



Vehicle Record Batch Retrieval

Version 2.5

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

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Vehicle Record Batch Retrieval

Introduction

The Maryland Department of Transportation Maryland Motor Vehicle Administration (MDOT MVA) partners with Tyler Maryland (NICUSA, LLC) to provide a Vehicle Record Batch Retrieval (*formerly Batch Vehicle Access*) service. This guide shows you how to set up and use this service.

To access any products under this service, you must meet two requirements:

1. **Legal Approval:** Obtain legal permission to access driver records. The Driver Privacy Protection Act (DPPA) is a federal law that protects people's personal driving information. You need to prove you have a valid legal reason to access these records, such as for insurance, employment screening, or court cases.
2. **Paid Subscription:** Sign up for the Vehicle Record Batch Retrieval service. This is a paid subscription that lets you access one or more subscription services across Maryland State agencies.

What's New?

The following revisions were made to the user guide:

- Revisions to Charges and Billing, page 9

Service Overview

The Vehicle Record Batch Retrieval service helps you look up vehicle owner information using license plate numbers. It's a secure system that processes requests in batches overnight.

What information can you get?

When you submit license plate numbers, you'll receive:

- Owner's name and full address (street, city, county, state, zip code)
- Vehicle Identification Number (VIN)
- Car make and body type

Note: You won't get the complete record, just these specific details.

How does it work?

1. Register for the service.
2. Your registration will be reviewed by the MDOT MVA for approval and activation.
3. Once the account activation is complete, send a file with the license plate numbers you want to look up to a secure file transfer location.
4. Wait overnight – the system processes requests after business hours.
5. Get your results on the next business day in your designated folder.

Important Requirement: You must have a legal reason approved under DPPA (Driver's Privacy Protection Act) to access this vehicle owner information.

The process is automated and runs every business day, so you'll always get your results the day after you submit.

When you sign up for the service, you get your own private folder where you can send and receive files.

What happens to your license plate requests:

When you submit license plate numbers, the system checks them against Maryland's official vehicle records. Here's what happens:

Found plates: Information for license plates that match our records gets put into your results file

Not found plates: License plates that don't match any records get put into a separate "error file"

Getting your results:

The next business day, you'll find both files in your "Out" folder:

1. Your main results file with the vehicle owner information you requested
2. An error report listing any license plate numbers that couldn't be found

You'll know exactly which license plates gave you results, and which ones didn't work, so you can double-check any numbers that might have been entered incorrectly.

Email notifications keep you informed:

The service automatically sends email confirmations, so you always know what's happening with your files. To maintain a list of recipients, the primary account user can manage those using the '*Edit Email Addresses*' utility under Email Notifications in the account.

You'll receive emails when the system picks up the file for processing and when your results are ready for you to download.

Important note: We don't automatically send files to you - you need to log in and download them. The email just lets you know they're ready.

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 11:00 PM until 5:00 AM EST

Program Guidelines

SFTP Directory Structure

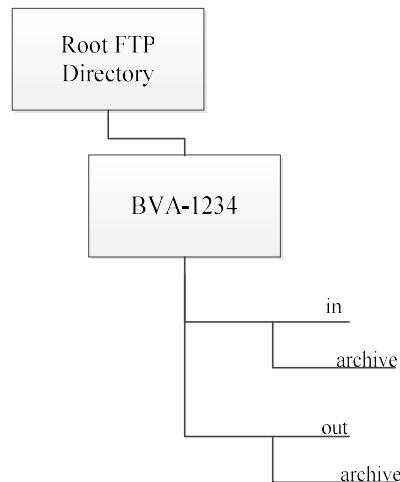
When a subscriber logs into the SFTP server, the system automatically navigates the user to its company's folder. This folder is named using each company's unique identification code. From here, the subscriber can upload and download files.

Each service folder has three types of folders:

Folder Type	What It Does
"In" folder	You put files here when you want the service to work on them
"Out" folder	The service puts finished files here for you to pick up
Archive folders	Old files from previous days are stored here for safekeeping. Files are stored for 30 business days.

Example:

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



File Submission

When you can submit requests:

You can send your license plate files any time up to 5:00 PM Eastern Time, Monday through Saturday. The system doesn't process requests on federal or state holidays.

When you get your results:

Your results will be ready for pickup Tuesday through Sunday, available any time after 7:00 AM Eastern Time. Files submitted after 5:00 PM Eastern Time will be processed the next business day.

What license plates you can look up:

This service only works for Maryland license plates – you can't look up plates from other states.

You can send one file per day on any business day (Monday through Saturday, except holidays). **You don't have to submit files every day.**

- Send a file every day if you have daily requests
- Send a file once a week if that's all you need
- Send files only when you have license plates to look up

When you submit your file, the system automatically checks it to make sure everything is formatted correctly. This includes checking:

- The expected length of input fields
- Including the correct MDOT MVA company code in the request record

If the system finds issues with your file, here's what happens:

Your file gets rejected:

- The file won't be processed at all
- It gets renamed with ".REJECTED" added to the end
- You'll receive an email explaining exactly what was wrong

No partial results: If your file is rejected, you won't get any results back - not even for the license plates that were formatted correctly. It's all-or-nothing.

How to fix it:

1. Look at the rejection email to see what needs to be fixed
2. Correct the problems in your original file
3. Resubmit the corrected file the next business day
4. Make sure to use the original file name (remove the ".REJECTED" part)

Example: If you submit "MyPlates.txt" and it gets rejected, you'll find "MyPlates.txt.REJECTED" in your folder. Fix the issues, then resubmit it as "MyPlates.txt" the next day.

If the input file is successfully processed by the system, an email will be sent to the email addresses registered with the service advising the file was successfully received. As soon as output files are available, additional emails will be sent to the same email addresses indicating that the customer may now download the return files. To maintain a list of recipients, the primary account user can manage those using the '*Edit Email Addresses*' utility under Email Notifications in the account.

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**:

User Type	Responsibilities
Primary Account Holder	Responsible for setting up the account, adding/removing users, deactivating users when needed, monitoring activity, and use of the account. Per MVA guidelines, is also responsible for verification of themselves and monitoring other users' verification semi-annually. This user is also responsible for ensuring the MVA Privacy Policy and NICUSA, LLC (Tyler Technologies) Terms of Services Agreements are kept up to date.
Account User	Responsible for ensuring use of the account is within guidelines set forth in the DPPA identified for account use. This user will also perform semi-annual account verifications, attesting to continued use of the account under the MVA Privacy Policy and NICUSA, LLC (Tyler Technologies) Terms of Services Agreements.

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

Step 2: Individual User Verification

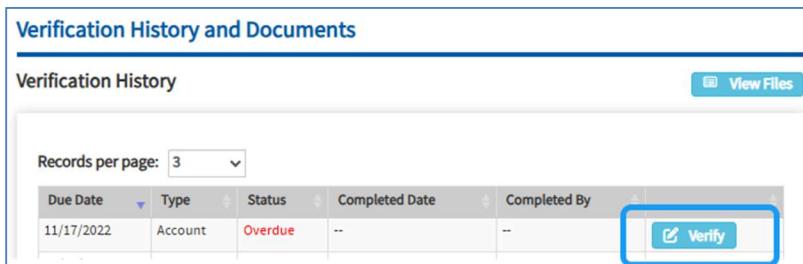
- Check for the Verification Email**
 - Every user on the account (including the primary holder) receives a follow-up email from noreply@maryland.tylerapp.com requesting access confirmation.
- Click the Verification Link**
 - Use the link in the email to confirm continued access.
 - This link remains valid for **30 days**.
 - Upon clicking the link, the user will be routed to a confirmation page:

- Resend if Needed**
 - If the link expires, the **primary** account holder can resend a new 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.



The screenshot shows a web-based application interface titled 'Verification History and Documents'. At the top, there is a 'Verification History' section with a 'View Files' button. Below this is a table with the following columns: Due Date, Type, Status, Completed Date, and Completed By. The table has one visible row: Due Date 11/17/2022, Type Account, Status Overdue, Completed Date --, Completed By --. In the bottom right corner of the table header, there is a blue button with a checkmark icon labeled 'Verify'.

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

- 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

Tyler Maryland charges a subscription fee of \$125.00 annually for access to any of the MDOT MVA services supported via the Tyler Technologies platform.

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.

Program Support

To report a technical problem, error message, or billing inquiry, please call the Tyler Maryland (NICUSA, LLC) Help Desk at (888) 9MD-EGOV or email mdhelp@tylertech.com and explain the nature of the problem. The support staff will request information from you and work with you to resolve the issue.

Discontinuing Participation in the Service

Subscribers who no longer wish to participate in the Vehicle Record Batch Retrieval program must notify Tyler Maryland (NICUSA, LLC) in writing of their intentions to discontinue participation. Either party may discontinue the contract with thirty (30) days' written notice.

Secure FTP Connections

The subscriber downloads and uploads files via a secure connection. Users must use an SSL connection via their browser or secure FTP (SFTP) via a 128-bit SFTP client.

Subscribers have two (2) options for connecting to the Tyler Maryland (NICUSA, LLC) SFTP server. The 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 sftp.egov.maryland.gov.

A connection must 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

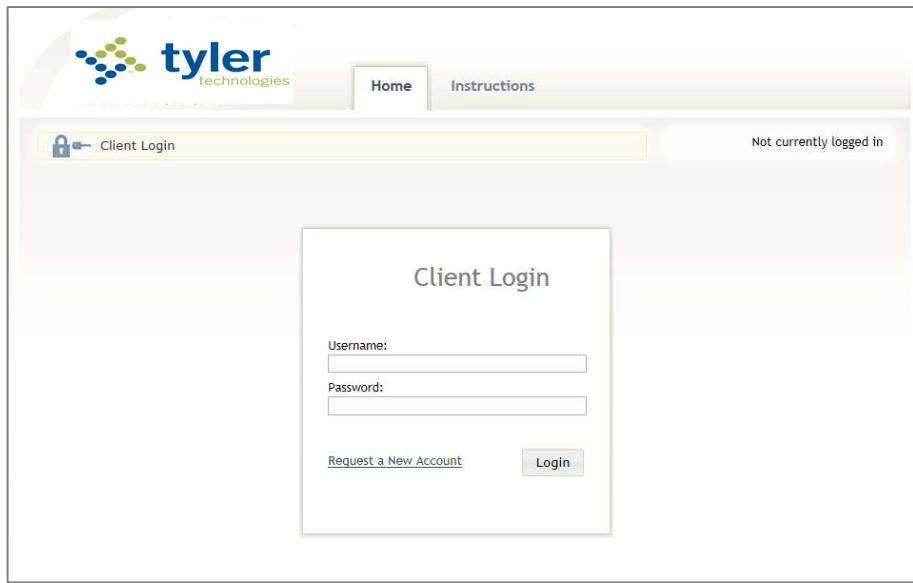
The HTTPS web client capability allows users to access a standard web browser to connect to the server and easily upload and download files. Subscribers may connect to <https://sftp.egov.maryland.gov> to submit and retrieve files. Data transfers will be SSL encrypted and RFC-2228 compliant. HTTPS occurs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

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

Connecting to the SFTP Server via HTTPS

Accessing the 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.

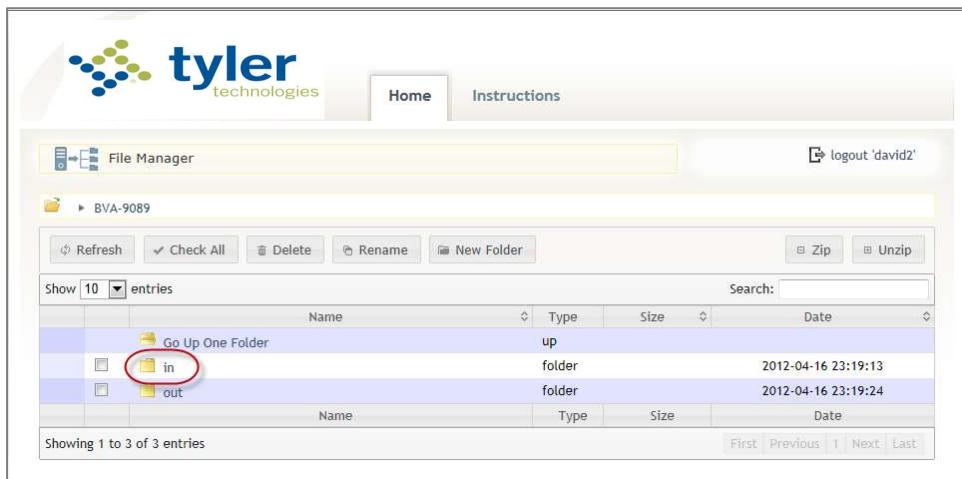


4. You are now connected to Secure SFTP server.
5. To close your session, click the "Logout" hyperlink at the top, right-hand portion of the screen.



Transferring a file to the SFTP Server

To transfer a file to the Secure SFTP Server, click on the "In" folder.



Click on the 'Upload a file' button located at the bottom left-hand portion of the screen.



Locate the file you wish to upload into the “in” folder. Double-click the file, then select the “Start upload” button to initiate the upload process.

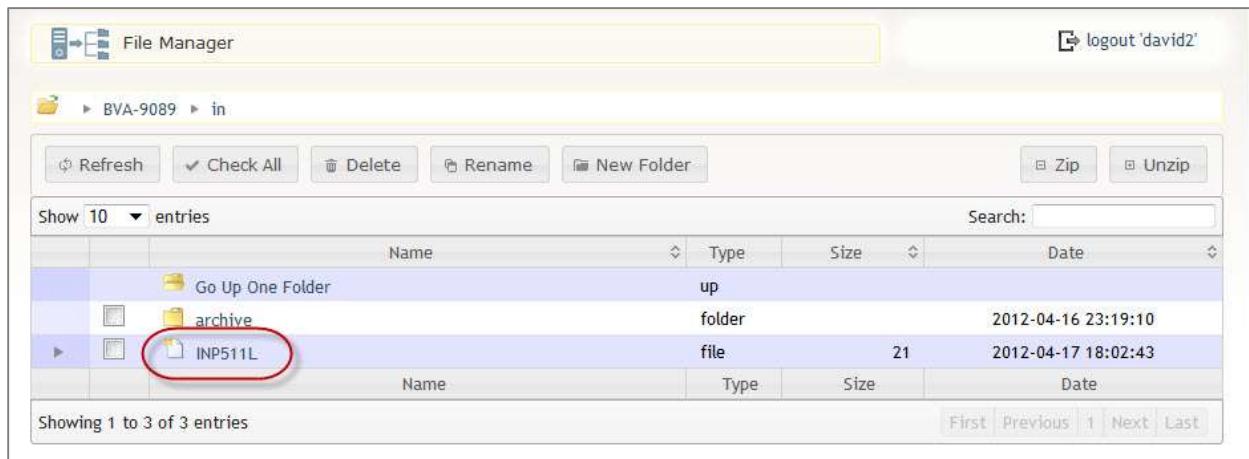
Retrieving a file from the SFTP Server

To retrieve a file from the SFTP Server, click on the “Out” folder. Click the file you wish to download.



The screen below displays how 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.)



Submitting/Retrieving Records

Input File Data Submission

Submission files should be uploaded to the “In” directory with the name of: **INPXXXX**

INP= Input file
XXXX = Company Code

Example: INP1234

Once the file has been successfully processed by the service, the file will be moved to the “In” archive folder, to provide a location for copies of submitted request files.

File formatting requirements:

Your file must follow the exact format shown in Table 1 above. This means:

Fixed record length: Each line in your file must be the same length, with information placed in specific positions as outlined in the table.

Your responsibility: You need to make sure your data matches this format before submitting. This might mean:

- Adding spaces to make fields the right length
- Putting information in the exact columns specified
- Converting your current data format to match our requirements

Why this matters: The system can only read files that follow this exact format. If your data isn't formatted correctly, your file will be rejected.

Getting help: Refer to Table 1 for the specific formatting requirements, including where each piece of information should go and how long each field should be.

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

***How to format license plate numbers:**

For regular plates (less than 8 characters): Put the license plate number at the beginning (left side) of the field, then fill the rest with spaces.

Example: If the plate is "ABC123" and the field is 8 spaces long:

- Correct: "ABC123 " (plate number + 2 spaces)
- Wrong: " ABC123" (spaces first, then plate number)

For vanity plates with spaces: If the actual license plate has a space in it, keep that space in your file.

Example: If the vanity plate reads "MY CAR":

- Correct: "MY CAR " (keep the space between MY and CAR)
- Wrong: "MYCAR " (don't remove the space)

Why this matters: The system needs to match your entry exactly with how the plate appears in Maryland's records. Removing spaces or putting them in the wrong place will cause the lookup to fail.

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

FTPSFTP-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

The output file format of the file will be returned using the guidelines 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	
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

File layout:

- Each line is exactly 133 characters wide
- The very first character on each line is used for printer formatting (you can ignore this)
- The actual information starts in the second character position

How the report is organized:

- **New pages:** Each page starts with two header lines that indicate what content is being displayed
- **Your data:** After the headers, you'll see the actual list of license plates that couldn't be found

What this means for you: The error file will look like a formatted report rather than a simple list. You'll see clear page breaks, headers explaining what's on each page, and then your rejected license plate numbers listed underneath.

This format makes it easy to read through and identify which license plates from your submission had problems. 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	

Vehicle Record 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)

Vehicle Record Type Code	Description
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 system shows you information about vehicle brands (like "salvage," "flood damage," etc.) that comes from Maryland's vehicle records.

Different formats for different documents: The same brand information might appear differently depending on whether it came from:

- A regular vehicle title, or
- A salvage certificate

You can see these differences explained in Tables 4 and 5 below.

Why the information varies:

- **Hand-entered data:** This information is typed in by people, not automatically generated
- **No spell-checking:** The system doesn't correct or standardize the entries
- **Inconsistent descriptions:** The same type of damage might be described in different ways

What you'll see:

- If the brand matches a standard code from our chart, you'll get the official description
- If it doesn't match, you'll see exactly what was typed into the original record, even if it has typos or unusual wording

Bottom line: The brand information reflects exactly what's in Maryland's official records, including any human errors or variations in how the information was originally entered.

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
	XSATA	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

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 previous three (3) months only. Requests older than three (3) months are not eligible for a refund.
- 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 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, to determine the appropriate vehicle class key.
 - f. 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. Records 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 account. Approved refund/credit requests from customers will be credited directly to the customer's invoice for the following month. Excess credits will roll over to additional month(s) until all credits are exhausted.