Interactive Driver and Vehicle Record Inquiry

User Guide

Version 8.5

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

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Table of Contents

Introduction....4
Overview....4
Establishing an Account....5
Setting up Your User Account....5
Account Maintenance....6
Inactivity Guidelines....8
Record Fees....8
Using the Interactive Driver and Vehicle Record Inquiry Application....9
Log in and Search Options....9
Transaction Selection Main Menu....10
Driver Record Search....11
Search by MD ID or DLN....11
Driver Record by Name Search....13
How to Interpret the Driving Record....16
Vehicle Registration Record Search....21
Vehicle Search by VIN....21
Vehicle Search by Title Number....22
Vehicle Search by Tag Number....23
Vehicle Search by Customer ID....24
Support....31
Refunds & Credits for Motor Vehicle Record Purchases....32
APPENDIX – Codes and Descriptions....33
Graduated License Types....33
Driver's License Types....33
Driver's License Restriction Codes....33
Driver's License Class Codes....35
Driver's License Race Codes....36
Driver's License Accident Codes....36

Driver's License Endorsement Codes 37
Driver's License Document Codes 37
Driver's License Status Codes 37
Driver's License Gender Codes 37
Driver's License Surname Suffix Codes 38
Driver's License Residence Unit Type Codes 38
Driver's Conviction Codes 39
Driver's Accident Contributor Codes 39
Driver's License Conviction Category & Descriptions 39
Driver's License Conviction Detail 40
Additional Conviction and Sanction Descriptions 41

Introduction

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) partners with Tyler Maryland (NICUSA, LLC.) to provide an online Interactive Driver and Vehicle Record Inquiry service. This guide shows you how to set up and use this service.

To use this service, you must meet two requirements:

1. Get 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. Sign up for the Vehicle Record Batch Retrieval service. This is a paid subscription that lets you access large amounts of records from the Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA).

In short: You need legal approval and a paid subscription to access Maryland's driver records through this service.

Changes in this document:

- Revision to How to Interpret a Vehicle Record, page 30

Overview

The Interactive Driver and Vehicle Record Inquiry service is a web-based application that allows authorized subscribers to access Maryland driver and vehicle records in real time. The service is located at **https://egov.maryland.gov/mva/idvr/**

Maintenance Windows

This service is unavailable to process requests during maintenance periods. Current Tyler Maryland (NICUSA, LLC) scheduled maintenance windows are:

- 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

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 Interactive Driver and Vehicle Record Inquiry service via the following URL:

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

Setting up Your User Account

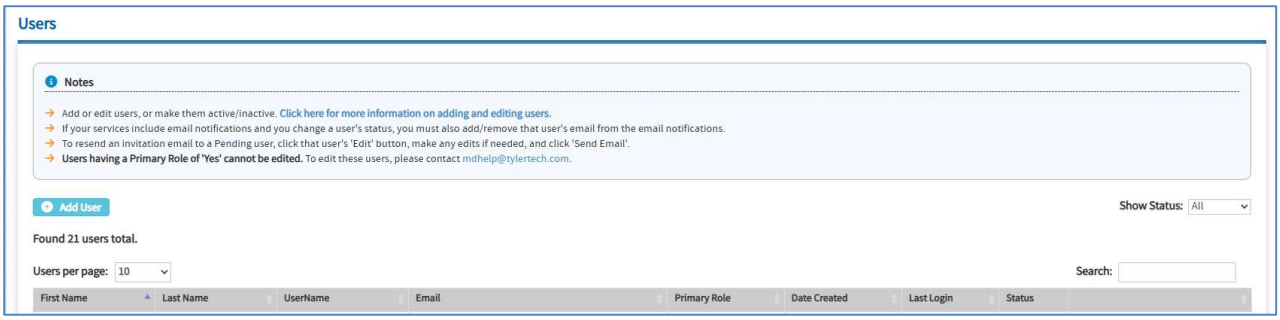
Primary Account Holders

Upon approval from the MDOT MVA, the primary account holder will receive login credentials via email from noreply@maryland.tylerapp.com. After receiving the username, click on the link in the email to create a password. The primary account holder can begin record retrieval after the account has been successfully set up.

Primary account holders are responsible for setting up the account, adding/removing users, deactivating users when needed, monitoring activity, and the use of the account. Per MVA guidelines, the primary user is 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 Service Agreements are kept up to date.

To add additional account users, manage the account, or perform other administrative functions, the primary account holder would go to: https://egov.maryland.gov/Accounts/

To add users, the primary account holder clicks on Add User, enters the name and email address of the person to add. Clicking Submit will send an invitation for the user to create a username and password to use the system.



Registered Account Users

When a user receives the invitation to create an account, they will receive an invitation email from noreply@maryland.tylerapp.com to complete setup by clicking on the link to create a username and password. After the account has been successfully set up, the registered user can begin record retrieval.

Password Requirements:

- Must be a minimum length of twelve (12) characters.
- Must contain at least one (1) upper case and at least one (1) lower case letter.
- Must contain at least one (1) digit or whole number.
- Must contain at least one of the following special characters: ! @ # $ % ^ & * ( )

Account Maintenance

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

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

Important:

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

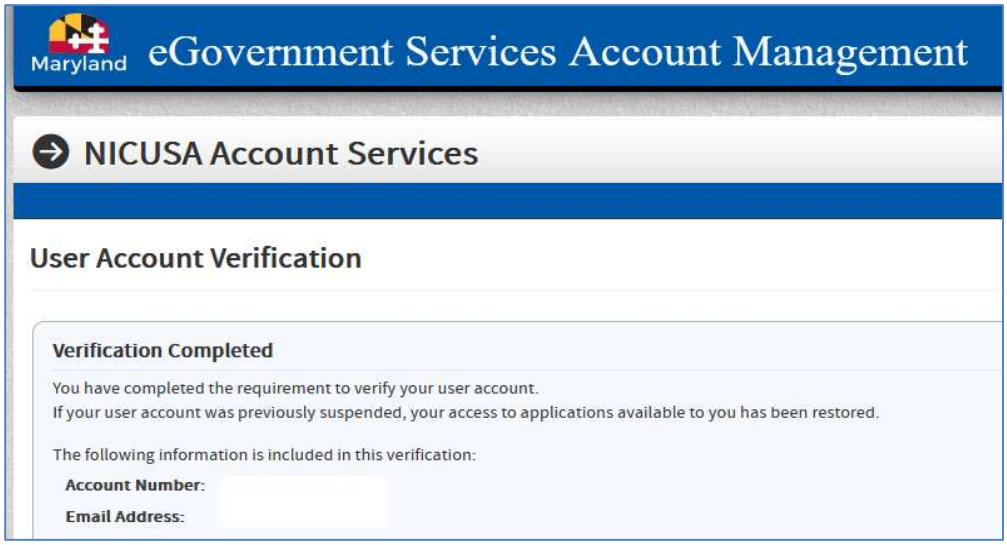
Step 1: Primary Account Verification

1. **Review All Users**
   - The primary account holder logs in to review the list of users.
   - Remove or deactivate anyone who no longer needs access.
2. **Confirm and Complete**
   - Once the user list is reviewed, select **Verify**, and complete the **Certification** to finalize the process.

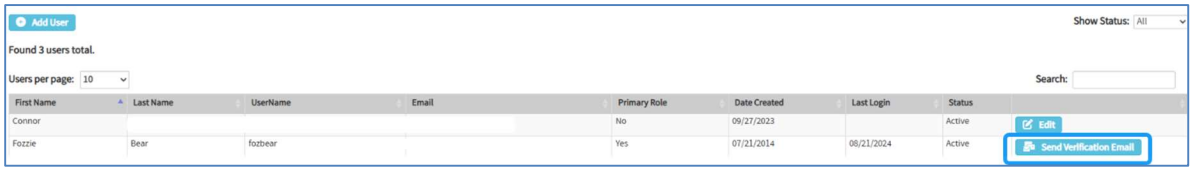
   - The certification action triggers an **email** to each user for individual verification.

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:



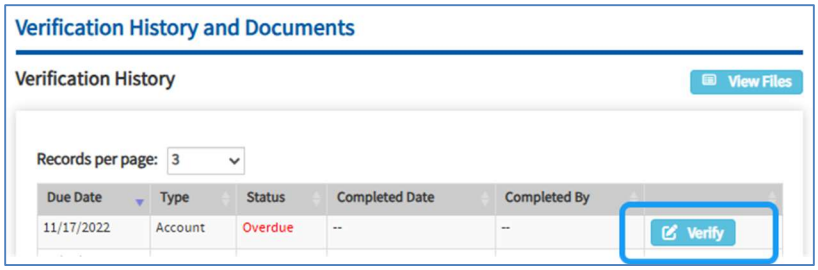
3. **Resend if Needed**
   - If the link expires, the **primary** account holder can resend a new verification email.



Reactivation After Suspension

If the account is suspended due to incomplete verification:

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



- 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.

Record Fees

Annual Subscription Fee

Currently, the annual subscription fee is $95.00. Effective January 1, 2026, the annual subscription fee will increase to $125.00 annually.

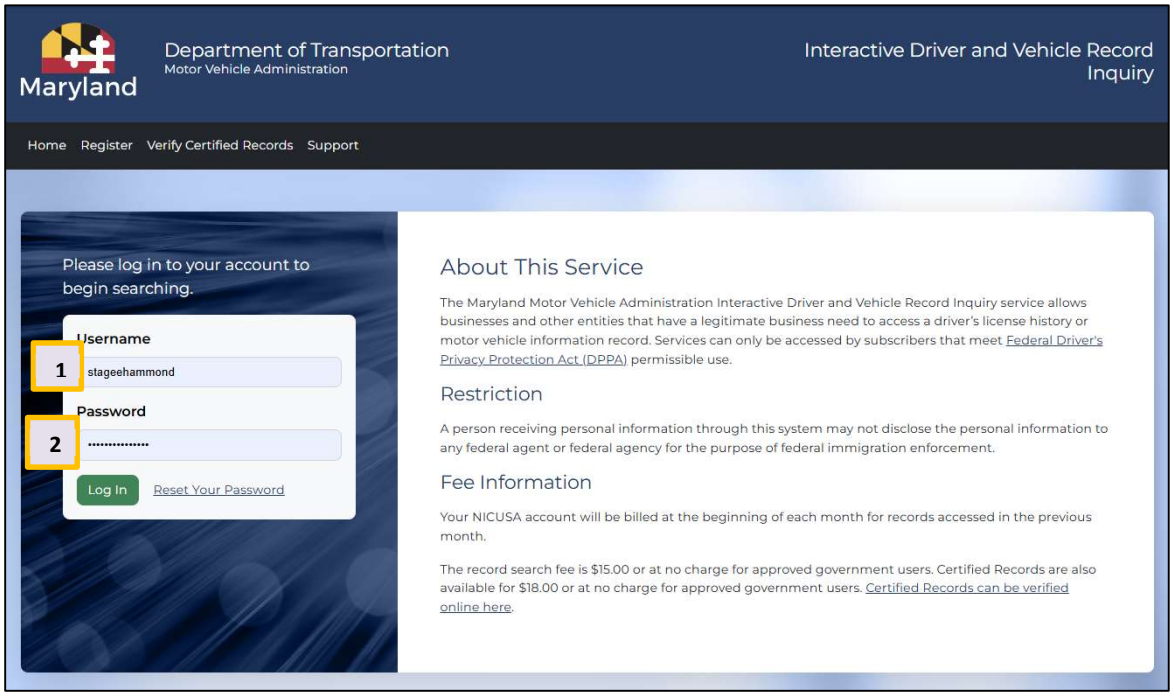
Transactional

The fee for non-certified vehicle and driver records is $15.00, and $18.00 per certified record, regardless of the number of pages in each record. ***Government agencies are not charged for vehicle and driver records.*** Like most states, Maryland charges a record fee for "NO DRIVER RECORDS FOUND" and "NO VEHICLE RECORDS FOUND." The MDOT MVA recognizes that a requester might enter a typo to cause a "no record found." However, in most cases, the requester requires confirmation that there is no record for an individual.

Tyler Maryland (NICUSA, LLC) emails subscriber invoices for the previous month's transactions at the beginning of each month. Payment is due upon receipt of the monthly invoice. Interruption to service, including suspension or termination, may occur if Tyler Maryland (NICUSA, LLC) 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.

Using the Interactive Driver and Vehicle Record Inquiry Application

Log in and Search Options



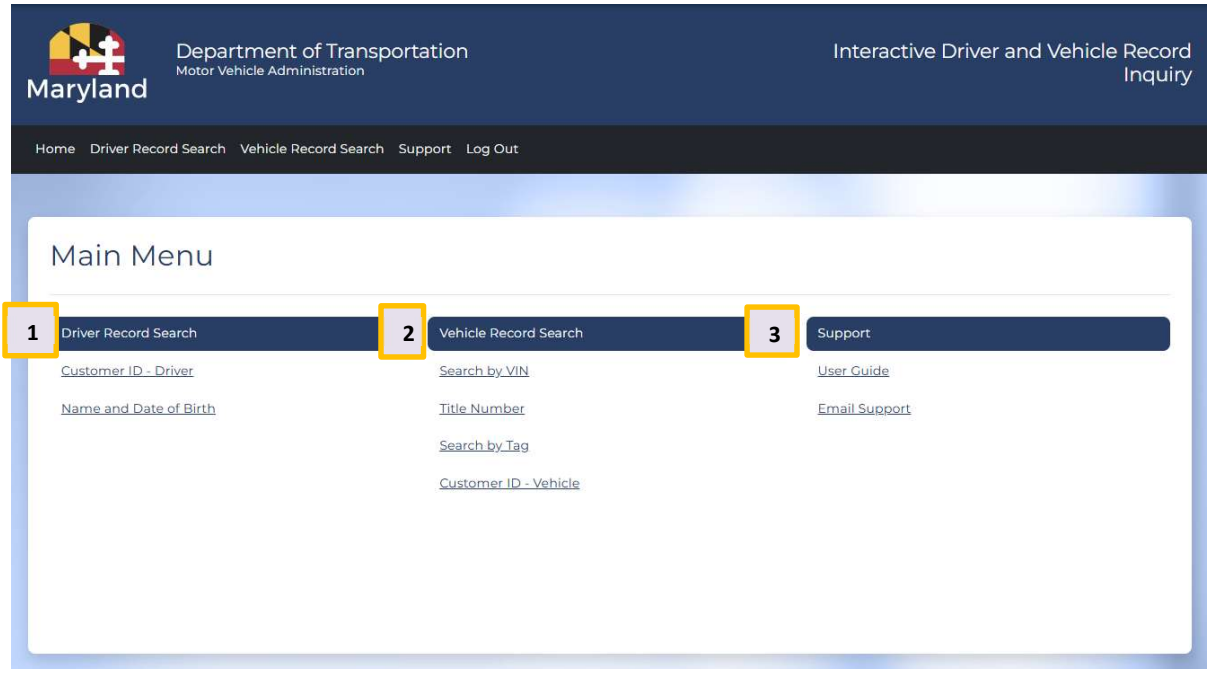
Note: Resulting records are not stored in the user interface, and subscribers will not have access to previously retrieved records.

	Field Name	Description	Example
(1)	Username	Username associated with the user account	jdoe3456
(2)	Password	Password associated with the user account	Pa55word222!

Table 1: Log In fields

Transaction Selection Main Menu

After successful login, options to access Maryland Driver and Vehicle records will display.



The subscriber can select from the following options:

(1) ***Driver Record Search:***
   a. Search by ***Customer ID***
   b. Search by ***Name*** and ***Date of Birth (Using DPPA 13, this is not an option)***

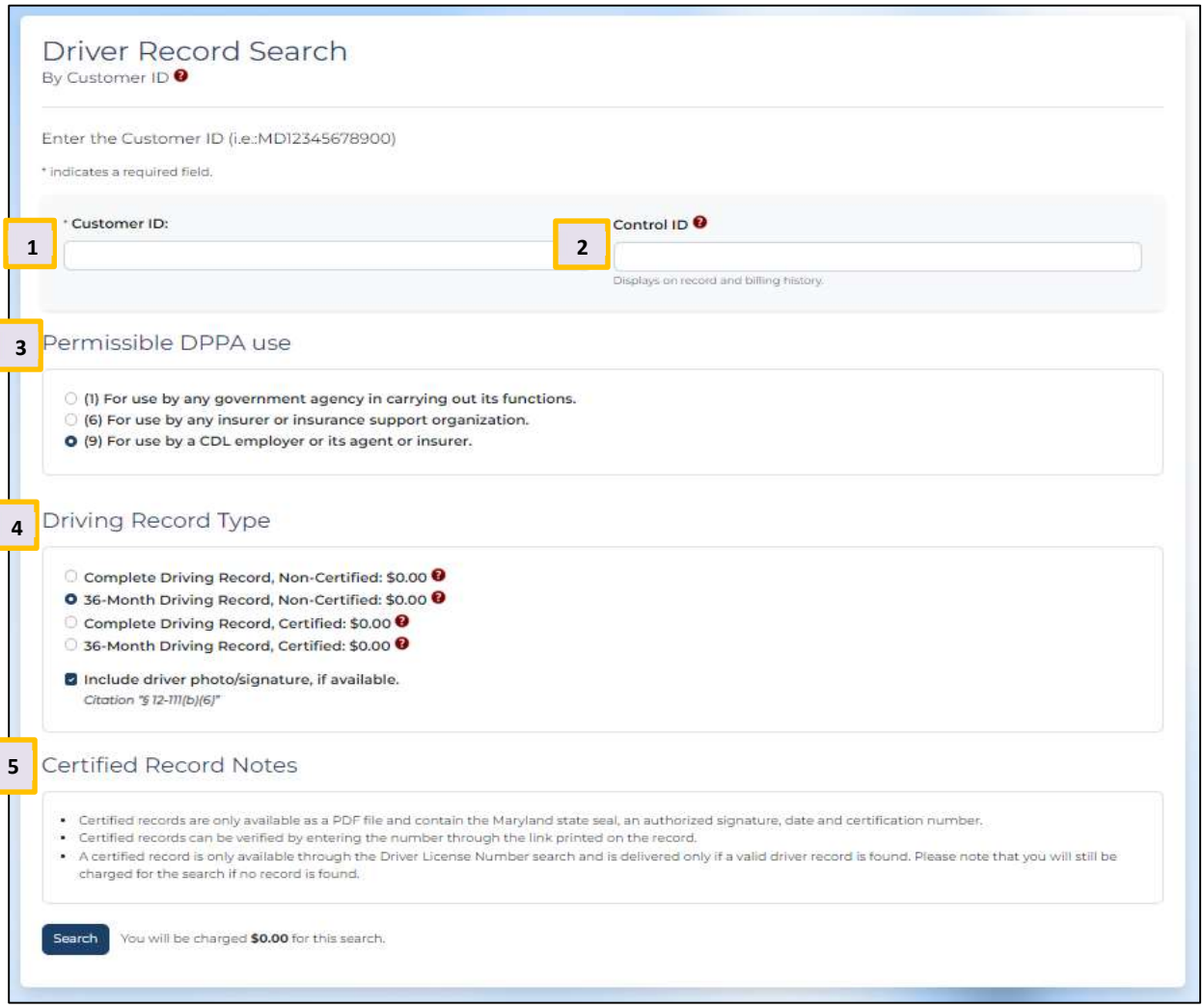
(2) ***Vehicle Record Search:***
   a. Search by ***VIN***
   b. Search by ***Title Number***
   c. Search by ***Tag***
   d. Search by ***Customer ID or FEIN (Federal Tax Identification Number)***

(3) Access ***Technical Support*** options:
   a. Access ***User Guide***
   b. Access Customer Support by ***Email***

Driver Record Search

Search by MD ID or DLN

This option allows customers to search for a Maryland Complete Driving Record or a 3-Year Driver Record using the Customer ID. Complete driving history records are available to authorized subscribers only, permissible by DPPA and business use. Access to those is reviewed and approved by the MDOT MVA. Please contact the Tyler Maryland (NICUSA, LLC) customer support team for more information.

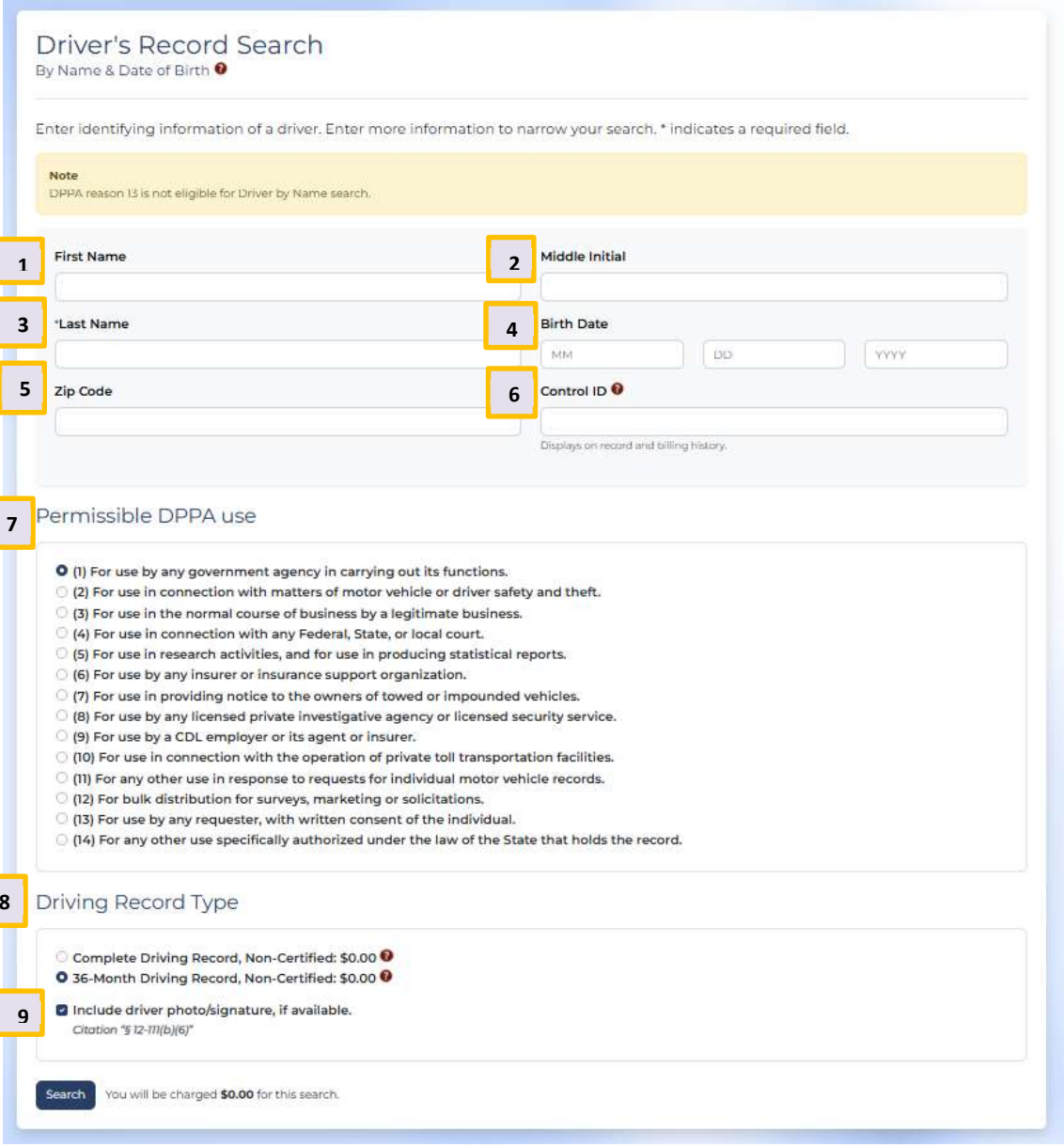


	Field Name	Description	Example	Length
(1)	Customer ID	**(Required)** The Maryland Customer ID for the driver's record to be retrieved. **No punctuation or spaces are allowed**.	MD12345678900 A999999999999	13
(2)	Control ID	(Optional) An identifier tying the transaction back to the subscriber's business purpose for accessing the record. A string value of up	N14-34543	32

	Field Name	Description	Example	Length
		to thirty-two (32) characters in length consisting of letters, numbers, spaces, or **-. #@** special characters.		
(3)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request.	N/A	N/A
(4)	Driving Record Type	**(Required)** Indicates what kind of driver record will be accessed during the specific search.	N/A	N/A
(5)	Include Driver Photo/Signature	Selection defaults based on eligibility. Selection must be made based on the need for a photo and signature.	N/A	N/A

Table 2: Driver Search by Driver's License Number Fields

Driver Record by Name Search



Search for a Maryland Complete Driving Record or a 3-Year Driver Record using the driver's Name. Complete driving history records are available to authorized subscribers only, permissible by DPPA and business use. Access to those is reviewed and approved by the MDOT MVA. It is possible to receive a list of multiple drivers. When this occurs, the subscriber will be charged for the search. Accessing one (1) detailed record is included in the price for this search. The result list will include Name, Birth Date, Driver's License Number, City, Zip Code, Race, and Gender fields.

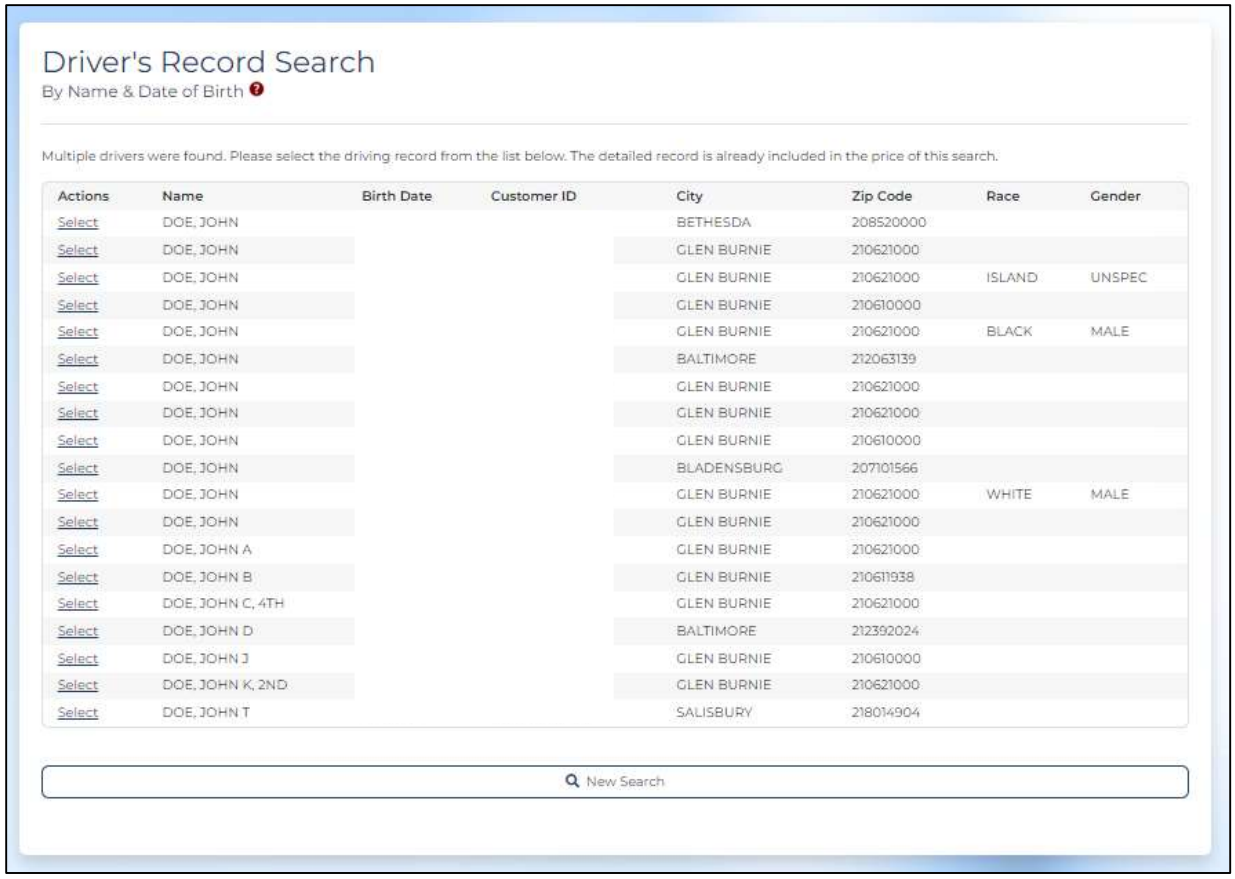
****(Using DPPA 13, Driver Search by Name is not an option)***

	Field Name	Description	Example	Length
(1)	First Name	**(Required)** The first name or first initial of the driver	John	
(2)	Middle Initial	(Optional) The middle initial of the driver	B	
(3)	Last Name	**(Required)** The last name of the driver	Doe	
(4)	Birth Date	(Optional) The birth date of the driver		
(5)	Zip Code	(Optional) The zip code associated with the driver's address	12345	5
(6)	Control ID	(Optional) An identifier tying the transaction back to the subscriber's business purpose for accessing the record. A string value of up to thirty-two (32) characters in length consisting of letters, numbers, spaces, or ***-. #@*** special characters.	N14-34543	32
(7)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request. *[DPPA 9 cannot utilize this search method.]*	N/A	N/A
(8)	Driving Record Type	**(Required)** Indicates what kind of driver record is to be accessed during the specific search.	N/A	N/A
(9)	Include Driver Photo/Signature	Selection defaults based on eligibility. Selection must be made based on the need for a photo and a signature.	N/A	N/A

Table 3: Driver's Record Search by Name fields

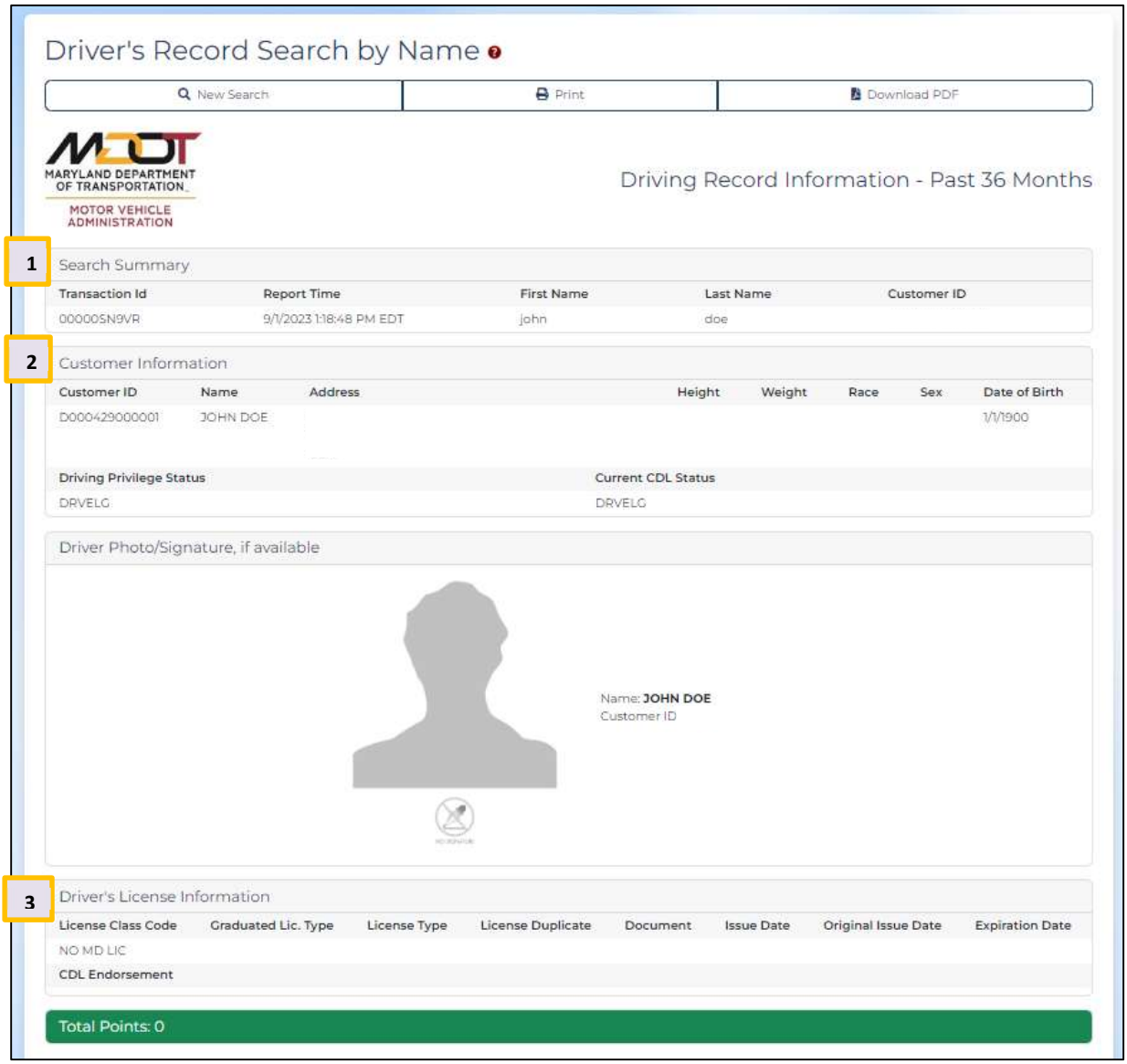
Results

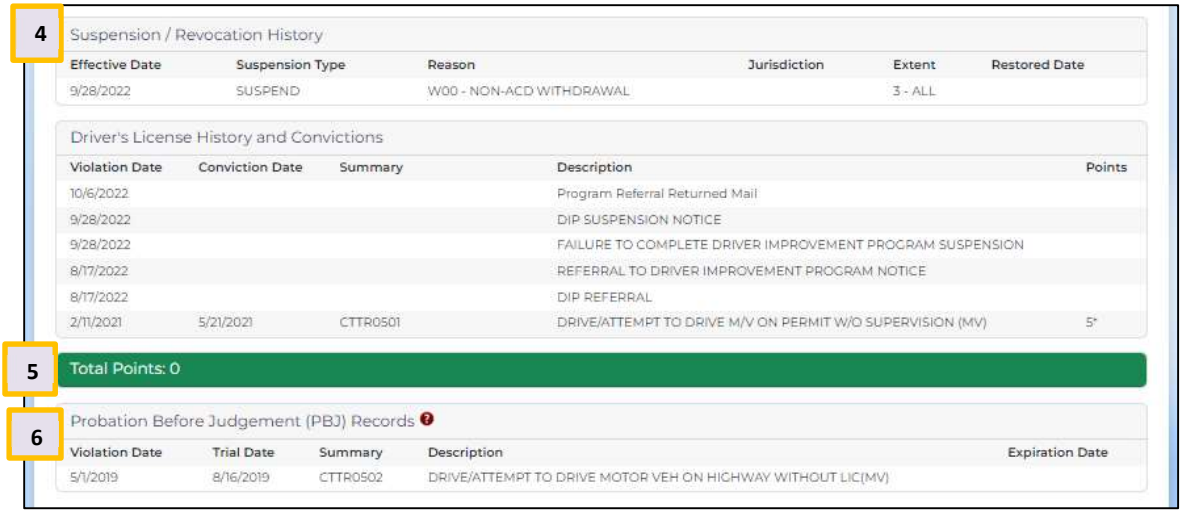
A search by name may result in multiple driving records being found. The user should select the correct driving record from the list provided to view the detailed driving record.

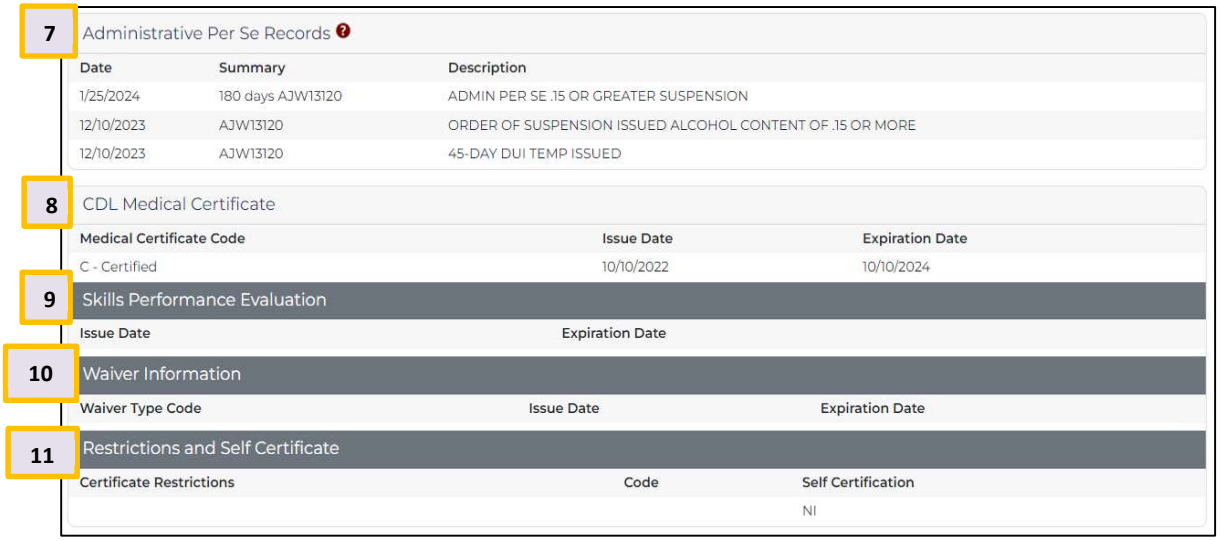


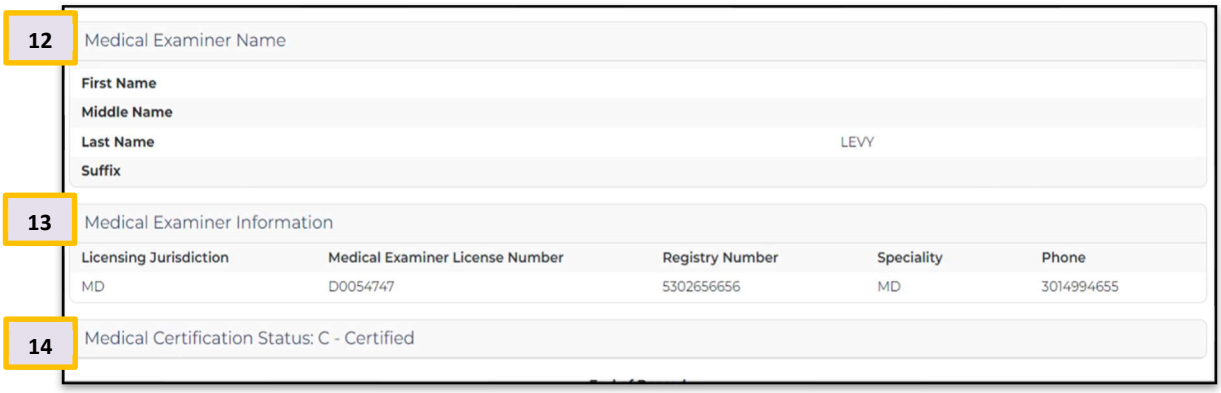
Note: Resulting records are not stored in the user interface, and subscribers will not have access to previously retrieved records.

How to Interpret the Driving Record




4
Suspension / Revocation History
Effective Date
Suspension Type
Reason
Jurisdiction
Extent
Restored Date
9/28/2022
SUSPEND
W00 - NON-ACD WITHDRAWAL
3 - ALL
Driver's License History and Convictions
Violation Date
Conviction Date
Summary
Description
Points
10/6/2022
Program Referral Returned Mail
9/28/2022
DIP SUSPENSION NOTICE
9/28/2022
FAILURE TO COMPLETE DRIVER IMPROVEMENT PROGRAM SUSPENSION
8/17/2022
REFERRAL TO DRIVER IMPROVEMENT PROGRAM NOTICE
8/17/2022
DIP REFERRAL
2/11/2021
5/21/2021
CTTR0501
DRIVE/ATTEMPT TO DRIVE M/V ON PERMIT W/O SUPERVISION (MV)
5*
5
Total Points: 0
6
Probation Before Judgement (PBJ) Records
Violation Date
Trial Date
Summary
Description
Expiration Date
5/1/2019
8/16/2019
CTTR0502
DRIVE/ATTEMPT TO DRIVE MOTOR VEH ON HIGHWAY WITHOUT LIC(MV)


7
Administrative Per Se Records
Date
Summary
Description
1/25/2024
180 days AJW13120
ADMIN PER SE .15 OR GREATER SUSPENSION
12/10/2023
AJW13120
ORDER OF SUSPENSION ISSUED ALCOHOL CONTENT OF .15 OR MORE
12/10/2023
AJW13120
45-DAY DUI TEMP ISSUED
8
CDL Medical Certificate
Medical Certificate Code
Issue Date
Expiration Date
C - Certified
10/10/2022
10/10/2024
9
Skills Performance Evaluation
Issue Date
Expiration Date
10
Waiver Information
Waiver Type Code
Issue Date
Expiration Date
11
Restrictions and Self Certificate
Certificate Restrictions
Code
Self Certification
NI


12
Medical Examiner Name
First Name
Middle Name
Last Name
LEVY
Suffix
13
Medical Examiner Information
Licensing Jurisdiction
Medical Examiner License Number
Registry Number
Speciality
Phone
MD
D0054747
5302656656
MD
3014994655
14
Medical Certification Status: C - Certified

	Field Name	Description
(1)	Search Summary	Displays the customer's search parameters
	Transaction Id	The unique Transaction Identifier assigned to the search transaction. Recommended that this information be retained for future reference. If the search request fails validation prior to search processing, the Transaction Identifier will be null.
	Report Time	Date and time the search was processed
	First Name	Displays the specific search criteria as input by the customer
	Last Name	Displays the specific search criteria as input by the customer
	Customer ID	Displays the specific search criteria as input by the customer
(2)	Customer Information	
	Customer ID	The individual's Customer ID A999999999999 format.
	Name	Name of individual
	Address	If the Customer is a business, the system will display a Location Address. Otherwise, values may also include the Mailing and Residential Addresses.
	Height	Driver's Height (feet and inches)
	Weight	Driver's Weight (pounds)
	Race	Driver's Ethnicity – See Table 15 in APPENDIX
	Sex	Driver's Gender – See Table 20 in APPENDIX
	Date of Birth	Month – Day – Year of Birth. MM-DD-YY format.
	Driving Privilege Status	
	Current CDL Status	If the status is valid, then the applicant is holding a valid (unexpired) CDL license. If the status is eligible then the applicant's driving privilege is in good standing to apply for a CDL license.
	Driver Photo/Signature	If eligible, and chosen during search, the Driver Photo and Signature will display
(3)	Driver's License Information	
	License Class Code	See Table 14 in APPENDIX
	Graduated License Type	See Table 11 in APPENDIX
	License Type	See Table 12 in APPENDIX
	License Duplicate	This is the second field that is concatenated with LICENSETYPE (length of 1) to get the complete license type. Valid values for both together are: C, CG, CR, DG, D1, D2, D3, D4, D5, D6, D7, D8, D9, D10, G, N, NC, ND, NG, N1, N2, N3, R, and RG
	Document	REALID – Real ID NRID – Non-Real ID TEMP – Temporary License
	Issue Date	Date license was issued. MM-DD-YYYY format.
	Original Issue Date	Original license issue date. MM-DD-YYYY format
	Expiration Date	Date license expires. MM-DD-YY format.
	CDL Endorsement	CDL Drivers ONLY H – Hazmat Endorsement N – Tanker Endorsement P – Passenger Endorsement

	Field Name	Description
		S – School Bus Endorsement T – Double/Triples Endorsement X – Hazmat / Tanker Endorsement
	Restriction Details	
	License Class	
	Restriction Code	See Table 13 in APPENDIX
	Description	See Table 13 in APPENDIX
	Restriction Start Date	Effective end date of the restriction
	Restriction End Date	Effective end date of the restriction
	Suspension / Revocation History	
	Effective Date	Date of Suspension or Revocation
	Suspension Type	Type of Suspension of Revocation
	Reason	Reason for suspension or revocation
	Jurisdiction	State or jurisdiction where the license was suspended or revoked
	Extent	Extent of impact
	Restored Date	Product restoration date
(4)	Driver's License History and Convictions	
	Violation Date	Date of violation or date of administrative action
	Conviction Date	Conviction date
	Summary	Variable column where notations up to 15 characters may appear, which may include the district court code
	Description	Written description of violation or administrative action in APPENDIX: See Table 23 for Driver's Conviction Codes See Table 24 for Accident Contributor Codes See Table 25 for Conviction Categories and Description See Table 26 for Conviction Detail
	Points	Number of points assessed for traffic violation (points assessed to moving violations are deleted from a record two (2) years from the violation date)
(5)	Total Points	Total Accumulated Active Points
(6)	Probation Before Judgement (PBJ) Records	
	Violation Date	Date of violation or date of administrative action
	Trial Date	Date of trial
	Summary	Summary code of PBJ
	Description	Description of PBJ
	Expiration Date	Expiration of Probation
(7)	Administrative Per Se Records	
	Date	Date of violation or date of administrative action
	Summary	Summary code for administrative action
	Description	Description of administrative action
(8)	CDL Medical Certificate	
	Medical Certificate Code	C – Certified N – Non-certified
	Issue Date	Issue date of medical certification
	Expiration Date	Expiration date of medical certification

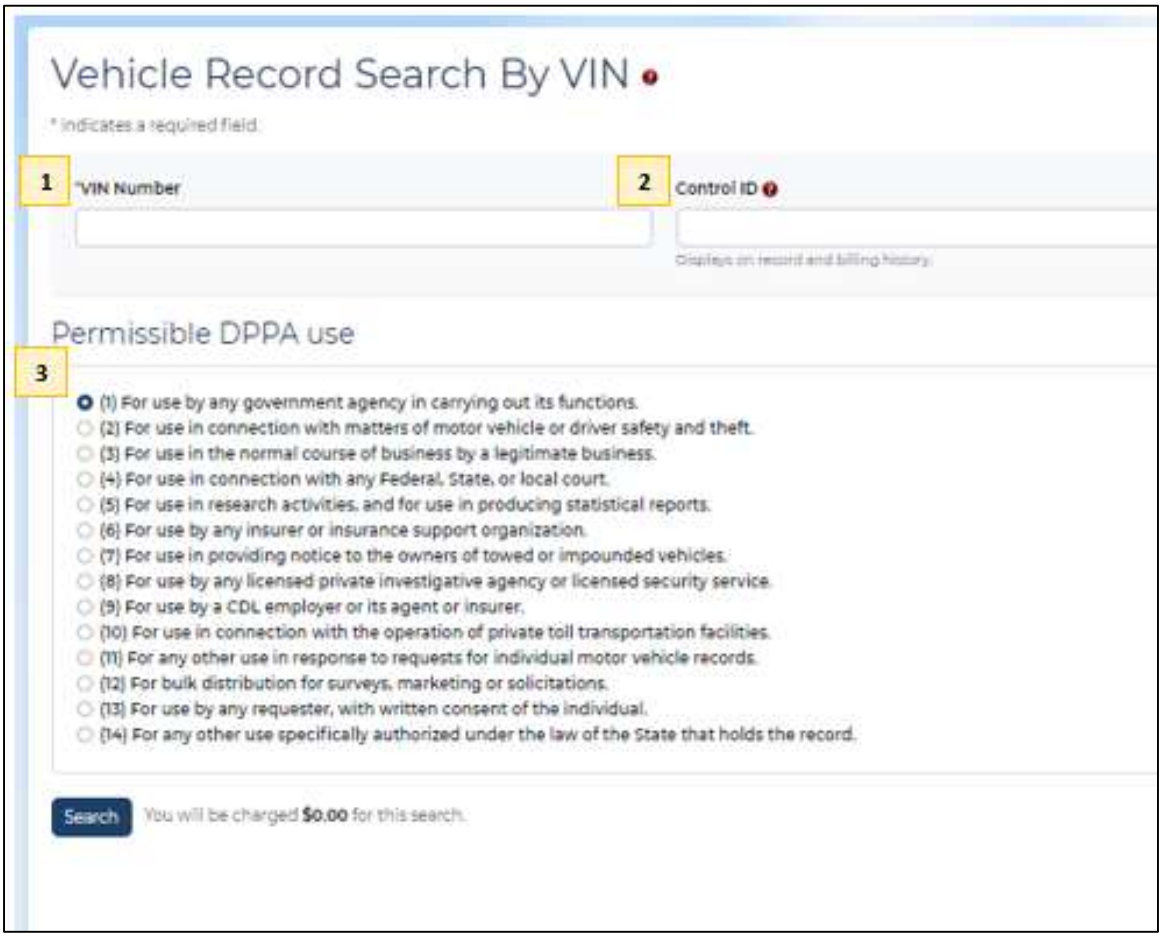
	Field Name	Description
(9)	Skills Performance Evaluation	
	Issue Date	Date when skills evaluation was performed
	Expiration Date	Date evaluation expires
(10)	Waiver Information	
	Waiver Type Code	FD – Federal MD – Maryland
	Issue Date	Waiver issue date
	Expiration Date	Waiver expiration date
(11)	Restrictions and Self-Certificate	
	Certificate Restrictions	1 – Corrective lenses 2 – Hearing Aid 3 – Accompanied by a waiver/exemption 4 – Driving within an exempt intra-city zone 5 – Accompanied by an SPE Certificate 6 – Qualified by operation of 49 CFR 391.64
	Code	NI - Non-Excepted Interstate NA - Non-Excepted Intrastate EI - Excepted Interstate EA - Excepted Intrastate
	Self-Certification	Yes / No indicator
(12)	Medical Examiner Name	
	First Name	First Name of Medical Examiner
	Middle Name	Middle Name of Medical Examiner
	Last Name	Last Name of Medical Examiner
	Suffix	Suffix
(13)	Medical Examiner Information	
	Licensing Jurisdiction	Jurisdiction where licensed
	Medical Examiner License Number	License Number
	Registry Number	Registry Number
	Specialty	AN – Advanced Practice Nurse CH – Chiropractor DO – Osteopathic Doctor MD – Medical Doctor PA – Physician Assistant XX – Other
	Phone	Phone Number
(14)	Medical Certification Status	
	Status of Med Cert	C – Certified N – Non Certified

Table 4: Driving Record History Field Names and Descriptions

Vehicle Registration Record Search

Vehicle Search by VIN

Search for a Maryland vehicle record using the vehicle's VIN.



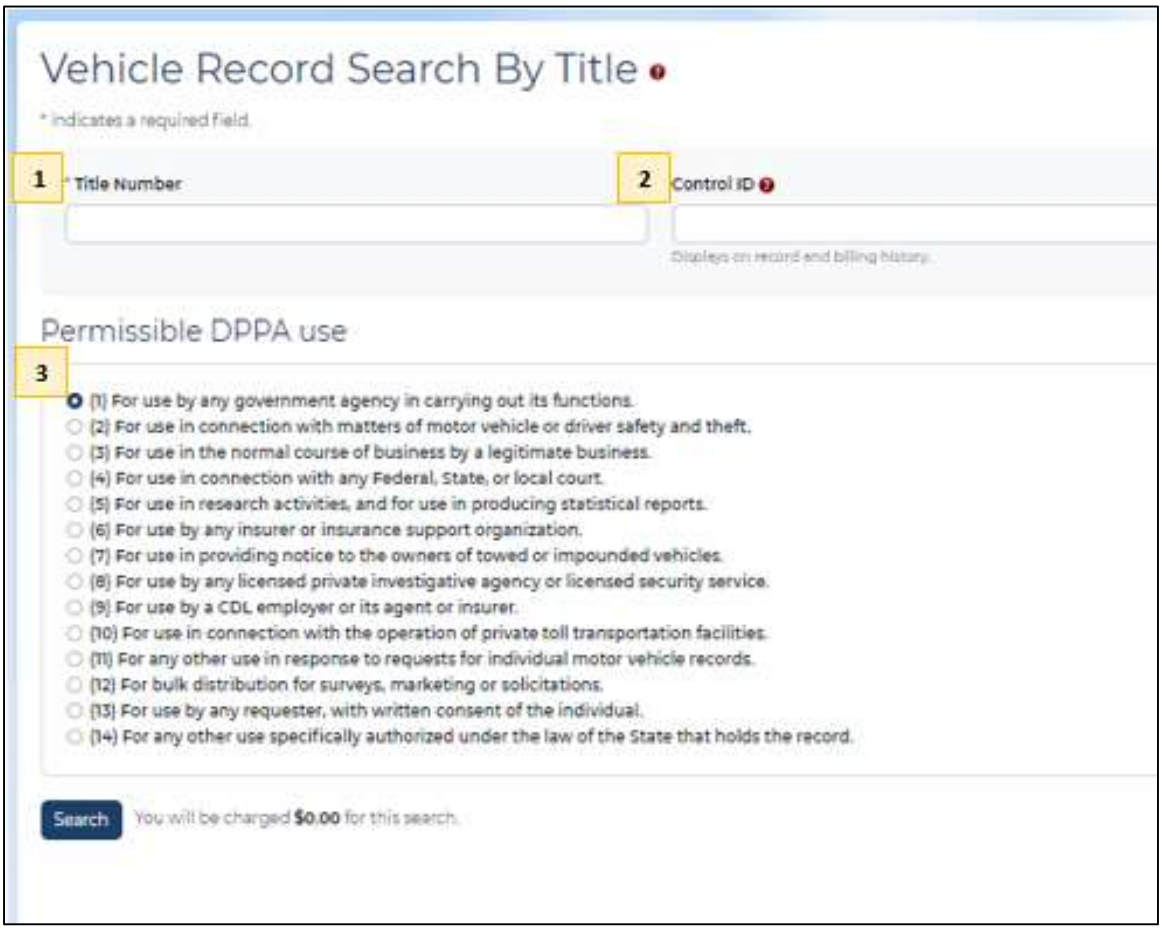
	Field Name	Description	Example	Length
(1)	VIN Number	**(Required)** The VIN Number for the vehicle record to be retrieved Must be between 1 and 19 characters in length and contain only numbers and letters. No punctuation or spaces allowed.	1M8GDM9AXKP042788	19
(2)	Control ID	(Optional) An identifier tying the transaction back to the subscriber's business purpose for accessing the record. A string value of up to thirty-two (32) characters in length consisting of letters, numbers, spaces, or **-. #@** special characters.	N14-34543	32

	Field Name	Description	Example	Length
(3)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request.	N/A	N/A

Table 5: Vehicle Record Search by VIN fields

Vehicle Search by Title Number

Search for a Maryland vehicle record using the vehicle's Title Number.



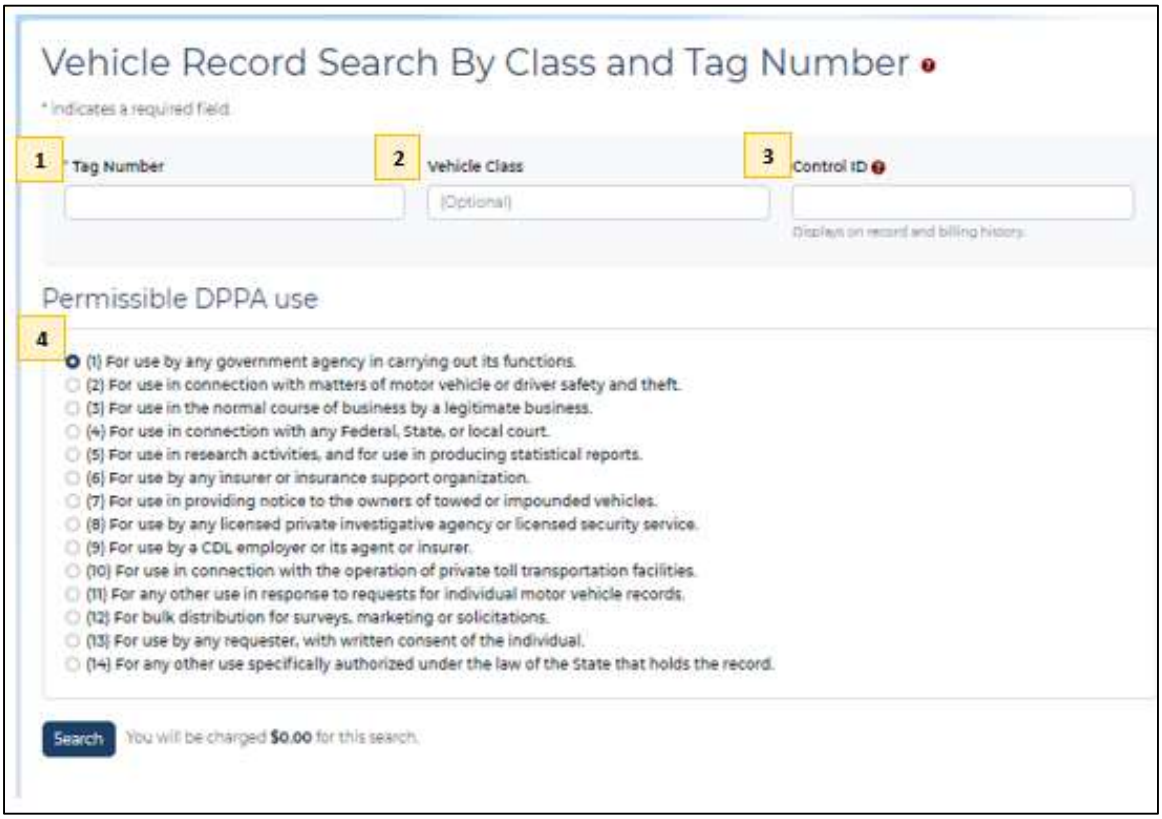
	Field Name	Description	Example	Length
(1)	Title Number	**(Required)** The Title Number for the vehicle record to be retrieved. Must be 8 digits OR a letter followed by 7 digits. No punctuation or spaces allowed.	12345678	8
(2)	Control ID	(Optional) An identifier tying the transaction back to the subscriber's business purpose for accessing the record. A string value of up to thirty-two (32) characters in length consisting of letters, numbers, spaces, or ***-. #@*** special characters.	N14-34543	32

	Field Name	Description	Example	Length
(3)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request.	N/A	N/A

Table 6: Vehicle Record Title Number search fields

Vehicle Search by Tag Number

Search for a Maryland vehicle record using the vehicle's Tag Number.



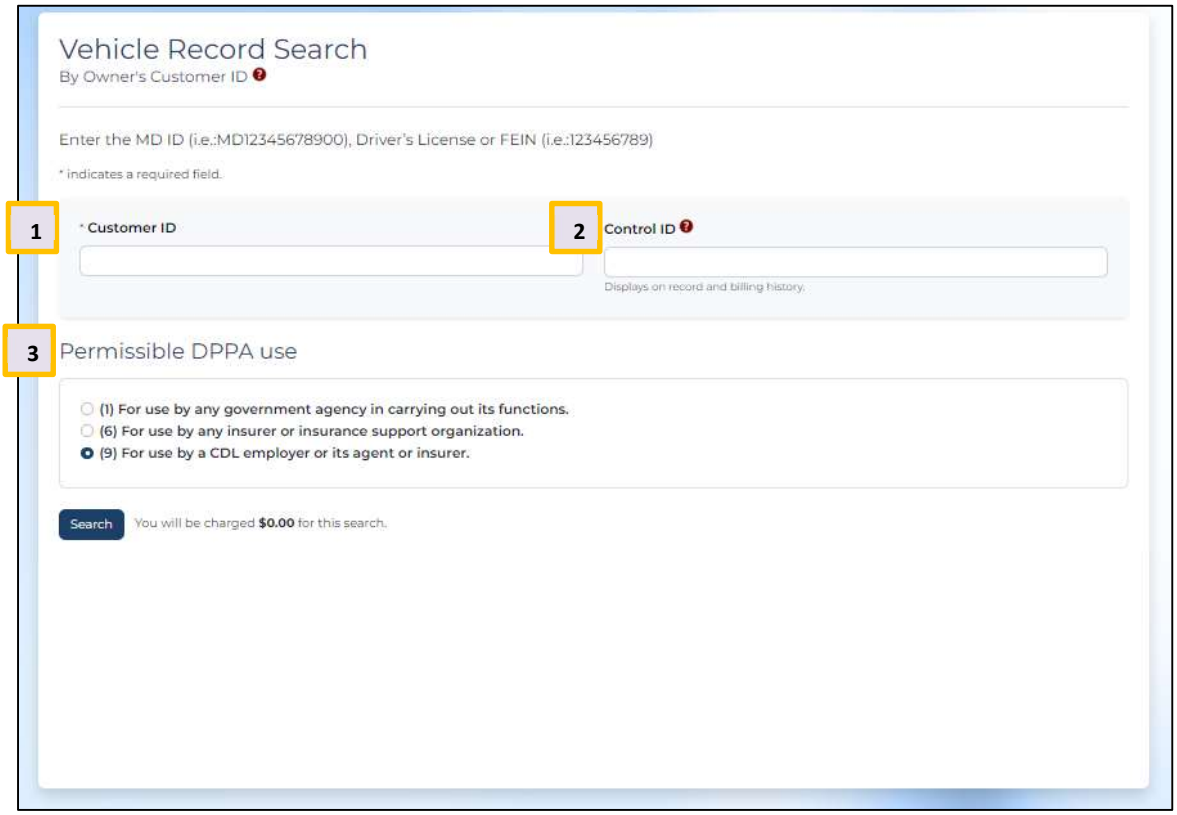
	Field Name	Description	Example	Length
(1)	Tag Number	**(Required)** The Tag Number for the vehicle to be retrieved. A string value up to seven (7) characters in length consisting only of letters and numbers. No punctuation or spaces allowed.	1ABC23 -or- 1AB2345	3
(2)	Vehicle Class	(Optional) The Vehicle Tag Class for the vehicle to be retrieved. *NOTE: You must supply the correct class code to receive an accurate result. If you are unclear on which class code is appropriate, please contact the MDOT MVA for assistance at 410-787-7758.*	ABY	7
(3)	Control ID	(Optional) An identifier tying the transaction back to the subscriber's business purpose for accessing the record. A	N14-34543	32

	Field Name	Description	Example	Length
		string value of up to thirty-two (32) characters in length consisting of letters, numbers, spaces, or **-. #@** special characters.		
(4)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request.	N/A	N/A

Table 7: Vehicle Record Tag Number search fields

Vehicle Search by Customer ID

Search for a Maryland vehicle record(s) using the owner's Customer ID or FEIN (Federal Tax Identification Number).



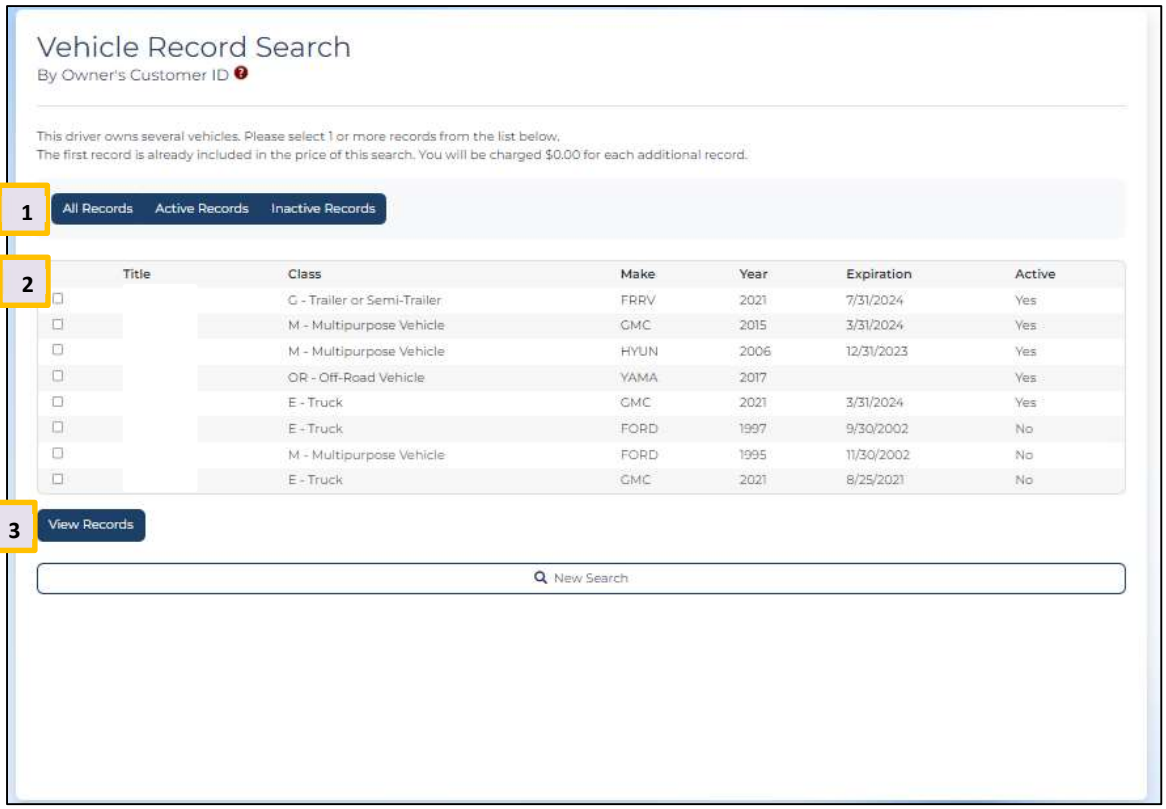
	Field Name	Description	Example	Length
(1)	Customer ID or FEIN	**(Required)** The Customer ID or FEIN (Federal Tax Identification Number) for the driver record to be retrieved. Must be a letter followed by 12 digits. No punctuation or spaces allowed.	MD12345678900 A999999999999 123456789	13
(2)	Control ID	(Optional) An identifier tying the transaction back to the subscriber's business purpose for accessing the record. A string value of up to thirty-two (32)	N14-34543	32

	Field Name	Description	Example	Length
		characters in length consisting of letters, numbers, spaces, or ***-. #@*** special characters.		
(3)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request.	N/A	N/A

Table 8: Vehicle Record Search by Driver's License Number search fields

Multiple Results

A search by Customer ID *may* result in more than one vehicle associated with the owner. Select the vehicle associated with the records you want to view.



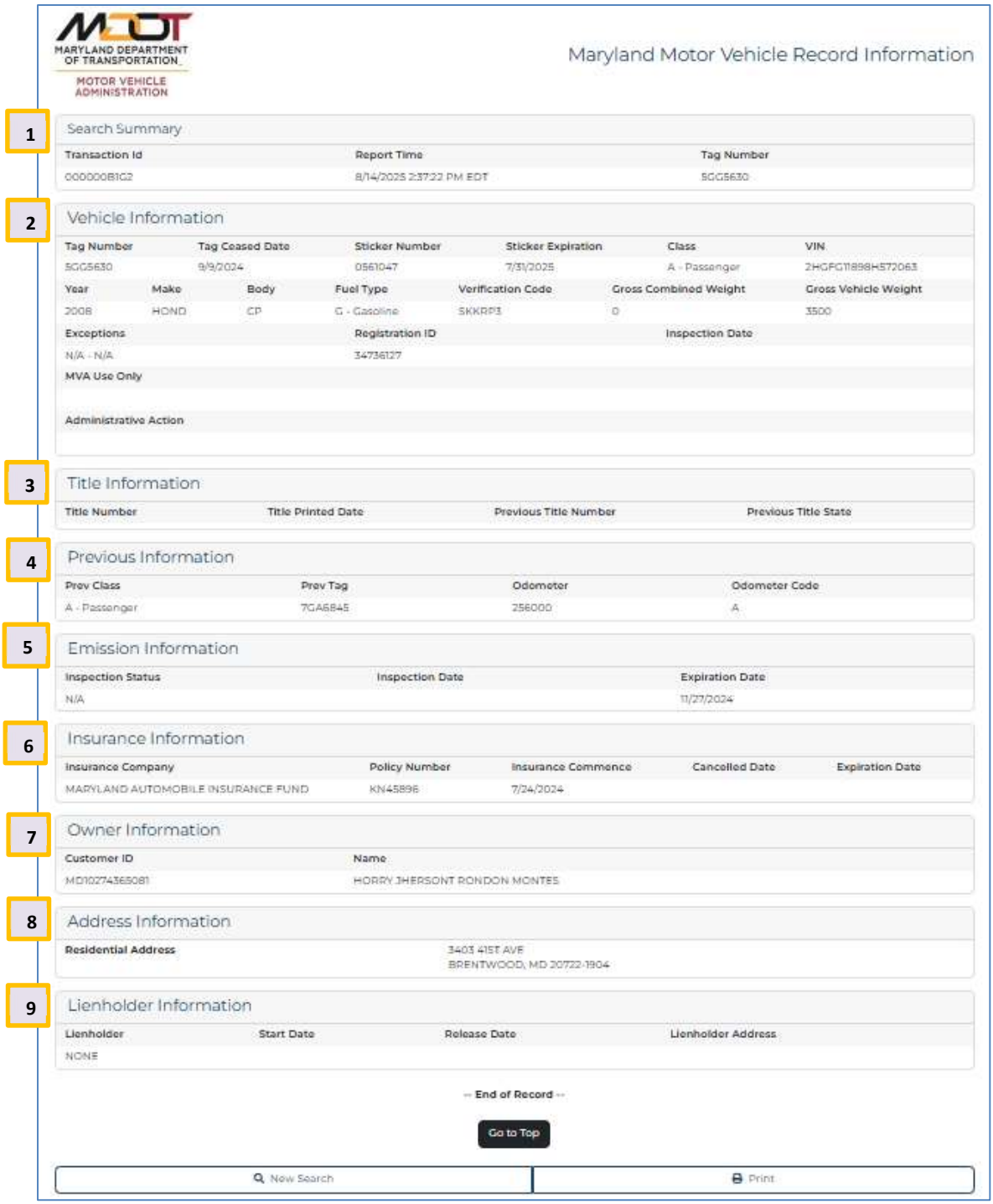
Note: Resulting records are not stored in the user interface, and subscribers will not have access to previously retrieved records.

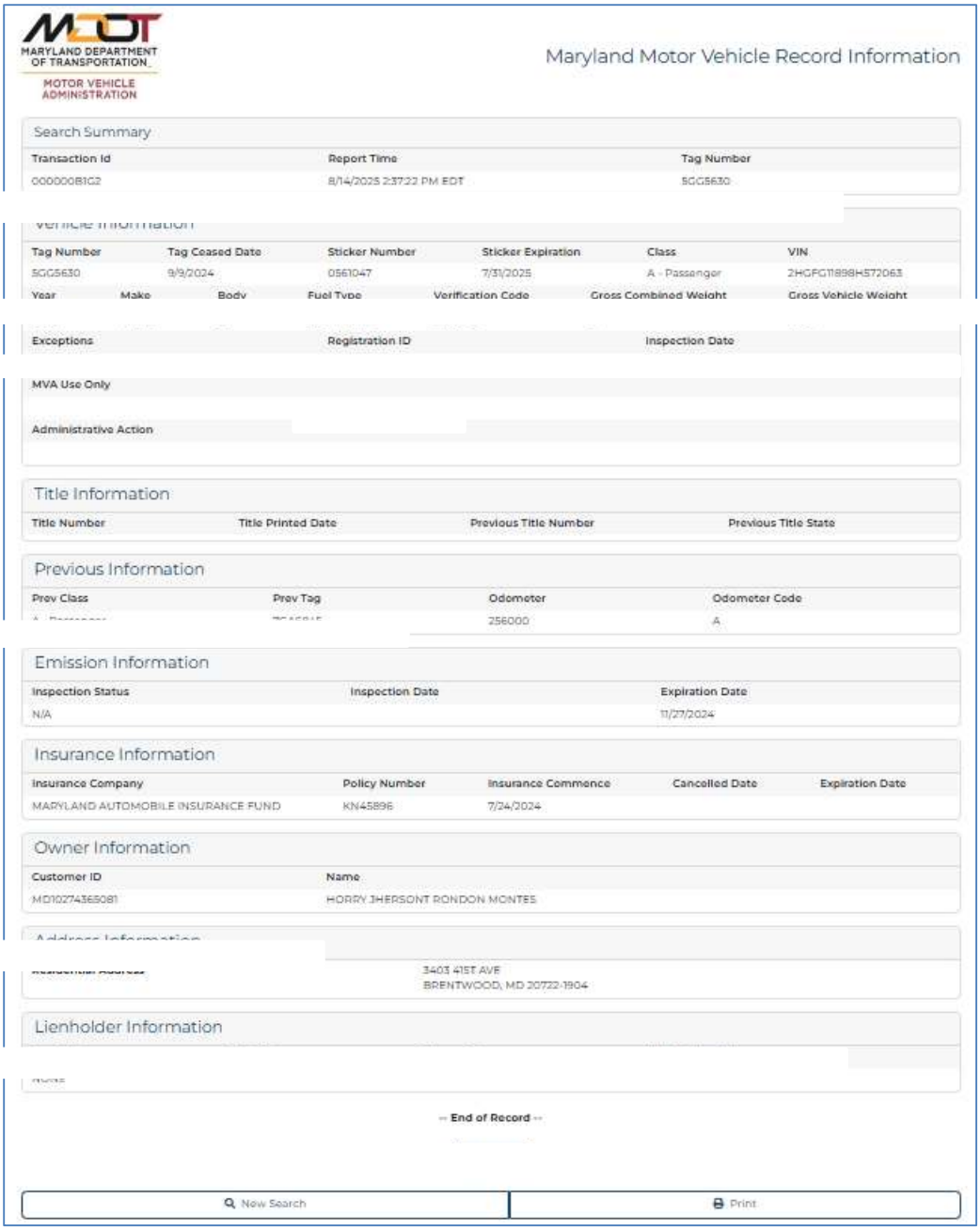
	Field Name	Description	Example	Length
(1)	Select Records	Quick action button that allows the subscriber to select All Records, All Active Records, or All Inactive Records for viewing. ***NOTE:*** *Subscribers are charged for the search, but one detailed record may be viewed at no additional charge.*		

	Field Name	Description	Example	Length
(2)	Vehicle Records	For each matching record, the Title, Class, Make, Year, Expiration, and Status of the vehicle are included	N14-34543	32
(3)	View Records or Cancel	After selecting one or more vehicles to view, the customer selects the View Records button. If the customer does not wish to view any detailed records, the customer selects the Cancel button.		

Table 9: Multiple Matches Selection Options

How to Interpret the Vehicle Record





Note: Resulting records are not stored in the user interface, and subscribers will not have access to previously retrieved records.

	Field Name	Description
(1)	Search Summary	Displays the customer's search parameters
	Transaction Id	Transaction Identifier generated by the application
	Report Time	Date and time the search was processed

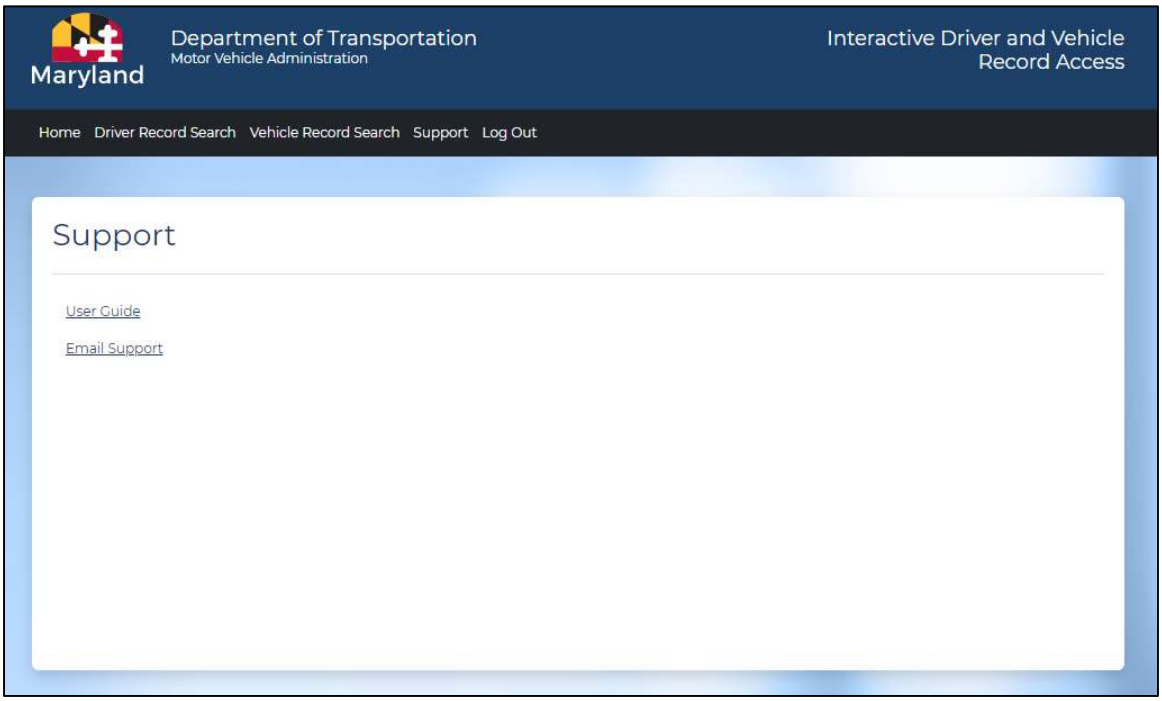
	Field Name	Description
	Customer Id	The Control Identifier tying the transaction back to your business purpose for accessing the record
	Selected VIN	Provides the specific search criteria as input by the customer
(2)	Vehicle Information	
	Tag Number	The tag number associated with the vehicle
	Sticker Number	
	Tag Ceased Date	Date the tag was returned, replaced, or no longer used
	Expiration	The month and year for vehicle tag registration expiration
	Class	
	Title Number	
	VIN	The VIN number associated with the vehicle
	Year	The vehicle's manufacture year
	Make	The vehicle's make
	Body	
	Fuel Type	Vehicle Fuel Type
	Verification Code	Registration Verification Code
	Gross Combined Weight	
	Gross Vehicle Weight	
	Exceptions	
	Inspection Date	
	MDOT MVA Use Only	
	Administrative Action	
	Sub Tags Issued	
(3)	Title Information	
	Title Number	
	Title Printed Date	
	Previous Title Number	
	Previous Title State	
(4)	Previous Information	
	Prev Class	
	Prev Tag	
	Odometer	
	Odometer Code	
(5)	Emissions Information	
	Inspection Status	
	Inspection Date	
	Expiration Date	
(6)	Insurance Information	
	Insurance Company	
	Policy Number	
	Insurance Commence	
	Insurance Expiration	
	Insurance Cancellation	

	Field Name	Description
(7)	Owner Information	
	Customer ID	The owner's Customer ID
	Name	The owner's name
	Co-Owner Information	
	Customer ID	The co-owner's Customer ID
	Name	
(8)	Address Information	
	Address Information	If the Customer is a business, the system will display a Location Address. Otherwise, values may also include the Mailing and Residential Addresses
(9)	Lienholder Information	
	Lienholder	NONE if no Lien Holder is present
	Lienholder Address	
	Date	
	Administrative Action (History)	

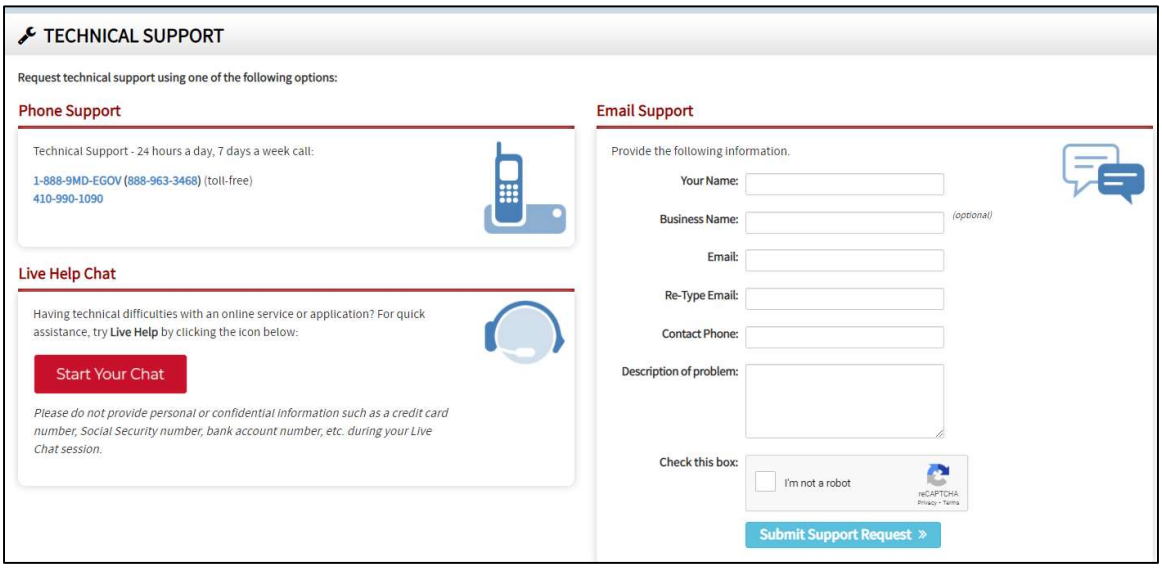
Table 10: Vehicle Record Field Names and Descriptions

Support

Subscriber support options are available to users.



- User Guide - The electronic version of this user guide is available at https://egov.maryland.gov/mva/.
- Technical Support – Online form to submit support inquiries.
- Email Technical Support – mdhelp@tylertech.com
- Phone Technical Support – (888) 9MD-EGOV or 410-990-1090



Refunds & Credits for Motor Vehicle Record Purchases

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

A. Requests for credits/refunds must be submitted to Tyler Maryland (NICUSA, LLC), in writing at mdhelp@tylertech.com, and must include the following documentation:
    a. The transaction date
    b. The customer's account number
    c. Any identifying numbers (i.e., Customer ID, tag, title #)
    d. The reason for the request
B. Tyler Maryland (NICUSA, LLC) will consider refunds/credits for requests requested and issued within the preceding three (3) months only. Requests older than three (3) months are not eligible for a refund.
C. Tyler Maryland (NICUSA, LLC) will submit requests for credits/refunds to the MDOT MVA. The MDOT MVA will determine eligibility for refunds based on their established criteria and guidelines, transaction activity, and data reports. Transactions that MAY be eligible for a refund/credit include, but are not limited to:
    a. Any charge incurred by the customer as a result of an application error is refundable.
    b. Duplicate record searches entered and retrieved within two (2) business days.
    c. Duplicate records inadvertently ordered on the same date.
    d. Failed or invalid entries.
    e. New customer transaction errors (limited to five (5) record searches within the first sixty (60) days of active service.) This allows the client a period to become familiar with using the system, the user manual, etc. An example of an error may include entering the same tag number repeatedly with different vehicle class keys, to determine the appropriate vehicle class key.
    f. 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.

APPENDIX – Codes and Descriptions

Graduated License Types

Type	Description
1	GLS
2	Non-GLS

Table 11: Graduated License (GLS) types

Driver's License Types

Type	Description
CNVUPD	Upgrade/Downgrade (Converted)
COR	Administrative Correction
DUP	Duplicate
DWNGRD	Downgrade
NEW	New
PMTCRT	Permit Correction
REN	Renewal
TEMP	Temporary
TRNSFR	Transferring a professional license from one linked business to another.
UPGRAD	Upgrade from a permit to a full license.

Table 12: Driver's License Types

Driver's License Restriction Codes

Code	Description
A	May not be used to purchase a firearm
B	Corrective Lenses
C	Special Brakes, Hand Controls, 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 Mirrors Each Side (OMES)
C10	Bioptic Telescopic Lenses
C11	Chest Strap
C12	Tripin Steering Device
C13	Remote Functions
C14	Convex Mirrors
C15	Pedal Block

Code	Description
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 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 Only (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)
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
J14	Other Restrictions
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

Code	Description
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
K	Intrastate Only
L	No Air Brake Equipped CMV
M	No Class A Passenger Vehicles
N	No Class A or B Passenger Vehicles
O	No Tractor Trailer CMV
P	No passengers in CMV bus
R	Warning-ID Theft Victim-Verify ID
T	Limited Term Temporary
U	Not Acceptable for Federal Purposes
V	Medical Variance)
X	No cargo in CMV tank vehicle
Z	Hearing / Speech Impaired, Air Brakes
Z01	No Full Air Brake Equipped CMV
Z02	Hearing Impaired
Z03	Speech Impaired
Z04	Hearing and Speech Impaired

Table 13: Restriction Codes

Driver's License Class Codes

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

Code	Description
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 & 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

Table 14: License Class Codes

Driver's License Race Codes

Code	Description
ASIAN	Asian
BLACK	Black / African American
ISLAND	Native Hawaiian or other Pacific Islander
MULTI	Multiracial
NATIVE	American Indian or Alaska Native
WHITE	White/Caucasian

Table 15: Driver Race Codes

Driver's License Accident Codes

Code	Description
X	Driver contributed to an accident
F	Driver contributed to a fatal accident
(blank)	No Accident

Table 16: Accident Codes

Driver's License Endorsement Codes

Code	Description
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

Table 17: Endorsement Codes

Driver's License Document Codes

Code	Description
REALID	Real ID
NRID	Non-Real ID
TEMP	Temporary License

Table 18: License Document Codes

Driver's License Status Codes

Code	Description (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 cancelled but this driver is eligible to re-apply
DRVCANNOT	Driving privilege or credential is cancelled 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	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	Provisional license is valid

Table 19: License Status Codes

Driver's License Gender Codes

Code	Description
FEMALE	Female
MALE	Male

UNK	Unknown
UNSPEC	Unspecified

Table 20: Gender Codes

Driver's License Surname Suffix Codes

Code	Description
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

Table 21: Suffix Codes

Driver's License Residence Unit Type Codes

Code	Description
#	#
APT	APARTMENT
BLDG	BUILDING
BSMT	BASEMENT
DEPT	DEPARTMENT
FL	FLOOR

Code	Description
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

Table 22: Unit Type Codes

Driver's Conviction Codes

Code	Type	Description
X	Accident	Driver contributed to an accident
F	Accident	Driver contributed to a fatal accident
H	Hazmat	Violation involved hazardous materials
C	CDL Vehicle	Violation involved a Commercial motor vehicle
L	CDL Driver	Driver held CDL at time of violation

Table 23 : Conviction Codes

Driver's Accident Contributor Codes

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

Table 24: Accident Contributor Codes

Driver's License Conviction Category & Descriptions

Category	Description
AAD Administrative Action	

Category	Description
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	
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	

Table 25: Conviction Category

Driver's License Conviction Detail

Value	Description
BAC	Blood alcohol content: e.g., 0.13 (4 chars) Relevant only to DUI-related violations

Value	Description
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 (3 chars) Relevant to failure to appear/comply/pay violations

Table 26: Conviction Category Details

Additional Conviction and Sanction Descriptions

The MDOT MVA provides a list of legacy and newly implemented codes and descriptions for Convictions and Sanctions at https://egov.maryland.gov/mva/ under Resources.