



MDOT MVA Batch Vehicle Access (BVA) User Guide

Version 2.3

Tyler Maryland (NICUSA, LLC) in partnership with
the MDOT Motor Vehicle Administration

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Batch Vehicle Access (BVA) User Guide

Introduction

In May 2012, the Maryland Department of Transportation Maryland Motor Vehicle Administration (MDOT MVA) partnered with Tyler Maryland (NICUSA, LLC) through a Master Contract with the Department of Information Technology to provide Batch SFTP Vehicle Access services. This document provides an overview on implementing and interfacing with this service.

What's New?

The following revisions were made to the BVA user guide:

- Addition of Inactivity Guidelines section, page 7

BVA Service Overview

The Batch Vehicle Access (BVA) service is a secure file transfer batch-based system which allows customers to submit license plate numbers and receive the Name, Address (Street, City, County, State, and Zip Code), VIN, Make, and Body from the vehicle record. The entire vehicle record is not provided through this service. Once subscribed to the service, the customer sends a file to the SFTP location indicating the License Plate numbers the customer has a DPPA-approved reason to access. This program will run overnight (on any processing day) and make available the resulting output file(s) in the customer's SFTP "out" directory the following day.

The file server location is located at the following URL: <https://sftp.egov.maryland.gov>

Upon subscription to the BVA service, each customer is assigned a directory to which data is transmitted and retrieved. License Plate numbers sent in by a customer will be matched against the MDOT MVA's records. License plate numbers that cannot be found will be placed in a separate return (reject/error) file. These rejected License Plate numbers are listed on a report and provided back to the customer through an error file placed in that user's "out" directory.

All files placed on the SFTP server will cause a confirmation e-mail to be sent to the customer as soon as the new file has been picked up by the BVA service. Incoming files will generate a "received" e-mail confirmation. Outgoing files will generate a "pick-up" e-mail notification when the file is placed into the customer's directory for pickup. [Note: Files will not be pushed to customer.]

Maintenance Windows

This system is unavailable to process search requests during SFTP server downtimes. Current Tyler Maryland (NICUSA, LLC) scheduled downtimes are:

- The second Saturday of every month from 11:00pm until 5:00am EST

Program Guidelines

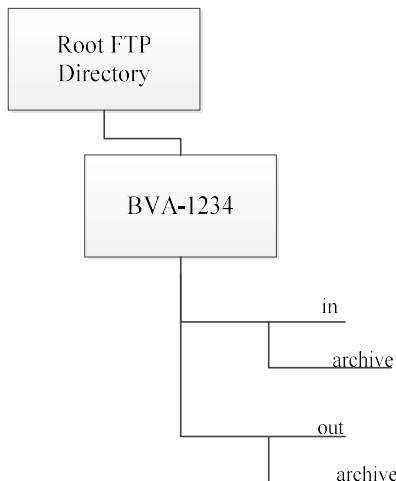
SFTP Directory Structure

Each customer is assigned a directory to which data is transmitted and retrieved. When the customer logs onto the server, the server will automatically route the user to the proper directory according to the User ID & Password used to login.

Upon login to the file transfer server, the customer is rooted into a directory named for their billing identification code. Under this directory are service directories for batch services being used by the customer, named using the service abbreviation and the customer's MDOT MVA company code. Within the service directories will be "in" and "out" directories as well as archive directories to hold files from previous processing days. The "in" folder is used to transmit request files to the service and the "out" directory is used to receive response files.

Example:

Directory structure for customer with an MDOT MVA company code of 1234



File Submission

BVA submission of files **must** occur no later than 5:00pm EST any Monday – Saturday, excluding Federal & State Holidays. Return files, when created, are placed in a customer's "out" directory Tuesday – Sunday and will be available after 7:00am EST. Only Maryland License Plate Numbers may be accessed.

Customers may send in one file per day on any processing day. Customers are not required to send a daily file and may instead opt to send a file on a less frequent basis more fitting to their needs. The BVA system will run each processing day regardless of input.

Upon receipt of a submitted request file, the system will validate certain aspects of the input file, including:

- The expected length of input record lines
- The inclusion of the correct MDOT MVA company code in the request record

If the file is determined to be invalid, it will not be sent to MDOT MVA for processing. Instead the file will be renamed with a “.REJECTED” file extension and an email will be sent to the email addresses registered with the service indicating that the file was rejected along with the reason for the file rejection. The file will be rejected in its entirety and no partial output files will be generated by MDOT MDOT MVA for the customer on that processing day. Customers should fix the issues with the file that led to rejection and resubmit for processing on the next processing day (without the .REJECTED file name extension).

If the input file is successfully picked up for processing by the system, an email will be sent to the email addresses registered with the service indicating that the file was successfully received. As soon as return files are available for pick up additional emails will be sent to the same email addresses indicating that the customer may now retrieve the return files.

Account Maintenance

To comply with Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) and Driver’s Privacy Protection Act (DPPA) guidelines, all users must verify their need for access every six months. The verification involves **two main steps**:

1. Primary Account Holder verifies account details and authorized users.
2. Each user (including the primary account holder) confirms their individual access.

Important:

- All users will receive an email notification from noreply@maryland.tylerapp.com when it’s time to verify.
- The account will be suspended if the required verification steps are not completed by the stated deadline.
- The account can be reactivated once the primary account holder completes the verification process.

Step 1: Primary Account Verification

1. **Review All Users**
 - The primary account holder logs in to review the list of users.
 - Remove or deactivate anyone who no longer needs access.

2. Confirm and Complete

- Once the user list is reviewed, select **Verify**, and complete the **Certification** to finalize the process.



The screenshot shows a yellow rectangular box with the title "Certification" at the top. Below the title is a green checkmark icon followed by the text: "I certify to the Maryland Motor Vehicle Administration that all user information is accurate to the best of my knowledge." At the bottom of the box is a green button with the text "Certify User Information" and two right-pointing chevrons.

- The certification action triggers an **email** to each user for individual verification.

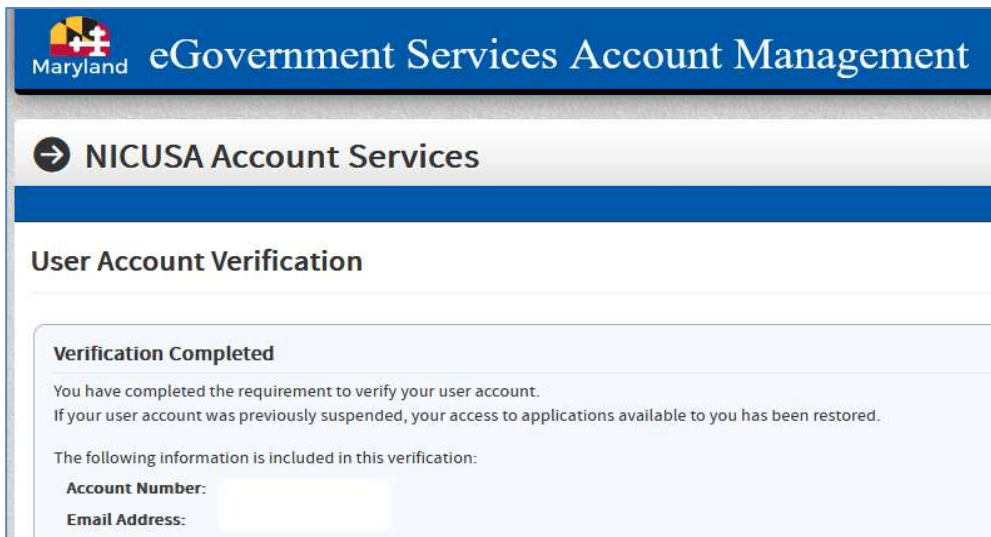
Step 2: Individual User Verification

1. Check for the Verification Email

- Every user on the account (including the primary holder) receives a follow-up email from noreply@maryland.tylerapp.com requesting access confirmation.

2. Click the Verification Link

- Use the link in the email to confirm continued access.
- This link remains valid for **30 days**.
- Upon clicking the link the user will be routed to a confirmation page:



The screenshot shows a web page for "eGovernment Services Account Management". The header is blue with the Maryland state logo and the text "eGovernment Services Account Management". Below the header is a grey bar with a right-pointing arrow and the text "NICUSA Account Services". Underneath is a blue bar with the text "User Account Verification". The main content area is white and contains a light blue box with the title "Verification Completed". Inside this box, the text reads: "You have completed the requirement to verify your user account. If your user account was previously suspended, your access to applications available to you has been restored." Below this, it says "The following information is included in this verification:" followed by two fields: "Account Number:" and "Email Address:", each with a corresponding input box.

3. Resend if Needed

- If the link expires, the **primary** account holder can resend a new verification email.

Found 3 users total.

Users per page: 10

Show Status: All

Search:

First Name	Last Name	Username	Email	Primary Role	Date Created	Last Login	Status
Connor				No	06/27/2023		Active
Fozzie	Bear	fozbear		Yes	07/21/2014	06/21/2024	Active

Buttons: Edit, Send Verification Email

Reactivation After Suspension

If the account is suspended due to incomplete verification:

- The **primary** account holder must log in and complete **Step 1**, by clicking on **Verify**, pictured below.

Verification History and Documents

Verification History

View Files

Records per page: 3

Due Date	Type	Status	Completed Date	Completed By
11/17/2022	Account	Overdue	--	--

Buttons: Verify

- Each user must then complete **Step 2**.
- The account will be reactivated once both steps are finished.

Inactivity Guidelines

To keep accounts secure, there is a timeout for accounts that haven't been used in two years. If your account hasn't submitted a search or gotten a driver or vehicle record in two years, it will be suspended. The suspension will affect the entire account, not individual users.

If your account gets suspended and you want to keep using it, the primary account user should email mdhelp@tylertech.com for help with reactivation.

Charges and Billing

Records sold under this program will bear a cost of \$0.53 per record to non-Governmental companies and \$.05 per record to governmental agencies. There are no minimum fees.

Invoices are generated and mailed/e-mailed to customers at the beginning of each month for the previous month's transactions. Payment is due upon receipt of the monthly invoice. Interruption to service occurs if payment is not received by Tyler Maryland (NICUSA, LLC) within 20 days of the date of the invoice. If payment is received following a termination, Tyler Maryland (NICUSA, LLC) determines eligibility for reinstatement.

BVA Program Support

To report a technical problem, error messages, or billing inquiries, please call the Tyler Maryland (NICUSA, LLC) Help Desk and explain the nature of the problem. The support staff will work with you to resolve the issue.

- Email: mdhelp@tylertech.com
- Phone: (888) 9MD-EGOV or 410.990.1090

Discontinuing Participation in the BVA Program

Customers who wish to no longer participate in the BVA program must notify Tyler Maryland (NICUSA, LLC), in writing, of their intentions to discontinue participation. The contract may be discontinued by either party with a thirty (30) day notice in writing.

Submitting/Retrieving Records

Input File Data Submission

Data files should be uploaded to the customer's "in" directory with the name of:

INPXXXX

INP= Input file
XXXX = Company Code

Example: INP1234

Once the file has been successfully picked up by the BVA service, the file will be moved to the customer's "in" archive folder.

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

Data Element ID	Field Name	Data Type	Format	Length
A1	TAG_NUMBER*	ALPHA-NUMERIC	XXXXXXXX	8
A2	COMPANY_CODE	NUMERIC	9999	4
A3	FILLER	FILLER		9

Table 1: License Plate Input Batch File

The record length is fixed in accordance with the above Table 1. The participating customer is responsible for converting existing information to the format designated in the above table.

*Note:

The Tag Number field should be left justified in cases where the tag positions are less than eight (8). In the case of vanity plates, if a vanity plate contains a space in it, the Tag Number field should contain a space in it as well.

Data Retrieval

Data being returned will be placed in the subscriber's SFTP "out" directory using the following naming conventions:

Returns for requests for license plate information:

License Plate Information – Name/Address file:	
FTPD-DATA-XXXXXX	
FTPSFTPD-DATA =	Tag Information Records
XXXXXX =	Customer Code
Example: FTPD-DATA-F0000A	
Error File:	
FTPD-REPT-XXXXXX	
FTPD-REPT =	No Find Record Errors
XXXXXX =	Customer Code
Example: FTPD-REPT-F0000A	

Output Files Data Elements & Formats

Output file format of the file will be returned in accordance with the standards in Table 2 and Table 3 below.

Field Name	Data Type	Format	Length	Notes
TYPE	NUMERIC	1	1	1: Regular license plate 2: Dealer license plate 3: Cross-reference license plate (license plate is cross referenced to another plate number) 4: Returned license plate 5: N/A (not applicable or used at this time) 9: No match
COMPANY_CODE	NUMERIC	9999	4	MDOT MVA issued company code
TAG_1	ALPHA-NUMERIC	XXXXXXXXXXXXXXXXXXXXXXXXXX	30	Previous field length of 7
YEAR_MONTH_EXP_DATE_1	DATE	YYYYMM	6	
TAG_2	ALPHA-NUMERIC	XXXXXXXXXXXXXXXXXXXXXXXXXX	30	Previous field length of 7
YEAR_MONTH_EXP_DATE_2	DATE	YYYYMM	6	
VIN	ALPHA-NUMERIC	XXXXXXXXXXXXXXXXXXXX	19	

Field Name	Data Type	Format	Length	Notes
MAKE	CHARACTER	TEXT	30	Previous field length of 4
BODY	CHARACTER	TEXT	6	Previous field length of 8
PRIMARY_OWNER_LAST_NAME	CHARACTER	TEXT	50	
PRIMARY_OWNER_FIRST_NAME	CHARACTER	TEXT	50	
PRIMARY_OWNER_MIDDLE_NAME	CHARACTER	TEXT	50	
PRIMARY_OWNER_SUFFIX	CHARACTER	TEXT	10	
COMPANY_NAME	ALPHA-NUMERIC	TEXT	255	Previous field length of 30
STREET_ADDRESS_1	ALPHA-NUMERIC	TEXT	255	
STREET_ADDRESS_2	ALPHA-NUMERIC	TEXT	255	
UNIT	ALPHA-NUMERIC	TEXT	30	
UNIT_TYPE	ALPHA-NUMERIC	TEXT	50	
CITY	ALPHA-NUMERIC	TEXT	100	
COUNTY	ALPHA-NUMERIC	TEXT	6	
STATE	ALPHA	MD	2	
ZIP	NUMERIC	999999999	9	
CO_OWNER_LAST_NAME	CHARACTER	TEXT	50	
CO_OWNER_FIRST_NAME	CHARACTER	TEXT	50	
CO_OWNER_MIDDLE_NAME	CHARACTER	TEXT	50	
CO_OWNER_SUFFIX	CHARACTER	TEXT	10	
			1,418 Positions	

Table 2: MDOT MVA License Plate Information Output file

Error Output Files

The error output file is a print report. The print line is 133 positions with the first column serving as carriage control. Each new page has two header lines followed by detail data lines. The following is an example layout of the error output file:

Field Name	Description	Max Length	Format
TagNumber	Tag 1	8	
Company Code	Company Code	4	9999

Error Output File Sample				
1	DATE 03/10/05	TAG NUMBER LIST	PAGE 1	
	USER CODE 8005	VEHICLE OWNER NOT ON MVA COMPUTER FILE		
	VORS550S			
0				
	A1234567	B2345678	ABC1234	
	BAD BOY	CR8Z 8	FPA7014	
1	DATE 03/10/05	TAG NUMBER LIST	PAGE 2	
0	USER CODE 8005	TOTAL SHEET	VORS550S	
0				
		TOTAL TAG NUMBER INPUT RECORDS	12	
		TOTAL TAG NUMBERS OUTPUT RECORDS	12	
		TOTAL NUMBER COMPANY ERROR RECORDS	0	
		TOTAL TAG NUMBERS ON FILE (REC-TYPE 1)	9	
		TOTAL TAG NUMBERS ON FILE (REC TYPE 2)	0	
		TOTAL TAG NUMBERS ON FILE (REC-TYPE 3)	0	
		TOTAL TAG NUMBERS ON FILE (REC TYPE 4)	0	
		TOTAL TAG NUMBERS ON FILE (REC TYPE 5)	0	
		TOTAL TAG NUMBERS NOT ON FILE (REC TYPE 9)	3	

Secure FTP Connections

The server allows customers to download and upload files via a secure connection. Data being transferred is encrypted from point-to-point. Users are required to use an SSL connection via either their browser or secure FTP (SFTP) via a 128-bit SFTP client.

Customers have two (2) options for connecting to the Tyler Maryland (NICUSA, LLC) SFTP server. Following are the choices available and the information needed to utilize each.

SFTP Connection

Customers may submit and retrieve files via a secure file transfer client. If using a secure file transfer client, access to the server is accomplished by accessing the following server name:

sftp.egov.maryland.gov

A connection will need to be made using valid user credentials. The client must be able to handle at least 128-bit encryption. Secure file transfers occur over tcp port 22.

HTTPS Connection

The HTTP/S web client capability allows any user with access to a common web browser to easily connect to the server to upload and download files. Clients may connect to <https://sftp.egov.maryland.gov> to submit and retrieve files. Data transfers will be SSL encrypted and RFC-2228 compliant. HTTPS occurs over TCP port 443.

*Note:

Customers are NOT required to purchase their own certificates. Certificates are sent from the server to the client.

BVA References

Vehicle Record Type Codes

MDOT MVA Vehicle Record Type Codes are described in Table 3 below:

Vehicle Record Type Code	Description
1	Regular license plate
2	Dealer license plate
3	Cross-referenced license plate (License plate is cross referenced to another license plate number)
4	Returned license plate
5	N/A (Not applicable or used at this time)
9	No match

Table 3: Vehicle Record Type Codes

Vehicle Brand Codes

The BVA system translates the various brand fields in the database when vehicle titles or salvage certificates are generated. In some cases, there may be different interpretations, depending on whether a salvage certificate or a title certificate is generated, which is indicated in Tables 4 and 5 below. The brand

fields are input by hand and are not edited; therefore, the descriptions may vary. Information will be displayed "as is" if it does not match the predefined set of brand "codes" listed in the chart.

Odometer Code	DESCRIPTION
A	Actual Mileage
B	Exceeds Mechanical Limits
C	Not Actual Mileage
D	Exempt

Table 4: Odometer Code

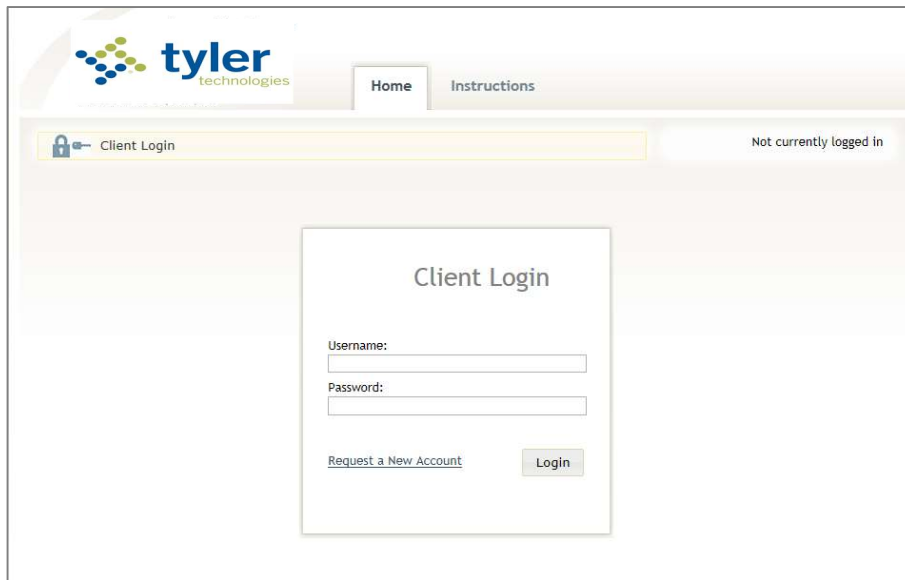
Field Name	Value	Title Document	Salvage Document
Brand	XSALVG	XSALVAGED	XSALVAGED
	XSATAX	XSALVAGED TAXI	XSALVAGED TAXI
	XSAXTA	XSALVAGED TAXI	XSALVAGED XTAXI
	XSAGLK	XSALVAGED GLKT	XSALVAGED GLKT
	XSAREC	XSALVAGED RECO	XSALVAGED RECO
	XSAATV	XSALVAGED ATV	XSALVAGED ATV
	XSAATC	XSALVAGED ATC	XSALVAGED ATC
	XSAKT	XSALVAGED KT	XSALVAGED KT
	(anything)	(anything)	(anything)
RET-VEH-BRAND	Y	VEHICLE RETURNED UNDER AUTOMOTIVE WARRANTY ACT – HISTORY ON FILE	VEHICLE RETURNED UNDER THE AUTOMOTIVE WARRANTY ACT – HISTORY ON FILE
SALV-BRAND	1	REBUILT SALVAGE	DAMAGE GREATER THAN FAIR MARKET VALUE
	2	(nothing)	DAMAGE EQUAL TO OR LESS THAN FAIR MARKET VALUE
	3	(not allowed)	NOT REBUILDABLE – PARTS ONLY- NOT TO BE RETITLED
	4	REBUILT SALVAGE	ABANDONED VEHICLE
	5	Recovered Stolen	RECOVERED STOLEN WITH DAMAGE
	6	FLOOD DAMAGE	SALVAGE-FLOOD DAMAGE
SALV-STL	Y	(not allowed)	VEHICLE REPORTED STOLEN

Table 5: Vehicle Brand Codes

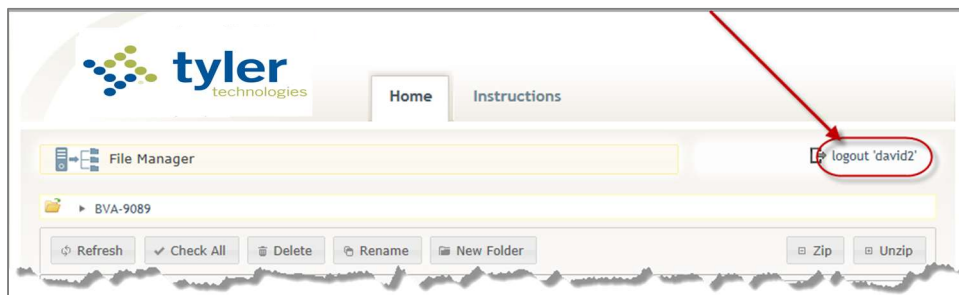
Connecting to the Tyler Maryland's (NICUSA, LLC) Secure Server via HTTPS

Accessing Tyler Maryland's (NICUSA, LLC) Secure SFTP Server

1. Start your Internet browser.
2. In the address field, type in <https://sftp.egov.maryland.gov>.
3. Enter your Username and Password assigned by Tyler Maryland (NICUSA, LLC) and click on the "Login" button.

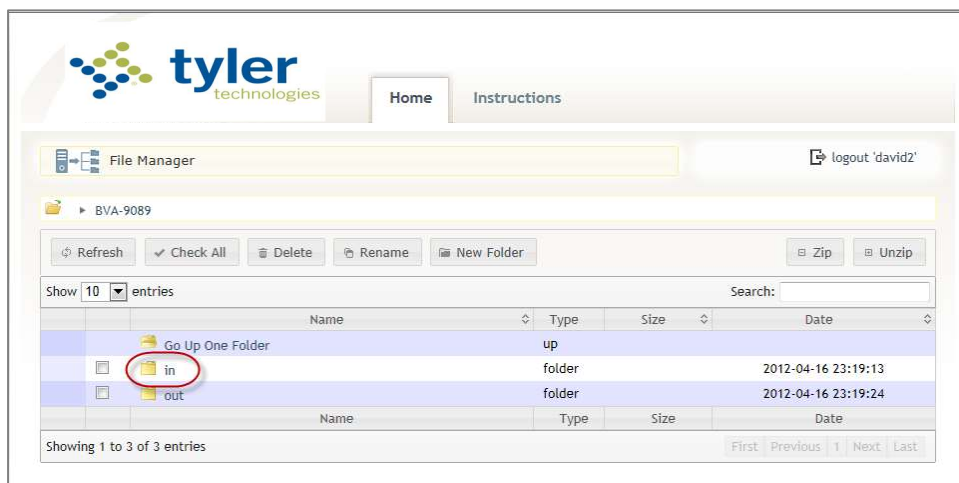


4. You are now connected to the Tyler Maryland's (NICUSA, LLC) Secure SFTP server.
5. To close your session, click the "Logout" hyperlink at the top, right-hand portion of the screen.



Transferring a file to the Tyler Maryland (NICUSA, LLC) SFTP Server

To transfer a file to Tyler Maryland's (NICUSA, LLC) Secure SFTP Server, click on the "in" folder. This links to your "in" SFTP directory.



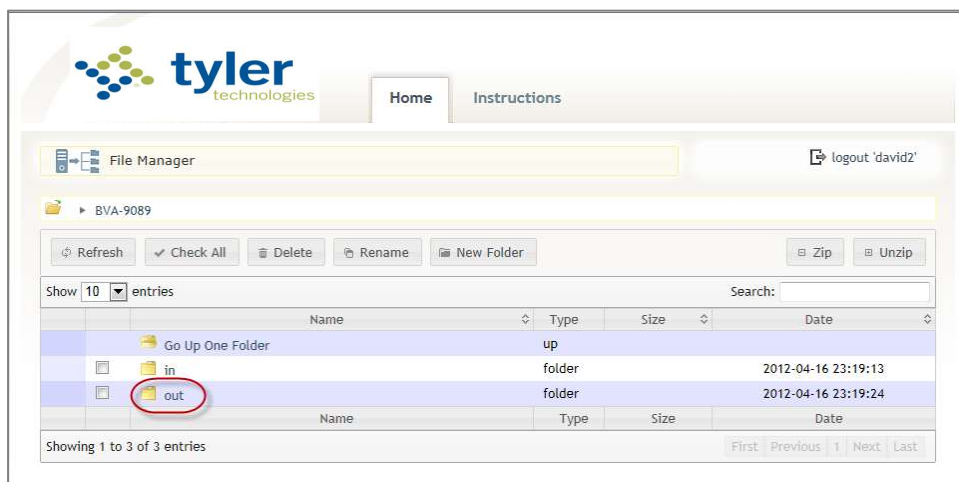
Click on the Upload a file button located at the bottom right-side of your browser.



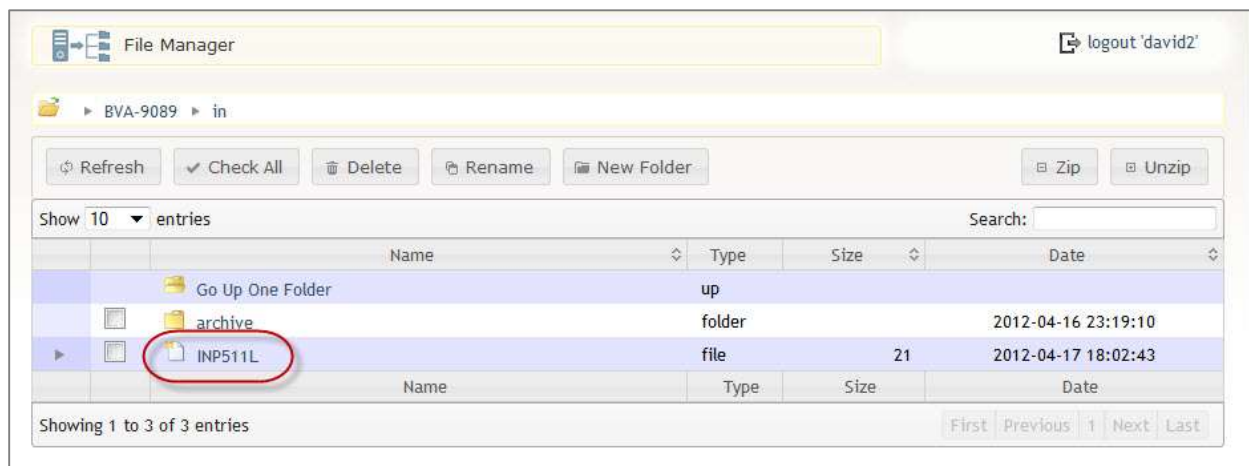
Navigate to the file you wish to upload into your “in” folder. Double-click the file to initiate the upload process.

Retrieving a file from the Tyler Maryland (NICUSA, LLC) SFTP Server

To retrieve a file from Tyler Maryland’s (NICUSA, LLC) SFTP Server, click on the “out” folder. Click the file you wish to download.



The screen below displaying the returned file will appear. Click on the file name link to download the file. Then follow the on-screen instructions to open or save the file. (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.)



Refunds & Credits for Motor Vehicle Record Purchases

Tyler Maryland (NICUSA, LLC) periodically receives requests for credits/refunds from customers who have purchased electronic motor vehicle records. This document describes the criteria and guidelines Tyler Maryland (NICUSA, LLC) will follow for requesting credits/refunds from the MDOT MVA. Tyler Maryland's (NICUSA, LLC) policy will remain consistent with the MDOT MVA's mission to provide exemplary service by establishing specific criteria for issuing credits and/or refunds to customers who purchased motor vehicle records.

- A. Requests for credits/refunds must be submitted to Tyler Maryland (NICUSA, LLC), in writing at mdhelp@tylertech.com, and must include the following documentation:
 - a. The transaction date
 - b. The customer's account number
 - c. Any identifying numbers (i.e., Customer ID, tag, title #)
 - d. The reason for the request
- B. Tyler Maryland (NICUSA, LLC) will consider refunds/credits for requests requested and issued within the preceding three (3) months only.
- C. Tyler Maryland (NICUSA, LLC) will submit requests for credits/refunds to the MDOT MVA. The MDOT MVA will determine eligibility for refunds based on their established criteria and guidelines, transaction activity, and data reports. Transactions that MAY be eligible for a refund/credit include, but are not limited to:
 - a. Any charge incurred by the customer as a result of an application error is refundable.
 - b. Duplicate record searches entered and retrieved within two (2) business days.
 - c. Duplicate records inadvertently ordered on the same date.
 - d. Failed or invalid entries.
 - e. New customer transaction errors (limited to five (5) record searches within the first sixty (60) days of active service.) This allows the client a period of time to become familiar with using the system, the user manual, etc. An example of an error may include entering the same tag number repeatedly with different vehicle class keys, in an attempt to determine the appropriate vehicle class key.
 - f. The second and any subsequent record fees incurred for cross-referenced records. For example, a client enters a license number for Jane Doe and is charged a record fee. The client receives a message indicating the former license number is cross referenced to a new one (i.e., marital name change), and the client then enters the new license number to obtain the current record and is charged a second time. Only the second record fee is eligible for a refund.
 - g. Records that have been requested, but not received.
- D. Transactions that are NOT eligible for a refund/credit include, but are not limited to:
 - a. Record searches that result in no record found.
 - b. Record searches for driver/vehicle activity.
 - c. Record purchased and issued more than three (3) months prior to receipt of the refund request.
 - d. Incorrect data entries that result in a record being provided.

- E. Any refund/credit requests not noted above will be reviewed on a case-by-case basis by the MDOT MVA.

Credits approved by the MDOT MVA will be applied by Tyler Maryland (NICUSA, LLC) to the customer's CDB account. Approved refund/credit requests from customers will be credited directly to the customer invoice for the following month. Excess credits will roll over to additional month(s) until all credits are exhausted.