY	10
D9	STREET_ADDRESS_1	Character	Text Field	30
D10	CITY	Character	Text Field	20
D11	STATE	Alpha	AA	2
D12	ZIP_CODE_1	Numeric	99999	5
D13	ZIP_CODE_2	Numeric	9999	4
D14	VIOL_POINTS	Numeric	99	2
D15	VIOL_CODE	Alpha/Num	XXXX	4
D16	VIOL_TEXT_A	Character	Text Field	30
D17	VIOL_TEXT_B	Character	Text Field	30
D18	VIOL_DATE	Date	YYYY-MM-DD	10
D19	DISP_DATE	Date	YYYY-MM-DD	10
D20	TICKET_NUM	Alpha/Num	XXXXXXXXX	8
D21	CONV_REC	Alpha/Num	XXX	3
D22	MESSAGE	Character	Text	15
				274 Positions

OUTPUT: PBJ Record Entry Updates (Returned from the MVA)

Figure 8: Individual PBJ Record Entry Updates

Record Entry Updates Returned to Subscribers (from the MVA)				
Data Element ID	Field Name	Data Type	Format	Length
P1	COMPANY_CODE	Alpha/Num	999A	4
P2	COMPANY_NAME	Character	Text	35
P3	PBJ RECORD	Text	Text	235
				274 Positions

8. Usage of Transaction Type Codes

8.1 Adding a new Driver License (Soundex) to be Monitored

To add a new driver license to the existing list of those monitored by your company, the subscribing company must send a new file including at a minimum, one record to be added. You may include as many records as you wish in any file sent. The file will support both adding new Drivers Licenses to your listing of those to be monitored as well as deleting older ones from being monitored. Each record within the file must contain ALL of the appropriate fields as outlined in *Figure*

1 above. Records to be added will be matched against the MVA mainframe, and where there is a match found on the 2 keys of Soundex Number & DOB, the MVA will add the Soundex to your listing for continual monitoring. If no matching record exists, then a record indicating “no match” will be sent to the referring subscriber. *

* Please refer to Section 9 for error codes related to returned files.

8.2 Changing an Existing Driver License (Soundex) from your Existing Monitoring List to become CDL or become Non-CDL

To change a driver license which you are currently monitoring to become a CDL or Non-CDL driver, the subscribing company must send a new file including at a minimum, one record to be changed. The “C” (for Change) transaction type must be used in the record to indicate that this is a change to an existing record. Following the “C”, the “Y” (for Yes – CDL) or “N” (for No – Non-CDL) Indicator must be present or the record will reject.

8.3 Deleting an Existing Driver License (Soundex) from your Monitor List

In the event that a Subscriber no longer desires to receive driving record updates for a particular drivers license, a delete record should be sent to the MVA in the format outlined in [Figure 1](#). Soundexes to be deleted may be included in the same file as those to be added.

9. Error Messages & Translations

9.1 Input File Error Messages (Initialization File: OUT-FTPS010B-XXXX)

TRAN TYPE NOT = A, C, OR D	Record sent in Input file did not contain an add, change, or delete tran_type.
COMPANY INACTIVE	Subscriber is not currently an active LMS Subscriber.
NO MATCH ON COMPANY RECORD	Company Code sent with record

	does not correspond to a known subscriber.
SDX CROSS REFERENCE – SEE NAME	Customer has been cross-referenced to a new Soundex (SDX). New SDX has been returned in Owner Name Field.
NO STORE OWNER RECORD EXISTS	Soundex was previously added to file to be monitored by the subscriber.
NO MATCH ON OWNER RECORD	Soundex provided does not match an existing Soundex on the MVA's DB.
NO MATCH ON SDX SVCUSTMR-REC	Soundex provided does not match an existing Soundex on the MVA's DB.
NO MATCH ON DOB SVPERSON-REC	Date of Birth provided does not match the DOB contained on the Soundex record on the MVA's DB.

Database Errors:

DB-OBTAIN ERROR VLMSCOM REC *ERROR – 02 TYPE RECORD **DB-OBTAIN ERROR VLMSOWN REC **DB-MODIFY ERR SVLMSOWN-REC **DB-STORE ERROR SVLMSOWN-REC	<u>Call Technical Help Desk at:</u> (410) 768-7181 and report the Error Message displayed.
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9.2 Error Messages from Monitoring Program (OUT-FTPERB30-XXXX, OUT-FTPERB40-XXXX, OUT-FTPERB50-XXXX)

COMPANY INACTIVE	Subscriber is not currently an active LMS Subscriber.
NO MATCH ON COMPANY RECORD	Company Code sent with record does not correspond to a known subscriber.
NO MATCH ON SDX SVCUSTMR-REC	Soundex provided does not match an existing Soundex on the MVA's DB.
SDX CROSS REFERENCE – SEE NAME	Customer has been cross-referenced to a new Soundex (SDX). New SDX has been returned in Owner Name Field.

Database Errors:

** DB-MODIFY ERR SVLMSCOM-REC ** DB-OBTAIN ERROR VLMSCOM REC ** DB-OBTAIN ERROR VCUSTMR REC *** ERROR – 02 TYPE RECORD	<u>Call Technical Help Desk at:</u> (410) 768-7181 and report the
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** DB-MODIFY ERR SVLMSOWN-REC
** DB-STORE ER SVLMSCON-REC

Error Message displayed.

10. FTP Connection

The Secure File Transfer Protocol (S/FTP) server allows users from outside the MDOT network to download and upload files via a secure connection. Data being transferred is encrypted from point-to-point. Users are required to use either an SSL connection via their browser or secure FTP connection via a 128-bit FTP client.

Clients have four (4) options in connecting to the MDOT S/FTP server. Following are the choices available and the information needed to utilize each.

(1) Clients may submit and retrieve files via a web browser. If using a Web Browser, clients may access the S/FTP server by entering the following URL: <https://sftp.mdot.state.md.us> in the Address field and hitting enter. From this point, authentication takes place and then an interface allows the user to submit and retrieve files by clicking on the hyperlinks displayed in the browser window.

For more information concerning interacting with MVA's S/FTP server via a web browser, please refer to the FTP User Instructions beginning with Section 14 of this manual.

(2) Clients may submit and retrieve files by creating a VPN (Virtual Private Network) tunnel and use straight (unsecure) FTP. By nature of VPN, the data is already encrypted.

(3) Clients may submit and retrieve files using scripting via HTTPS or FTP/S. HTTPS connection to <https://sftp.mdot.state.md.us> or 170.93.140.21. Data must be SSL encrypted and FTP security extensions must be RFC-2228 compliant. HTTPS port is 443. FTP/S port is 30021. We recommend using the Secure Transport Client from Tumbleweed. (www.tumbleweed.com) This client supports scripting using HTTPS. **Please note:** Clients are NOT required to purchase their own certificates. Certificates are sent from the server to the client.

(4) Clients may submit and retrieve files using a third-party client such as WS-FTP Pro. Any RFC-2228 compliant clients can gain FTP/S access to the MDOT S/FTP Server.

Configuration for WS-FTP Pro:

URL: sftp.mdot.state.md.us

- Under advanced section: Use FTP/SSL and set to use passive mode. Remote (FTP) port is 30021.
- Under Advanced section: Must use 128-bit encryption. May use (optional – see if it works): Use unencrypted command channel after SSL authentication & use unencrypted data channel.
- Under Options / Program Options: Check “Limit local port range” and set to 30022 – 30071.

➔ *Please note that some users have not had success accessing the Secure FTP server using third party clients from wireless routers connected to DSL or cable.*

11. Documents Related to LMS

There are several reference documents related to LMS that may be obtained directly by the subscriber. Following is a listing of those documents and where they may be found:

11.1 Driver Record Codes / Acronyms

Go to MVA's Website: <http://www.mva.state.md.us/>. Point to “Driver Services” on the left-hand side of the window. Click on “Driving Records.” Click on “Driver Record Codes Alphabetical Listing.”

11.2 Driver Record Class Codes

Go to MVA's Website: <http://www.mva.state.md.us/>. Point to “Driver Services” on the left-hand side of the window. Click on “Driving Records.” Click on “Driver Record Codes Alphabetical Listing.” Click on “Information is also available on driver license class codes.”

This site details the Commercial & Non-Commercial Driver License Class Codes, Commercial Driver License Endorsements, & Restriction Codes.

11.3 Driving Record Privacy Information

Go to MVA's website: <http://www.mva.state.md.us/>. Point to "Driver Services" on the left-hand side of the window. Click on "Driving Records." Click on "Driving Record Privacy Information" in order to display a listing of data that are private and those that are public under DPPA.

11.4 LMS Manual

A copy of this manual can be found on MVA's website at: <http://www.mva.state.md.us/>. Point to "Driver Services" on the left-hand side of the window. Click on "MVR's / Data Requests." Click on "License Monitor Subscription Service (LMS)." Click on "LMS Manual."

11.5 LMS Violation Code Listing

A copy of this manual can be found on MVA's website at: <http://www.mva.state.md.us/>. Point to "Driver Services" on the left-hand side of the window. Click on "MVR's / Data Requests." Click on "License Monitor Subscription Service (LMS)." Click on "Violation Code Listing."

This a PDF (Adobe) document that contains a complete listing of the current Maryland MVA violation codes used. The report is sorted to display those violation codes which have an LMS Indicator of "Y" (for "yes") at the top of the report followed by all others. The LMS indicator of "Y" indicates that that particular violation code will be included in LMS reported activity. The report has a secondary sort of Alphabetic (descending) / Numeric (ascending) order.

12. LMS Program Support

LMS program support is broken down into two (2) categories: Technical and Non-Technical. The support units are located in separate areas and are defined solely by the type of support each can offer.

12.1 Obtaining Technical Assistance

To report a technical problem or an error message that requires help desk support, please call the Maryland Department of Transportation Help Desk at **(410) 768-7181** and explain the nature of the problem**. The support staff will request information from you and will work with you to resolve the issue or open a help desk that will route to the proper Application Developer or Database Administrator for resolution.

Hours of the MDOT Help Desk are:

Monday – Friday: 7:00am – 5:00pm (ET)*
Saturdays: 8:00am – 4:00pm (ET)*

*Outside of the working hours, a pager number is provided via voice-mail and an on-call help desk technician will respond to your page.

**Please be ready to provide your Company Code or Subscriber ID, a Contact Name, and a Telephone Number where the contact person may be reached.

12.2 Obtaining Non-Technical Assistance

The Quality Control / Record Section of the MD MVA oversees the LMS program. Should you have questions concerning the nature of the program, form completion, invoicing / billing inquiries, require help in reading a driving record, or have other business-related issues, you may contact this section at **(410) 787-7758, (410) 768-7234 OR (410) 768-7035**.

Hours of LMS Support are:


Monday – Friday: 8:00am – 5:00pm (ET)

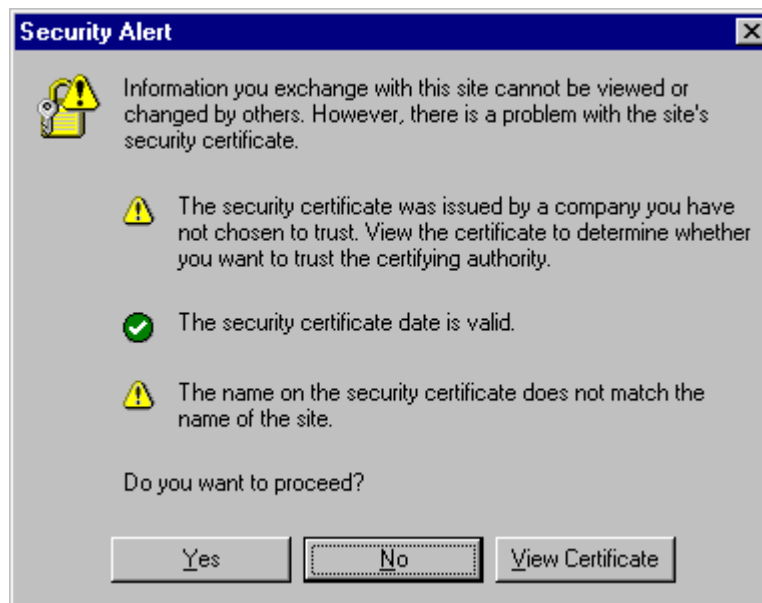
13. Discontinuing Participation in the LMS Program

Per the terms of the LMS contract, subscribers who wish to no longer participate in the LMS program must notify the MVA's Driver Records & Quality Control Section, in writing, of their intentions to discontinue participation. The contract may be discontinued by either party with a thirty (30) day notice in writing.

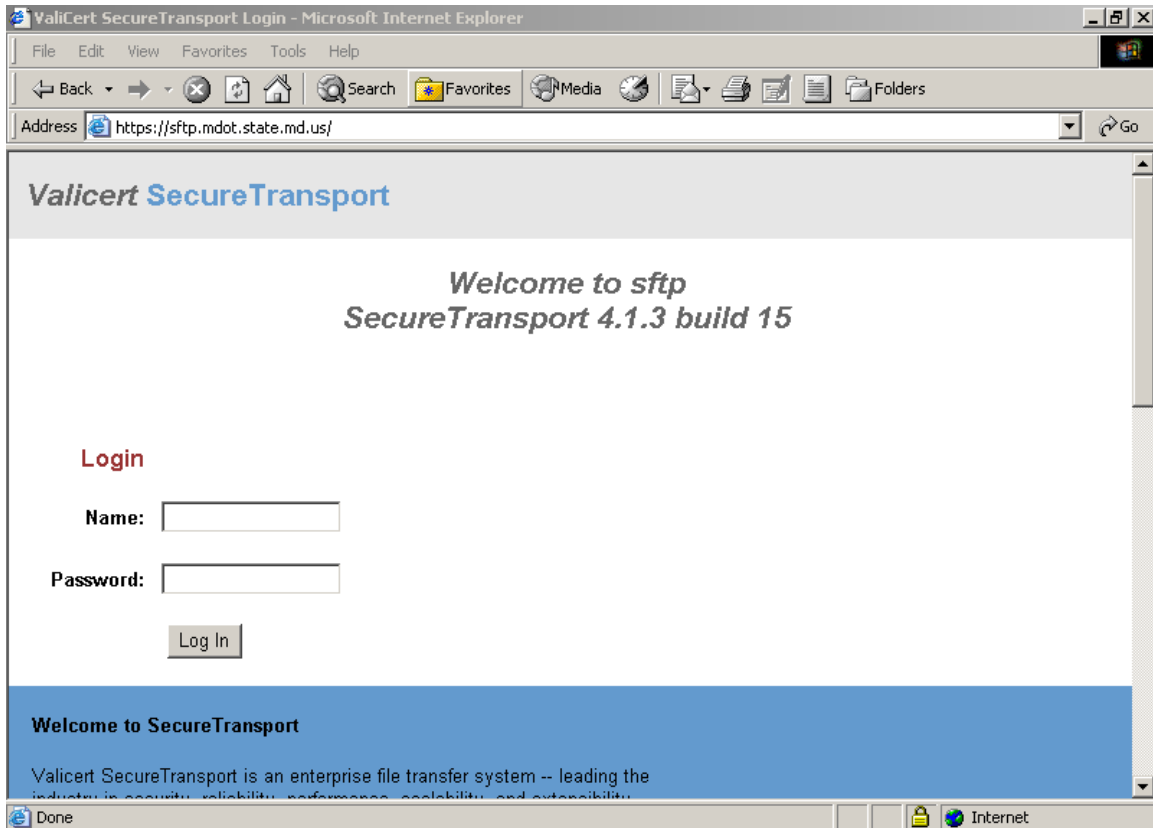
14. Connecting to the MDOT Secure FTP Server Program

14.1 Accessing the MDOT Secure FTP Server

1. Start your Internet browser.
2. In the address field, key in <https://sftp.mdot.state.md.us/>
3. Click  or press the "Enter" key.
4. If you receive the following "Security Alert" window, click on "Yes" to proceed.



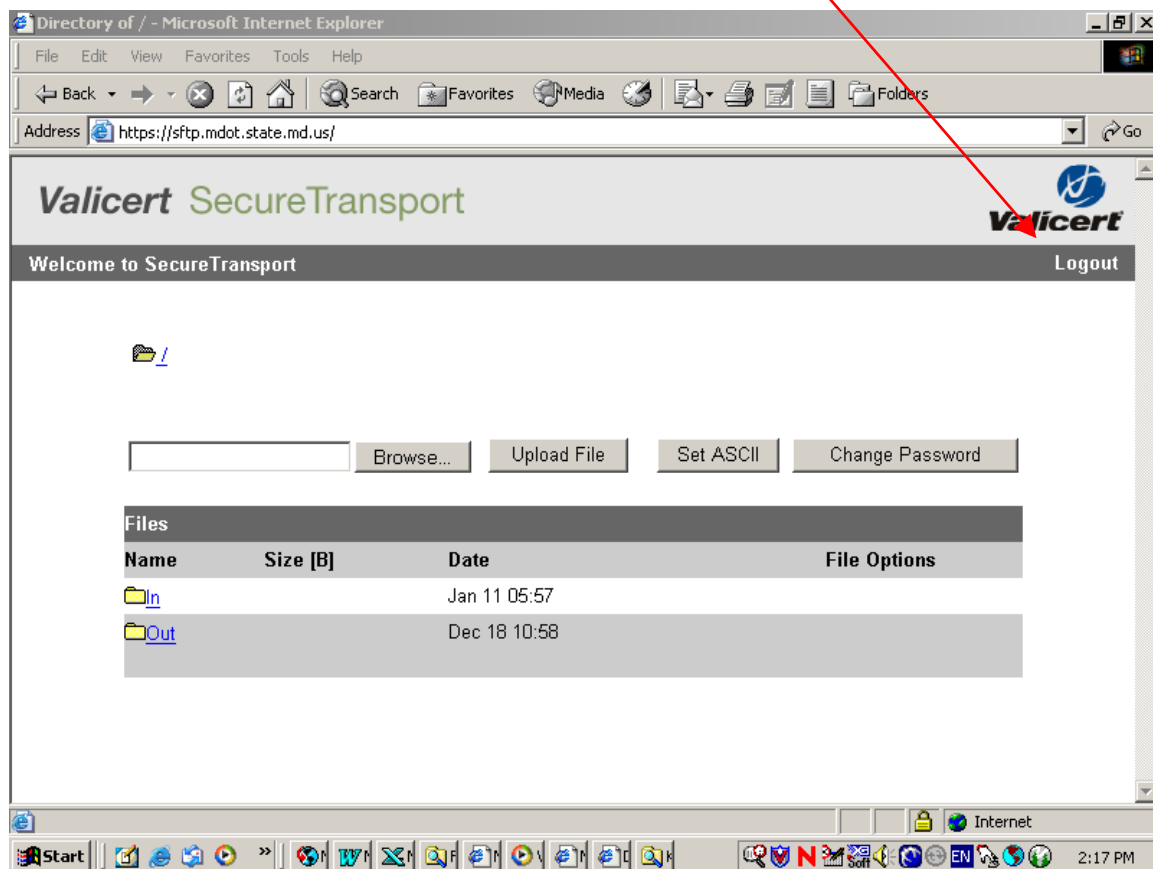
- When prompted, enter your User Name and Password assigned by the Maryland MVA and click on the “Log In” button or press the “Enter” key on your keyboard. (Note: If this is your first time to log in to the S/FTP Server, please change your password, after the initial log-in, by clicking on the “Change Password” button and following the prompts.)



6. You are now connected to the MDOT Secure FTP server. We recommend that you save the URL to your  Favorites

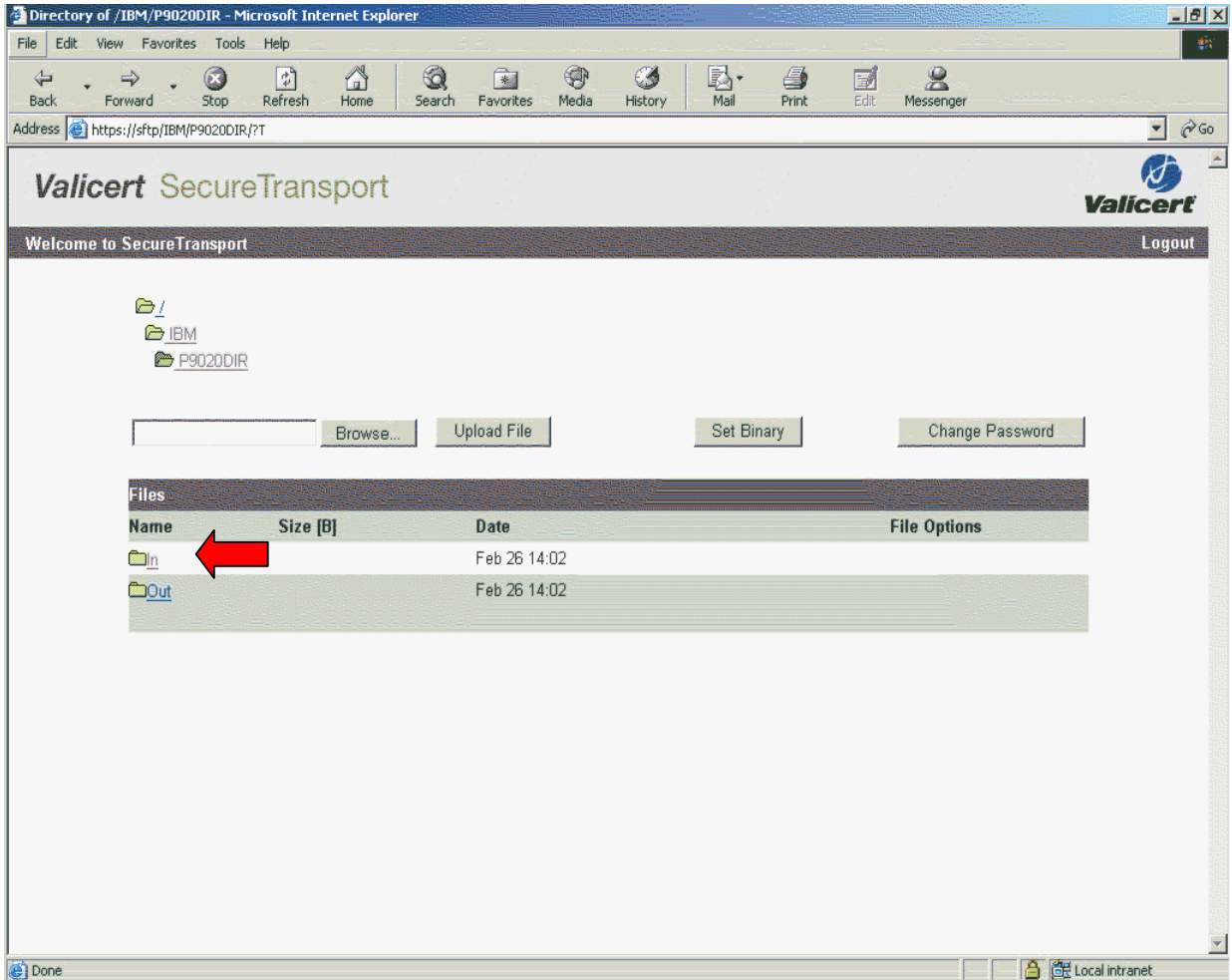
7. To close your session at anytime click the “Logout” hyperlink at the top, right-hand portion of the screen.

8. The screen pictured below is an example of the home screen that will appear upon login.

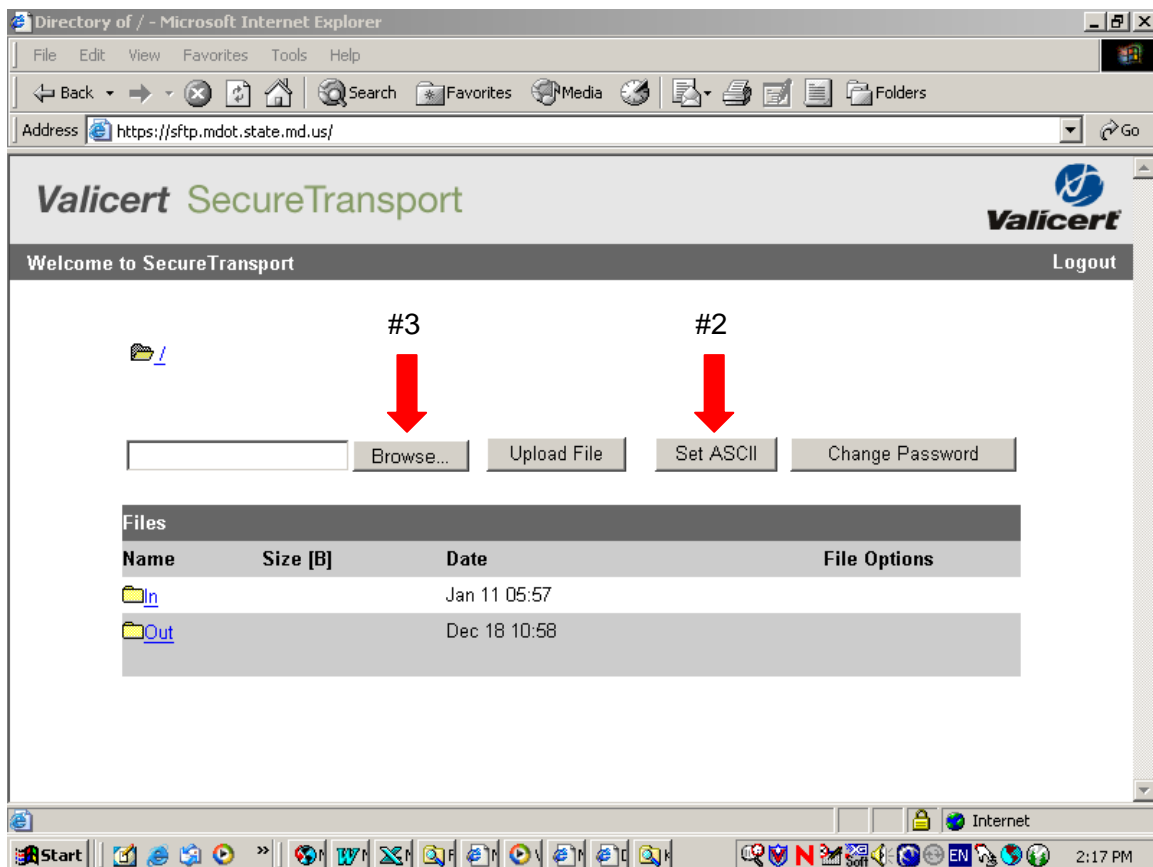


14.2 Transferring a file to the MDOT FTP Server

1. To transfer a file to the Maryland Department of Transportation Secure FTP Server, click on the "In" hyperlink. This links to your "In" FTP directory.

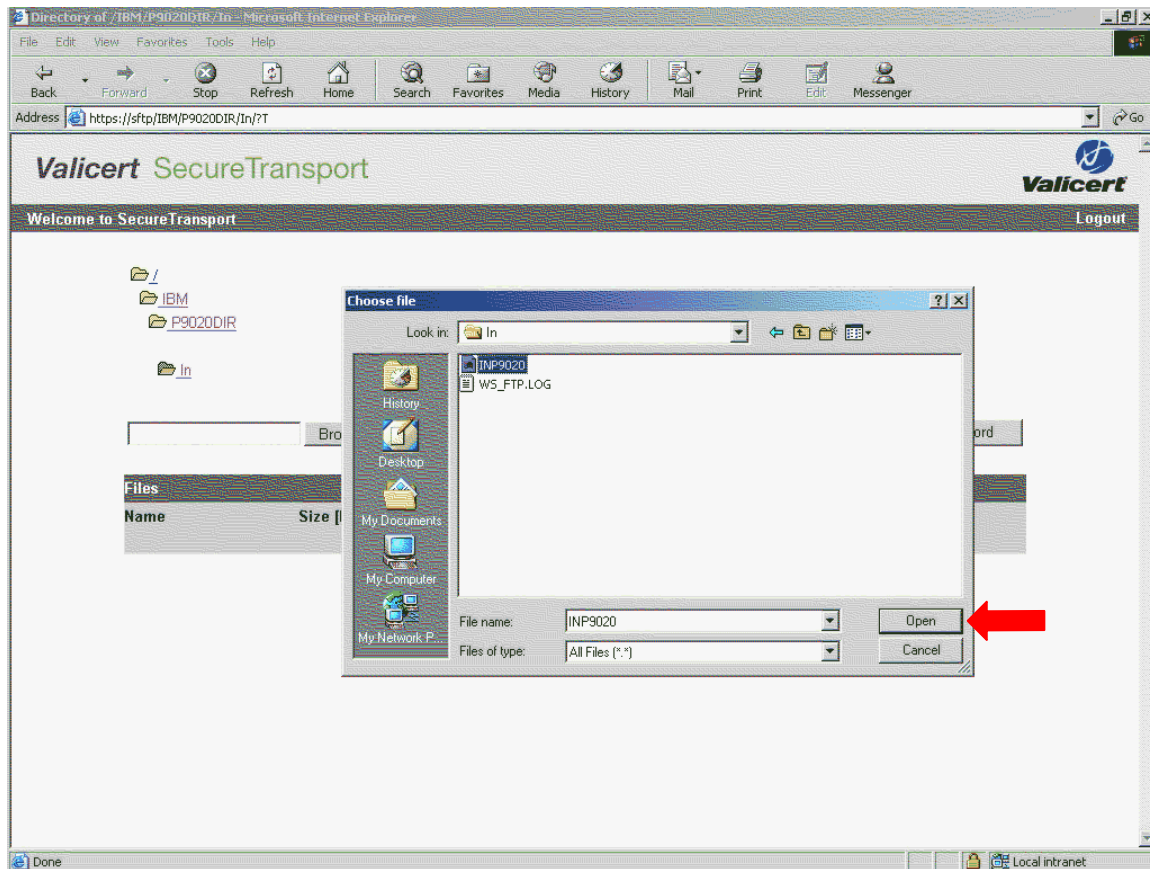


2. Next, **Click on the “Set ASCII” button** in order to ensure that ASCII data remains as ASCII. (*Once you click on the “Set ASCII” button, the button’s text changes to “Set Binary”.*)
3. Then, click the "Browse..." button to find the file on your PC or mainframe that you wish to send. (If you know the directory path and filename, you may key the file name* (including the drive letter and fully qualified path) into the window to the left of the "Browse..." button. Again, make sure the “Set Binary” / “Set ASCII” **button reads “Set Binary”** so that ASCII data will remain as ASCII. Then click the “Upload File” button to transfer the file.)



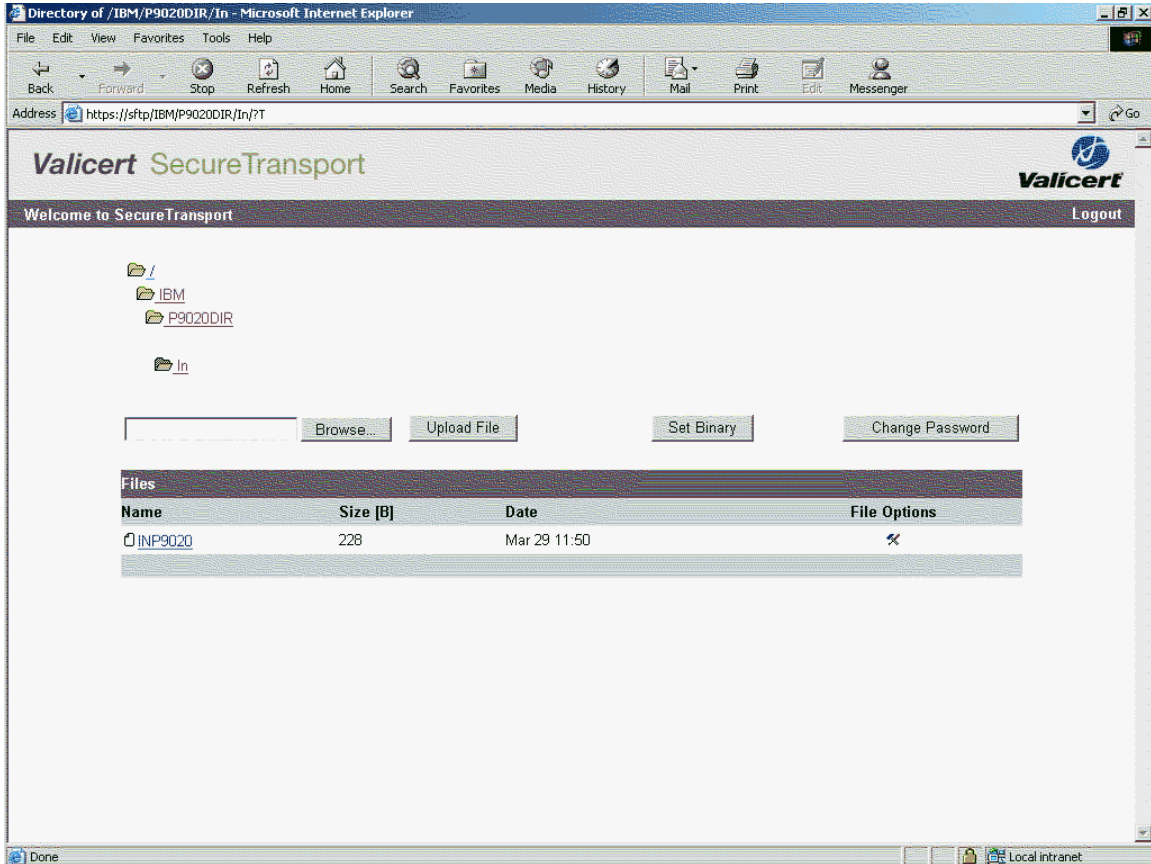
*Remember that the MVA FTP server will not accept files with extensions. Your file must first be saved to the name of the required input file name minus any extension.

4. When the file that you wish to send is located, highlight it by clicking the filename and then click the "Open" button.



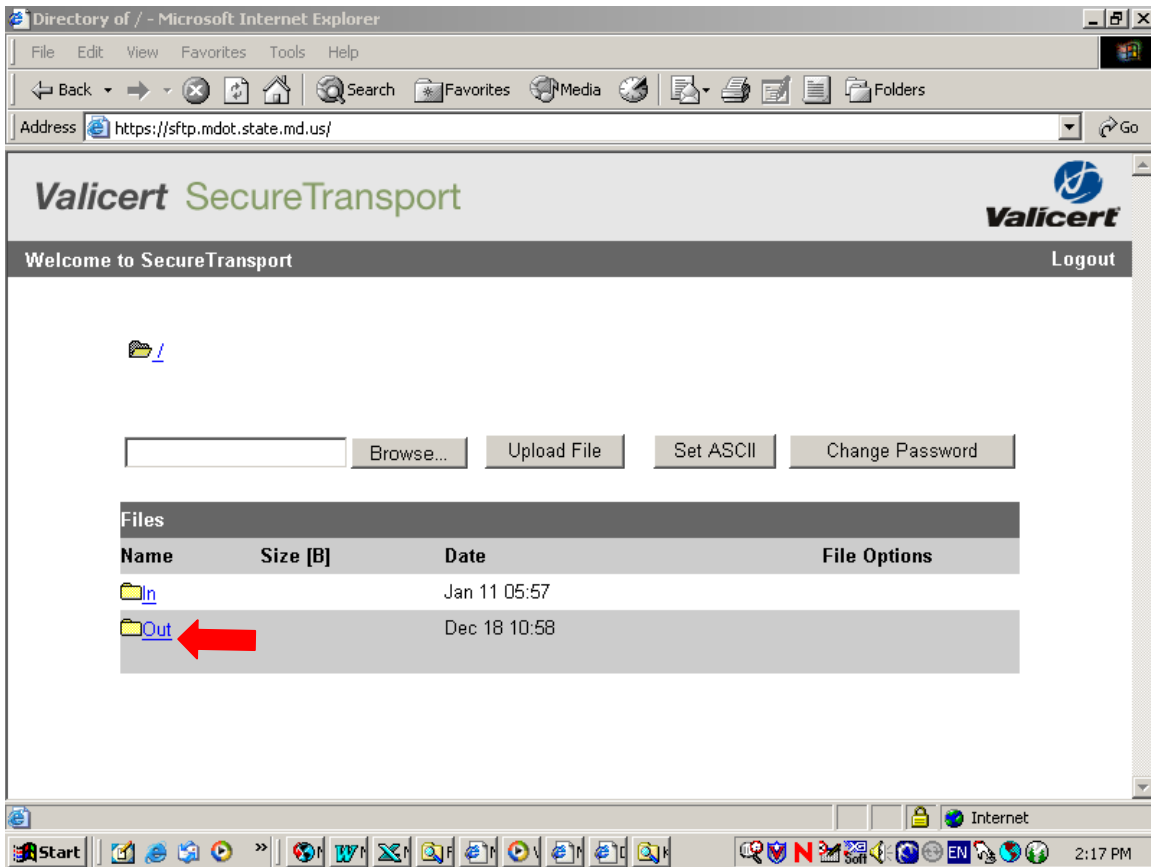
5. The Drive letter, path, file name and extension appear in the window next to the "Upload File" button. Verify that the "Set Binary" / "Set ASCII" button reads "Set Binary" so that ASCII data will remain as ASCII when uploading. Then click the "Upload File" button to transfer the file to the Maryland Department of Transportation Secure FTP Server.

6. The file name, size and date will appear on the screen as in the example below.

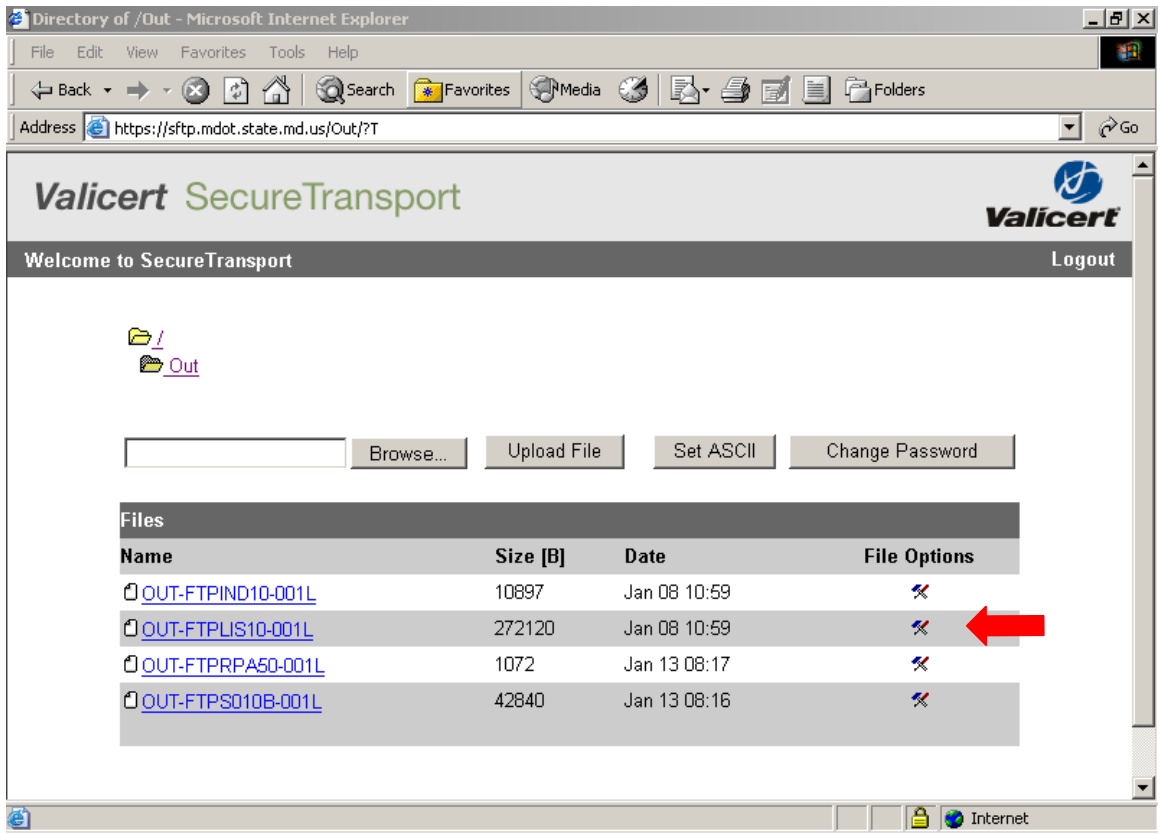


14.3 Retrieving a file from the MDOT Secure FTP Server

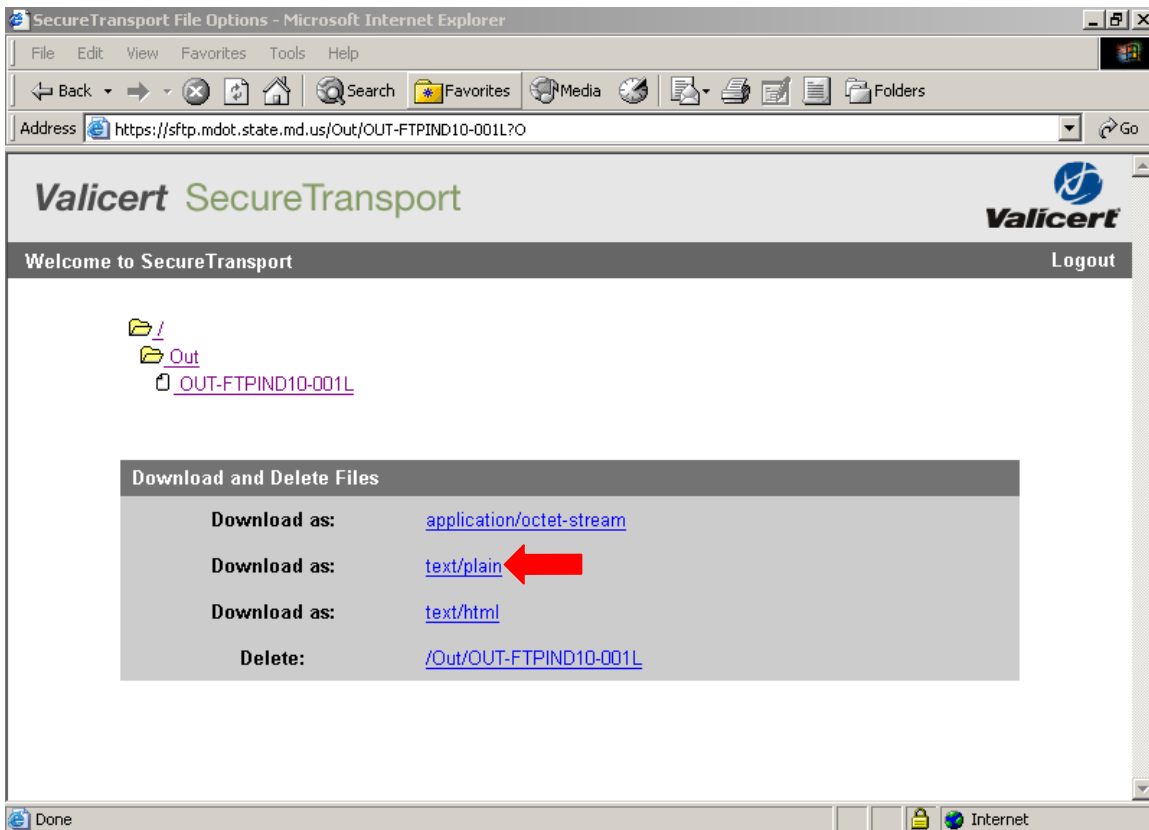
1. To retrieve a file from the Maryland Department of Transportation Secure FTP Server, click on the link labeled "Out."



2. Click the “File Options” icon next to the file you would like to download.



3. The below screen (“Download and Delete Files”) will appear. Click on the “text/plain” link to download the file. Then follow the instructions in the “File Download” window and click the “OK” button. *(Please note that although you may right click on the file and choose the “Save As” option to download the file, the method specified here is the preferred one and will ensure the integrity of the file layout.)*



To report a technical problem with the S/FTP Server, please call the Maryland Department of Transportation Help Desk (410-768-7181) and explain your problem. The helpdesk personnel will request information from you and work with you to resolve the problem or assign a help-desk number to your issue and forward the item to a technical support specialist for resolution.