



Continuous Driver Monitoring (DBM) User Interface

Version 3.1

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

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Continuous Driver Monitoring (DBM)

Introduction

The Continuous Driver Monitoring (DBM) service (*formerly Driver Batch Monitoring*), facilitated by Tyler Maryland (NICUSA, LLC) in partnership with the Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA), provides methods to securely monitor and receive driver record updates for a list of drivers.

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 Continuous Driver Monitoring service. This is a paid subscription that lets you access one or more subscription services across Maryland State agencies.

Changes in this document:

- Update to Charges and Billing, page 7.

Application Overview

The Continuous Driver Monitoring (DBM) website is a secure tool that provides a way of submitting requests and receiving data related to driver monitoring.

Each night, the system checks all the drivers you enroll for monitoring. It then sends you either just the updates or all the driver information – whatever you chose when you signed up. You can get these files daily, weekly, or monthly, depending on what you selected during account setup.

During weekdays, subscribers can add new drivers to monitor, change existing drivers, or stop monitoring drivers. When you add a driver using their Customer ID (license number, or Maryland ID), or tax ID number, you'll get their full driving record. When you delete a driver, the system stops tracking them.

Note: Subscribers who already have established Customer IDs for monitoring through the MDOT MVA do not need to resubmit the Customer IDs.

Customer IDs added are matched against the MDOT MVA's records based on two key fields: Customer ID and Date of Birth. If the ID numbers don't match what's in the system, those records get rejected, and you'll get an error message for that ID.

Monitored drivers are reviewed Monday through Friday between 6:00 PM ET and 6:00 AM ET. Any actions sent after 6:00 PM ET are processed the following business day. This system may be unavailable to process requests during maintenance windows.

Maintenance Windows

Current maintenance windows where the application may not be available include:

- Nightly: 12:00 AM – 12:30 AM EST
- Sunday: 6:00 AM – 11:00 AM EST
- The second Saturday of every month from 11:00 PM until 5:00 AM EST
- Tuesday and Thursday 5:00 PM EST

Program Guidelines

Driver Monitoring Submissions

Driver changes must be submitted before 5:00 PM EST on any Monday – Friday, excluding Federal and State holidays. You can access records on the website Monday through Friday after 7:00 AM ET. Only Maryland-issued Customer IDs may be monitored with this service.

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, they are 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 reasons as 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.

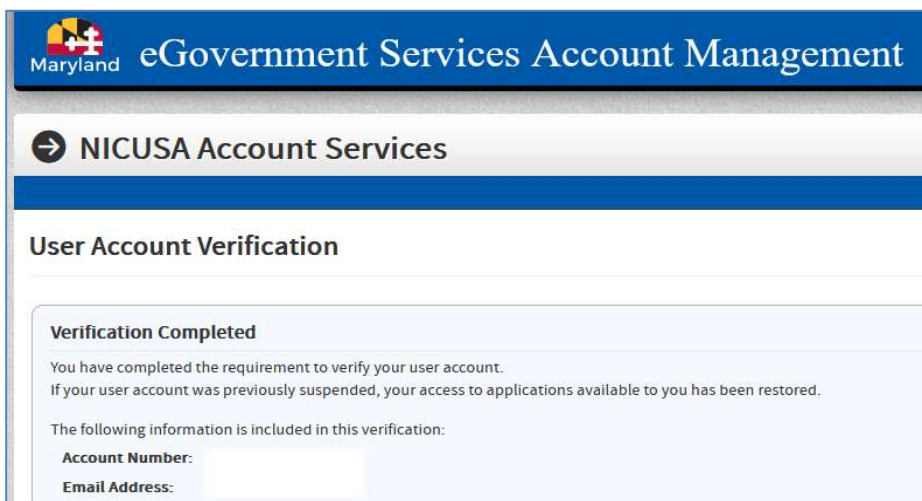


The screenshot shows a yellow rectangular box with the title "Certification" in bold. Below the title is a green checkmark icon followed by the text: "I certify to the Maryland Motor Vehicle Administration that all user information is accurate to the best of my knowledge." At the bottom of the box is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

- 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 with a blue header bar containing the Maryland state logo and the text "eGovernment Services Account Management". Below the header is a grey bar with a right-pointing arrow icon and the text "NICUSA Account Services". The main content area has a blue bar with the text "User Account Verification". Below this is a light blue box with the title "Verification Completed". The text inside the box 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. The following information is included in this verification: Account Number: [redacted] Email Address: [redacted]".

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

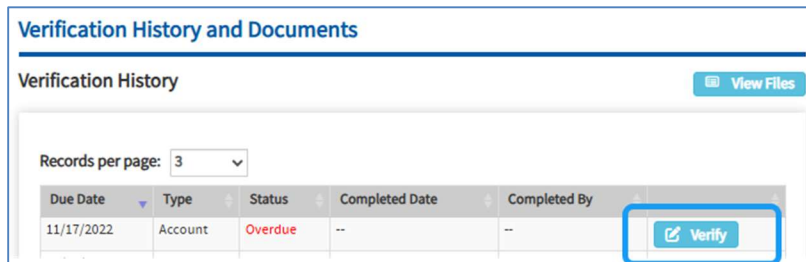
First Name	Last Name	Username	Email	Primary Role	Date Created	Last Login	Status
Connor				No	09/27/2023		Active
Fozzie	Bear	fozbear		Yes	07/21/2014	08/21/2024	Active

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**, as 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

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.

A 36-month (3-year) driving record, a complete driving record, and a Probation Before Judgment (PBJ) record produced are each considered non-certified copies for non-government entities. Each record delivered to non-government entities is \$15.00 per record. Government entities receive these records at no cost.

A driving record update and the PBJ entry update are considered partial record updates and are \$0.53/record. There are no minimum fees. Government entities receive these records at no cost.

Tyler Maryland generates and emails invoices to customers at the beginning of each month for the previous month's transactions. Payment is due upon receipt of the monthly invoice. Interruption of the service, including suspension and termination, may occur if Tyler Maryland does not receive payment within 20 days of the invoice date. If payment is received following a termination, Tyler Maryland (NICUSA, LLC) determines eligibility for reinstatement.

Anniversary Date for Monitored Drivers

When a driver is added for monitoring, the Customer ID enrollment date is considered the anniversary date for that monitored driver.

When a new Customer ID is added for monitoring, the system sends back their full driving record. After that, on the anniversary date when they were first enrolled, the system will send a complete driving record.

Program Support

To report a technical problem, error message, or billing inquiry, please call the Tyler Maryland Help Desk at (888) 4MD-HELP, 410-990-1090, or 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.

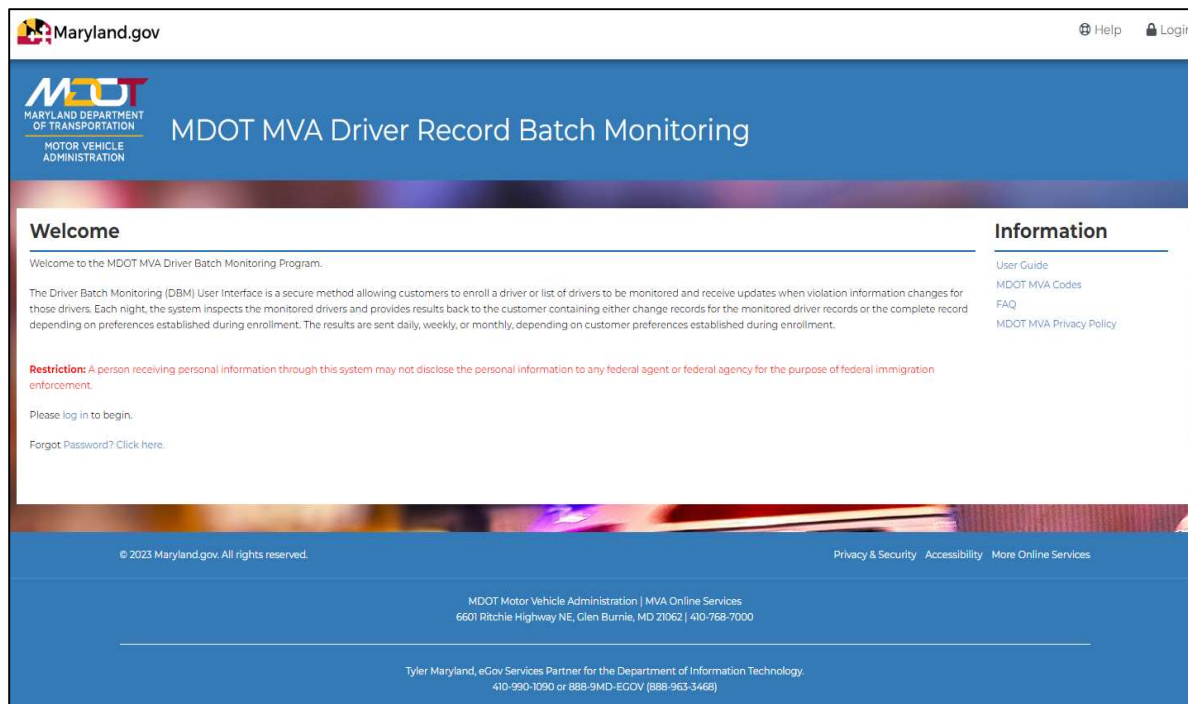
Discontinuing Participation in the Program

Customers who no longer wish to participate in the program must notify Tyler Maryland (NICUSA, LLC) in writing of their intentions to discontinue participation. Notification must be sent from the primary contact on the account. Either party may discontinue the contract with a thirty (30) day notice in writing.

Getting Started

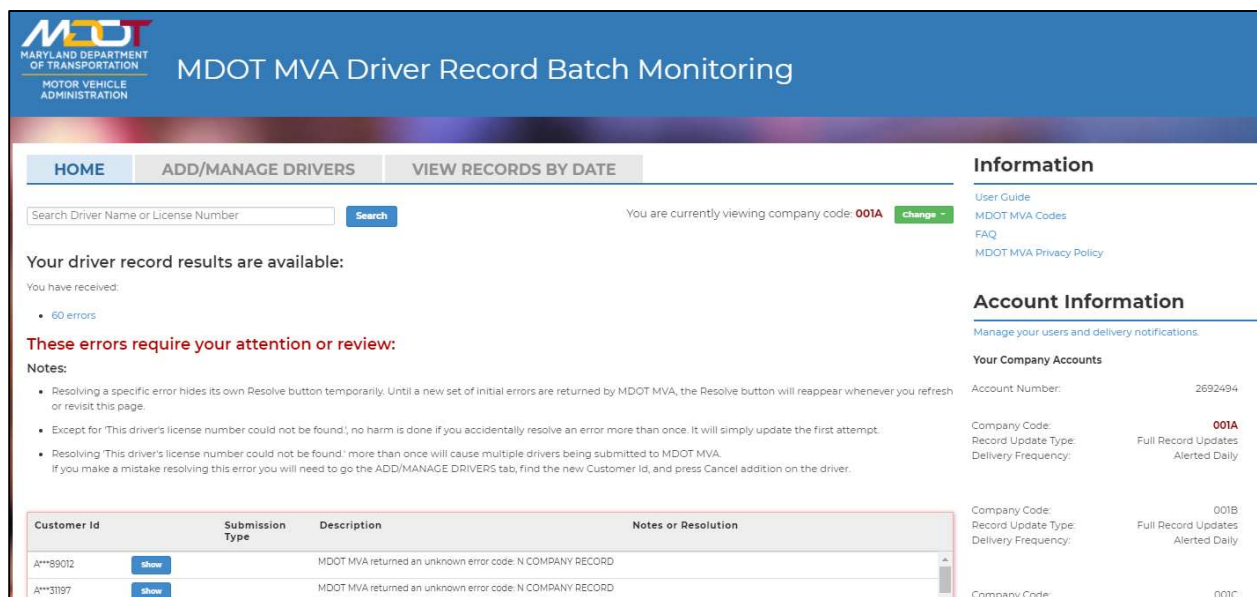
Establishing an account

To register for an account to utilize the service, go to <https://egov.maryland.gov/register/> and complete the account registration process. After the account is approved by the MDOT MVA and the account credentials are established, you may log in to the Continuous Driver Monitoring website: <https://egov.maryland.gov/mva/dbm>. Click on Login and enter your username and password to access the application.



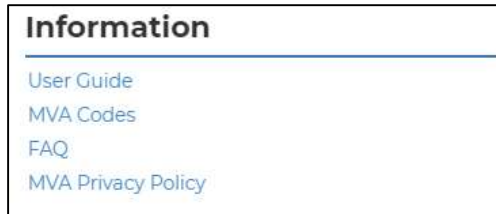
Navigating the User Interface

After you log in, the Home page shows you your latest processed records, your account summary, any errors, new driving records, record updates, and links to commonly used tools.



Information

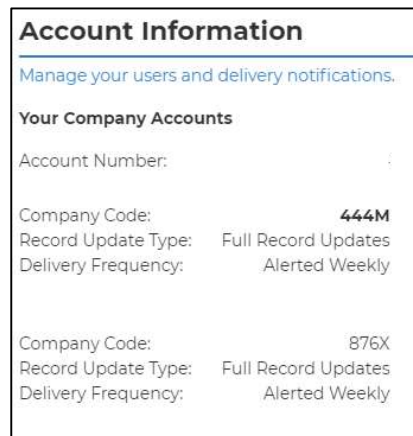
The Information section has helpful links to guide you through using the Driver Monitoring website.



- The User Guide link takes you to the newest version of the driver monitoring guide. You can read it online or save it to your computer.
- MVA Codes takes you to the Maryland DMV website, where you can find all the codes used in driving records. This includes license types, commercial license add-ons, regular license classes, and restriction codes.
- FAQs provide answers to Frequently Asked Questions about how to manage your list of monitored drivers.
- MVA Privacy Policy gives you the document you need to change your privacy reasons, main account holder, or other account settings.

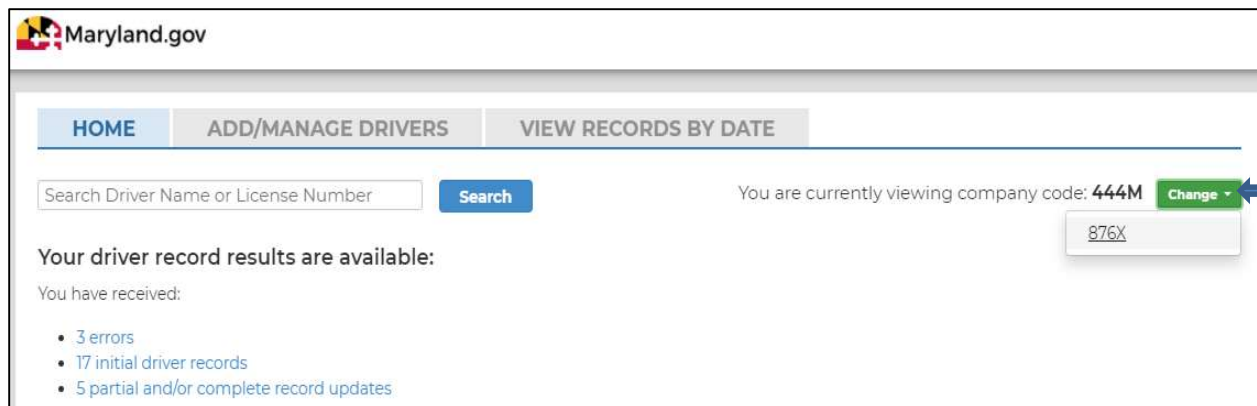
Account Information

After your account is approved and activated, you get an account number and a code from the MVA. These are specific to your account. Your account shows how often you'll get records and what type of records you'll receive. The main account holder can see this information.



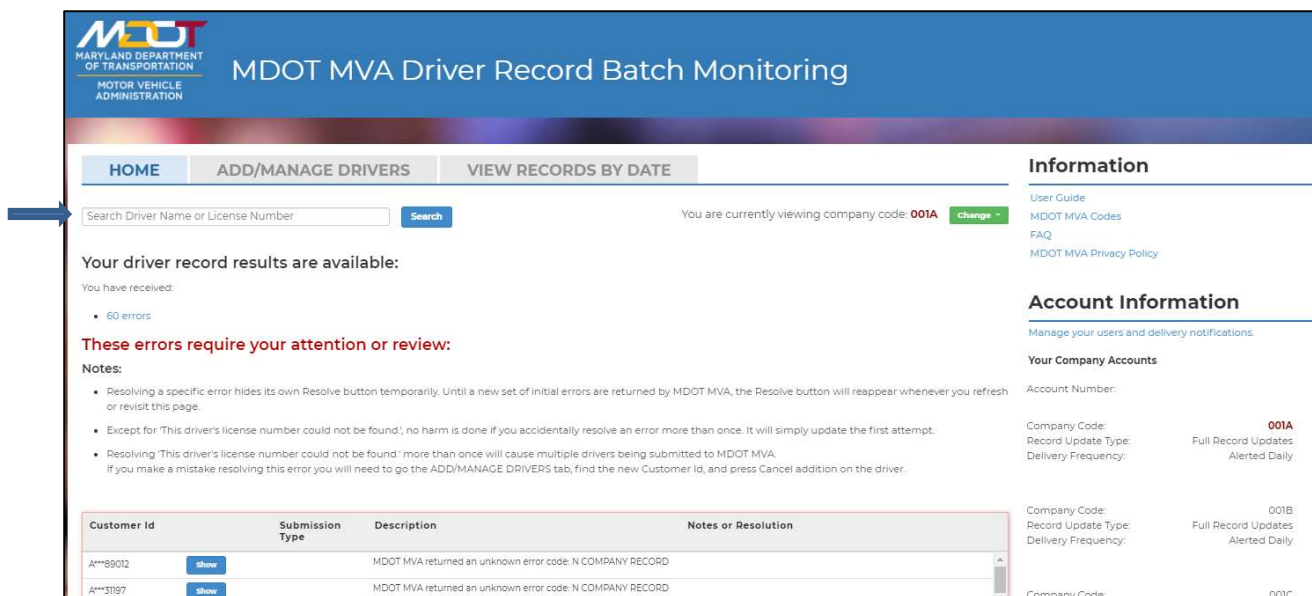
If you need revisions to your account, please contact the Tyler Maryland Help Desk at (888) 4MD-HELP, 410-990-1090, or mdhelp@tylertech.com.

If the primary user is associated with two or more companies, the system will display the information associated with the current company being viewed. If you wish to view another company, click the 'Change' button, and select the company you want to view.



DBM User Interface Home

From the application *Home* page, you can perform several actions and view the account's most recently received records.



Search – Search using either the driver's name or Customer ID. The Search results are displayed in the format below, in the **Add/Manage Drivers** format to allow management of driver monitoring.

[HOME](#)
[ADD/MANAGE DRIVERS](#)
[VIEW RECORDS BY DATE](#)

You are currently viewing company code: **491L**

Records per page: 25

★ Full Name may not be available until MDOT MVA provides a name for the driver.

Customer Id	Full Name *	Enrollment Anniversary	Date of Birth	CDL	Enrollment Status	Annual Records
C**65942	<input type="button" value="Show"/>	11/04	12/1995	Yes	Addition in progress	No
H**55121	<input type="button" value="Show"/>	11/04	02/1981	Yes	Addition in progress	No
A**00004	<input type="button" value="Show"/>	02/08	04/1983	Yes	Deletion in progress	Yes
A**78290	<input type="button" value="Show"/>	02/08	04/1983	Yes	Active	Yes
A**61851	<input type="button" value="Show"/>	03/29	11/1986	No	Active	Yes

You can save results as Excel or CSV files or print them from this page. Personal information, like names and license numbers, are hidden unless you click the Show button to see it.

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MOTOR VEHICLE ADMINISTRATION

MDOT MVA Driver Record Batch Monitoring

[HOME](#)
[ADD/MANAGE DRIVERS](#)
[VIEW RECORDS BY DATE](#)

You are currently viewing company code: **001A**

Your driver record results are available:

You have received:

- 60 errors

These errors require your attention or review:

Notes:

- Resolving a specific error hides its own Resolve button temporarily. Until a new set of initial errors are returned by MDOT MVA, the Resolve button will reappear whenever you refresh or revisit this page.
- Except for 'This driver's license number could not be found'; no harm is done if you accidentally resolve an error more than once. It will simply update the first attempt.
- Resolving 'This driver's license number could not be found' more than once will cause multiple drivers being submitted to MDOT MVA. If you make a mistake resolving this error you will need to go the ADD/MANAGE DRIVERS tab, find the new Customer Id, and press Cancel addition on the driver.

Customer Id

Submission Type

Description

Notes or Resolution

A**00003	<input type="button" value="Show"/>	MDOT MVA returned an unknown error code: N COMPANY RECORD	
A**3197	<input type="button" value="Show"/>	MDOT MVA returned an unknown error code: N COMPANY RECORD	

Information

[User Guide](#)
[MDOT MVA Codes](#)
[FAQ](#)
[MDOT MVA Privacy Policy](#)

Account Information

Manage your users and delivery notifications.

Your Company Accounts

Account Number:

Company Code:

Record Update Type:

Delivery Frequency:

001A

Full Record Updates

Alerted Daily

Company Code:

Record Update Type:

Delivery Frequency:

001B

Full Record Updates

Alerted Daily

Company Code:

001C

Driver Record Results

The newest record results show up at the top of the Home page. You can also see a summary of any errors, new driver records, and record updates.

Errors: If the system has trouble processing any drivers on your list, it will show the errors with a link to review them. Click the Errors link to see what went wrong with your latest records.

These errors require your attention or review:

Notes:

- Resolving a specific error hides its own Resolve button temporarily. Until a new set of initial errors are returned by MDOT MVA, the Resolve button will reappear whenever you refresh or revisit this page.
- Except for 'This driver's license number could not be found', no harm is done if you accidentally resolve an error more than once. It will simply update the first attempt.
- Resolving 'This driver's license number could not be found' more than once will cause multiple drivers being submitted to MDOT MVA.
If you make a mistake resolving this error you will need to go the ADD/MANAGE DRIVERS tab, find the new Customer Id, and press Cancel addition on the driver.

Customer Id	Submission Type	Description	Notes or Resolution
A***89012	show	MDOT MVA returned an unknown error code: N COMPANY RECORD	
A***31197	show	MDOT MVA returned an unknown error code: N COMPANY RECORD	
B***88422	show	MDOT MVA returned an unknown error code: N COMPANY RECORD	

Errors can happen when you submit drivers to monitor. Check the Description section to understand why you got the error. Tyler Maryland also gives you Notes or Solutions that explain how to fix the problem.

If you need assistance with an error you received, please reach out to the Tyler Maryland Help Desk at mdhelp@tylertech.com or (888) 9MD-EGOV. The support staff may request additional information from you as they work with you to resolve the issue.

Retrieving New Complete Records:

When a driver is initially enrolled, you will receive an initial complete record. These records are separated for ease of access and review. To access the initial driver records, click on the **initial driver records** link, and the website will display a list of records for review.

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MDOT MVA Driver Record Batch Monitoring

[HOME](#) [ADD/MANAGE DRIVERS](#) [VIEW RECORDS BY DATE](#)

Search Driver Name or License Number [Search](#) You are currently viewing company code: **491L** [Change](#)

Your driver record results are available:

You have received:

- 17 initial driver records
- 13 partial and/or complete record updates

New Complete Records: These drivers were successfully added to your enrollment list.

Customer Id	Full Name	Date of Birth	View
E***04386	show	05/1982	View Record
R***38258	show	04/1973	View Record
B***09871	show	11/1975	View Record

The interface will display all initial driving records received. Clicking on the View Record hyperlink will open the record for review. Please note that personal information is hidden for security purposes.

New Complete Records: These drivers were successfully added to your enrollment list.

Customer Id	Full Name	Date of Birth	View
E***04386 show		05/1982	View Record
R***38258 show		04/1973	View Record
B***09871 show		11/1975	View Record
M***15618 show		08/1992	View Record
W***28917 show		12/1979	View Record
W***13441 show		06/1987	View Record

From this view, you may also print the record if required.

Complete Record (36 Months)

Customer Id	Previous Customer Id	Customer Id Change Date	Full Name	Height	Weight	Race	Sex	Birthdate	
Mailing Address:									
Residential Address:									
Current License Status:	DRVLID								
Current CDL Status:	DRVLID								
License Class	GLS Type	License Type	Duplicate	Document	Issued Date	Expiration Date	Endorsements	Restrictions	Special Restriction
COLB	2	REN	0	REALID	6/28/2022	7/3/2030	PS	B	
CDPA	2	NEW	0	NRID	11/17/2020	5/16/2031		MBP	
Convictions and Administrative Records									
Violation or Administrative Date	Conviction Date	Summary	Description	Category	D	P			
					e	o			
					t	i			
					a	n			
					l	t			
					s	s			

Complete Record

Customer Id	Previous Customer Id	Customer Id Change Date	Full Name	Height	Weight	Race	Sex	Birthdate	
Mailing Address:									
Residential Address:									
Current License Status:	DRVLID								
Current CDL Status:	DRVLID								
License Class	CLS Type	License Type	Duplicate	Document	Issued Date	Expiration Date	Endorsements	Restrictions	Special Restriction
COLB	2	COR	1		3/2/2022	3/31/2025	PSK		

Convictions and Administrative Records

Violation or Administrative Date	Conviction Date	Summary	Description	Points
3/2/2022			Returned Mail - Driver's License DL ISO Renewal Notice	
3/3/2022			DL/D CARD RENEWAL NOTICE RTN BY POSTAL AUTHORITY UNDELIVERED	
8/18/2020			MEDICAL EXAMINER CERTIFICATE	
8/18/2020		DLIS	ADDRESS CHANGE	

RECORD END TOTAL CURRENT POINTS 00

[Print](#) [Close](#)

Retrieving Partial and Complete Record Updates:

When a driver is added, the Enrollment date is the 'anniversary date' for that driver. Upon enrollment, you will receive a complete driving record. On the enrollment anniversary date, a complete record will be sent for those set to Yes to receive Annual Records.

Note: CDL driver records are required to receive anniversary records when using the monitoring program. If you mistakenly add a CDL driver without the Annual Records option, the system will correct it, defaulting CDL drivers to deliver an Annual Record on their enrollment anniversary date.

Every night, the system checks all the drivers you're monitoring. It sends you either just the changes or complete records, based on what you chose when you signed up. You get these results daily, weekly, or monthly - whatever you picked during setup. Updates might include tickets, license restrictions, probation notices, or other official actions. These show up in the Partial and Complete Records Updates sections.

Partial and complete record updates: You have also received updates for your current list of enrolled drivers.		
Date Received	Record Description	View
10/23/2020	Initial PBJ Records File	View Drivers View All Records
10/23/2020	Error File	View Drivers View All Records
10/23/2020	Partial Records File	View Drivers View All Records
10/23/2020	PBJ Complete Records File	View Drivers View All Records
10/23/2020	Partial Records File	View Drivers View All Records

View Drivers for the specific record displays a summary level of all drivers within that update from the MDOT MVA.

Partial and complete record updates: You have also received updates for your current list of enrolled drivers.

Date Received	Record Description	View
11/03/2021	Partial Records File	View Drivers View All Records
11/03/2021	Partial Records File	View Drivers View All Records
11/03/2021	Partial Records File	View Drivers View All Records
11/03/2021	Partial Records File	Hide Drivers View All Records

Customer Id	Full Name	DOB	CDL
B***62615	Show	08/1982	No
B***79401	Show	05/1990	No
B***64037	Show	01/1968	No
B***85250	Show	03/1987	No
B***35686	Show	09/1978	No
B***41802	Show	10/1989	No
C***91802	Show	10/1985	No
C***89432	Show	06/1978	No

View All Records will open a separate screen with all information contained in that update. You can print the data if needed. If multiple records are present, click the Next or page number buttons to proceed through the review of the records. To return to the previous screen, click Close.

Complete Record (36 Months)

Customer Id	Previous Customer Id	Customer Id Change Date	Full Name	Height	Weight	Race	Sex	Birthdate
	198-526		JAMES, AMBER J	5-4	115	BLACK		77

Mailing Address: HUNTINGTOWN MD 206399009

Residential Address:

Current License Status:

Current CDL Status:

License Class	GLS Type	License Type	Duplicate	Document	Issued Date	Expiration Date	Endorsements	Restrictions	Special Restriction
CDLB	2	REN	0	REALID	6/28/2022	7/3/2030	PS	B	
CDPA	2	NEW	0	NRID	11/17/2020	5/16/2021		MBP	

Convictions and Administrative Records

Violation or Administrative Date	Conviction Date	Summary	Description	Category	D	P
					e	o
					t	i
					a	n
					l	t
					s	s

Licensing Jurisdiction / Med Examiner License Number: FL/CH3189

Registry Number: 6061957468

Specialty: CH-CHIROPRACTOR

Phone: (850) 222-2222

First Record Previous **1** 2 3 ... Next Last Record

Record Number: 1 of 9

[Print](#) [Close](#)

Managing Monitored Driver Enrollment

The website consists of several options to manage the monitored drivers. All requests are processed overnight. To avoid processing, requests may be canceled until 6:00 PM ET.

- **Add New Driver:** Drivers submitted using the 'Add new driver' link will generate a driving record. The record will be returned the next business day.
- **Upload a Bulk List of Drivers:** Drivers added using a bulk method via spreadsheet. The records will be returned to the subscriber the next business day.
- **Edit Driver:** When converting a driver currently being monitored to be CDL or no longer be CDL or indicating whether you want anniversary records for a non-CDL driver.
- **Delete Driver:** Removing drivers from monitoring will be updated to Pending Deletion status and removed from monitoring during an overnight process.
- **Cancel Submission:** Cancels an Add, Change, or Delete submission.

The screenshot shows the 'ADD/MANAGE DRIVERS' section of a web application. At the top, there are tabs for 'HOME', 'ADD/MANAGE DRIVERS' (selected), and 'VIEW RECORDS BY DATE'. Below the tabs is a search bar with the placeholder 'Search Driver Name or License Number' and a 'Search' button. To the right of the search bar, it says 'You are currently viewing company code: 491L' with a 'Change' button. Below the search bar, there is a 'Records per page:' dropdown set to '25'. To the right of this are buttons for 'Excel', 'CSV', and 'Print'. Below these are two buttons: 'Add new driver' and 'Upload list of drivers'. A note below these buttons states: '* Full Name may not be available until MDOT MVA provides a name for the driver.' Below the note is a table with the following columns: Customer Id, Full Name *, Enrollment Anniversary, Date of Birth, CDL, Enrollment Status, and Annual Records. The table contains five rows of data. Each row has a 'Show' button next to the Customer Id. The last two rows have 'Edit' and 'Remove' buttons next to the Annual Records column.

Customer Id	Full Name *	Enrollment Anniversary	Date of Birth	CDL	Enrollment Status	Annual Records
C***65942		11/04	12/1995	Yes	Addition in progress	No
H***55121		11/04	02/1981	Yes	Addition in progress	No
A***00004		02/08	04/1983	Yes	Deletion in progress	Yes
A***78290		02/08	04/1983	Yes	Active	Yes
A***61851		03/29	11/1986	No	Active	Yes

Adding a New Driver

Click the 'Add new driver' button to see the form for adding a driver for monitoring. Enter the driver's ID number and birth date, choose Yes or No for commercial license, decide if you want anniversary files, then click Save to add the driver.

Note: CDL driver records must have anniversary files for the MDOT MVA monitoring program. If you mistakenly add a CDL driver without the Annual Records option, the system will correct it, defaulting CDL drivers to trigger an Annual Record on their enrollment anniversary date. The driver's status will be 'Pending Addition' until the overnight process runs, and they are added to the monitoring program. If a mistake is made in data entry or you change your mind about the addition of a driver, 'Cancel addition' can be clicked to cancel the driver's submission for monitoring.

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MDOT MVA Driver Record Batch Monitoring

HOME ADD/MANAGE DRIVERS VIEW RECORDS BY DATE

Search Driver Name or License Number

You are currently viewing company code: **491L**

Records per page: 25

* Full Name may not be available until MDOT MVA provides a name for the driver.

Customer Id	Full Name *	Enrollment Anniversary	Date of Birth	CDL	Enrollment Status	Annual Records	
<input type="text" value="Enter License Number"/>		11/09	<input type="text" value="mm/dd/yyyy"/>	No		Yes	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Upload a Bulk List of Drivers

If you need to add many drivers at once, you can upload a spreadsheet instead of entering them one by one. Go to the Add/Manage Drivers tab and click "Upload list of drivers."

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MOTOR VEHICLE
ADMINISTRATION

MDOT MVA Driver Record Batch Monitoring

HOME ADD/MANAGE DRIVERS VIEW RECORDS BY DATE

Search Driver Name or License Number

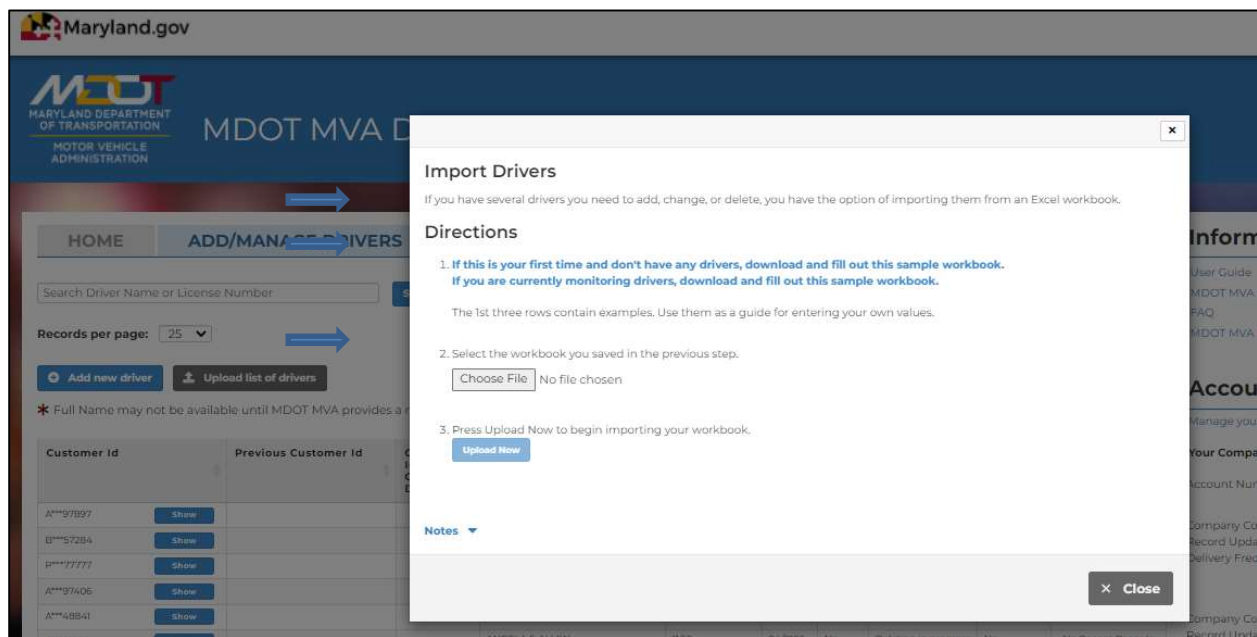
You are currently viewing company code: **491L**

Records per page: 25

* Full Name may not be available until MDOT MVA provides a name for the driver.

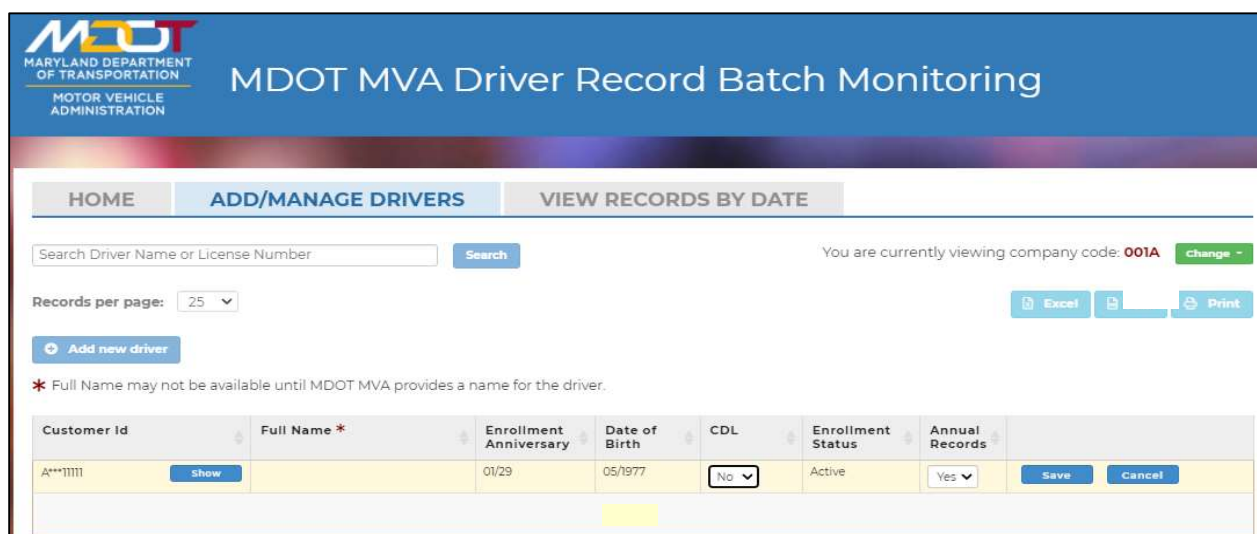
Customer Id	Full Name *	Enrollment Anniversary	Date of Birth	CDL	Enrollment Status	Annual Records	
C**65942	<input type="button" value="show"/>	11/04	12/1995	Yes	Pending addition	No	<input type="button" value="Cancel addition"/>
H***55121	<input type="button" value="show"/>	11/04	02/1981	Yes	Pending addition	No	<input type="button" value="Cancel addition"/>
A***00004	<input type="button" value="show"/>	02/08	04/1983	Yes	Deletion in progress	Yes	No Recent Records
A***78290	<input type="button" value="show"/>	02/08	04/1983	Yes	Active	Yes	<input type="button" value="Edit"/> <input type="button" value="Remove"/>

The screen below will pop up and allow the user to (1) Download the workbook, formatted as needed for upload, (2) Choose a File already formatted and ready for upload, or (3) **Upload Now** to process the file for enrolling drivers for monitoring.



Editing Driver Information

According to Maryland DMV rules, you can only change two things for drivers you're already monitoring: whether they have a commercial license and their annual records setting. Use the Search box at the top, enter the driver's ID number, and click Search to find the driver you want to update.



The search results are displayed, as shown. To edit the driver information, click Edit.

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MDOT MVA Driver Record Batch Monitoring

HOME ADD/MANAGE DRIVERS VIEW RECORDS BY DATE

Search Driver Name or License Number

You are currently viewing company code:

Records per page: 25

* Full Name may not be available until MDOT MVA provides a name for the driver.

Customer Id	Full Name *	Enrollment Anniversary	Date of Birth	CDL	Enrollment Status	Annual Records	
A***00004	<input type="button" value="Show"/>	02/08	<input type="text" value="11/11"/>	<input type="button" value="Yes"/>	Active	<input type="button" value="Yes"/>	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Select the CDL No option to revise the information, and then save the record. The revision is processed overnight.

Note: CDL records must have annual records for the MDOT MVA monitoring program. If you mistakenly add a CDL driver without the Annual Records option, the system will correct it, defaulting CDL drivers to trigger an annual record on their enrollment anniversary date.

Editing Driver Information in Bulk

When the need arises to edit a sizable number of drivers in bulk, the driver edits can be uploaded via spreadsheet. Navigate to the **Add/Manage Drivers** tab and click on **Upload list of drivers**.

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MDOT MVA Driver Record Batch Monitoring

HOME ADD/MANAGE DRIVERS VIEW RECORDS BY DATE

Search Driver Name or License Number

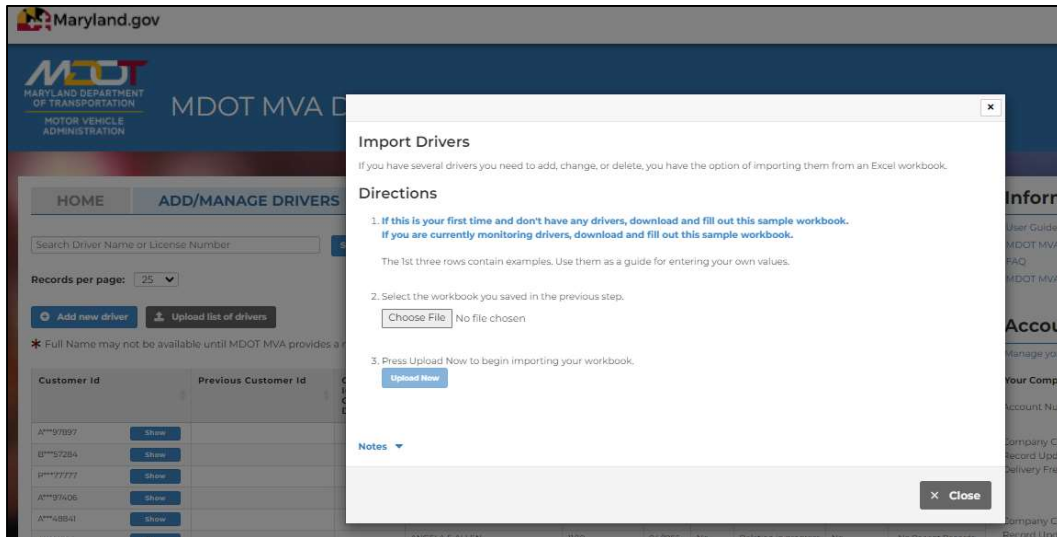
You are currently viewing company code:

Records per page: 25

* Full Name may not be available until MDOT MVA provides a name for the driver.

Customer Id	Full Name *	Enrollment Anniversary	Date of Birth	CDL	Enrollment Status	Annual Records	
C***65942	<input type="button" value="Show"/>	11/04	12/1995	Yes	Pending addition	No	<input type="button" value="Cancel addition"/>
H***55121	<input type="button" value="Show"/>	11/04	02/1981	Yes	Pending addition	No	<input type="button" value="Cancel addition"/>
A***00004	<input type="button" value="Show"/>	02/08	04/1983	Yes	Deletion in progress	Yes	No Recent Records
A***78290	<input type="button" value="Show"/>	02/08	04/1983	Yes	Active	Yes	<input type="button" value="Edit"/> <input type="button" value="Remove"/>

The screen below will pop up and allow the user to (1) Download the workbook, formatted as needed for upload, (2) Choose a File already formatted and ready for upload, or (3) **Upload Now** to process the file for edits to drivers already enrolled for monitoring.



Removing a Monitored Driver

To remove a driver, use the Search function at the top of the page to search for the driver's license you need to modify, enter the Customer ID, and hit Search.



The results for the Customer ID search are displayed, as illustrated in the screen below. To remove the driver from monitoring, click the Remove button.

HOME

ADD/MANAGE DRIVERS

VIEW RECORDS BY DATE

You are currently viewing company code: **491L**

Records per page: 25

* F is available until MDOT MVA provides a name for the driver.

Customer Id	Full Name *	Enrollment Anniversary	Date of Birth	CDL	Enrollment Status	Annual Records	
A***00004	<input type="button" value="Show"/>	02/08	04/1983	Yes	Active	Yes	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
No Recent Records							

The driver's status will change to Pending deletion, and it will remain in the Add/Manage Drivers tab until processed overnight. Once the driver is deleted, it will not display in the monitoring interface.

* Full Name may not be available until MDOT MVA provides a name for the driver.

Customer Id	Full Name *	Enrollment Anniversary	Date of Birth	CDL	Enrollment Status	Annual Records	
A***00004	<input type="button" value="Show"/>	02/08	04/1983	Yes	Pending deletion	Yes	<input type="button" value="Cancel deletion"/>
No Recent Records							

Driver Enrollment Statuses

When the system is working on a driver's information, different statuses show what's happening or what stage the driver is in. Below is a list of these statuses, what they mean, and what you can do about them if anything.

Driver Status	Description	Actions
Addition in Progress	The addition of a driver was sent to MDOT MVA for monitoring.	
Change in Progress	The change to driver information was sent to MDOT MVA for revision.	
Deletion in Progress	The deletion of the driver was sent to MDOT MVA for removal from monitoring.	
Pending change	The Driver CDL indicator was changed and submitted for processing the next business evening.	Cancel change
Pending Addition	The driver was added for monitoring and will be processed the following business evening.	Cancel addition
Pending Deletion	The driver was submitted for deletion from monitoring and will be processed the following business evening.	Cancel deletion

Active	Driver is being monitored in the MDOT MVA application.	Subscribers can remove or edit a driver in this status.
--------	--	---

Retrieving A List of Monitored Drivers

The website lets you download a list of all the drivers you're monitoring. Go to the Add/Manage Drivers tab, choose to view All Records per page, then pick whether you want an Excel or CSV file to download your driver list.

Maryland.gov

MVA Driver Record Batch Monitoring

HOME ADD/MANAGE DRIVERS VIEW RECORDS BY DATE

Search Driver Name or License Number

You are currently viewing company code: **444M**

Records per page: All

Retrieving Monitored Drivers by Date

The website also lets you look at records for one day or a range of dates. Go to the View Records by Date tab, and the system will highlight in bold the dates when you received records. You can click on specific dates or click "View all dates" to see a list of every day you got records.

MVA Driver Record Batch Monitoring

[HOME](#)
[ADD/MANAGE DRIVERS](#)
[VIEW RECORDS BY DATE](#)

You are currently viewing company code: **444M** [Change](#)

You have received records on the dates in bold. Select a date to view records for a single day or press 'View all dates' to list all records.

Per MVA policy, only the prior 30 calendar days are available.

October 2020							November 2020						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	01	02	03	01	02	03	04	05	06	07
04	05	06	07	08	09	10	08	09	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28	29	30	31	29	30	01	02	03	04	05
01	02	03	04	05	06	07	06	07	08	09	10	11	12

[View all dates](#)

Received Date	Description	View
10/23/2020	Initial Complete Records File	Drivers Records
10/23/2020	Initial Error File	Drivers Records
10/23/2020	Initial PBJ Records File	Drivers Records
10/23/2020	Error File	Drivers Records
10/23/2020	Partial Records File	Drivers Records
10/23/2020	PBJ Complete Records File	Drivers Records
10/23/2020	Partial Records File	Drivers Records

Violation Codes

Violation codes included in the DBM program relate to Maryland DMV suspensions, withdrawals, cancellations, revocations, restrictions, and moving violations.

You'll get updated records when the Maryland DMV adds, removes, or changes a violation code. If you choose to get 3-year or complete records, you'll see ALL driving record entries from the past 3 years (or complete history), even if some violations aren't part of the monitoring program. If you choose partial updates, you'll only get entries for violations that are included in the monitoring program.

DBM References

A driver record contains record codes and abbreviations. Below are the references, along with their description(s).

Driver Record Codes	DESCRIPTION
A	License Class
A/A	Administrative Adjudication
A/C	Air Conditioning
A/R	Alcohol-Related
ABEY	Abeyance
ACC	Accident
ACCUM	Accumulate(d)
ACT	Action/Acted
ADM	Administration/Administrative
AEP	Alcohol Education Program
AFF	Affirmed
AGREE	Agreement
ALCH	Alcohol
ALT	Altered
AOM	Age of Majority
APP	Application
APPR	Approved/Approval
ATT	Attend
AUM	Accident - Uninsured Motorist Case
B	License Class
B/S	Blackout/Seizure
BAC	Blood Alcohol Level
BLDG	Building
C	License Class
C	Corrected License
C/FS	Complaint/False Statement
CANC	Cancelled
CDL	Commercial Driver License
CDS	Controlled Dangerous Substance
CERT	Certificate
CHEM	Chemical
CIR	Circuit
CLF	Central License File
CLR	Clearance
CMV	Commercial Motor Vehicle
CO	Company
COMB	Combination
COMM	Committed
COMP	Complete(d)
CONC	Concurrent
CONF	Conference

Driver Record Codes	DESCRIPTION
CONS	Consecutive
CONT	Continued
CONTR	Control
CONV	Conviction
COR	Corrected
CR	Credit
CSE	Child Support Enforcement
CT	Court
D	License Class or Days (30D)
D-1	Duplicate License
D/R	Driver Records
DEC.	Decision
DEF	Default
DEPT	Department
DEV	Device
DIP	Driver Improvement Program
DIS	Displaying
DIST	District
DIV	Division
DL	Driver License
DMV	Motor Vehicle Administration
DOC	Document
DR	Drive/Driving/Driver
DRC	Driver Rehabilitation Clinic
DT	Date
DTO	Dealer Tags Only
DUP	Duplicate
E	License Class
EC	Express Consent
EDUC	Education
EFF	Effective
ELEC	Electric
EMP	Employee, Employment
ENT	Entry
EQUIP	Equipment
EX	Expired, Expiration
EXC	Exceeding
EXD	Excluded Driver Case
EXP	Explosives
F/R	Financial Responsibility
FA	Fatal Accident
FAIL	Failing/Failure/Failed
FC	Full Credit
FI	Factitious
FIN RESP	Financial Responsibility
FPF	Fail to Pay Fine
FR#()	Financial Responsibility Case (Acc. Date)

Driver Record Codes	DESCRIPTION
FRAUD	Fraudulent
FREQ	Frequency
FT	Feet/Failed Test
FTA	Failure to Appear
FTY	Failure to Yield
H	Hearing (Hearing Officer's Initials)
HAZ	Hazard
HEAR	Hearing
HFA	Hearing - Failed to Appear
HGT	Height
HW	Hearing Waived
HWY	Highway
IC	Implied Consent
ID	Identification
IMP	Improper/Improvement
INC	Increase
IND	Indefinite
INF	Influence
INFO	Information
INJ	Injury/Injuring/Injurious
INS	Insurance
INSPECT	Inspection
INSTALL	Installment
INSTR	Instructions
INTER	Interest
INTERLOCK	Ignition Interlock Device
INTOX	Intoxicated/Intoxicating
INVEST	Investigation
ISS	Issued
IVP	Insurance Verification Program Case
J	MDOT MVA Judgment Case
JUDG	Judgment
LET	Letter
LIC	License
LIQ	Liquor
LO	Violation of Local Ordinance
(MV)	Moving Violation
M	License Class for Months
M/C	Motorcycle
MAB	Medical Advisory Board
MAG	Magistrate
MAIF	Maryland Automobile Insurance Fund
MAX	Maximum
MD	Maryland
MFG	Manufacturer
MISREP	Misrepresentation
MO	Motorcycle/Motor scooter

Driver Record Codes	DESCRIPTION
MODI	Modified
MPH	Miles per Hour
MSP	Maryland State Police
MTR	Motor
MUT	Mutilated
MV	Motor Vehicle
MDOT MVA	Motor Vehicle Administration
NC	Nolo Contendere
NEGL	Negligent
NRS	Non-Resident Student
O/C	Out-of-Country
O/S	Out-of-State
OBT	Obtain
OP	Operating
OPR	Operator
ORG	Original
PAR	Parent
PASS	Passenger
PAY	Payment
PBJ	Probation Before Judgment
PD	Property Damage
PED	Pedestrian
PEND	Pending
PER	Permit
PERS	Person
PI	Personal Injury
POS	Possession, Possess
PRIV	Privilege
PROB	Probated or Probation
PROH	Prohibited
PROP	Property
PSYS	Point System
PT	Passed Test
PUR	Purpose
PWV	Probation Without (or before) Verdict
R	Refused or Renewal License
R/R	Review & Reinstatement
RA	Reinstatement Application
RE	Reissued
RE-EXAM	Re-examination
REC	Record
RECD	Received
RECIP	Reciprocity
REF	Refused or Refusal
REG	Registration, Register, or Regulations
REHEAR	Rehearing
REIN	Reinstatement

Driver Record Codes	DESCRIPTION
REL	Relative, Related
REM	Remand, Remanded
REQ	Requirement, Require
RES	Resident
RESC	Rescinded
RESCH	Rescheduled
RESP	Responsibility
RESTR	Restricted or Restrictions
RET	Return
RETRO	Retroactive
REV	Revoked or Revocation
RI	Reinstated
ROW	Right of Way
RP	Reprimand
RPA	Refused or Revoked Pending Appearance
RR	Railroad or Restriction Removed
RS	Random Selection
RTT	Brake Reaction Time Test
S	Substitute License
SAT	Satisfied
SCH	Scheduled
SER	Serial
SIGN	Signed
SNL	Signed Statement - No License in Possession
SPA	Suspended Pending Appearance
SPEC	Special
SS	Sentence Suspended
ST	Student
STAT	Statement
SUB	Substitute
SUBST	Substance
SUR	Surrender
SUS	Suspended or Suspension
SW	Suspension Withdrawn
SYS	System
T	License Type
TEMP	Temporary
TP	Test Place
TRAF	Traffic
TRANS	Transportation or transporting
TRK	Truck
TUN	Tunnel
TV	Television
TY	Regular or Photo License
UL	Unable to Locate (investigation)
UMC	Uninsured Motorist Complaint Case
UN	Under

Driver Record Codes	DESCRIPTION
UNATT	Unattended
UNAUTH	Unauthorized
UNINS	Uninsured
UNLIC	Unlicensed
US	United States
VEH	Vehicle
VER	Verdict
VERIF	Verification
VIN	Vehicle Identification Number
VIO	Violation, Violate
W/O	Without
WARN	Warning
WARR	Warrant
WDN	Withdrawn
WGT	Weight
WL	Warning Letter
X	Involved in an Accident
YDIP	Youth Driver Improvement Program
YLCP	Youth License Control Program
YR	Year
&	And
*	Points Expired
/	Or

Accident Codes

Accident Codes	DESCRIPTION
X	Driver contributed to an accident
Y	Driver contributed to a fatal accident
(blank)	No accident

Driver License Type Codes

Driver License Type	Description
COR	Administrative Correction
DUP	Duplicate
NEW	New
PMTCRT	Permit Correction
REN	Renewal
TRNSFR	Transferring a professional license from one linked business to another.
UPGRAD	Upgrade from a permit to a full license.

Restriction Codes

Code	Restriction Meaning/Purpose
A	May not be used to purchase a firearm
B	Corrective Lenses
C	Special Brakes, Hand Control, or Others
C01	Hand Controls
C02	Left Foot Accelerator
C03	Pedal Extension
C04	Foot Controls
C05	Power Steering
C06	Power Brakes and Steering
C07	Steering Knob
C08	Direction Signals
C09	Outside Mirror Each Side (OMES)
C10	Bioptic Telescopic Lenses
C11	Chest Strap
C12	Tripin Steering Device
C13	Remote Functions
C14	Convex Mirrors
C15	Pedal Block
C16	Electronic Steering
C17	Electronic Steering Device
C18	Panoramic Mirror
C19	Right Lower Leg Prosthetic
D	Prosthetic Aid
E	No Manual Transmission Equipped CMV/Automatic Transmission
E01	Automatic Transmission
E02	No Manual Transmission Equipped CMV
F	Outside Mirror
G	Limited to Daylight Driving Only
H	Limited
H01	Employment Purposes Only
H02	Employer's Vehicle for Employment Only
H03	Employment Purposes Only – Child Support Enforcement
H04	Alcohol Prevention or Treatment Program (OAH)
H05	Employment and Educational Purposes (OAH)
H06	Obtaining Health Care Treatment
I	Limited
I01	Class A - Restricted to test purposes only (Examiners)
I02	Class A & B - Restricted to test purposes only (Examiners)
I03	Class M Testing purposes only
J	Driver Enforcement
J01	Educational Purposes Only
J02	Alcohol
J03	Ignition Interlock Device Required
J04	Ignition Interlock Device Required or Employer's Exemption
J05	Alcohol - Medical Advisory Board (DWS)

Code	Restriction Meaning/Purpose
J06	Employment & Educational Purposes Only (DWS)
J07	Ignition Interlock Device Required (DWS)
J08	Three-Wheeled Motorcycle
J09	Valid in Maryland Only
J10	Under 21 Alcohol Restricted
J11	Mandatory Restraints All Occupants
J12	Court Ordered Ignition Interlock
J13	RV and Motor Homes Only
J14	Court Ordered Alcohol
J15	3 Year Alcohol
J16	Vehicles 10,000 Lbs. or Less
J17	No P, S or H Endorsements
J18	Non-Commercial Class C Only
J19	Mandatory Ignition Interlock
J20	Drug
J21	Alcohol and Drug
J22	Requires Rehab Instructor Only
J23	Requires Driving Instructor Only
J24	No Highway/Interstate
J25	Driving Range 5 Miles
J26	Driving Range 10 Miles
J27	Driving Range 15 Miles
J28	Requires Rehab/Driving Instructor Only
J29	Ignition Interlock - Repeat Offender
J30	Nighttime Driving Requires Rehab/Driving Instructor
J31	Non-Commercial Class A Authorized
J32	Other
J33	Non-Domiciled CDL Learner's Permit
J34	Non-Domiciled CDL
K	CDL Intrastate Only
L	No Air Brake Equipped CMV
M	No Class A Passenger Vehicle
N	No Class A or B Passenger Vehicle
O	No Tractor Trailer CMV
P	No Passengers in CMV Bus
R	Warning - ID Theft Victim - Verify ID
T	Limit Term Temporary
U	Not Acceptable for Federal Purposes
V	Medical Variance
W	Veteran
X	No Cargo in CMV Tank Vehicle
Z	Organ Donor, Hearing/Speech Impaired, or No Full Air Brake Equipped CMV
Z01	No Full Air Brake Equipped CMV
Z02	Hearing Impaired
Z03	Speech Impaired
Z04	Hearing and Speech Impaired

License Class Codes

License Class Code	Description
CDLA	Commercial Class A
CDLAM	Commercial Class A & Motorcycle
CDLB	Commercial Class B
CDLBM	Commercial Class B & Motorcycle
CDLC	Commercial Class C
CDLCM	Commercial Class C & Motorcycle
CDPA	Commercial Class A Permit
CDPB	Commercial Class B Permit
CDPC	Commercial Class C Permit
LGCLPA	Legacy Commercial Class A Permit
LGCLPB	Legacy Commercial Class B Permit
LGCLPC	Legacy Commercial Class C Permit
NCLA	Non-Commercial Class A
NCLAM	Non-Commercial Class A & Motorcycle
NCLB	Non-Commercial Class B
NCLBM	Non-Commercial Class B & Motorcycle
NCLC	Non-Commercial Class C
NCLCM	Non-Commercial Class C & Motorcycle
NCLCP	Non-Commercial C Provisional
NCLCPM	Non-Commercial Class C Provisional & Motorcycle
NCLM	Non-Commercial Class M
NCLMP	Non-Commercial M Provisional
NCPA	Non-Commercial Class A Permit
NCPB	Non-Commercial Class B Permit
NCPC1	Non-Commercial Class C GLS Permit
NCPC2	Non-Commercial Class C Non GLS Permit
NCPM1	Non-Commercial Class M GLS Permit
NCPM2	Non-Commercial Class M Non GLS Permit
NCPMOP	Non-Commercial Moped Permit
TMP45	Temporary 45 Day License
TMP90	Temporary 90 Day License
TRNW	Temporary Renewal
SID	State Id

Race Description Codes

Race Code	Description
ASIAN	Asian
BLACK	Black/African American
ISLAND	Native Hawaiian or other Pacific Islander
MULTI	Multiracial

Race Code	Description
NATIVE	American Indian or Alaska Native
WHITE	White/Caucasian

Accident Codes

Code	Accident Descriptions
X	Driver contributed to an accident
Y	Driver contributed to a fatal accident
(blank)	No Accident

Endorsement Codes

Code	Endorsement Descriptions
H	Hazmat Endorsement Type
N	Tanker Endorsement Type
P	Passenger Endorsement Type
S	School Bus Endorsement Type
T	Doubles / Triples Endorsement Type
X	Hazmat / Tanker Endorsement Type

License Document Codes

Code	License Document Descriptions
REALID	Real ID
NRID	Non-Real ID
TEMP	Temporary License

License Status Codes

Code	License Status Descriptions (NCL or CDL)
DACHCLP	Driver privilege cancelled due to DACH violation
DACHDWN	Driver privilege downgraded due to DACH violation
DRVCANELG	Driving privilege or credential is canceled, but this driver is eligible to re-apply
DRVCANNOT	Driving privilege or credential is canceled, and the driver is not eligible to re-apply at this time
DRVDSQ	Disqualified from commercial driving privilege
DRVDWN	Driving privilege has been downgraded.
DRVELG	Driver is eligible to apply.
DRVEXP	License is expired
DRVIID	Must clear the Ignition Interlock Unit
DRVMAB	Must clear the Medical Unit
DRVNOT	The driver is not eligible for this driving privilege. Check indicators for more information.
DRVRFS	Driver refused licensure
DRVRPD	This customer has been reported deceased

DRVRVK	Driving privilege or eligibility to apply is revoked.
DRVSUS	Driving privilege or eligibility to apply is suspended.
DRVVLD	License is valid
DRVVPV	The provisional license is valid.

Sex Status Codes

Code	Sex Descriptions
FEMALE	Female
MALE	Male
UNK	Unknown
UNSPEC	Unspecified

Suffix Codes

Code	Suffix Descriptions
1ST	1ST
2ND	2ND
3RD	3RD
4TH	4TH
5TH	5TH
6TH	6TH
7TH	7TH
8TH	8TH
9TH	9TH
DDS	DDS
ESQ	ESQ
II	II
III	III
IV	IV
IX	IX
JD	JD
JR	JR
MD	MD
PDH	PDH
SR	SR
V	V
Vi	Vi
VII	VII
VIII	VIII
VM	VM
X	X

Unit Type Codes

Code	Unit Type Descriptions
#	#

Code	Unit Type Descriptions
APT	APARTMENT
BLDG	BUILDING
BSMT	BASEMENT
DEPT	DEPARTMENT
FL	FLOOR
FRNT	FRONT
HNGR	HANGAR
LBBY	LOBBY
LOT	LOT
LOWR	LOWER
NUM	NUM
OFC	OFFICE
PH	PENTHOUSE
PIER	PIER
REAR	REAR
RM	ROOM
SIDE	SIDE
SLIP	SLIP
SPC	SPACE
STE	SUITE
STOP	STOP
TRLR	TRAILER
UNIT	UNIT
UPPR	UPPER

Conviction Category

Conviction Category	Conviction Description
AAD Administrative Action	
Accounts Receivable	
Admin Per Se	
Admin Per Se (Reporting)	
Administrative/Court Ordered Sanction	
Arrest Warrant	
CDL Medical Certificate	
Certificate	
Converted Information	
Converted Verdict	
Conviction	Convicted in Maryland
DWS Administrative Action	
Fatal	
Hazmat Application	
Hearing	
Juvenile Verdict	
Knowledge Exam	
Notice	

Conviction Category	Conviction Description
NRVC Report	
Other Information	
Out of State Conviction	Conviction out of state
Out of State Withdrawal	
Probation Before Judgement	
Returned Mail	
Restriction Management	
Sanction	
Sanction Reinstatement	
Sanction Stay	

Conviction Detail

Conviction Detail Value	Conviction Detail Descriptions
BAC	Blood alcohol content: e.g. 0.13 (4 chars) Relevant only to DUI-related violations
Speed	Posted Speed (3 chars) + Violation Speed (3 chars) e.g. 060069 (6 chars) Relevant only to speed-related violations
Underlying Violation	AAMVA Code Dictionary (ACD) Code, e.g. B20 (chars) Relevant to failure to appear/comply/pay violations

Conviction and Sanction Descriptions

MDOT MVA has a thorough list of legacy and newly implemented codes and descriptions for Convictions and Sanctions, which can be found at <https://egov.maryland.gov/mva/> under Resources.

Refunds & Credits for Motor Vehicle Record Purchases

Tyler Maryland (NICUSA, LLC) periodically receives requests for credit 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 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 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. Requests older than three (3) months are not eligible for credit.
- 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 were 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. 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.