

D-03-24-02

Date: March 21, 2024

Bulletin: All Dealers and Tag and Title Agencies

From: Vehicle Services- Central Operations

Subject: Rejections of Portal Transactions

Since the deployment of CORE 21, there has been a disruption to the business portal rejection email process. At this time when a vehicle transaction is rejected, the email does not display the rejection reason. As a temporary work around, the submitter of the portal request will receive an email from the branch office or MDDTTS email indicating the reason for the rejection until this issue is fixed.

The subject line of the email will contain the web request confirmation number, full VIN or last 8 digits of the VIN and the last name of the customer for reference.

If the rejection reason is a documentation request, resubmit the transaction in the business portal with the required documents and do not upload the documents to the rejection email. If the transaction was rejected due to a fee discrepancy or lack of funds in the drawdown account, please respond to the email with a response to take from the available funds and/or add the monies to your drawdown account to proceed with the transaction. We will allow 3 business days to receive a response before the transaction is removed from the task queue.

If you have any questions, please email Shae Richards-Marks at srichardsmarks@mdot.maryland.gov, Brian Forde at bforde@mdot.maryland.gov, or Winfield Duffy Jr at wduffy@mdot.maryland.gov.