



Maryland Bulk Data Delivery Service User Guide

Version 0.2

NIC Maryland
in partnership with
the Maryland Motor Vehicle Administration

200 Westgate Circle, Suite 402

Annapolis, MD, 21401

P: (410) 990-1090

F: (800) 861-0218

mdhelp@egov.com

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Maryland Bulk Data Delivery User Guide

Introduction

The Maryland Motor Vehicle Administration has partnered with NIC Maryland through a Master Contract with the Department of Information Technology to provide Bulk Driving and Vehicle access service. This service replaces the Vehicle Outside Records System (VORS) bulk data delivery service for driver and vehicle records through the Maryland Motor Vehicle Administration. This document provides an overview on implementing and interfacing with this service. This system will be unavailable to process search requests during FTP server downtimes.

Current Maryland MVA scheduled downtimes are:

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

What's Changed?

- The file server location - See page 3: Bulk Data Delivery Service Overview.
- Input ("in") and output ("out") folders will have an additional archive sub-folder – See pages 4-5: FTP Directory Structure
- Charges and billing – See page 5: Charges and Billing
- Customer support – See page 5: Bulk Data Delivery Service Program Support

Bulk Data Delivery Service Overview

The Bulk Data Delivery service is a secure file transfer batch-based system which allows customers to receive larger volumes of MVA driver or vehicle record data.

New Titles, Registrations and Address Corrections and Registration Renewals:

Customer receiving the New Titles, Registrations and Address Corrections (VORS580) and Registration Renewals (VORS590) will receive the files weekly between 01:00 and 01:30 AM Sunday morning.

Upon subscription to the Bulk Data Delivery service, each customer is assigned a directory to which data can be transmitted and retrieved. The MVA will return the output files in in the customer's "out" directory.

Special Request Programs

Customers subscribing to Special Request Programs (VORS023 and VORS024) will place an input file to the FTP location indicating the records being requested. Each second Sunday of the month, between 3:30 and 4:30 PM, customers will receive their results file.

Upon subscription to the Bulk Data Delivery service, each customer is assigned a directory to which data can be transmitted and retrieved. Special Request Program customers will provide to NIC Maryland, via the Service's "in" directory, a listing of the records they are requesting. The customer must have a DPPA-approved reason to request each record. NIC Maryland will submit the request to the MVA mainframe. The MVA, upon receipt of an input file, will return the resulting output files in in the "out" directory.

All files placed on the FTP server will cause a confirmation e-mail to be sent to the customer as soon as the file has been picked up by the Bulk File Delivery service.

The file server location for the all Bulk Data files are located at the following URL:

<https://sftp.egov.maryland.gov>

Incoming files for all file types will generate a "received" e-mail confirmation. **The file format and content, file naming convention and file layout will be exactly the same as to what customers are currently getting from MVA.**

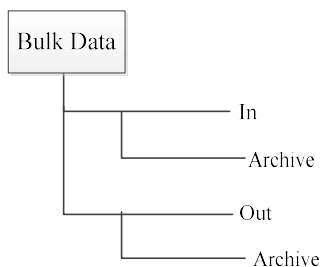
Program Guidelines

FTP Directory Structure

Each customer is assigned a directory to which data can be transmitted (where applicable) 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 will be rooted into a directory named for their billing identification code.

Under this directory will be service directories for bulk services. 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:



NIC Maryland will archive the input and output files prior to dropping the new files in the Out folder.

Charges and Billing

Each record returned by the MVA will bear a cost of \$0.06/record for non-Government entities and \$0.025 for Government agencies. There are no minimum fees.

Invoices are generated and 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 NIC Maryland within 20 days of the date of the invoice. If payment is received following a termination, NIC Maryland determines eligibility for reinstatement.

Bulk Data Access Program Support

To report a technical problem, error message, or billing inquiries, please call the NIC Maryland Help Desk at (888) 4MD-HELP and explain the nature of the problem. The support staff will request information from you and will work with you to resolve the issue.

Discontinuing Participation in the DBM Program

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

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 FTP client.

Customers have two (2) options for connecting to the NIC Maryland S/FTP 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.

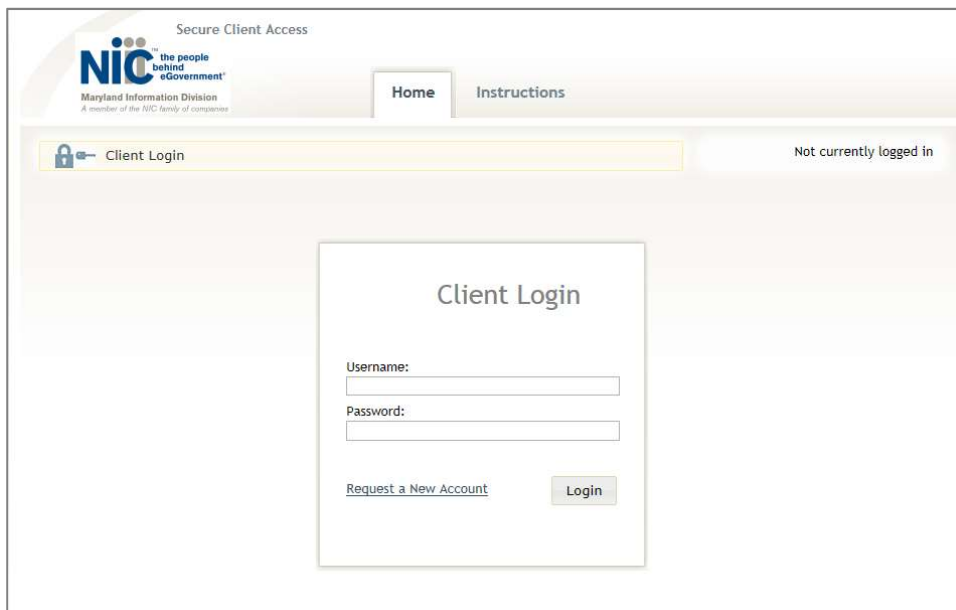
*Note:

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

Connecting to the NIC Maryland Secure Server via HTTPS

Accessing NIC Maryland’s Secure FTP Server

1. Start your Internet browser.
2. In the address field, type in <https://sftp.egov.maryland.gov/>.
3. Enter your User Name and Password assigned by NIC Maryland and click on the “Login” button.

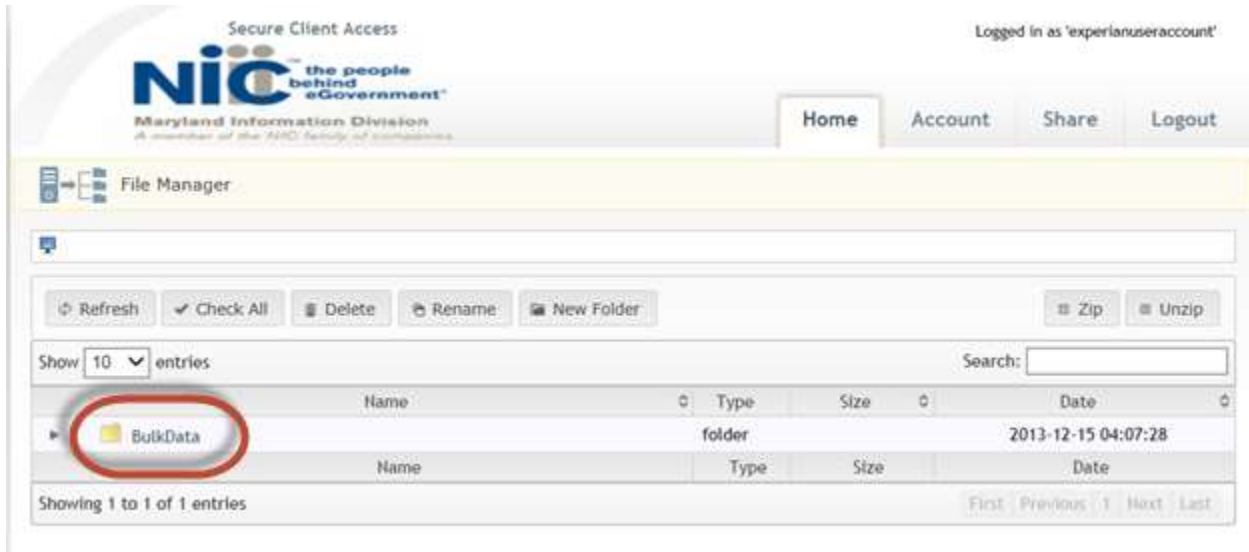


The screenshot shows the 'Secure Client Access' page for NIC Maryland. The page features the NIC logo with the tagline 'the people behind eGovernment' and 'Maryland Information Division'. Navigation links for 'Home' and 'Instructions' are visible. A 'Client Login' section contains a text input field with a lock icon and the text 'Client Login', and a status indicator 'Not currently logged in'. Below this is a central 'Client Login' form with fields for 'Username:' and 'Password:', a 'Request a New Account' link, and a 'Login' button.

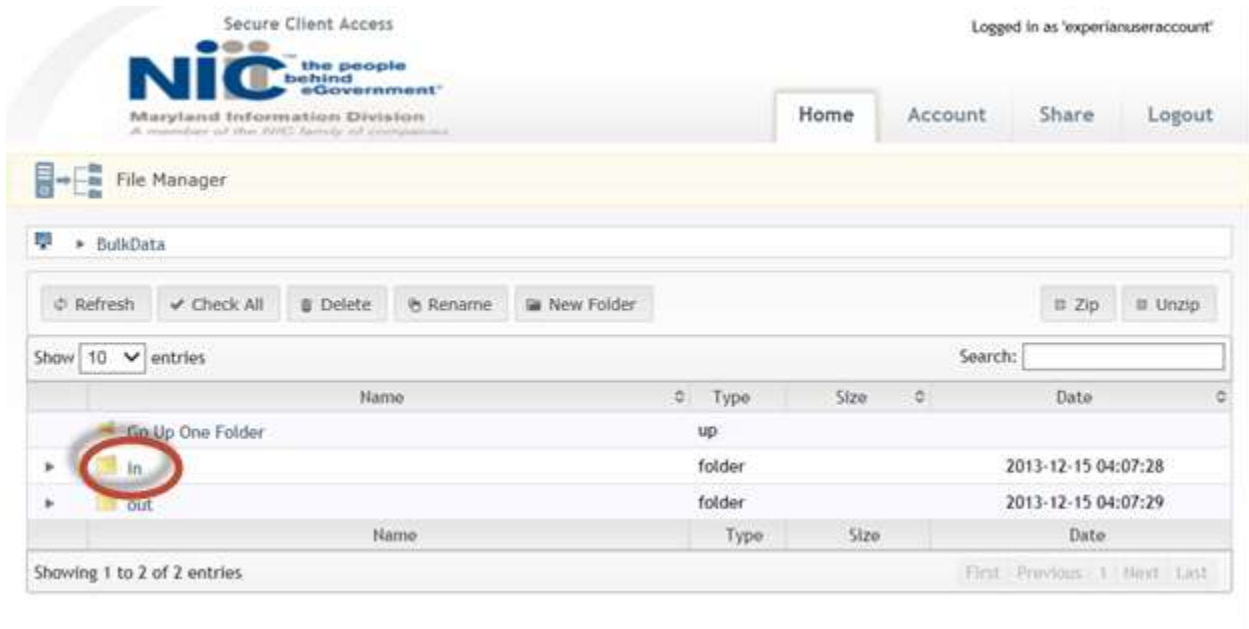
4. You are now connected to the NIC Maryland Secure FTP server.
5. To close your session, click the “Logout” hyperlink at the top, right- hand portion of the screen.

Transferring a file to the NIC FTP Server

To transfer a file to NIC Maryland's Secure FTP Server, click on the "BulkData" folder.



Next, click on the "in" folder. This links to your "in" FTP directory.



Click on the "Add files..." button located at the bottom side of your browser.

Upload Drag & Drop supported on

Test.pdf 81.76 KB

Upload Drag & Drop supported on

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

Retrieving a file to the NIC FTP Server

To retrieve a file from NIC Maryland’s Secure FTP Server, click on the “BulkData” folder.

Secure Client Access Logged in as 'experianuseraccount'

NiC the people behind eGovernment
Maryland Information Division
A member of the MNC family of companies

Home Account Share Logout

File Manager

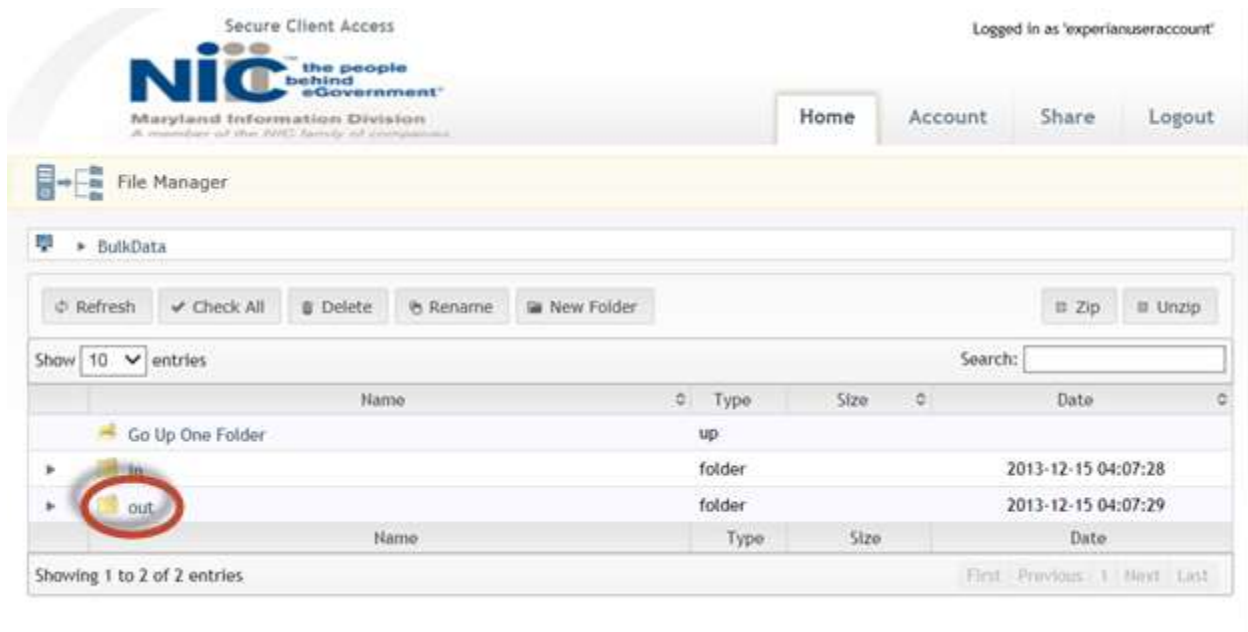
Refresh Check All Delete Rename New Folder Zip Unzip

Show 10 entries Search:

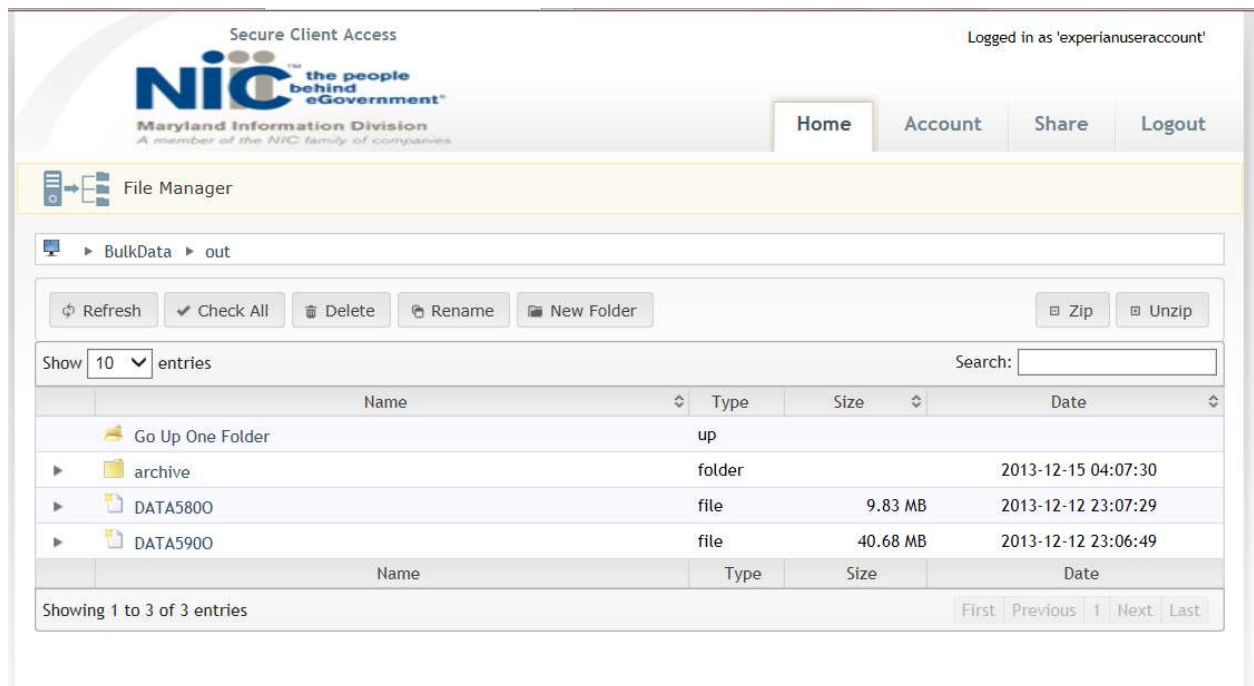
Name	Type	Size	Date
BulkData	folder		2013-12-15 04:07:28
Name	Type	Size	Date

Showing 1 to 1 of 1 entries First Previous 1 Next Last

Next, click on the “out” folder. This links to your “out” FTP directory.



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.)



***Note:**

*Remember that the input files should follow the same file naming and file layout standards that are currently followed. MVA will reject the files that do not meet these standards.

Refunds & Credits for Motor Vehicle Record Purchases

NIC periodically receives requests for credits/refunds from customers who have purchased electronic motor vehicle records. This document describes the criteria and guidelines NIC will follow for requesting credits/refunds from the Maryland Motor Vehicle Administration (MVA). NIC's policy will remain consistent with the 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 NIC, in writing, and must include the following documentation:
 - a. The transaction date
 - b. The customer's account number
 - c. Any identifying numbers (i.e., DLN, tag, title #)
 - d. The reason for the request
- B. NIC will consider refunds/credits for requests requested and issued within the preceding three (3) months only.
- C. NIC will submit requests for credits/refunds to the Maryland MVA. The 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 5 record searches within the first 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 Maryland MVA.
- F. Credits approved by the MVA will be applied by NIC 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.