MDOT MVA Driver Batch Monitoring (DBM) User Interface Guide

Version 1.0

NIC Maryland

in partnership with

the MDOT Maryland Motor Vehicle Administration

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Maryland Driver Batch Monitoring (DBM) User Interface Guide

Introduction

The Driver Batch Monitoring (DBM) service, facilitated by NIC Maryland, provides methods to securely monitor and receive driver record updates for a list of monitored drivers from the Maryland Department of Transportation Maryland Motor Vehicle Administration (MDOT MVA). NIC Maryland has developed a User Interface to offer a more user friendly and intuitive method of interacting with the functions and records for driver monitoring.

To be approved to use this service, users must be authorized within the scope of the Federal Driver Privacy Protection Act (DPPA) and approved by the MDOT MVA. Approved customers can enroll and manage a list of drivers to be monitored and receive updates when violation information changes for a monitored driver.

Application Overview

The Driver Batch Monitoring (DBM) User Interface provides a secure method of exchanging requests and data related to driver monitoring. This application permits customers to perform the following through secure interface:

- Submit Add, delete or edit monitored drivers;
- Receive annual driver records and driver record updates, alerts and errors

Each night, the system inspects the monitored drivers and provides results back to the customer containing either updated records for the monitored driver records or the complete record, depending on preferences established during enrollment. The results files are sent daily, weekly, or monthly, depending on customer preferences established during enrollment.

Customers have the ability to submit an "Add/Change/Delete" request on weekdays. Driver License Numbers submitted with an "Add" indicator will return a complete driving record that will be produced overnight. Driver License Numbers submitted with a "Delete" indicator will be removed from monitoring for that customer.

> Note: Customers who have already established Driver License Numbers for monitoring through the MVA will not need to resubmit the license numbers.

New driver license numbers added by a customer will be matched against the MVA's records based on two key fields: Driver License Number and Date of Birth. Records that do not match these keys will be rejected and the customer will receive an error response for that driver license number.

Drivers will be processed Monday through Friday, nightly between the hours of 6:00 PM ET and 6:00 AM ET. Any actions sent after 6:00 PM ET will be processed the following business day. As with the existing MDOT MVA system, this system may be unavailable to process search requests during maintenance windows.

Maintenance Windows

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

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

Program Guidelines

Driver Monitoring Submissions

DBM Add/Change/Delete request submissions must occur no later than 5:00 P.M. EST any Monday – Friday, excluding Federal and State holidays. Return records will be available via the interface Monday through Friday after 7:00am ET. Only Maryland issued driver license numbers may be accessed via this application.

Violation Codes

Violation codes included in the DBM program are related to suspensions, withdrawals, cancellations, revocations, restrictions and moving violations.

In the event MVA creates, deletes, or modifies a violation code, update records will be produced. If a subscriber has opted to receive 3-year/complete records, ALL driving record entries (within the rolling 3- year time span (or complete, if applicable)) will appear in the resulting record regardless of whether the violation codes are included in the DBM monitoring program or not. If a subscriber opts to receive partial record updates (a.k.a. driving-record entry updates), only those entries attached to a violation code included in the DBM program will be sent to the customer.

Charges and Billing

A 36-month (3-year) driving record, a complete driving record, and a Probation Before Judgment (PBJ) record produced via DBM are each considered non-certified copies and for non-government entities, and, as such, bear a cost of $12.00/record. A driving record entry update or a PBJ record entry update is considered a partial record update and is priced accordingly at $0.08/record. 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.

Anniversary Date for Monitored Drivers

Effective May 21, 2019, when a new Driver License Number is added to the monitoring program, the *Driver License Number enrollment date* is considered the anniversary date for that monitored driver. *For all Driver License Numbers enrolled prior to May 21, 2019, the company enrollment date into the MDOT MVA program will remain the anniversary date.*

Upon receipt of a new Driver License Number submitted for monitoring, the system will return a complete driving record. Subsequently, on the enrollment anniversary date of each Driver License Number, the Driver License Number(s) being monitored will cause the generation of a complete driving record.

DBM Program Support

To report a technical problem, error message, or billing inquiries, please call the NIC Maryland Help Desk at (888) 4MD-HELP, 410-990-1090 or mdhelp@egov.com 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 DBM program must notify NIC Maryland, in writing, of their intentions to discontinue participation. Notification must be sent from the primary contact on the account. The contract may be discontinued by either party with a thirty (30) day notice in writing.

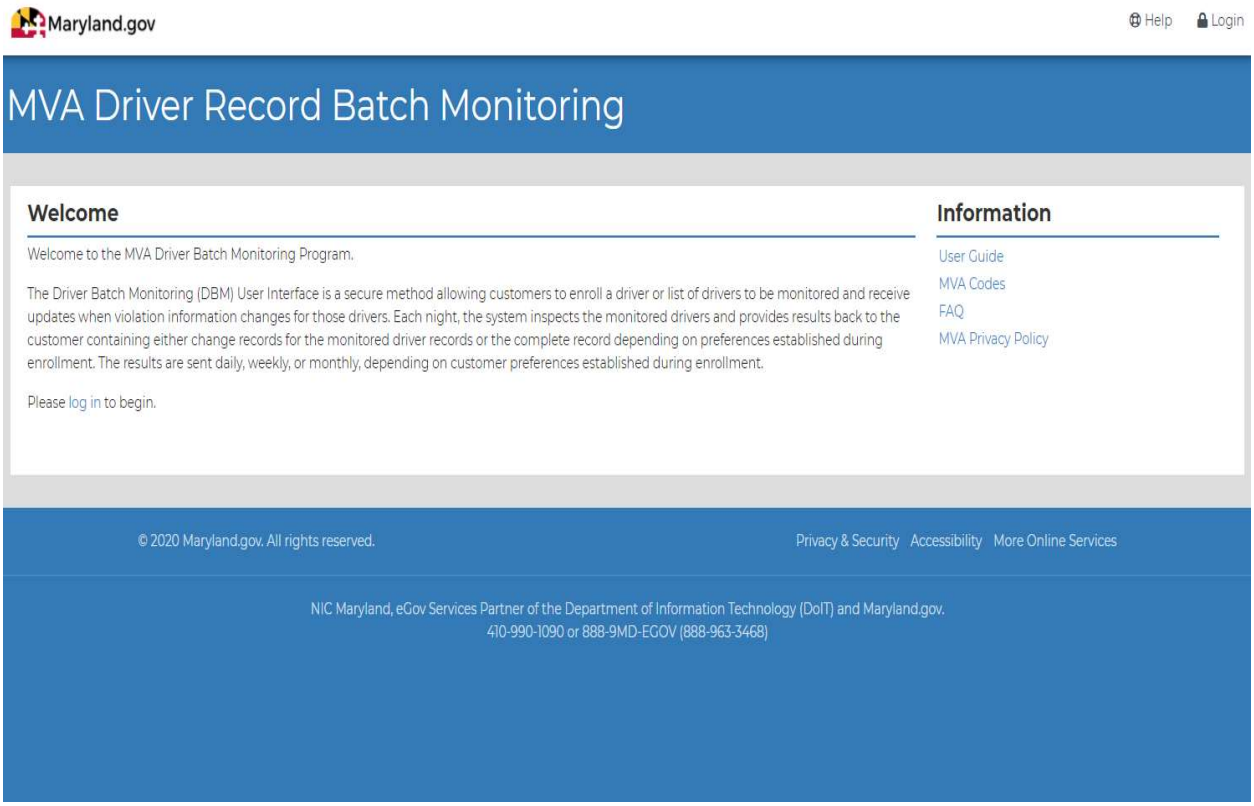
Getting Started

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. Once the account is approved by the MDOT MVA and the account credentials are established, you may login to the Driver Batch Monitoring User Interface via the following URL:

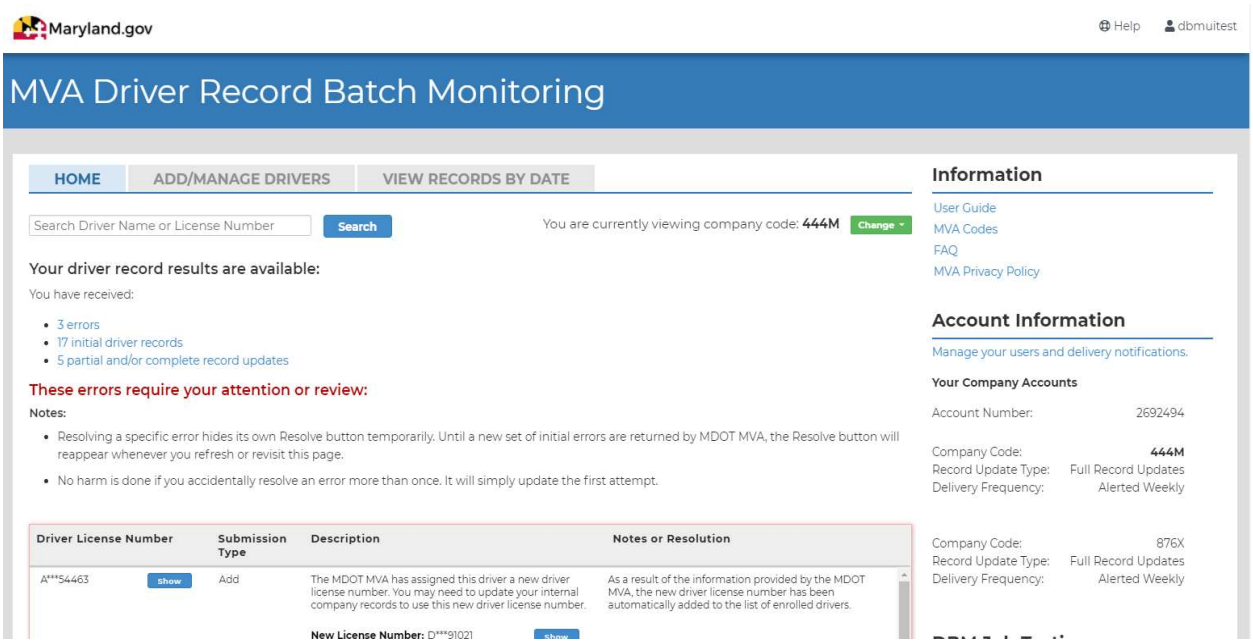
https://egov.maryland.gov/mva/dbm

Using your credentials, click on Login and proceed with entering your username and password to access the application.



Navigating the User Interface

Once logged in, you Home tab offers initial data regarding your most recent records processed, a summary of your account information, errors, initial driving records and partial and/or complete record updates and links to often used tools.



Information

The *Information* section has some useful links to help guide the user through navigation and management of the Driver Batch Monitoring User Interface.

The *User Guide* link routes you to the latest version of the Driver Batch Monitoring User Guide, to allow for online viewing of the document or saving to a local device for reference.

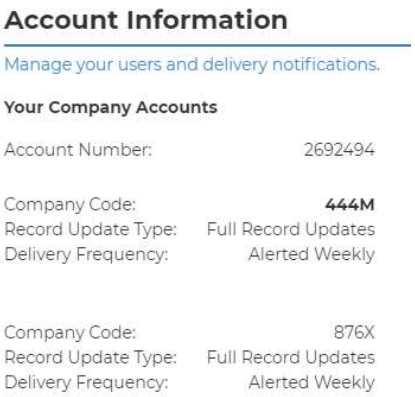
MVA Codes will direct you to the MDOT MVA web page where all the relevant MVA codes, references in the record, are listed for reference. This includes Driver License Class Codes, Commercial Driver License Endorsements, Non-Commercial Driver License Class Codes and Restriction Codes.

FAQ are some Frequently Asked Questions about how to manage your list of monitored drivers.

MVA Privacy Policy provides the document needed to make any changes to your DPPA reasons, primary account holders or other changes related to your account.

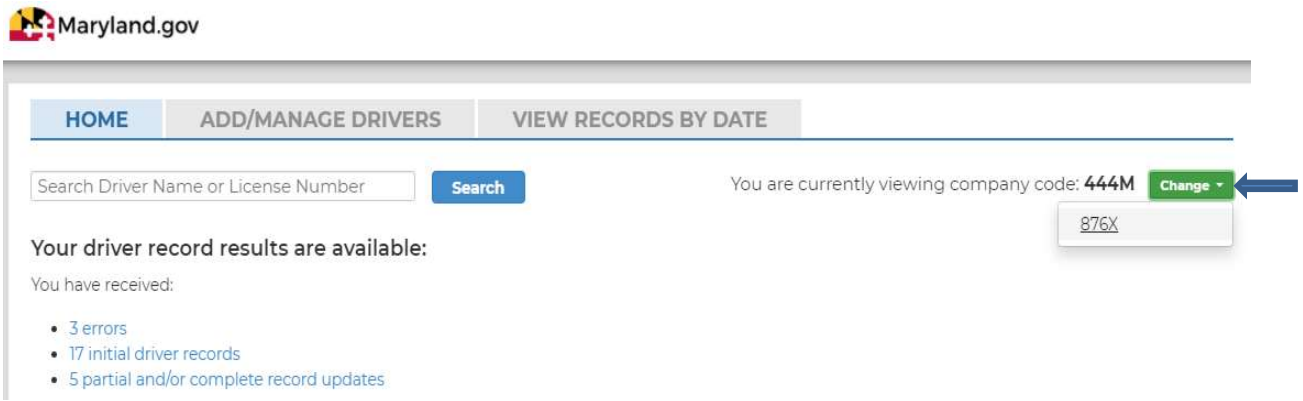
Account Information

When establishing an account, you are assigned an account number, a company code and select the frequency and type of records you will be receiving from MDOT MVA via the Driver Batch Monitoring application. Those attributes will be displayed to a user holding the Primary Role for the account.



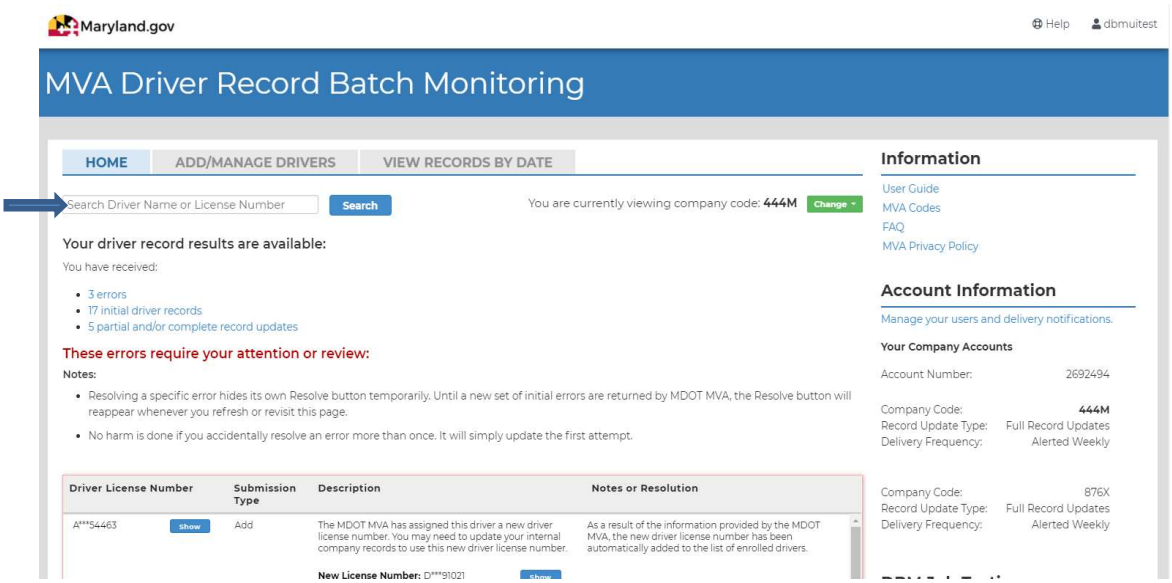
Should you need revisions to the record type, frequency of updates or delivery, please contact the NIC Maryland Help Desk at (888) 4MD-HELP, 410-990-1090 or mdhelp@egov.com and they will assist with coordinating the changes needed to your account and obtaining approvals from MDOT MVA.

If your primary role is associated with two different companies enrolled in the Driver Record Batch Monitoring program, the system will display the information associated with the current company being displayed. If you wish to view another company, simply click on the '**Change'** button and select the company you wish to view.

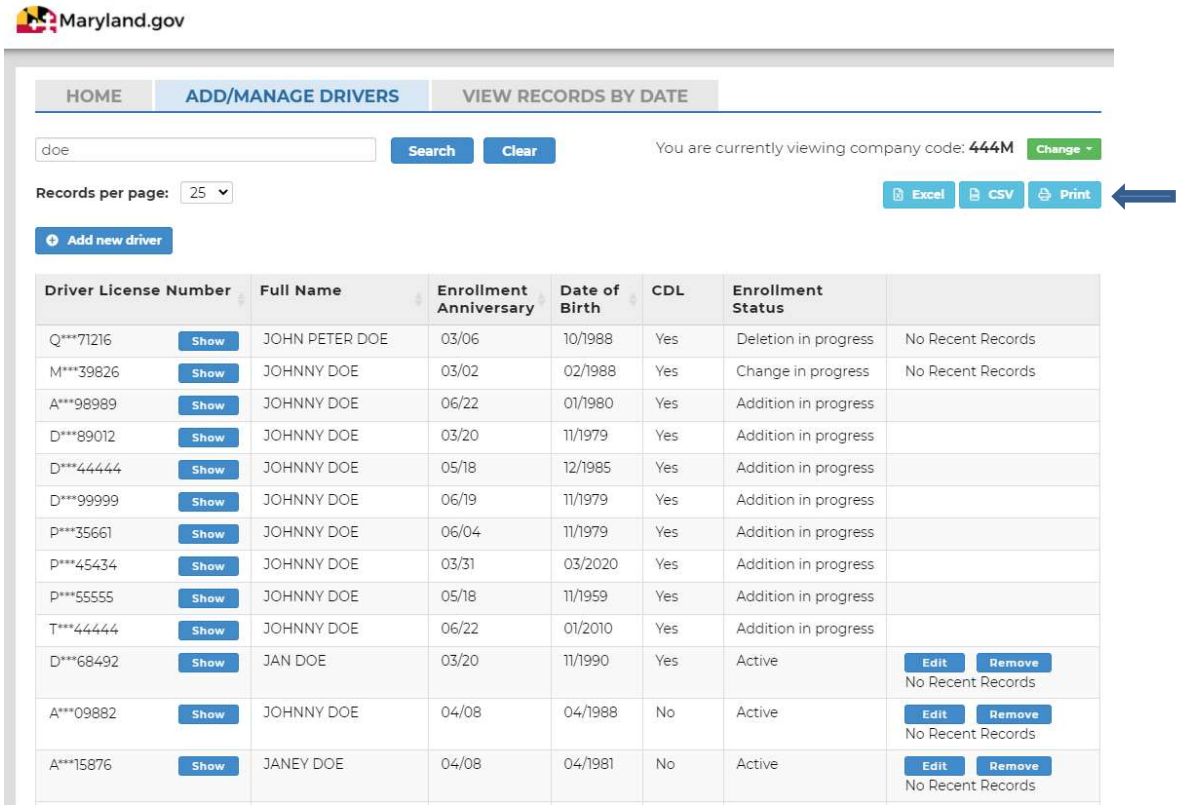


DBM User Interface Home

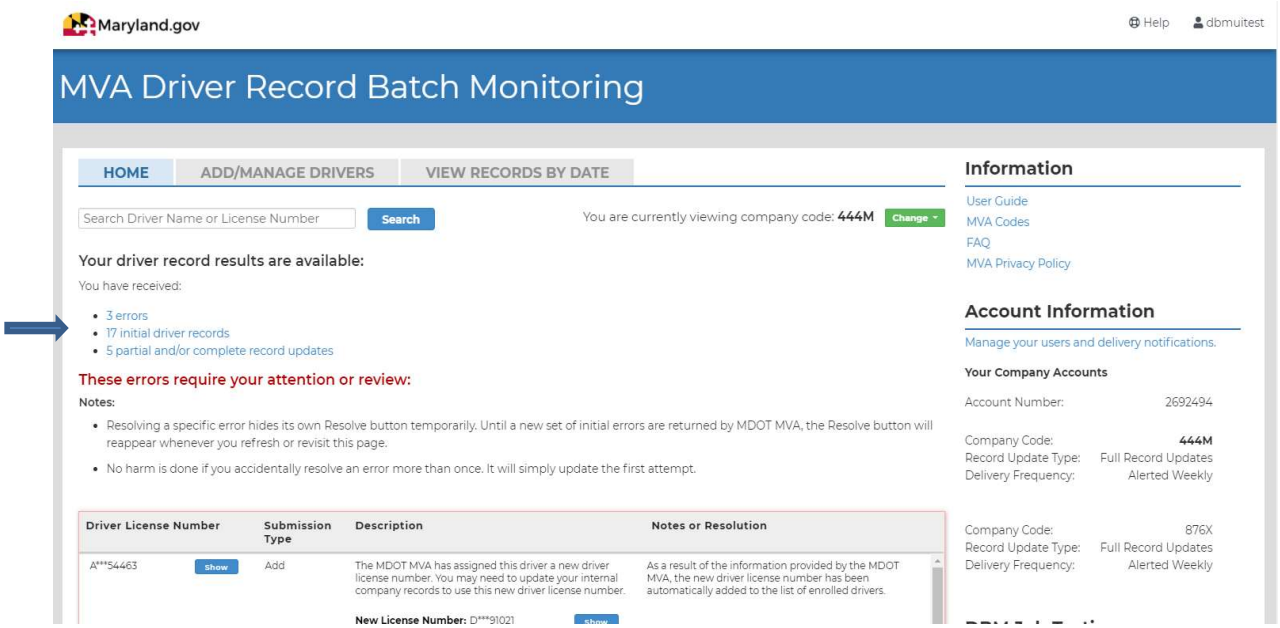
From the application Home page, you can manage several actions and view the most recent monitored driver records for your account.



Search – You can search with either the Driver Name or License Number. The Search results are displayed in the format below, in the **Add/Manage Drivers** tab to allow management of driver monitoring.



Search results may be exported into Excel or CSV formats and may also be printed from this page. All Personally Identifiable Information (PII) is protected from user view unless the user selects to display the information by clicking on the **Show** button.

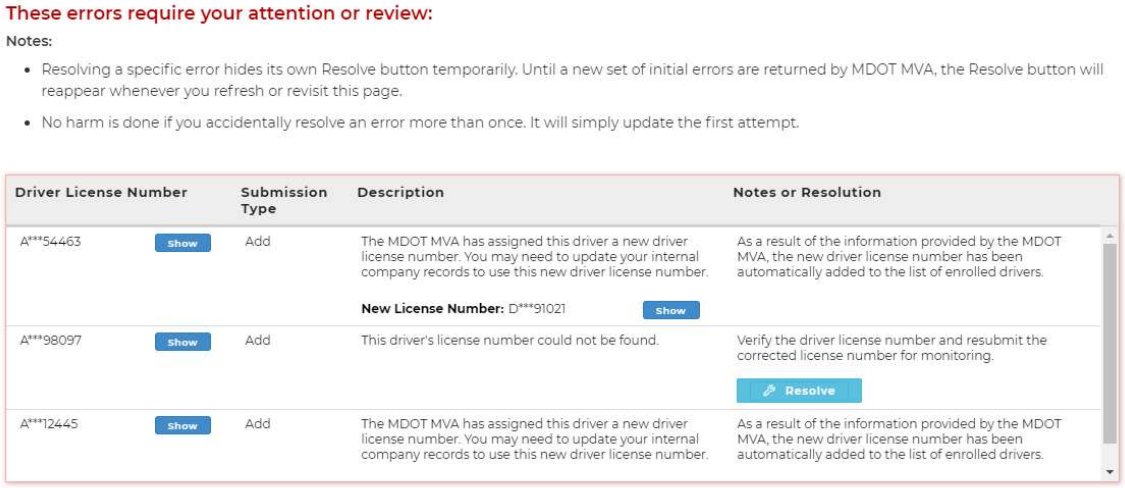


Driver Record Results

The most recent Driver Record Monitoring results are noted in the top section of the Home page. The system will display a summary of errors received, initial driver records provided and partial and/or complete record updates.

Errors:

There may have been errors processing one of more of the records in your monitored driver list. If so, the interface will display the number of errors as a hyperlink for easy access to reviewing these errors. To view the errors received, click on the ***Errors*** hyperlink and the system will take you to the errors received from the latest records processed.

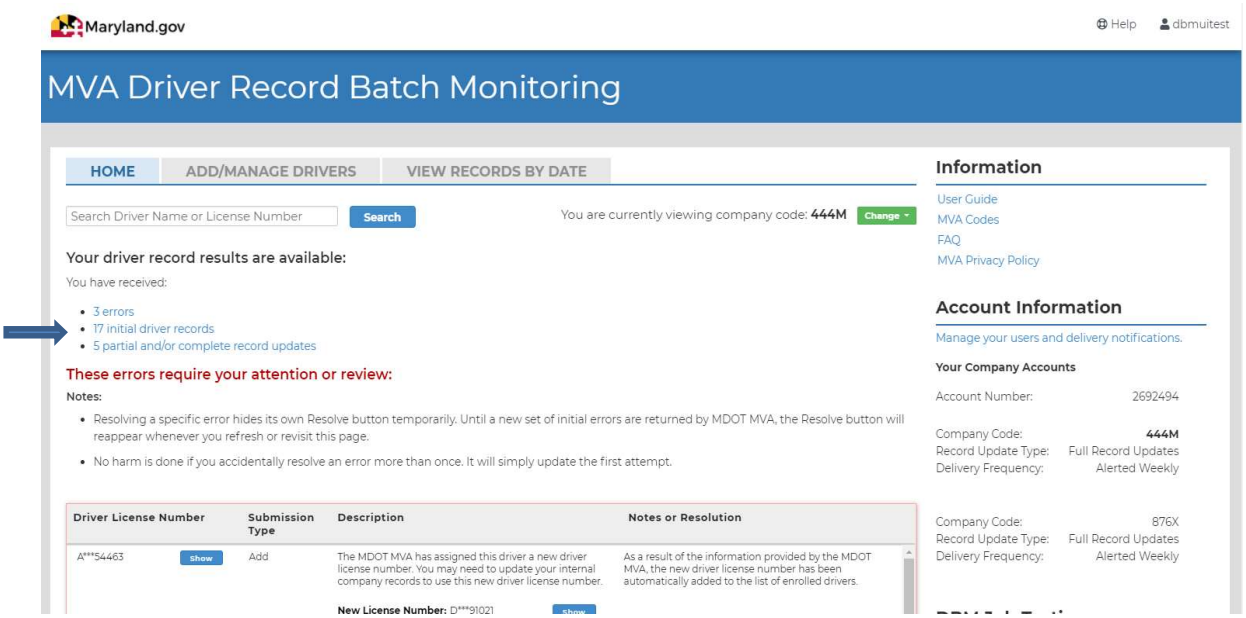


Errors may occur when submitting drivers for monitoring. To guide you through reasons the error was returned, please note the Description of the error provided. NIC Maryland also provides Notes or Resolution to explain appropriate actions to resolve the errors presented.

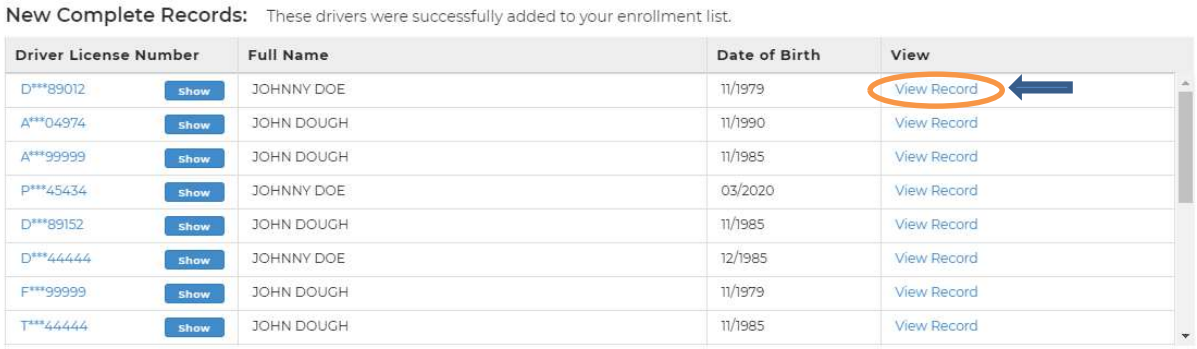
If you need assistance with an error received, please contact the NIC Maryland Help Desk at mdhelp@egov.com or (888) 9MD-EGOV and explain the nature of the problem. The support staff will request information from you and will work with you to resolve the issue.

Retrieving New Complete Records:

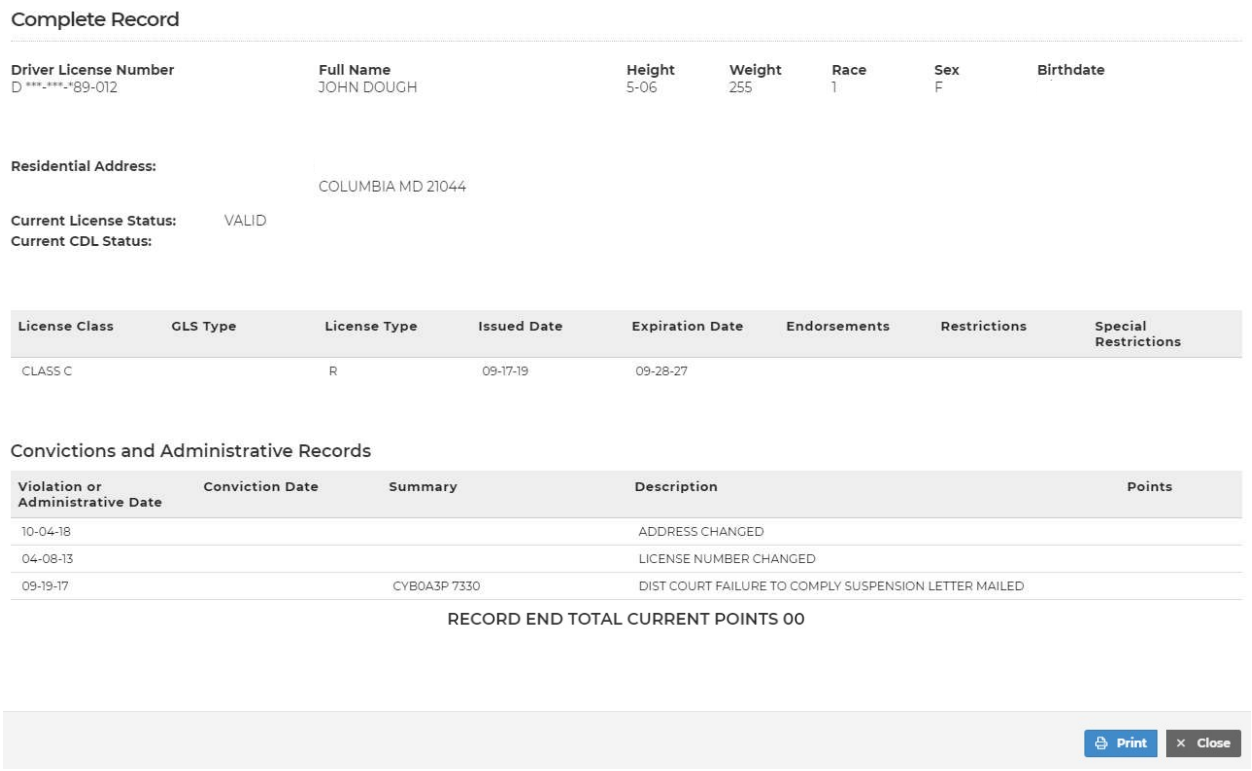
When a driver is initially enrolled in the monitoring program, you will receive an initial complete record for the newly enrolled driver. These records are separated for ease of access and review. To access the initial driver records, click on the ***initial driver records*** link and the interface will direct you to a list of New Complete Records available for review.



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



Please note PII information is safe guarded for security purposes. From this view, you may also Print the record if required.



Complete Record

Driver License Number	Full Name	Height	Weight	Race	Sex	Birthdate
D ***-***-*89-012	JOHN DOUGH	5-06	255	1	F	

Residential Address:
COLUMBIA MD 21044

Current License Status: VALID
Current CDL Status:

License Class	GLS Type	License Type	Issued Date	Expiration Date	Endorsements	Restrictions	Special Restrictions
CLASS C		R	09-17-19	09-28-27			

Convictions and Administrative Records

Violation or Administrative Date	Conviction Date	Summary	Description	Points
10-04-18			ADDRESS CHANGED	
04-08-13			LICENSE NUMBER CHANGED	
09-19-17		CYB0A3P 7330	DIST COURT FAILURE TO COMPLY SUSPENSION LETTER MAILED	

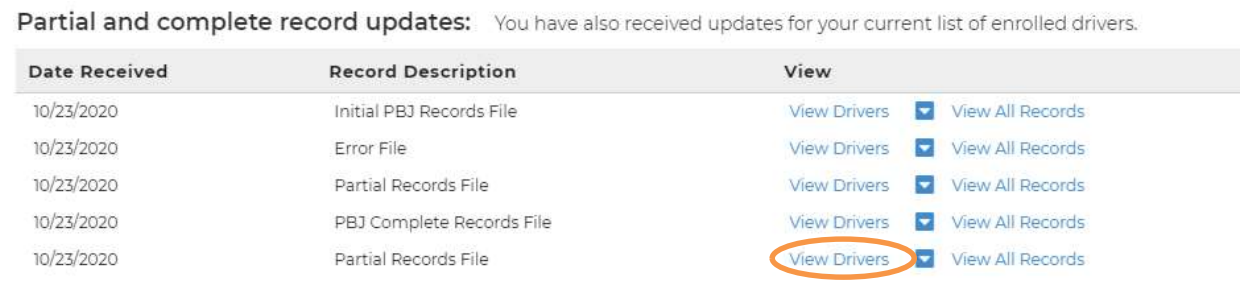
RECORD END TOTAL CURRENT POINTS 00

Print Close

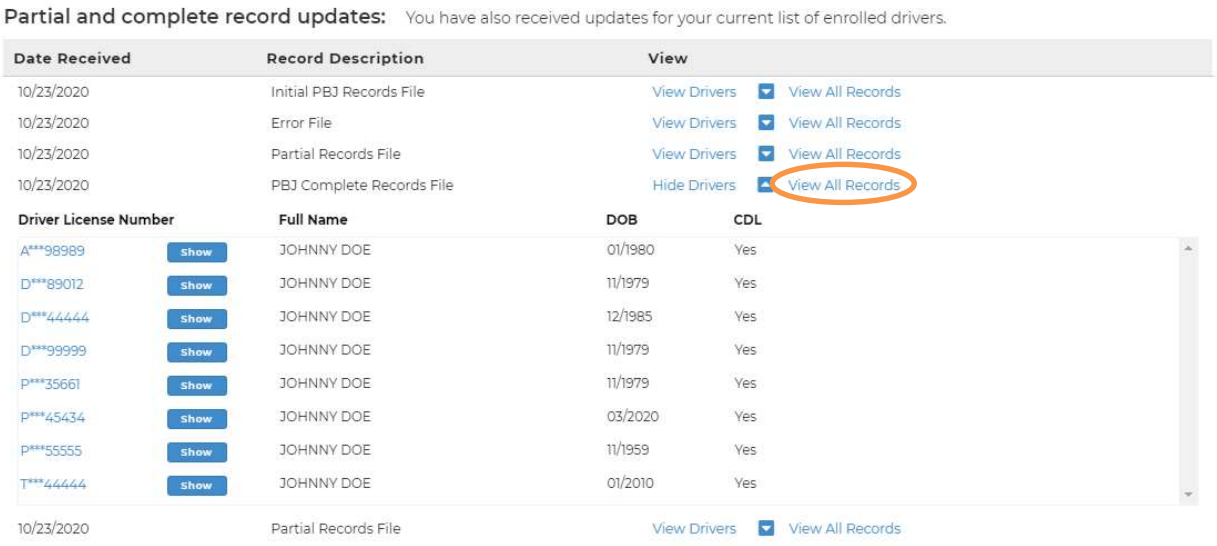
Retrieving Partial and Complete Record Updates:

When a new Driver License Number is added to the monitoring program, the Driver License Enrollment date will be considered the 'anniversary date' for that monitored driver. The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA), upon receipt of the new Driver License Number submitted for monitoring, will return a 3-year (or complete) driving record. Subsequently, on the enrollment anniversary date of each Driver License Number, the Driver License Number(s) being monitored will cause the generation of a 3-year driving record.

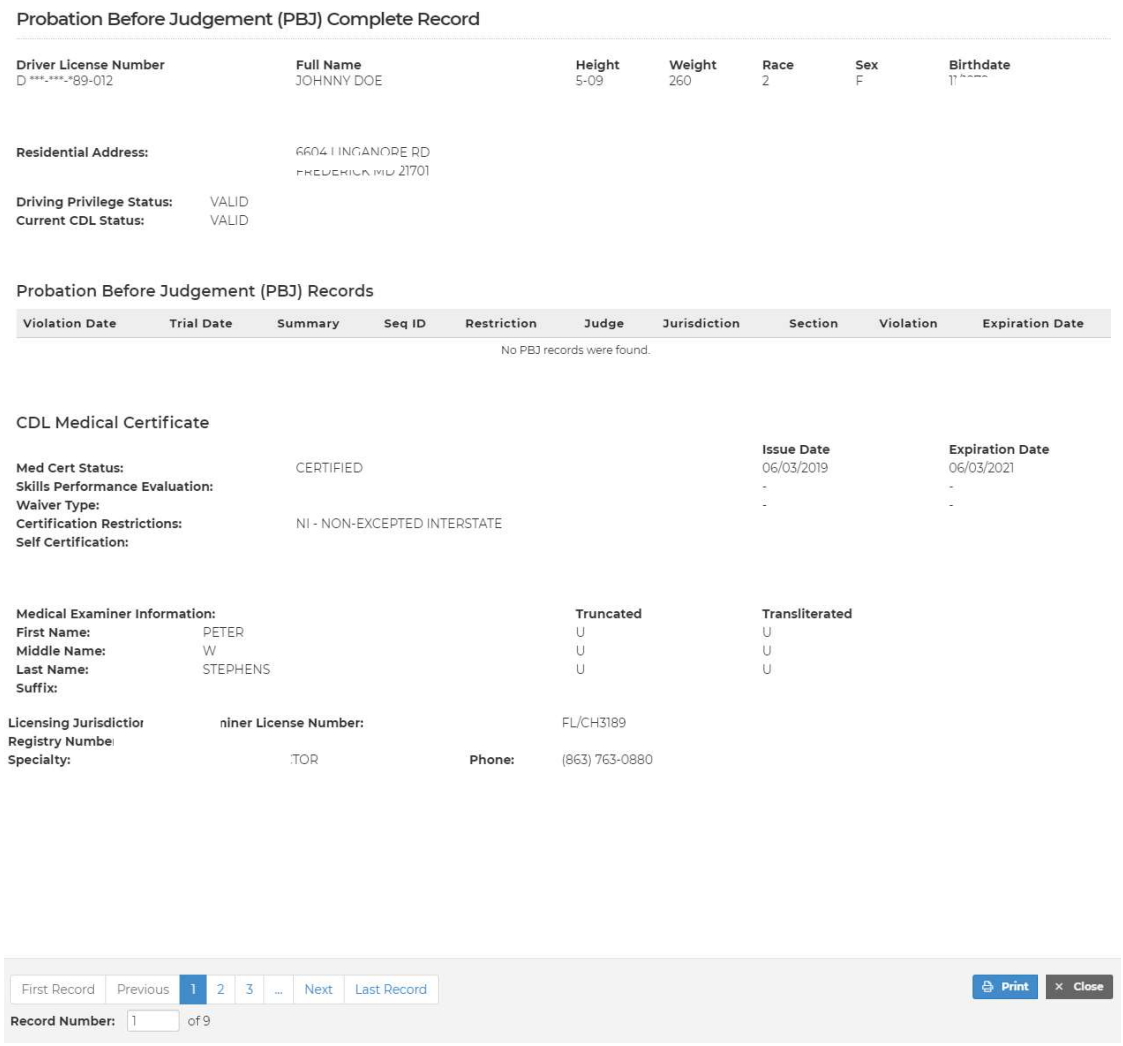
Likewise, each night the system inspects the monitored drivers and provides results back to the subscriber containing either change records for the monitored driver or complete records, depending on preferences established during enrollment. These results are sent daily, weekly or monthly, depending on subscribers' preferences established during enrollment. Updates could include infractions, restrictions, PBJ notification or administrative actions. Those would be included in the Partial and Complete Records Updates categories.



Clicking on **View Drivers** for the specific record will display a summary level of all drivers within that update from the MDOT MVA.



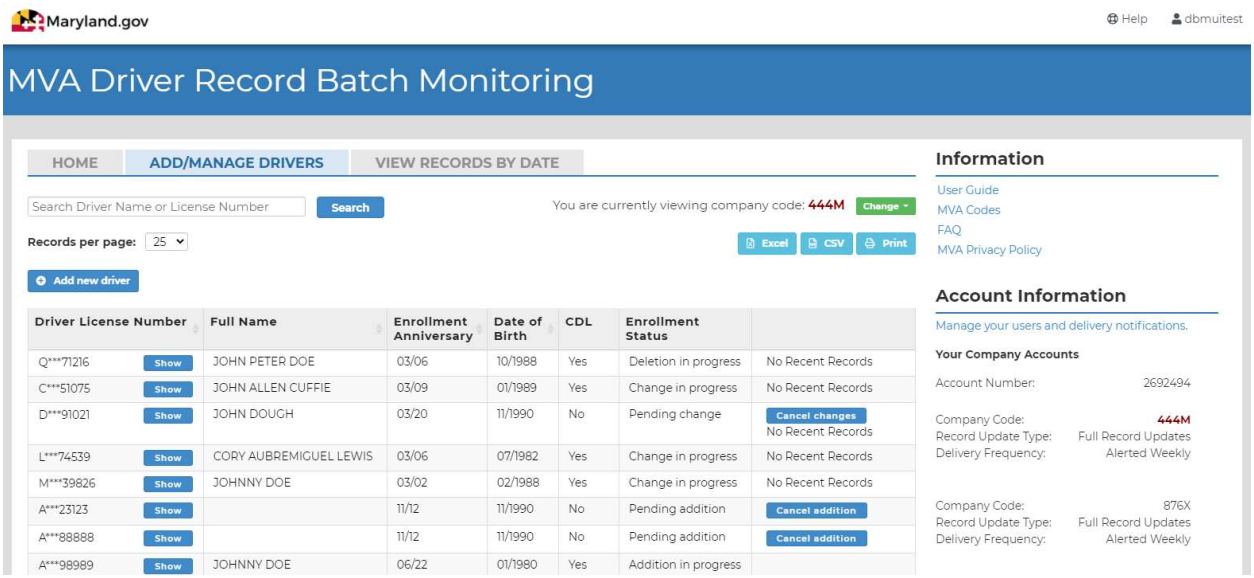
Clicking on **View All Records** will open a subsequent screen with all appropriate information for that update. From this screen, you may Print the data, if needed. If there are multiple records present, click the **Next** or page number buttons to proceed through review of the records. To go back to the previous screen, click Close.



Managing Monitored Driver Enrollment

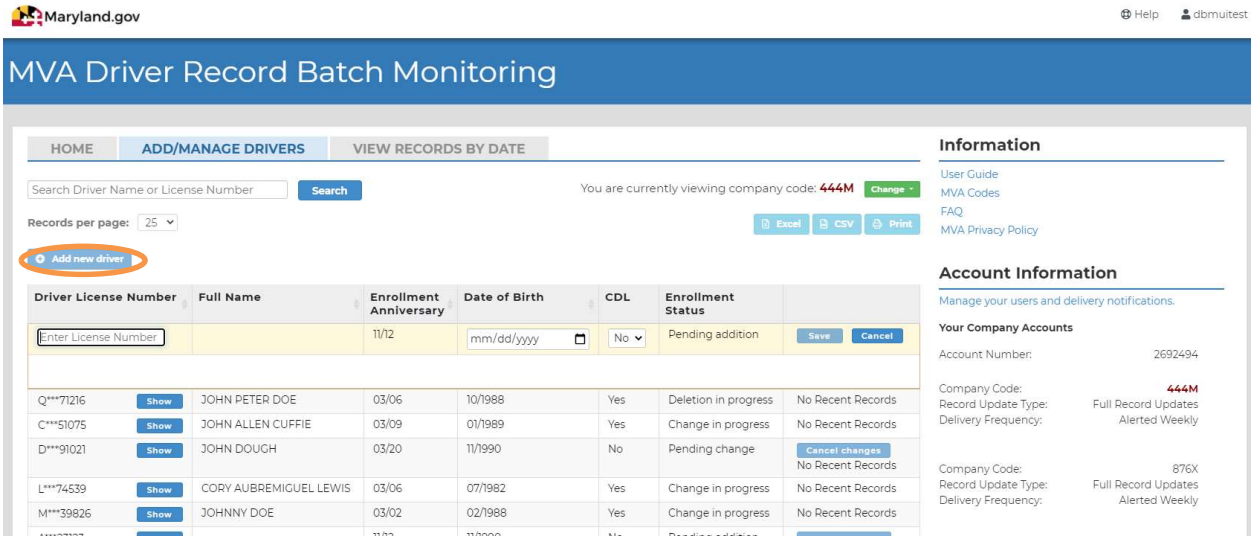
The DBM user interface consists of several activities which are used to manage the roster of monitored driver licenses. All activities are performed using an overnight process to process the requests. Requests may be cancelled until 6:00 PM ET to avoid processing.

- **Add New Driver:** Driver License Numbers submitted using the 'Add new driver' link will generate a driving record. The record will be returned to the subscriber the next business day.
- **Edit Driver:** Used only when converting a driver license you are currently monitoring to now be CDL or to no longer be CDL.
- **Delete Driver:** Driver License Numbers deleted using the interface will be revised to a Pending Deletion status and will be removed from monitoring for that subscriber during an overnight process.
- **Cancel Submission:** Cancels an Add, Change, or Delete submission.



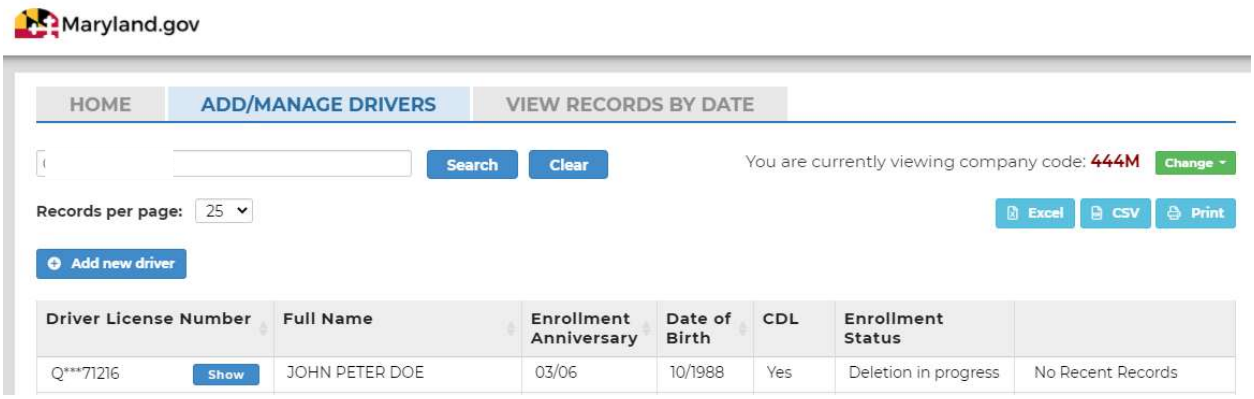
Adding a New Driver

Clicking on the 'Add new driver' button will present the user with the necessary fields to populate for adding a driver to the monitoring program. Once the user enters the Driver License Number, driver's Date of Birth and indicates CDL Yes/No they will press Save to add the driver for monitoring. The status of the driver will then appear as 'Pending Addition' until the overnight process runs, and they are added to the monitoring program. If a mistake is made in data entry or the subscribers changes their mind about monitoring the driver, 'Cancel addition' can be clicked on to cancel the submission of the driver for monitoring.

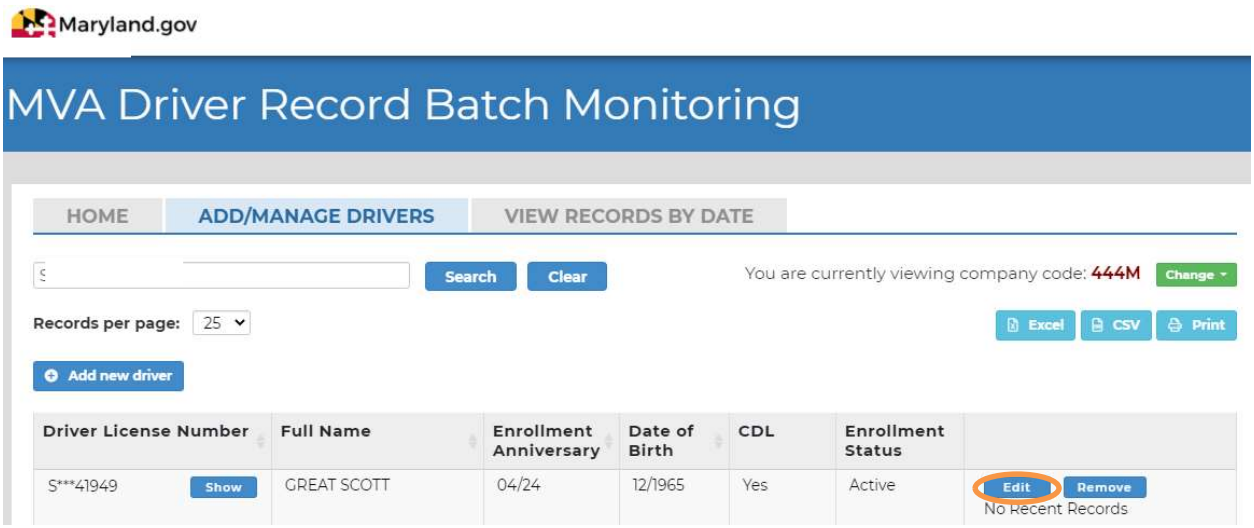


Editing Driver Information

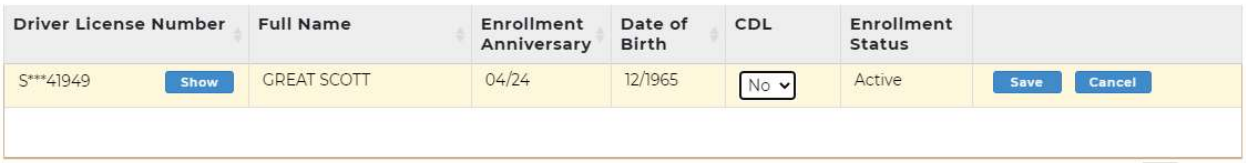
Per MDOT MVA policy, the only field that can be modified for an actively monitored driver is the CDL indicator. To do so, you would Search for the driver license you need to modify using the Search function at the top of the page, enter the Driver License Number and hit Search



The results of the Search will display to the subscriber, per the below screen shot. In order to edit the driver information, the user will click on Edit

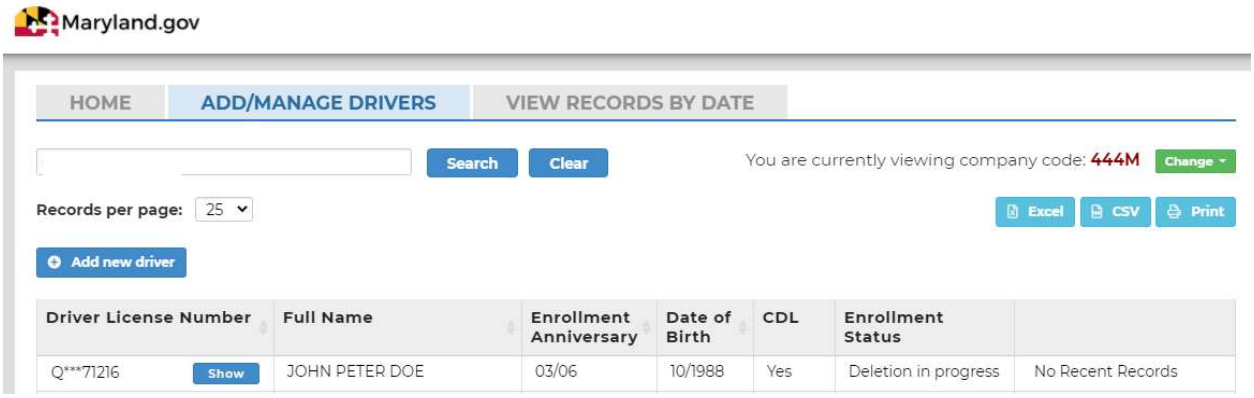


Select the CDL No option to revise the information and then Save the record. The revision will process overnight for future record monitoring.

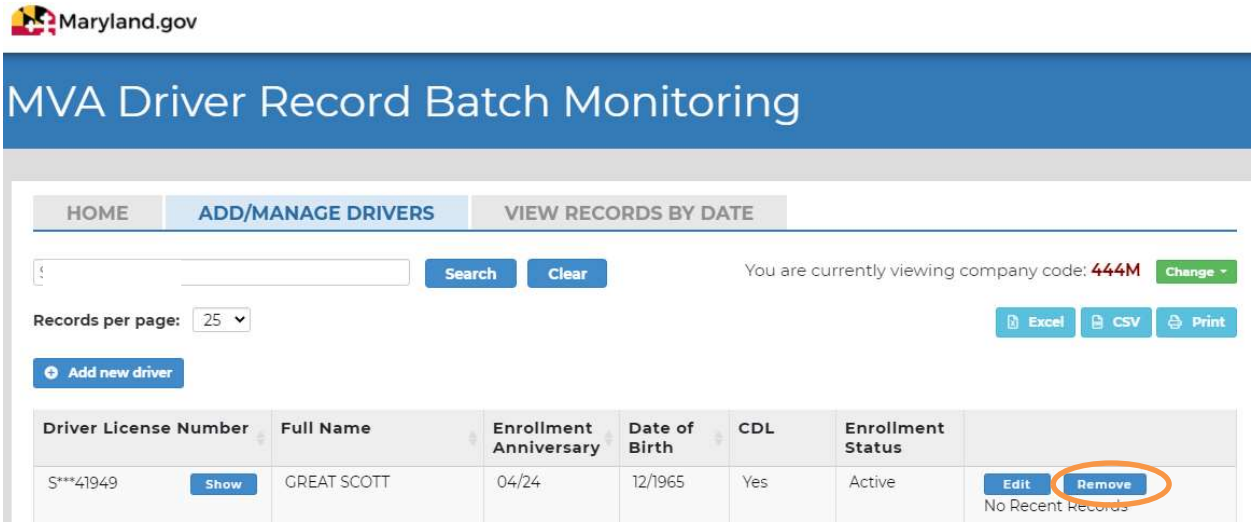


Removing a Monitored Driver

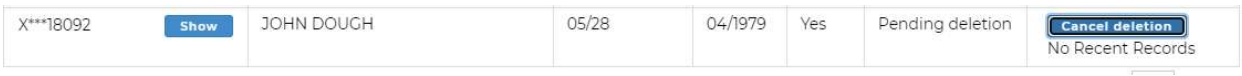
When monitoring is no longer required for a driver, the subscriber will need to Edit the driver to remove them from the monitored driver list. Search for the driver license you need to modify using the Search function at the top of the page, enter the Driver License Number and hit Search.



Results for the Driver License Number search will be displayed per the below screen. In order to remove the Driver from monitoring, click on the Remove button.



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



Driver Enrollment Statuses

While pending overnight processing activities for an enrolled driver, there are several statuses to indicate actions being taken or statuses of monitored drivers. Below is a list of statuses, a description of those statuses and any action that can be taken.

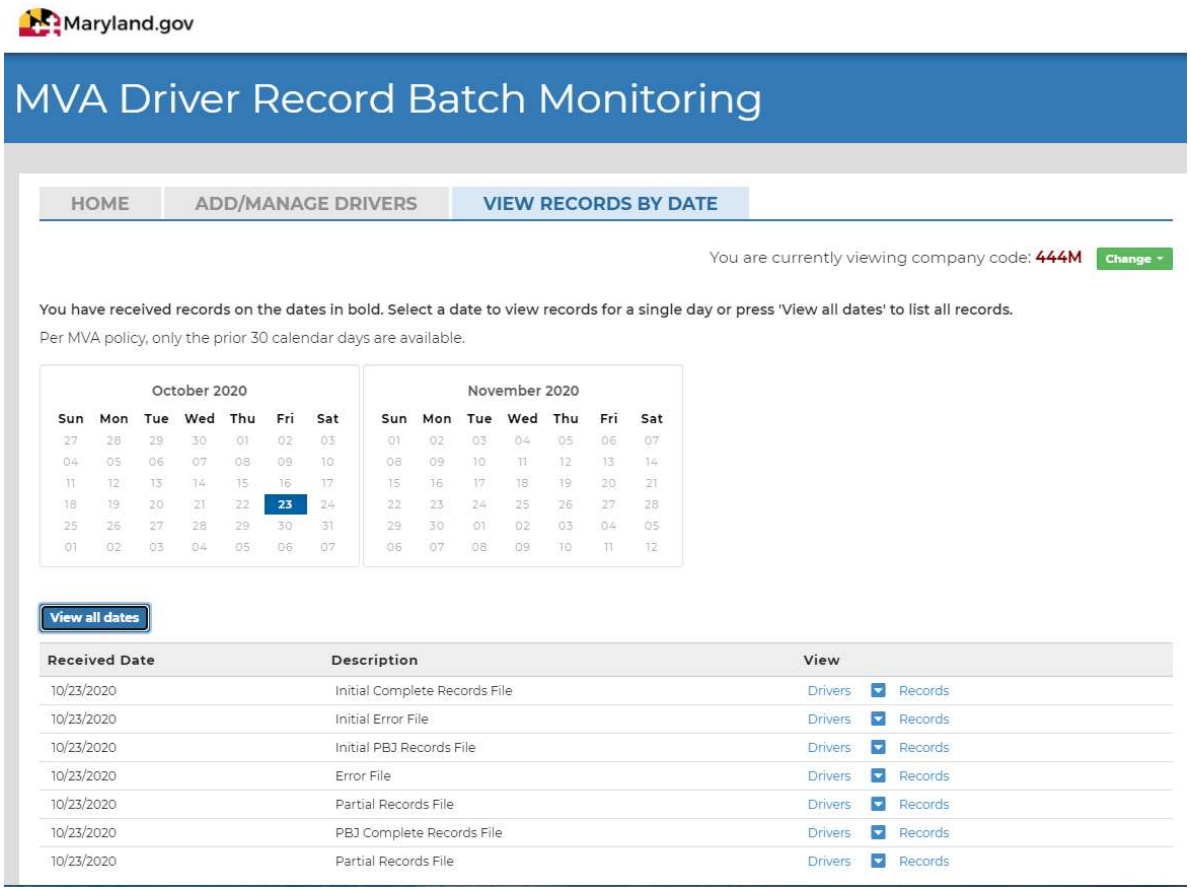
Driver Status	Description	Actions
Addition in Progress	Addition of driver has been sent to MDOT MVA for monitoring.	
Change in Progress	Change to driver information has been sent to MDOT MVA for revision.	
Deletion in Progress	Deletion of driver has been sent to MDOT MVA for removal from monitoring	
Pending change	Change to Driver CDL indicator has been changed and submitted for processing the next business evening.	Cancel change
Pending Addition	Driver has been added for monitoring and will be processed the next business evening.	Cancel addition
Pending Deletion	Driver has been submitted for deletion from monitoring and will be processed the next business evening.	Cancel deletion
Active	Driver is actively being monitored in the MDOT MVA application	Subscriber can Remove or Edit the driver in this status

Retrieving A List of Monitored Drivers

The DBM web user interface includes a feature allowing the subscriber to retrieve a list of enrolled driver license(s). Using the Add/Manage Drivers tab, the subscriber can select to view All Records per page, then select the file type wished to download the list of drivers, whether Excel or CSV file.

Retrieving Monitored Drivers by Date

The DBM web user interface also includes a feature the subscriber can utilize to view records for either single days or by date range. Using the View Records by Date tab, the system will **bold** dates when the subscriber has received records. The subscriber can select the appropriate dates or click on 'View all dates', expanding the screen below to list each day when various records were received.



DBM References

A driver record will contain driver record codes and abbreviations. For your reference, the driver record codes and abbreviations along with their explanation are provided below. A full list of Driver's License Class Codes are available at MDOT MVA's website https://mva.maryland.gov/drivers/Pages/drivers-class-codes.aspx.

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

Driver Record Codes	DESCRIPTION
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
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

Driver Record Codes	DESCRIPTION
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)
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

Driver Record Codes	DESCRIPTION
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
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

Driver Record Codes	DESCRIPTION
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
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

Driver Record Codes	DESCRIPTION
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
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