

## D-10-23-1

**Date:** October 3, 2023  
**Bulletin:** All Dealers and Tag and Title Agencies  
**From:** Business Licensing and Compliance  
**RE:** Electronic Submission Mandate

This bulletin is to remind all Maryland Dealers and Tag & Title Agencies of the electronic submission mandate effective January 1<sup>st</sup> 2024. All titling and registration transactions must be processed electronically. All required documents for the transaction must be submitted to the MVA electronically as well. Transaction paperwork should NOT be mailed or dropped off at the MVA. If a transaction cannot be processed via the ERT system it should be submitted via the eServices' titling portal. Please include a copy/screenshot of the error received when the transaction was first attempted via the ERT system. The contact information for the four certified ERT providers in the State of Maryland are listed at the bottom of this bulletin.

The following transactions are exceptions to the above and are still eligible for over-the-counter processing with a valid appointment at an MVA branch:

- Duplicate Titles and Lien maintenance (POA and VR-003 are required)
- Registration transactions not able to be processed via ERT or on the Kiosk
- Repossessions
- Disabled Placards
- Trusts and other tax-exempt transactions
- MD Salvage/Rebuilt Titles inclusive of those titles/certificates that have been stamped off with MD State Police Inspection
- New to State with Excise Tax Calculation
- For any emergency transactions, please make an appointment for over-the-counter processing and work with the branch manager or supervisor.

Additional important information for eServices' Portal transactions:

- Portal transactions must be paid for using the business Draw Down account. Please make sure the necessary funds are in the account prior to submitting the transaction.
- All refund requests should be submitted via the portal under the "other" category
- A transmittal sheet is required to be submitted with all transactions
- Please make sure to upload a copy of the customers Photo ID (Front and Back)
- Please include a copy of the Title agent ID (Title service agencies only)

## **ERT VENDOR CONTACT INFORMATION:**

**Dealertrack Registration and Title Solutions**  
**800.430.2391**  
**[RTS-CS-MD@COXAUTOINC.COM](mailto:RTS-CS-MD@COXAUTOINC.COM)**

**Solera Titling – TitleTec**  
**Phone (855)-220-1253**  
**[support@titletec.com](mailto:support@titletec.com)**

**Vitu**  
**240-224-0933**  
**[mdsupport@vitu.com](mailto:mdsupport@vitu.com)**

**CVR**  
**Kristina Pappalardo**  
**240-477-3046**  
**[kpappalardo@cvrreg.com](mailto:kpappalardo@cvrreg.com)**

If you have any questions, please contact us at 410-787-2952 or [mvabldisd@mdot.maryland.gov](mailto:mvabldisd@mdot.maryland.gov).

If you have any Transaction related questions please contact Dealer Services at [MDDTTS@mdot.maryland.gov](mailto:MDDTTS@mdot.maryland.gov).