

Maryland E-Reporting with FACTS™



Commercial Harvester User Manual For Daily Electronic Reporting

Blue Crab



All Finfish



TROUBLESHOOTING AND GETTING ASSISTANCE

Call Toll Free Helpline Available 24 Hours a Day

1-877-979-1820

Some common problems that the helpline can assist with are listed below:

- Issues with your device or the FACTS™ system
- Forgetting your password
- Forgetting to report your trip hauls daily

**For additional details on troubleshooting or how to provide feedback,
please refer to [Section 15](#) on Page 31.**

**Further E-Reporting information and training videos can be found at
dnr.maryland.gov/fisheries/Pages/e-reporting/index.aspx**

The use of the term “fishing” and “fished” throughout this manual is used to describe finfish and blue crab trips.

What You Can Do With FACTS™ E-Reporting

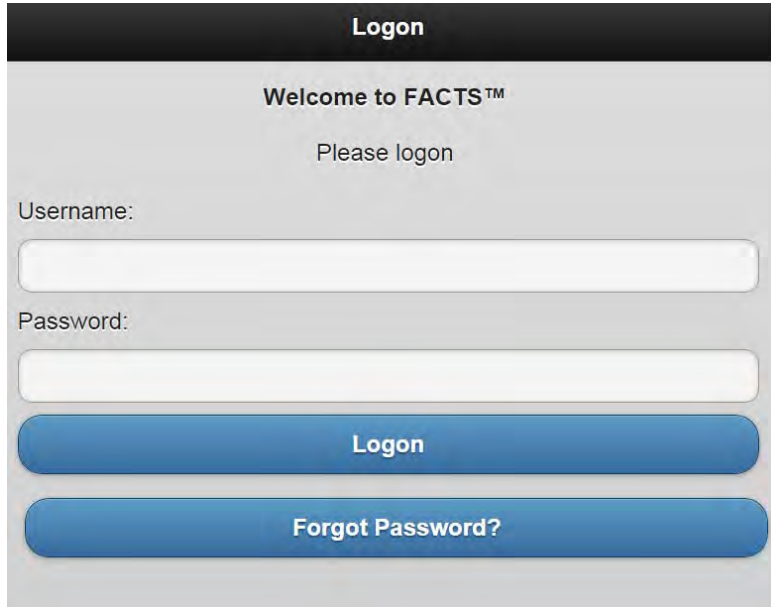
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1 – Reporting Options

You can choose between four different reporting platform options to report your harvest electronically using FACTS™.

Reporting Platform Options

1. Mobile Website (Smartphone or Tablet): maryland.fisheryfacts.com/mobile



- Best for reporting using mobile devices while fishing.
- Drop-down menus for quick and simple reporting.
- Allows access to **“My Account”** preference settings and received messages in **“View Messages.”**
- View quota status updates (example = Yellow Perch).

2. Portal Website (Laptop and Desktop Computer): maryland.fisheryfacts.com



- Can be used to submit daily trip hails/harvest information, but the mobile website is better suited for these tasks.
- Allows access to trip and harvest history records.
- Allows access to **“My Account”** preference settings and received messages in **“Messages.”**
- Allows access to transfer striped bass quota in **“Quotas”** menu.
- You can also view quota status updates (example = Yellow Perch).

3. Call Center: Call 1-855-390-2722 to have an electronic reporting representative enter your daily trip and harvest information for you.

2 – How to Set Up Your Account

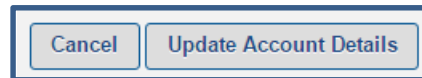
To make the reporting process faster and more streamlined, you can set up preferences within your account that will create drop-down menus or auto-fill information for you when you report.

To do this, please go to maryland.fisheryfacts.com or maryland.fisheryfacts.com/mobile, log in using your Username and Password and click on **“My Account”** (located under Enter/Revise Trip Hails on the mobile site and in the upper right corner on the portal website).

This page allows you to do the following functions:

- Change your **username** and **password**
 - **We recommend your username be something clear and easy to say over the phone. This will make it easier for assistance from the Helpline and the Call Center.**
- Enter your **mobile phone** number to enable text message reminders
- Enter **email address** to receive important messages from FACTS™
- **Save vessels and landing locations** you commonly use during fishing
 - A list of public water access for use in determining landing locations can be accessed at: dnr.maryland.gov/Boating/Pages/water-access/boatramps.aspx
- **Fishery dependent information:** Save fields consistent in your daily fishing routine (remember to update if your routine changes)
 - Area you fish (NOAA Code)
 - Gear information
 - Harvest unit
 - Crew count (does not include yourself)
 - Check station (only striped bass)
 - Commonly caught finfish species information
 - Create accounts for authorized representatives to check-in your harvest (only for striped bass; refer to [Section 2](#))

Note: You must click the “Update Account Details” button on the bottom of the page to save changes.



Fisher Preferences Example

Blue Crab - Fisher Preferences

License: 776655
 Area: 027 - CHESAPEAKE BAY & TRIBS., COVE PT. TO BAY BRIDGE
 Gear Type: CRAB POTS
 Gear Unit: EACH
 Hard Crab Unit: BUSHELS
 Crew Count: 1
 Max Crab Pots: 550
 Eel for bait? YES NO

Finfish Commonly Caught Species Example

Finfish - Fisher Preferences

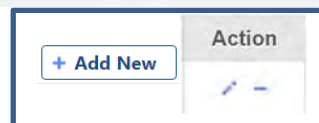
License: 776655
 Area: 027 - CHESAPEAKE BAY - S. CEN. S. OF BAY BRIDGE TO PATUXENT RIVER
 Check Station: Thomas L. Courtney
 Gear Type: HOOK AND LINE
 Crew Count: 2

I am done fishing striped bass for the year. (If selected, you will no longer receive a warning message when starting a trip)

Finfish - Commonly Caught Species + Add New

Species	Unit	Action
BASS, STRIPED	LBS	
BLUEFISH, UNC	BUSHELS	
CATFISH, BLUE	LBS	

Click on the **“Add New”** button to add new information and click the pencil to edit and or minus to remove.



3 – Pilot Program Permits

What is a Pilot Program Permit?

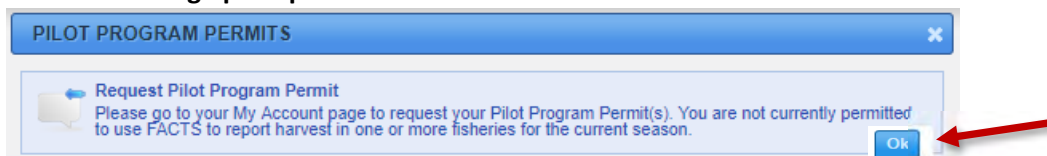
In order to participate in the electronic reporting program, you must first have a valid Pilot Program permit. The permit outlines the requirements and benefits of participating in the E-Reporting with FACTS™ program. This permit must be obtained prior to harvesting and will continue to be in effect as long as you wish to participate in the E-Reporting with FACTS™ program. Participation in the program is completely voluntary and you may return to using monthly paper reports at any time by completing the Opt Out process.

How to Request a Pilot Program Permit

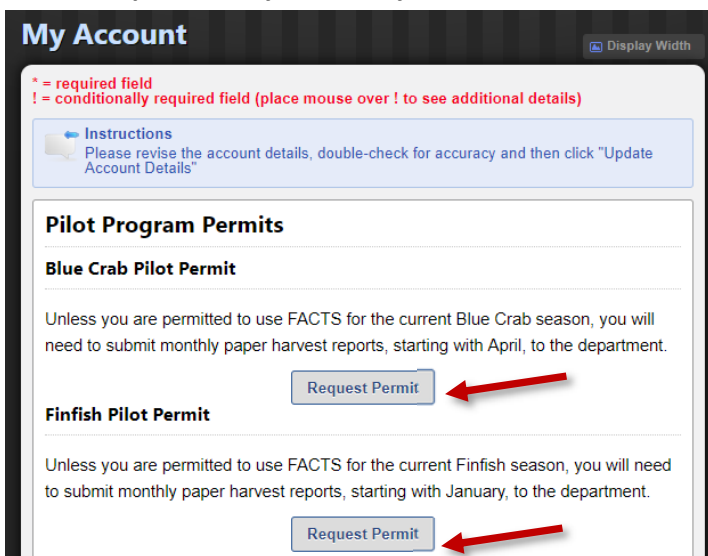
Pilot Program permits are requested through your FACTS™ online account. Please follow the steps outlined in the figures below to request and obtain your Pilot Program permit. After you have requested your permit, you will receive a notification once it has been authorized by Maryland DNR. If you have any questions, please call Stephanie Richards (410-260-8314) or the helpline (1-800-979-1820).

Requesting a Pilot Program Permit from a Laptop or PC

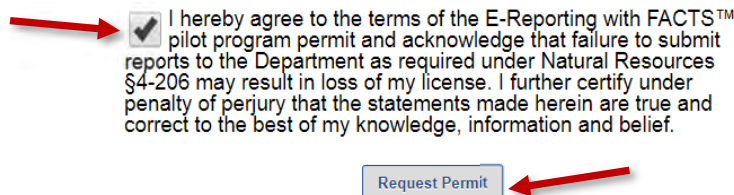
1. Log on to your account maryland.fisheryfacts.com
2. Follow the message prompt and click “Ok”



3. Review and select the permit for your fishery

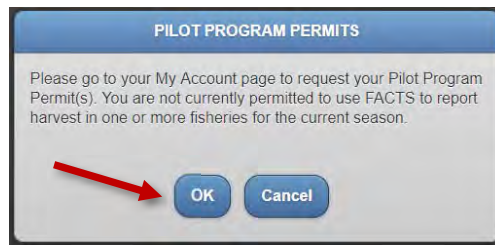


4. Agree to the terms by checking the box and click “Request Permit”

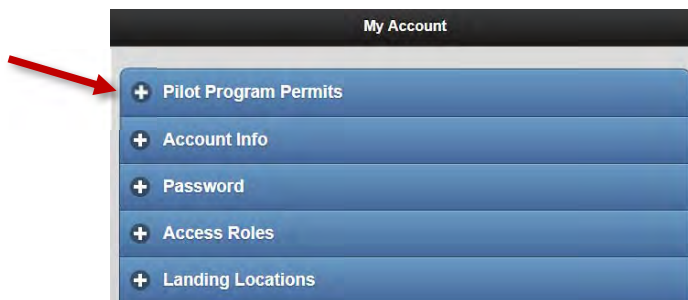


Requesting a Pilot Program Permit from a mobile device

1. Log on to your account maryland.fisheryfacts.com/mobile
2. Follow the message prompt and click "OK"



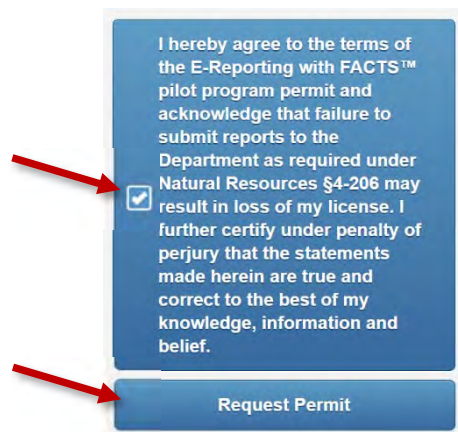
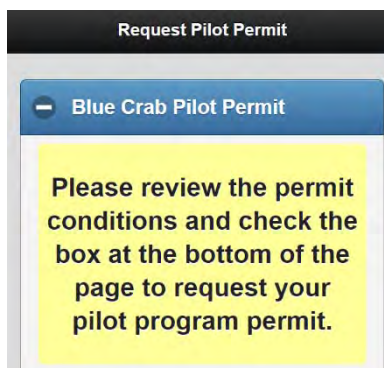
3. Select "Pilot Program Permits" from "My Account"



4. Review and select the permit for your fishery



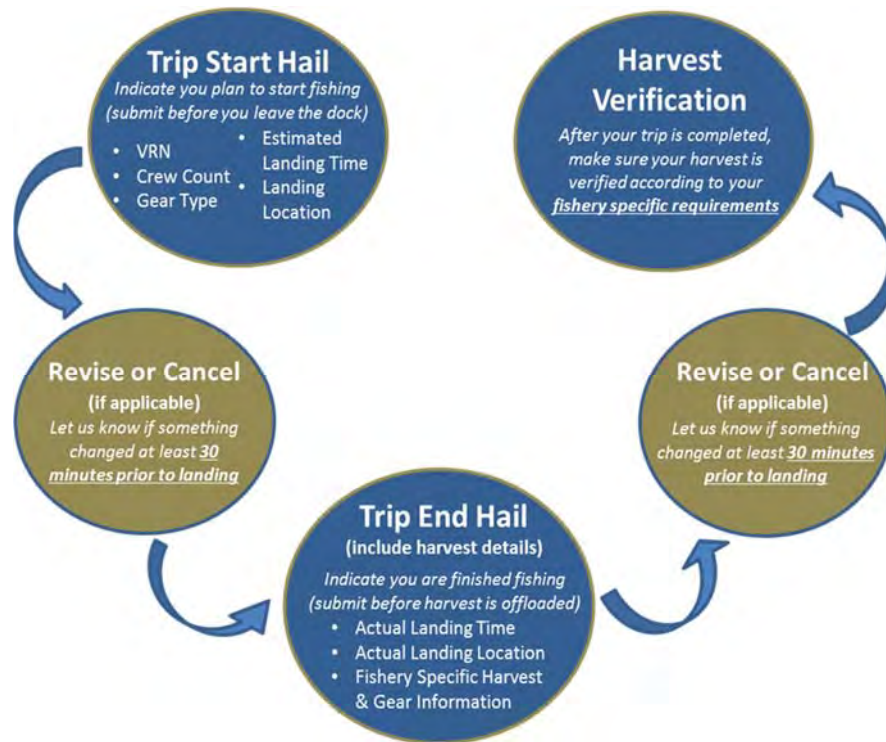
5. Agree to the terms by checking the box and click "Request Permit"



4 – Daily E-Reporting Process and Best Reporting Practices

Daily E-Reporting Process: Includes 3 required steps (Trip Start Hail, Trip End Hail, and Harvest Verification) and 2 additional steps, if applicable (Revise or Cancel for both Trip Start Hail and Trip End Hail).

Daily E-Reporting Process



Best Reporting Practices: When reporting electronically with FACTS™, it is recommended that you follow a set of established “*Best Reporting Practices*” (listed in the table below).

“Best Reporting Practices” when Reporting Harvest using FACTS™	
Sending a Trip Start Hail	Trip start hails should be sent in the morning before you leave the dock or actively start fishing. If fishing with another waterman (as their crew) and you intend to split the harvest, you both must submit trip start hails in FACTS™ through your own accounts.
Revising a Trip Start Hail	Trip start hails should be revised if your crew count or anticipated landing time or location changes. Revisions should be sent right away if there is a change in crew count and at least 30 minutes prior to a new landing time and landing location.
Sending a Trip End Hail	Trip end hails should be sent any time after you have stopped actively harvesting for the day but before you return to the dock.
Revising a Trip End Hail	Trip end hails should be revised if any information changes from the original trip end hail. Revisions can be made before midnight of the day you went fishing. For finfish species other than Striped Bass, revise your harvest in the end hail report to match the final weight and count. If harvesting striped bass, changes cannot be made after the fish are checked in. If you need to correct harvest information after the day you went fishing, contact the helpline.
Canceling a Trip	Trips submitted in FACTS™ should only be canceled if fishing did not occur (example: boat breaks down, learning how to use the system). If you accidentally cancel a trip, then start the trip over and re-enter your information as soon as possible.

5 – E-Reporting Flexibilities that Increase Business Opportunities

For those using FACTS™ to report harvest electronically, the Maryland Department of Natural Resources (DNR) is offering several fishery dependent flexibilities. **For all FACTS™ available fisheries, only report on the days you go out to actively harvest.** Fishery specific flexibilities are outlined below.

Blue Crab Fishery:

- **Flexible Day Off** – You get to pick your day off each week and it can vary week to week based on what works best for you, as long as you take one day off during the week (working no more than 6 days a week). When using this flexibility, your work week starts on Wednesday and ends on Tuesday.

Note: Pilot participants are required to display the letters “EHR” on their vessel throughout their participation in the Pilot. The letters shall be painted or firmly attached to the port side near the stern of the vessel. The letters shall be plain vertical block characters of not less than 3 inches in height and shall contrast with the color of the background.

Yellow Perch Fishery:

- **Allows the Use of Box Tags** – Free box tags are provided for pilot program participants.
- No daily calls to the Yellow Perch Hotline when you use FACTS™ to report your trips.
- View updated available yellow perch quota when you use FACTS™ (refer to [Section 12](#)).

Striped Bass Fishery:

- **Easily and quickly transfer striped bass quota** electronically with other FACTS™ users (refer to [Section 12](#)).
- **Next Day Check-in of Harvest** – You can keep fish from one day of fishing and check it in on the following day (either in the morning before you start your next trip or as combined harvest at the end of the day). Indicate your intention to check-in today or the following day in your trip end hail via a check box (image 1 below; refer to [Section 9](#) for how to submit a trip end hail).
- **Authorized Representatives** – You can designate a representative(s) to check-in your daily harvest for you at a check station (cannot be combined with next day check-in flexibility). Go to **“My Account”** settings and provide them with a unique username and password (image 2 below; refer to [Section 2](#) for how to setup your account).

Portal Website

Mobile Website

Next Day Check-In Flexibility 1

Striped Bass Check-in Details

Check-in today?: NO (If you do not check in today you must check-in tomorrow)

Check Station:

Striped Bass Check-in Details

Check in today? NO (If you do not check in today you must check-in tomorrow)

Check Station:

Portal Website

Mobile Website

Authorized Representative Flexibility 2

Finfish - Authorized Representatives for Striped Bass Check-Ins + Add New

Username	First Name	Last Name	Action
JohnDoe	John	Doe	✎ -
RichardDale	Richard	Dale	✎ -

+ Finfish - Commonly Caught Species

- Finfish - Authorized Representatives for Striped Bass Check-Ins

John Doe (JohnDoe)

Richard Dale (RichardDale)

6 – Authorized Users

What is an Authorized User?

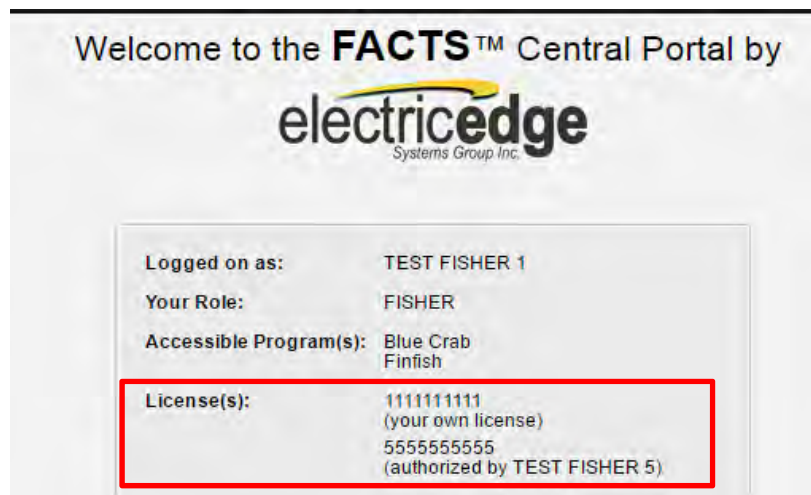
A commercial license holder who will not be using their license during a period of time can designate someone else to use their license as an authorized user. If you have been designated as an authorized user on one or more licenses, you can use your own FACTS™ account to report your commercial harvest activity. This applies to both finfish and blue crab harvest reporting, with the added benefit of being able to use the E-Reporting program's flexible day off option for crabbing.

How to Become an Authorized User

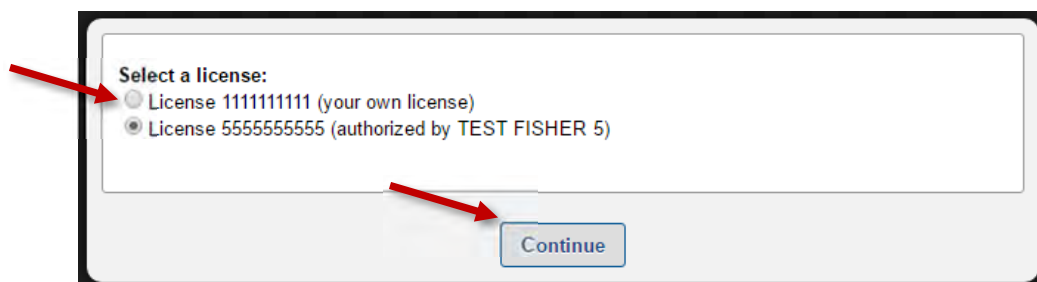
Please contact your local service center to get complete details about this special licensing designation. While there is no fee to add an authorized user to a license, it must be renewed annually and there are specific requirements/regulations to consider when designating or acting as an authorized user. If you are already an authorized user and are interested in using FACTS™, contact Stephanie Richards (410-260-8314) to get started.

Reporting as an Authorized User

Once you log in to your account, you will see both your license, and/or any licenses authorized to you on the homepage. When you start a trip (see [Section 7](#)) you will be asked to select which license you are reporting under, your own or one authorized to you. In FACTS™, the reporting activity of an authorized user is designated by an asterisk (“*”) next to the license number. While the license holder can see all harvest activity in FACTS™ associated with their license, an authorized user can only see the activity they themselves have reported. As with non-FACTS™ users, only one individual (license holder or the authorized user) is allowed to engage in harvest activity (start a trip) with the license on any given day.



Note: Make sure to select the correct license you are harvesting under



7 – How to Start a Trip in FACTS™ (Trip Start Hail)

Before you start fishing for the day you will submit a trip start hail, which includes your vessel information, crew count, gear type used for fishing and anticipated landing information. Please see below for trip start hail examples.

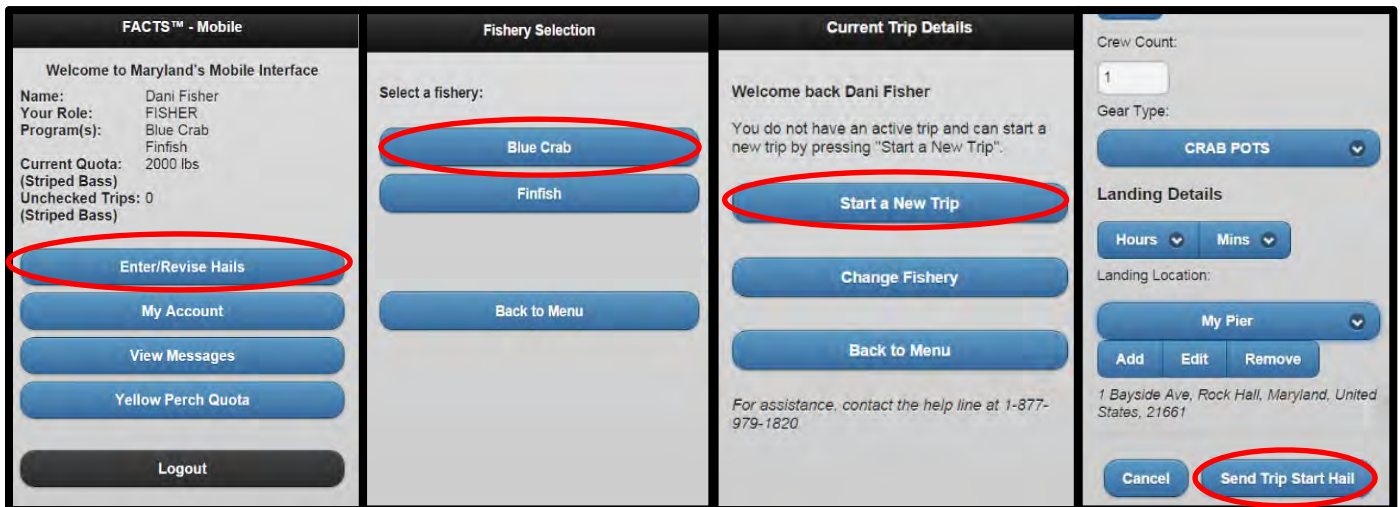
NOTE: For Finfish harvesters, there are special circumstances to consider when it comes to hailing. Please follow these guidelines to ensure that your activity is correctly reported for your license:

- **Hail** – If you have your Striped Bass tags on the boat, since under regulations this constitutes intent to fish.
- **Hail** – If you are going out to harvest and intend to report the catch under your license.
- **Hail** – If you are going out to harvest as crew and the captain is also a FACTS™ user. In this case, you will report **“No Harvest”** for the trip and the VRN number will link the trips for you and the captain together. The captain will report the trip’s harvest using their FACTS™ account.
- **NO Hail** – If you are going out to harvest as crew, but the captain is going to report the trip using the monthly paper Finfish harvest report. It is important that you make sure the captain includes your license number on their monthly paper Finfish report.

Call Center: Call **1-855-390-2722**. The operator will ask which fishery you are reporting for and then your username. The operator will then ask you questions about what you would like to enter in your Trip Start Hail.

Mobile Website: 1) First click **“Enter/Revise Hails”** which will direct you to a fishery selection page for you to select the fishery you are fishing in for the day, 2) select the correct fishery, 3) click **“Start a New Trip”** and 4) fill out the required fields and select **“Send Trip Start Hail.”** See images below for details.

Portal Website: 1) Click on the **“Trips”** menu tab in the top right corner of the home page and select **“Enter/Revise Hails”** from the drop-down menu, 2) select the fishery you will be fishing in for the day, 3) select **“Start a New Trip”** and 4) fill out the required field and select **“Send Trip Start Hail.”** See images below for details (layout and design of portal website is slightly different from the mobile website, however the information required is the same).



Note: If you participate in daily electronic reporting with FACTS™ for the striped bass fishery, then the home page (left hand portion of the image above) will also show your verified striped bass quota (based on harvest checked-in), the number of unchecked trips you have and if you have unchecked trips, your estimated quota (based on harvest lbs. entered in the trip end hail of unchecked trips).

8 – How to Submit Your Blue Crab Harvest (Trip End Hail)

After submitting your trip start hail (refer to [Section 7](#)) and completing your crabbing trip, you will need to submit a trip end hail after you have stopped actively fishing for the day but before you return to the dock. If you forget to submit a trip end hail, you will be notified that it is missing the next time you go crabbing. You are required to submit all missing trip end hails from all fisheries before starting a new trip (refer to [Section 11](#)).

Some information will be pre-filled in your trip end hail from your trip start hail. Make sure to review this information and confirm that nothing has changed.

Additional information that will be required for you to report in your trip end hail is as follows:

- Area Crabbed
- Hours Crabbed
- Gear Details (quantity used, unit, max crab pots in water)
- Do you have harvest to report? (Y/N)
- Harvest Details (hard crab unit, quantity caught by grade)
- Did you harvest eels for bait? (Y/N)
- Market Destination Details (% of Total harvest sold to restaurants, public, dealers and not sold)

Note: You need to enter a value in each field on the Trip End Hail form. If the value is zero, please put a “0” in the field. If you select that you have NO harvest to report from this trip, the “*Harvest Details*” section of the trip end hail form will be hidden.

Refer to the image on the next page from the mobile website for information you will be required to report in a blue crab trip end hail for [ALL reporting options](#). For trotline you will also report the gear unit (yards or feet).

Call Center: Call 1-855-390-2722. The operator will ask you which fishery you are reporting for and your username and then what task you would like to do (“*Send Trip End Hail*”). They will then verify whether any information from your trip start hail has changed and then ask you to report the information outlined above.

Mobile Website: 1) First click “*Enter/Revise Hails*” which will direct you to a fishery selection page for you to select the fishery you are fishing in for the day, 2) select the “*Blue Crab*” fishery, 3) click “*Send Trip End Hail*” and 4) fill out the required fields and select “*Send Trip End Hail*” See images on the following page for details.

Portal Website: 1) Click on the “*Trips*” menu tab in the top right corner of the home page and select “*Enter/Revise Hails*” from the drop-down menu, 2) select the “*Maryland - Blue Crab*” fishery, 3) select “*Send Trip End Hail*” and 4) fill out the required field and select “*Send Trip End Hail*.” See images on the following page for details (layout and design of portal website is slightly different from the mobile website, however the information required is the same).

Example: Blue Crab Trip End Hail in Mobile Website

Trip End Hail Details

Instructions Please enter the trip end hail details, double-check for accuracy and then click "Send Trip End Hail"

Base Trip End Hail Details

Hail Date: Jun 22, 2015
 License: 4444444
 VRN:

Jennifer Leigh (MD231492)

Crew Count:

Area Crabbed: 025 - CHESPK. BAY & TRIBS., BA...

Landing Details

Landing Time (6:00 PM / Jun 22, 2015): 18

Landing Location: ORP

1805 Virginia Street, Annapolis, Maryland, United States, 21401

Gear Details

Gear Type: CRAB POTS
 Gear Quantity:
 Gear Unit: EACH

Hrs Crabbing:

Max Crab Pots in Water (enter 0 if none):

Harvest Details

Do you have any harvest to report from this trip?

Hard Crab Units (select to show harvest and market destination sections below): BUSHELS

Please enter the crabs you caught today in the units specified in each of the categories below.

#1s (qty/units): BUSHELS

#2s (qty/units): BUSHELS

MIXED MALES (qty/units): BUSHELS

FEMALES (qty/units): BUSHELS

SOFT SHELL (qty/units): EACH

PEELERS (qty/units): EACH

Eeling Details

Did you harvest eels for bait on this trip?

Market Destination Details

Enter the % of TOTAL catch that went to each destination below (including dealers if applicable).

Sold to restaurants:

Sold to the public:

Not Sold:

Enter the number of dealers (0 if none) and then press "Proceed"

The figures below added to the market destination figures above should total 100%.

Dealer 1 Name: OTHER (NON-PILOT) % Sold:

Note: If selling to multiple dealers other than JM Clayton's, enter number of dealers as 1. Then enter the sum of the total percent harvest sold in "OTHER (NON-PILOT)" dealer section.

9 – How to Submit Your Finfish Harvest (Trip End Hail)

After submitting your trip start hail (refer to [Section 7](#)) and completing your fishing trip, you will need to submit a trip end hail any time after you have stopped actively harvesting for the day but before you return to the dock. If your harvest details change after you have submitted your trip end hail, you **are required** to revise this hail with the updated harvest information in order for your account to reflect accurate harvest numbers (refer to [Section 10](#) for information regarding revisions to trip start and end hails). If you forget to submit a trip end hail, you will be notified that it is missing and will be required to submit the information before starting your next trip. You are required to submit all missing trip end hails from all fisheries before starting a new trip (refer to [Section 11](#)).

Some information will be pre-filled from your trip start hail. Make sure to review this information and confirm that nothing has changed.

Additional information that will be required for you to report in your trip end hail:

- Area fished
- Gear Details (varies depending on gear type you are reporting with as outlined in table below; see image below for example formats)
- Harvest Details
 - Do you have harvest to report?: Yes/No
 - Species, Quantity, and Disposition
- If you harvested striped bass
 - Are you checking in today?
 - Check Station name

Note: If you select that you have **NO** harvest to report from this trip, the **“Harvest Details”** section of the trip end hail form will be hidden. You can use the minus sign to edit finfish species not caught on this trip. This will not delete them from your preferences, only from the current trip end hail form.

You need to enter a value in each field on the Trip End Hail form. If the value is zero, please put a **“0”** in the field.

The questions in the Gear Details section will change depending on the gear you are using. The table below outlines the Gear Details reporting requirements for each type of finfish gear and the figure below shows example Gear Details formats.

GEAR NAME	SET COUNT	SOAK TIME	GEAR QUANTITY
BY HAND	NO	NO	NO
FYKE NET	NO	YES (DAYS)	YES (count of nets)
BOW AND ARROW	NO	NO	NO
FINFISH TROTLINE	YES	YES (HOURS)	YES (length and hooks)
GILL NET - DRIFT	YES	YES (HOURS)	YES (yards of net)
HAUL SEINE	YES	NO	YES (yards of net)
HOOK AND LINE	NO	NO	YES (count of rods)
POTS - CONCH	NO	YES (DAYS)	YES (count of pots)
POTS - EEL	NO	YES (DAYS)	YES (count of pots)
POTS - FISH	NO	YES (DAYS)	YES (count of pots)
POTS - TURTLE	NO	YES (DAYS)	YES (count of pots)
POUND NET - FISH	NO	YES (DAYS)	YES (count of nets)
SCRAPES - CRAB	YES	NO	NO
SPEAR/HARPOON	NO	NO	YES (count of spears)

<p>Gear Details</p> <p>Gear Type: POUND NET</p> <p>Number of Nets :</p> <input type="text"/>	<p>Gear Details</p> <p>Gear Type: HAUL SEINE</p> <p>Total Length of Nets (in yards) :</p> <input type="text"/>
<p>Total Soak Time</p> <input type="text"/>	<p>Number of Sets:</p> <input type="text"/>
<p>Gear Details</p> <p>Gear Type: GILL NET</p> <p>Total Length of Nets (in yards) :</p> <input type="text"/>	<p>Gear Details</p> <p>Gear Type: HOOK & LINE</p> <p>Number of Rods or Lines :</p> <input type="text"/>
<p>Total Soak Time (hours/minutes):</p> <p>Hours <input type="text"/> Mins <input type="text"/></p> <p>Number of Sets:</p> <input type="text"/>	

Call Center: Call **1-855-390-2722**. The representative will ask you which fishery you are reporting for and your username and then what task you would like to do (“**Send Trip End Hail**”). They will then verify whether any information from your trip start hail has changed and then ask you to report the information outlined on page 13.

Mobile Website: 1) First click “**Enter/Revise Hails**” which will direct you to a fishery selection page for you to select the fishery you are fishing in for the day, 2) select the “**Finfish**” fishery, 3) click “**Send Trip End Hail**” and 4) fill out the required fields and select “**Send Trip End Hail.**” See example below.

Portal Website: 1) Click on the “**Trips**” menu tab in the top right corner of the home page and select “**Enter/Revise Hails**” from the drop-down menu, 2) select the “**Maryland – Finfish**” fishery, 3) select “**Send Trip End Hail**” and 4) fill out the required field and select “**Send Trip End Hail.**” See example below (layout and design of portal website is slightly different from the mobile website, however the information required is the same).

Trip End Hail Details - Finfish

Instructions Please enter the trip end hail details, double-check for accuracy and then click "Send Trip End Hail"

Base Trip End Hail Details

Hall Date: Dec 21, 2015
License: 776655
VRN:

Blackbird (MD1234FJ)

Add Edit Remove

Crew Count:
2

Area fished:
027 - CHESAPEAKE BAY - S. CEN.; S. OF BAY BRIDGE TO PATUXEN...

Landing Details

Landing Time (6:45 PM / Dec 21, 2015):
18 45

Landing Location:
My Pier

Add Edit Remove

1 Bayside Ave, Rock Hall, Maryland, United States, 21661

Gear Details

Gear Type: POUND NET - FISH
Count of Nets (count):
1

Total Soak Time (days):
2

Harvest Details

Do you have any harvest to report from this trip?
YES NO

Add New Species

BASS, STRIPED

Weight: 156 lbs
Count: 18

SOLD - restaurant

Add New Species

PERCH, WHITE

Weight: 23
Units: LBS

SOLD - dealer/packer

Add New Species

Striped Bass Check-in Details

Check in today? NO (if you do not check in today you must check-in tomorrow)

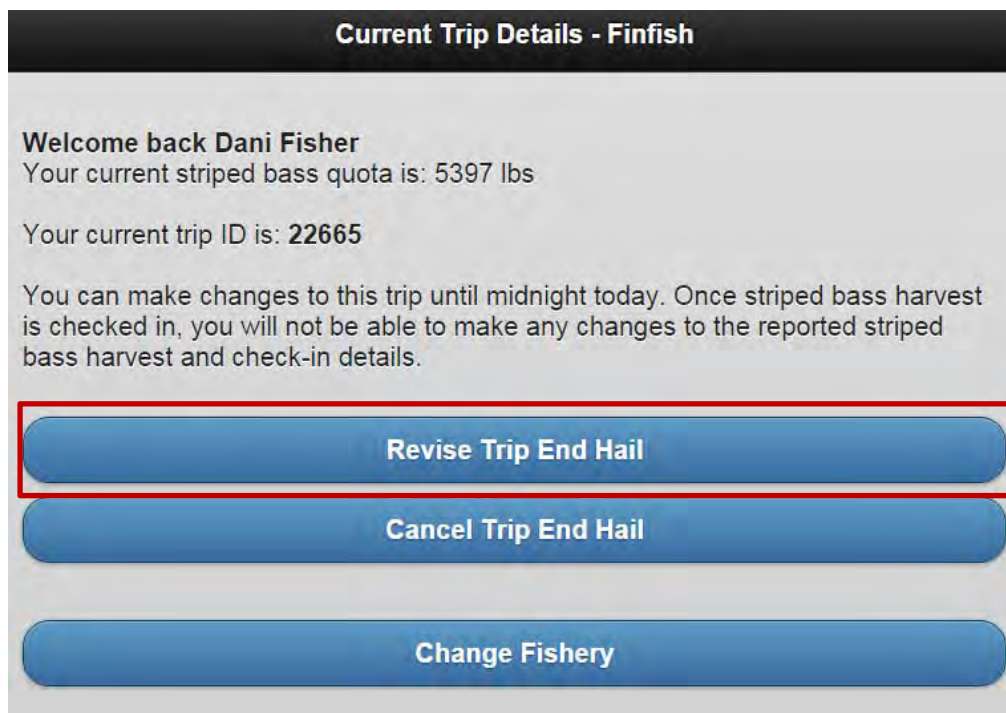
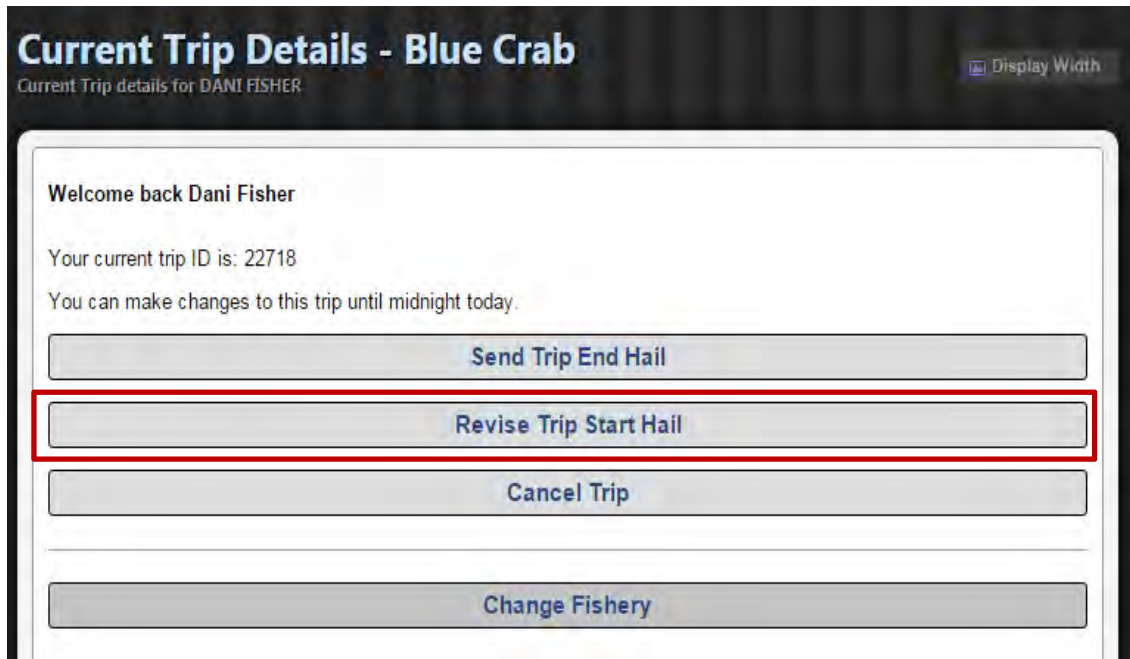
Check Station:
Kool Ice & Seafood

Cancel Send Trip End Hail

10 – How to Revise Trip Start Hails & Harvest Reported (Trip End Hails)

Making Hail Revisions

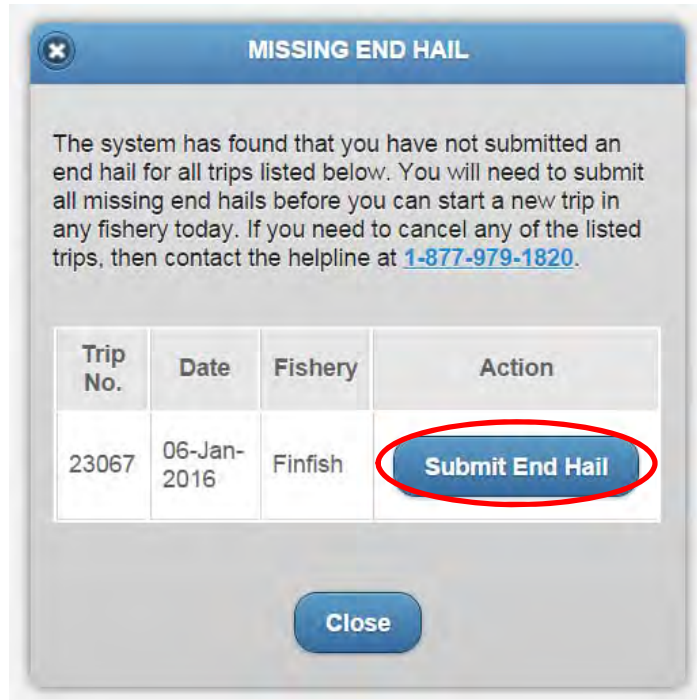
You have the option to revise and cancel all hails when necessary. All revisions must be made before midnight. If revising a striped bass trip, revisions must be made before check-in. You can also cancel the entire trip by selecting “**Cancel Trip.**” Please refer to [Section 4](#), Daily E-Reporting Process and Best Reporting Practices, for more details on when to revise and cancel a trip. Examples of how to provide revised trip hails using the portal (upper image) and mobile (lower image) websites are shown below.



11 – How to Back-Enter Missing Trip End Hails

Submitting Missing Trip End Hails

If you have forgotten to submit a Trip End Hail for any prior fishing trips, FACTS™ will prompt you to back-enter the missing Trip End Hail information when you go to start a new Trip Start Hail. A missing Trip End Hail can be back-entered on either the mobile or portal sites. To submit the information, select the “**Submit End Hail**” button (see image below).



After selecting the button, a new page will open where you can enter your prior trip’s information. The process for back-entering missing Trip End Hail information is the same as submitting a Trip End Hail (see your fishery specific Trip End Hail Section).

12 – How to Transfer and View Quotas in FACTS™

The FACTS™ E-Reporting system can help you manage your fishing seasons by allowing you to electronically transfer quota and by displaying the most up to date details on available quota for a variety of species. Specific information on how to electronically transfer and view available quota information is provided in the following sections.

Quota Transfers

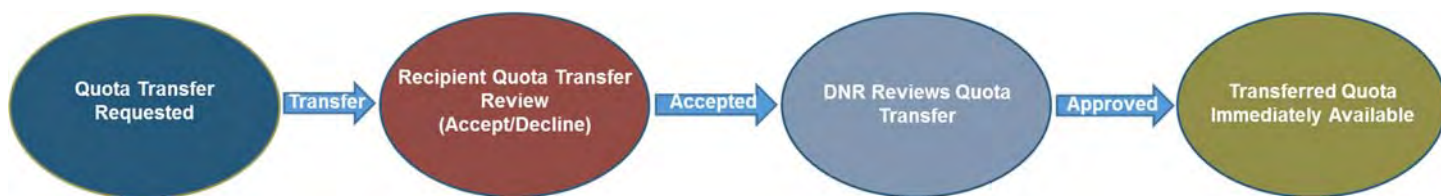
The FACTS™ E-Reporting system allows you to electronically transfer and manage your striped bass quota. Transfers in FACTS™ comply with Maryland DNR rules, regulations, and policies. For any questions regarding these rules, regulations, and policies please contact Maryland DNR. You will need to access maryland.fisheryfacts.com on a laptop or desktop computer if you wish to transfer quota electronically.

Note: It is important for watermen to remember that they cannot go fishing if they have initiated a quota transfer in the system. This is true unless the initiating waterman revokes the transfer before the recipient takes any action, the recipient of the transfer declines the transfer, or until Maryland DNR accepts or rejects the transfer.

The following is a list of restrictions for transferring quota electronically:

- You cannot transfer quota if you have any unchecked trips in the system.
- You cannot transfer quota if you have an active trip open or active transfer pending in the system.
- Transfers can only occur between individuals using FACTS™ who have the same fishery declaration (e.g. ITQ).

Quota Transfer Process: Includes 4 main steps (Transfer Requested, Transfer Accepted, Transfer Reviewed/Approved by DNR, and Transferred Quota Available).



Steps to Transfer/Receive Quota:

Step 1: Quota Transfer Requested: To transfer your quota to another waterman: Go to “**Quotas**” drop-down menu, select “**Transfers**” and then select “**New Transfer.**” Enter the license number of the licensee you wish to transfer quota to, check the box indicating that you understand that you cannot harvest striped bass while the transfer is being processed, and select “**Submit Transfer.**”

See example images below for “**Temporary**” and “**Permanent**” transfers.

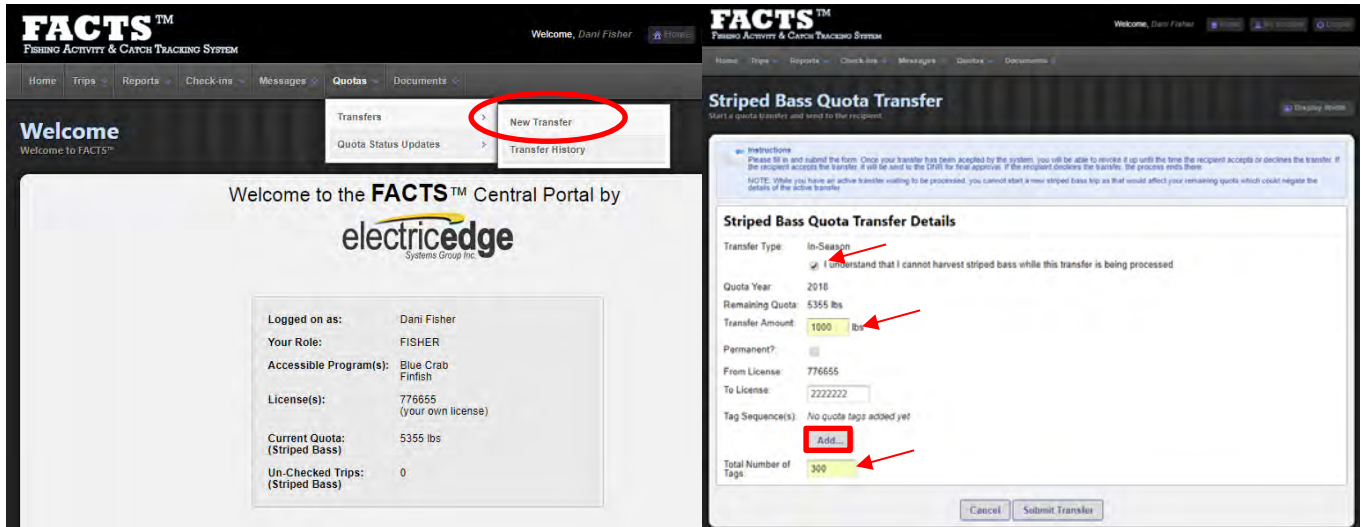
Note: Transfers can either be made “**Temporary**” or “**Permanent.**”

Temporary – When completing a “**Temporary**” Common Pool transfer, all remaining quota and tags must be transferred to the transferee. When completing a “**Temporary**” ITQ transfer, the minimum allocation increment for transfer will be 1,000 pounds; along with each 1,000-pound transfer increment, three bags of 100 unopened, unbroken tags must also be transferred. If the transfer is less than 1,000 pounds, the entire remaining quota must be transferred, along with all remaining tags.

Permanent – When completing a “**Permanent**” Common Pool transfer, all remaining quota and tags must be transferred to the transferee. When completing a “**Permanent**” ITQ transfer, the minimum allocation increment for transfer will be 350 pounds; along with each 350-pound transfer increment, one bag of 100 unopened, unbroken tags must also be transferred. If the transfer is less than 350 pounds, the entire remaining quota must be transferred, along with all remaining tags.

Temporary Transfer Example

From the FACTS™ homepage, navigate to “**Quotas**”, then to “**Transfers**”, and select “**New Transfer**” from the drop-down menu. Next, check the box stating that you understand that you cannot harvest striped bass while this transfer is being processed, and enter the number of pounds being transferred, the number of tags being transferred, and the license number that you are transferring quota to. Next, click the “**Add**” button to assign the tag sequence of the tags to be transferred.



Once the “**Quota Tag Range**” box opens, select “**Show Inventory**” to view the tag sequences for your license. Next, verify that the tag numbers you are transferring are displayed within your Tag Inventory range, enter the starting and ending tag numbers that will be transferred, and select “**Ok**”. Once all required fields have been filled in, click “**Submit Transfer**” at the bottom of the page.

QUOTA TAG RANGE

Start Tag:

End Tag:

Ok Show Inventory Cancel

QUOTA TAG RANGE

Start Tag: 700001

End Tag: 700300

Tag Inventory:

Start Tag	End Tag
700001	700300

Ok Hide Inventory Cancel

Striped Bass Quota Transfer

Instructions

Striped Bass Quota Transfer Details

Transfer Type: In-Season

I understand that I cannot harvest striped bass while this transfer is being processed

Quota Year: 2018

Remaining Quota: 5355 lbs

Transfer Amount: 1000 lbs

Permanent?:

From License: 776655

To License: 2222222

Tag Sequence(s)

Start Tag	End Tag	Action
700001	700300	Edit Delete

Add...

Total Number of Tags: 300

Cancel Submit Transfer

Permanent Transfer Example

From the FACTS™ homepage, navigate to “**Quotas**”, then to “**Transfers**”, and select “**New Transfer**” from the drop-down menu. Next, check the box stating that you understand that you cannot harvest striped bass while this transfer is being processed, and check the box to make this a permanent transfer (A pop-up will appear to confirm that this is a permanent transfer of quota, select the “**Ok**” button within the pop-up). Then, enter the number of pounds being transferred, the number of tags being transferred, and the license number that you are transferring quota to. Next, click the “**Add**” button to assign the tag sequence of the tags to be transferred.

The screenshot shows the FACTS™ Central Portal interface. On the left, the user is logged in as Dani Fisher, a FISHER with license 776655. The main content area shows the 'Striped Bass Quota Transfer' form. The 'New Transfer' button is circled in red. The form includes fields for Transfer Type (In-Season), Quota Year (2018), Remaining Quota (5355 lbs), Transfer Amount (350 lbs), Permanent? (checked), From License (776655), To License (2222222), and Tag Sequence(s) (100). A red box highlights the 'CONFIRM PERMANENT TRANSFER' pop-up dialog with the 'OK' button. The 'Add...' button and the 'Total Number of Tags' field (100) are also highlighted with red boxes.

Once the “**Quota Tag Range**” box opens, select “**Show Inventory**” to view the tag sequences for your license. Next, verify that the tag numbers you are transferring are displayed within your Tag Inventory range, enter the starting and ending tag numbers that will be transferred, and select “**Ok**”. Once all required fields have been filled in, click “**Submit Transfer**” at the bottom of the page.

The screenshot shows the 'QUOTA TAG RANGE' dialog box. It has fields for 'Start Tag' and 'End Tag'. The 'Show Inventory' button is highlighted with a red box.

The screenshot shows the 'QUOTA TAG RANGE' dialog box with the 'Tag Inventory' table displayed. The table has columns for 'Start Tag' and 'End Tag'. The 'Hide Inventory' button is highlighted with a red box.

Start Tag	End Tag
700001	703500

The screenshot shows the 'Striped Bass Quota Transfer' form. The 'Submit Transfer' button is highlighted with a red box. The form displays the 'Tag Sequence(s)' table with the following data:

Start Tag	End Tag	Action
700001	700100	Edit Delete

You have the ability to revoke the transfer at any time until the recipient accepts or declines the transfer. If you would like to review or revoke a transfer that you have initiated, first select **“Transfer History”** under the **“Quota”** drop-down menu in the **“Transfers”** section. When the **“Quota Transfer History”** page opens, you will see a **“Revoke”** button under the action column which you can select to cancel the transfer (circled in red below).

Striped Bass Quota Transfer History

Striped bass quota transfer history for Dani Fisher

Enter/select data into one or more of the prompts below and click "Search" to filter quota history.

Date From: 03-Dec-2018 Status: Select

Date To: License No: TO/FROM License

Reset Form Search

Quota Year	Received	FROM		TO		Amount	Units	Type	Perm?	Status	Status Date	Action
		Name	License	Name	License							
2018	Dec 10, 2018 08:45	Dani Fisher	776655	Ryan Fisher	2222222	1000	lbs	IN-SEASON	NO	PENDING waiting on recipient	Dec 10, 2018 08:51	Revoke
2018	Dec 10, 2018 08:35	Dani Fisher	776655	Ryan Fisher	2222222	1000	lbs	IN-SEASON	NO	REVOKED by sender	Dec 10, 2018 08:39	View

When you click on the **“Revoke”** button, you must enter a reason for revoking the transfer in the text box (shown below) and then select **“Revoke Transfer”** (circled in red below).

Striped Bass Quota Transfer

Start a quota transfer and send to the recipient

Instructions: The recipient has not accepted or declined this transfer and you can choose to revoke it at this time if you wish. Should you choose to revoke it, you must leave a reason as to why so the recipient can be informed about your decision.

Striped Bass Quota Transfer Details

Quota Year: 2018
 Transfer Type: In-Season
 Acknowledgement?: You acknowledged that you should not harvest any striped bass until this transfer is processed
 Transfer Amount: 1000 lbs
 Tag Sequence(s): 700001 - 700300
 Total Number of Tags: 300
 Permanent?: NO
 From License: 776655
 To License: 2222222
 Received: Dec 10, 2018 08:45
 Status Date: Dec 10, 2018 08:45
 Status: PENDING (waiting on recipient)
 Recipient Notes: None
 DNR Notes: None
 Revoke Reason?: I decided to keep my quota
 (500 characters maximum)

Cancel Revoke Transfer

You will be able to see that the transfer was revoked within your **“Quota Transfer History”** by selecting the **“View”** button under the **“Transfers”** in the **“Quotas”** drop-down menu (shown below).

Type	Perm?	Status	Status Date	Action
IN-SEASON	NO	REVOKED by sender	Dec 10, 2018 08:55	View
IN-SEASON	NO	REVOKED by sender	Dec 10, 2018 08:39	View

Note: In order to receive notification regarding status updates from the department for quota share transfers, you must have your mobile number and/or email address saved in your account preferences (see [Section 2](#)).

Step 2: Quota Transfer Accepted: If another waterman has started a quota transfer to you, you will receive a notification through FACTS™ stating that a quota transfer has been initiated to your license. You have the ability to accept or decline the transfer in your “**Quota Transfer History**” (shown below). If the recipient declines the transfer, no quota will be transferred and if the recipient accepts the transfer, the transfer is electronically sent to DNR for review.

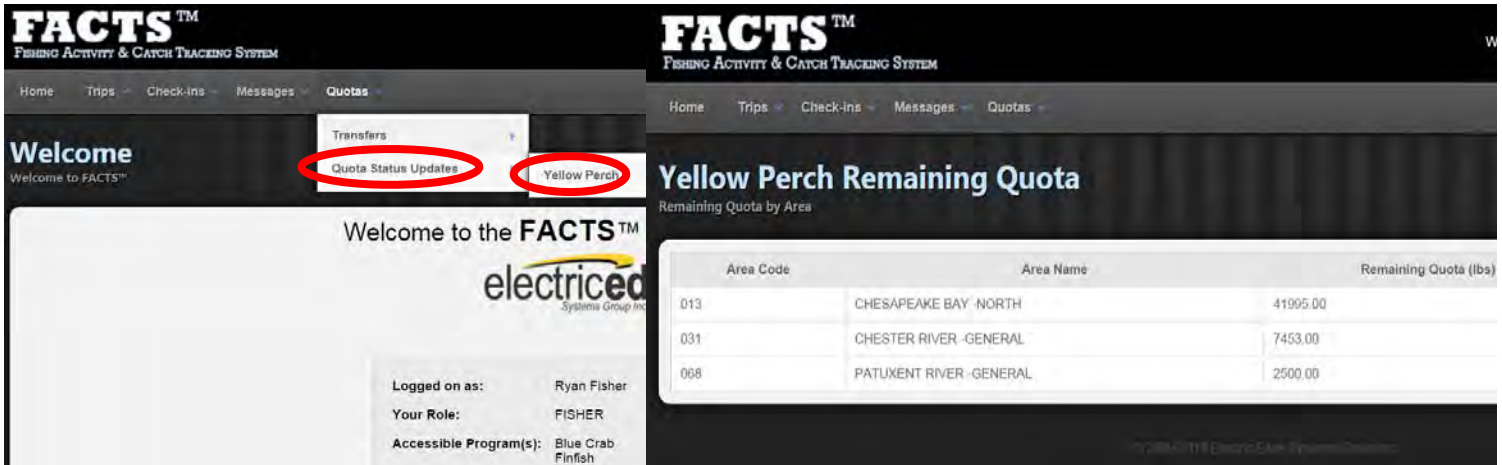
Step 3: Quota Transfer Reviewed/Accepted by DNR: If the recipient accepts the transfer, Maryland DNR must then review the transfer and either approve or reject the transfer within 2 business days of the transfer being accepted.

Step 4: Transferred Quota Available: If Maryland DNR accepts the transfer, it will be processed immediately in FACTS™. You will receive notification of an approval or rejection by Maryland DNR of a quota transfer and you will be able to view this status within your “**Quota Transfer History**” for any past transfer (shown below).

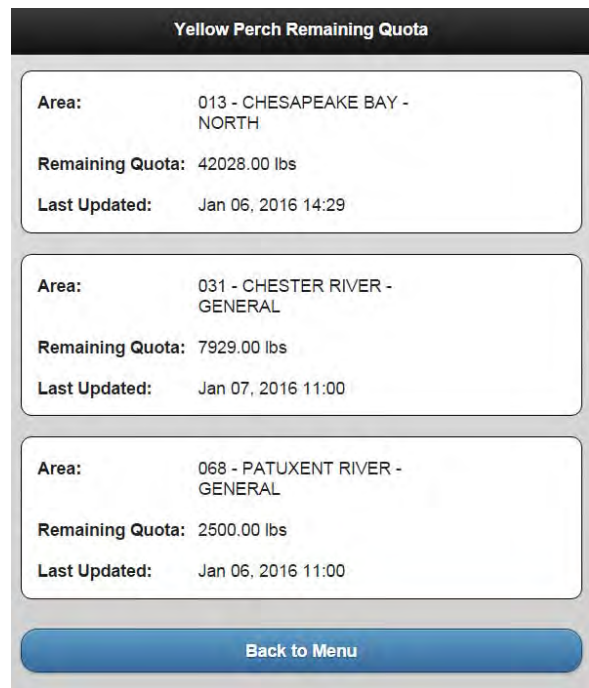
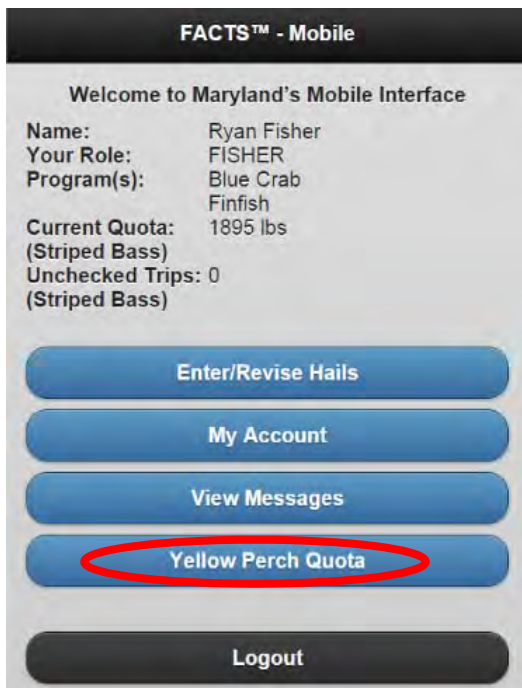
Viewing Current Quotas Information

Within FACTS™, you are able to view the most up to date quota information for individual fisheries. To view on the portal website, navigate to the “**Quotas**” drop-down menu and select the “**Quota Status Updates**” button. Then select the fishery you are interested in.

For example, to view the remaining yellow perch quota, select “**Yellow Perch**” under the “**Quota Status Updates**.”



To view the same information on the mobile site, click the “**Yellow Perch Quota**” button on the home screen.



13 – Harvest Verification

Built into the FACTS™ E-Reporting system are different methods to verify your reported harvest based on the fishery you are reporting for (see below).

Harvest verification could occur either through dealer reports or random dockside monitoring. If you sell your harvest to a dealer participating in the E-Reporting program, the report will be used to verify harvest that was reported in your trip end haul. Similarly, dockside monitors may randomly meet you at your landing location and observe the harvest you have collected for that day's fishing trip. **Your trip must have a trip end haul before harvest can be verified.** Both of these reports will require your confirmation using your username and password and will be visible in the trip details of your trip records, accessible under **"My Trips"** (refer to [Section 14](#) for complete guide). If you have any questions while working with a dockside monitor, please call the Helpline at 1-877-979-1820.

Striped Bass

Registered check stations serve as the harvest verification metric in the striped bass fishery. Check station operators will count and weigh your harvest and submit an electronic check-in report that you will review and sign off on before you leave the check station (red circle, image 1 below). **Trips must have trip end hauls in order to check-in harvest from those trips.** If checking in two trips worth of harvest (next day check-in flexibility), the check station will enter the total count and weight (lbs.) from these trips. You have until midnight the same day to go to the check station to revise your check-in report if an error is found. If it is after midnight the day of check-in, call the Helpline at 1-877-979-1820.

When you log in to your account after checking in your harvest with the check station, you will see a message notification (image 2 below) where you can view your check-in receipt (image 3 below) by selecting **"View Message List."** This receipt can also be texted and e-mailed to you using the contact information provided in your **"My Account"** settings. A record of these receipts is stored in FACTS™. You can look up these receipts by selecting the **"View Messages"** button on the mobile website or the **"Alerts & Notifications"** in the portal website.

Note: Check stations can only view what they count/weigh at their own station. They are not able to see how much striped bass allocation a FACTS™ participant has remaining.

Example Check-in Report

The image displays two overlapping screenshots from the FACTS E-Reporting system. The background screenshot is the 'Check-in Report' form, and the foreground is a mobile message notification.

Check-in Report Form (Image 1):

- Title:** Check-in Report 1
- Subtitle:** Submit a Striped Bass Check-in Report
- Instructions:** Fill in the check-in report details and have the fisher or their authorized representative enter their username and password to confirm they accept the details. When they are done, press the [Submit] button. NOTE: You can revise this report until midnight today, but you will need the fisher or their authorized representative present to provide their username and password to confirm the revised report.
- Check-In Details:**
 - Report Date: Dec 04, 2018 08:06
 - Check Station: FACTS Seafood
 - License No.: 2222222
 - Catch Count: 5 count
 - Catch Weight: 25 lbs
- Confirmation Details:**
 - Please have the license owner, or their authorized representative, enter their username and password to confirm the check-in details entered above.
 - Username: fisherryan
 - Password: [masked]
- Buttons:** Cancel, Send Check-in Report (circled in red)

Message Notification (Image 2):

- Title:** Message Notification 2
- Content:** You have 1 new message(s). This notice will show here until you go to your message list and view the new message(s).
- Buttons:** Close, View Message List (circled in red)

Message (Image 3):

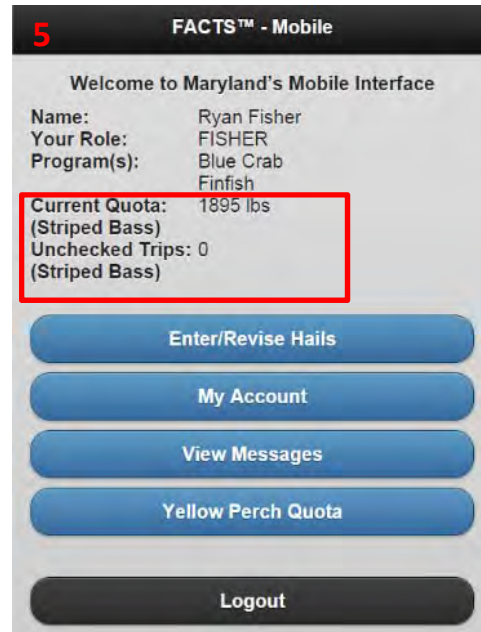
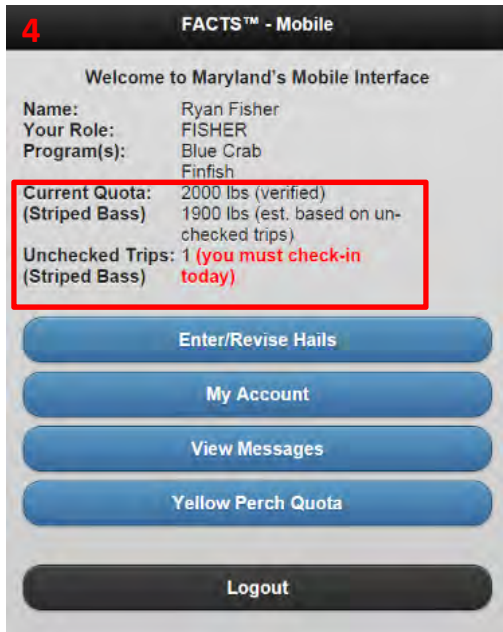
- Title:** Message 3
- Subject:** Check-In Report
- Message:** Checked at: D & D Seafood
Date: Jun 08, 2015
Confirmed by: Julie Fisher
Weight: 45
Count: 5
- Text:** Please view your Check-In Report History for full details.
- Button:** OK

Note: Before you check-in, you will see on your home page your current verified quota (based on harvest that has been checked in), how many unchecked trips you have, and if you have unchecked trips, your estimated quota (based on harvest lbs. entered in the trip end hail of unchecked trips) (image 4 below). **Estimated quota is just an estimate to help you gauge how much quota you have left if you have unchecked trips.** After checking in your harvest with the check station, your current quota will be your verified quota minus the lbs. that were checked in (image 5 below).

Example

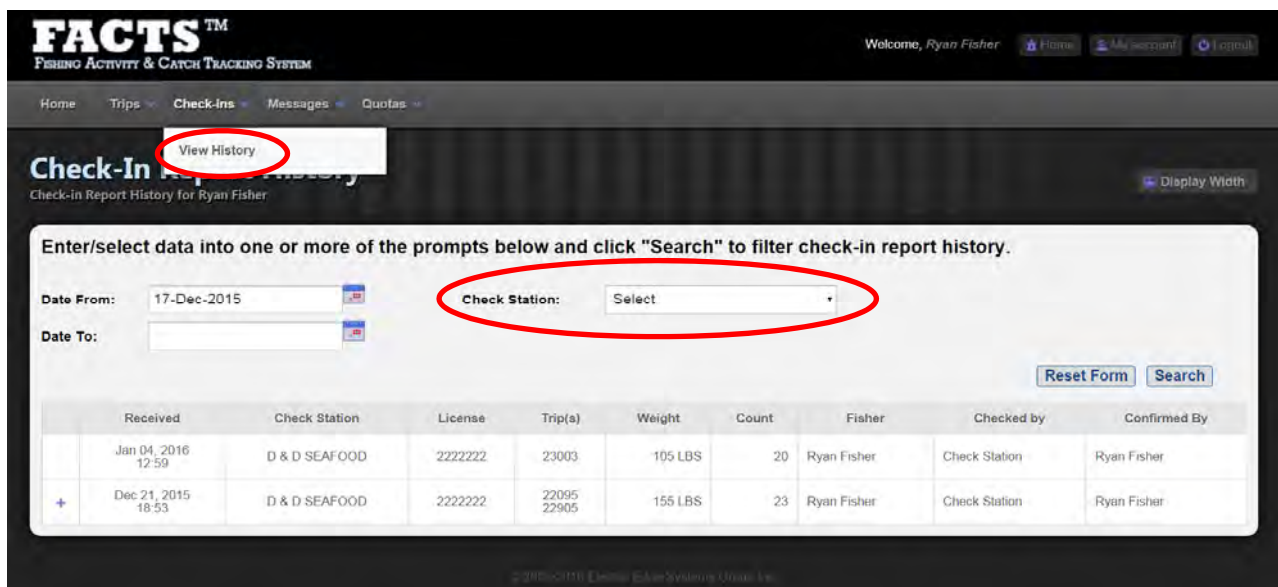
Before Checking In:
 Trip End Hail Estimated Harvest = 100 lbs.

After Checking In:
 Harvest Checked In = 105 lbs.



View Your Check-in History

You can view your check-in history by going to the Portal Website, maryland.fisheryfacts.com, and clicking on the “**Check-ins**” drop-down menu and selecting “**View History.**” You can refine your search by a date range and name of check station where you checked in your fish.



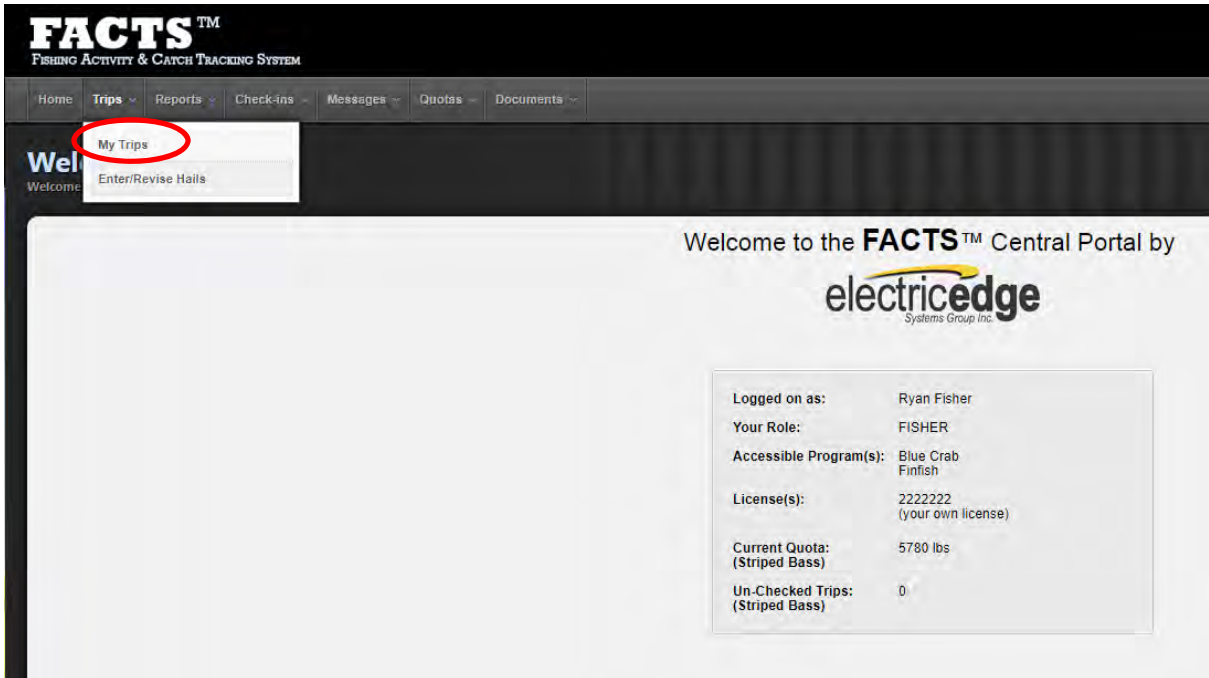
14 – How to Access Your Records and Messages

Accessing Your Records

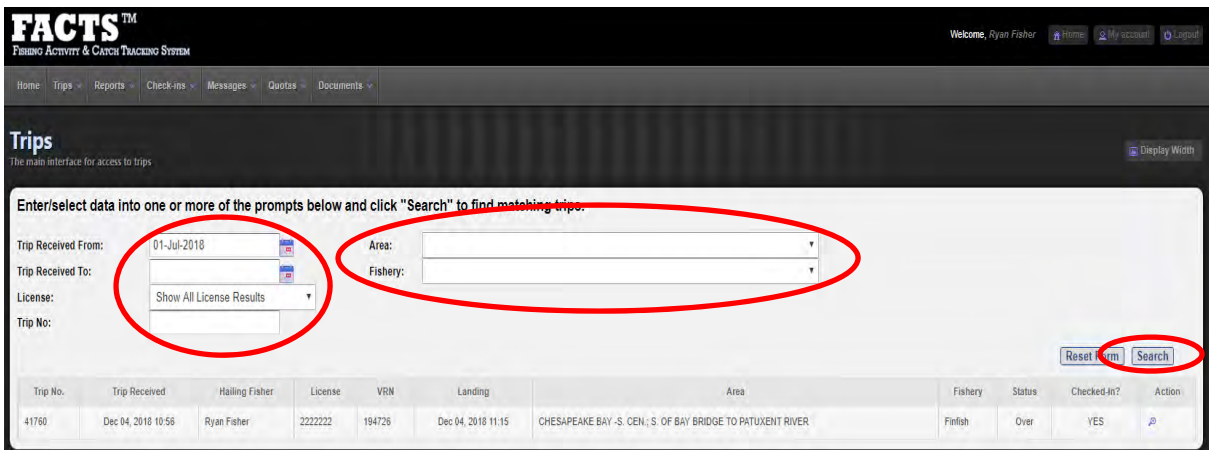
By accessing maryland.fisheryfacts.com on a computer via your username and password, you will be able to view past trip/harvest information or dealer reports in the “**Trips**” menu under “**My Trips**,” striped bass check-in history in the “**Check-ins**” menu, under “**View History**,” and past messages in “**Messages**.”

To view past trip and harvest information from each of your trips:

1. Click on the “**Trips**” menu tab in the top left corner of the page and select “**My Trips**” from the drop-down.



2. Initially, you will see all your trips. You can narrow your search results by selecting a specific date range, license fished, trip number, area you fished or fishery and then click “**Search**” (this is optional).



- To view the details of a particular trip, click on the magnifying glass icon in the “**Action**” column of the table.

License	VRN	Landing	Area	Fishery	Status	Checked-In?	Action
2222222	194726	Dec 21, 2015 14:30	CHESAPEAKE BAY -N. CENTRAL; N OF BAY BRIDGE TO WORTON PT.	Finfish	OVER		
2222222	194726	Dec 17, 2015 17:45	CHESAPEAKE BAY -N. CENTRAL; N OF BAY BRIDGE TO WORTON PT.	Finfish	OVER		
2222222	MD1234BC	Dec 14, 2015 18:30	N/A	Finfish	CANCELLED		
2222222	MD1234BC	Dec 14, 2015 18:00	TANGIER SOUND	Blue Crab	OVER	N/A	

Trip details will open in another browser tab displaying your trip information (when and where you landed) as well as your harvest information. On this same page, you will be able to see the check station report (striped bass), dealer report, or a possible dockside monitor report. If any of these reports have been revised, you can still view the original report (replaced) by clicking on the arrow in the circle on the right side of the header bar (red circle shown below), which will expand the hidden information that was replaced. To print the “**Trip Summary**” for your records, right click with you mouse on the webpage and select “**Print**” from the menu that pops up.

Trip Summary

Trip No: 22905 on vessel '123456789' with license 2222222 for fisher RYAN FISHER Display Width Close

Trip No: 22905 Trip Status: **ACTIVE** Received: 21-Dec-2015 at 18:44 Fishery: Finfish

TRIP START HAIL(S)

TRIP START HAIL 1

Received: Dec 21, 2015 18:44 License: 2222222 VRN: 123456789 Gear Type: POUND NET - FISH Crew Count: 1

Land Loc.: 456 Water Road Crisfield, Maryland, 12345 Land Time: 19:45

TRIP END HAIL(S)

TRIP END HAIL 1

Received: Dec 21, 2015 18:44 License: 2222222 VRN: 123456789 Crew Count: 1 Area: CHESAPEAKE BAY -N. CENTRAL; N OF BAY BRIDGE TO WORTON PT.


Land Loc.: 456 Water Road Crisfield, Maryland, 12345 Land Time: 19:45

Gear Type: POUND NET - FISH Count of Nets: 3 Soak Time: 4 days

Harvest Details

Species	Disposition	Quantity
STRIPED BASS	SOLD – dealer/packer	156 LBS 23 COUNT

CHECK-IN REPORT(S)

CHECK-IN REPORT 1.(REPLACED) 

CHECK-IN REPORT 2

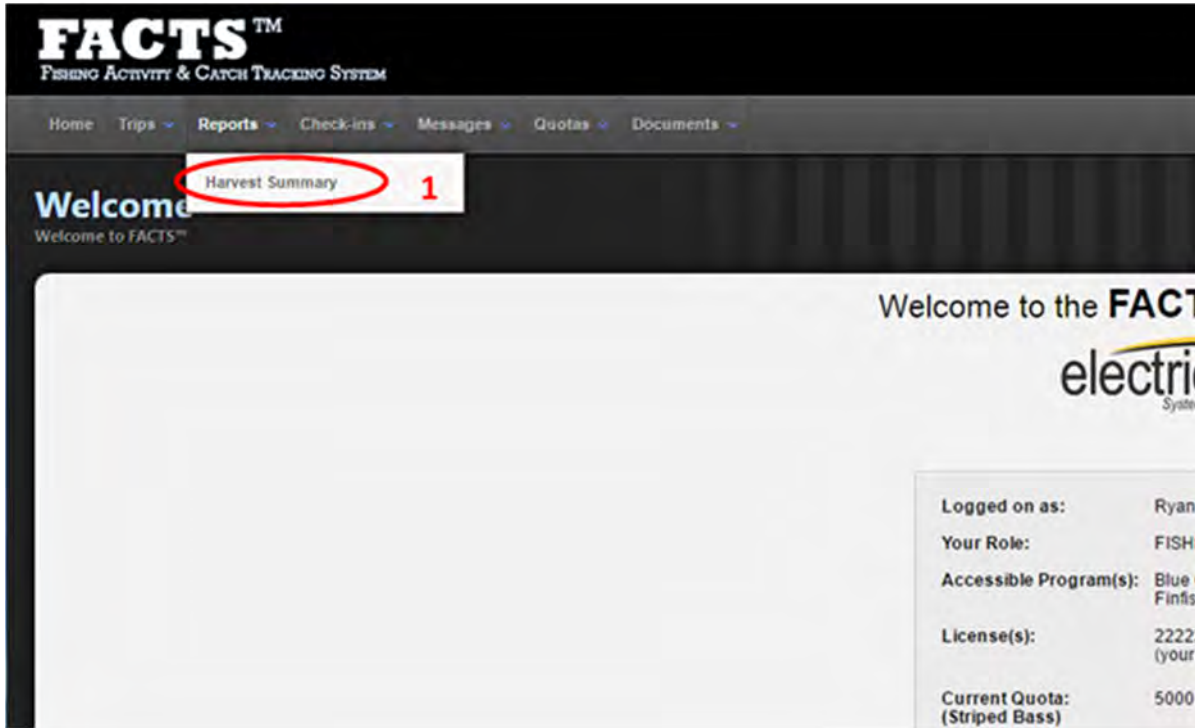
Received: Dec 21, 2015 18:53 License: 2222222 Trip(s): 22095, 22905 Weight: 155 LBS Count: 23

Check Station: D & D SEAFOOD Checked by: Check Station Fisher: Ryan Fisher Confirmed by: Ryan Fisher

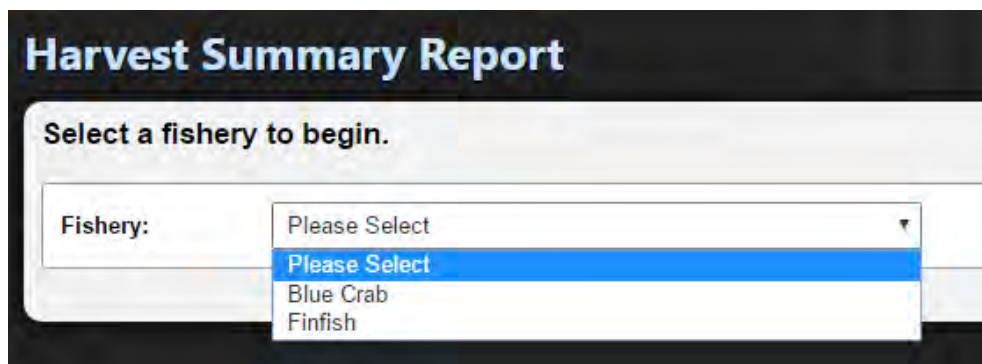
You can also view your entire catch history for blue crab and finfish by accessing maryland.fisheryfacts.com on a computer via your username and password.

To view your past harvest summary:

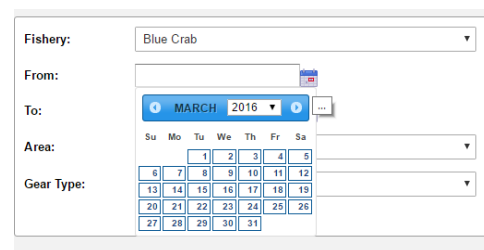
1. Click on the **"Reports"** menu tab at the top of the page and select **"Harvest Summary"** from the drop down.



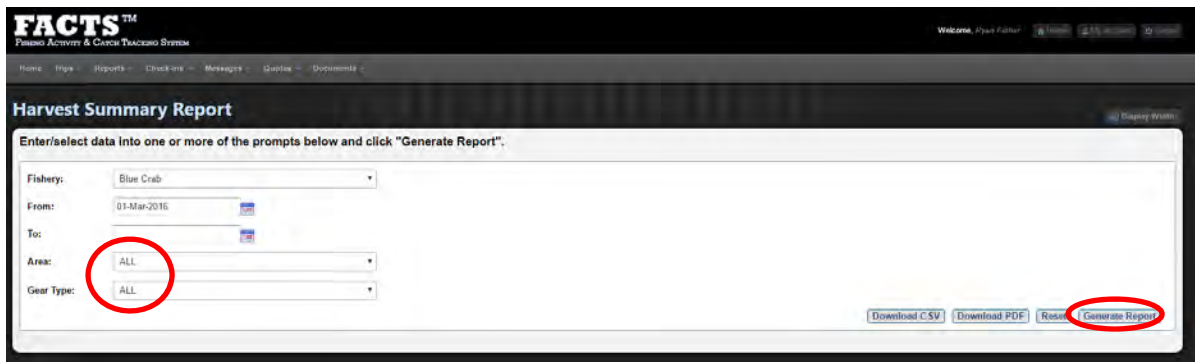
2. Next, select the fishery that you are trying to view the harvest summary for (**"Blue Crab"** or **"Finfish"**).



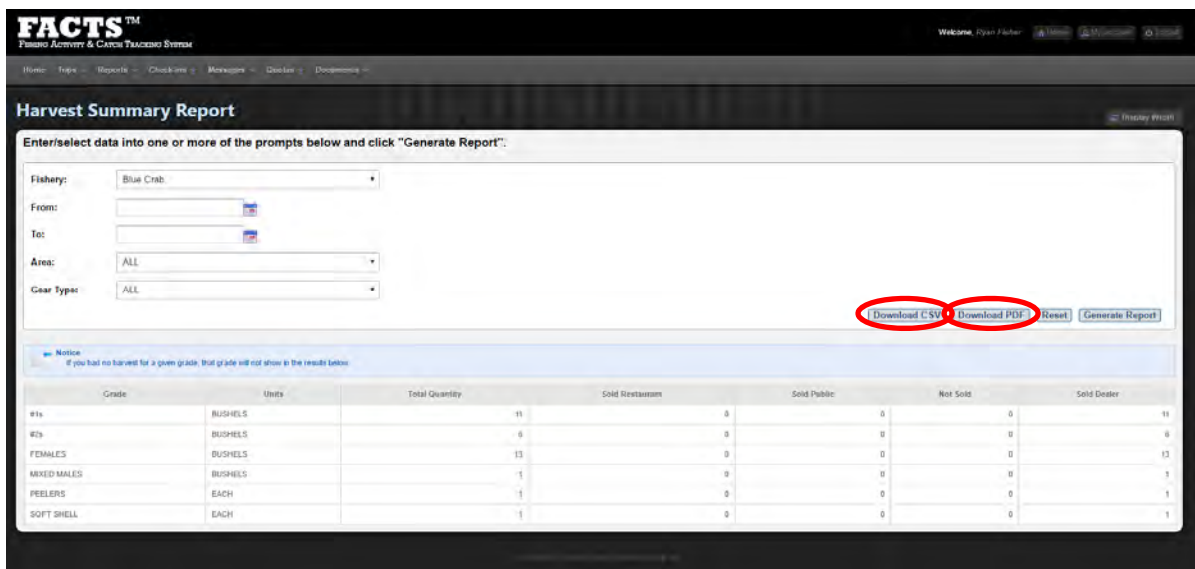
3. You will then be able to select a date range of the harvest history you wish to view, as well as the harvest for a specific gear type or area fished. If you want to view trips since a date, select that date in the **"Trip Received From:"** field and leave the **"Trip Received To:"** field blank. A different date than the **"Date From:"** field must be selected in the **"Date To:"** field if not left blank.



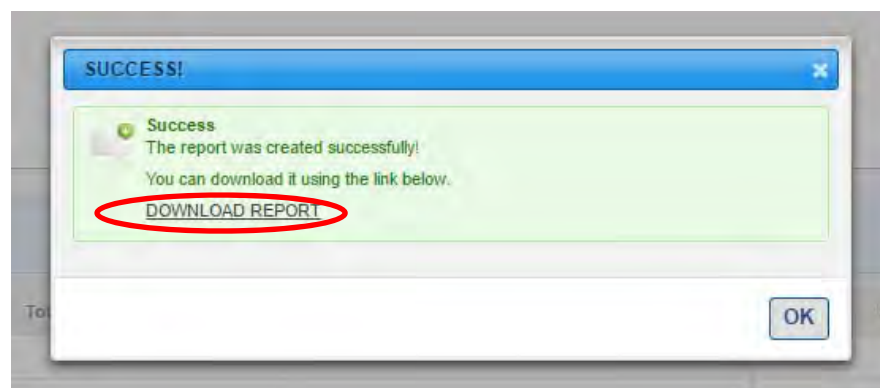
If you wish to view your entire harvest summary for a given date range, leave the **“Gear Type”** and **“Area”** fields filled in with **“All”**, and select **“Generate Report”** at the bottom right of the page.



After generating the report, your harvest summary will be displayed below the search criteria fields.



You will then be able to download and save a copy of this report for your records as either a CSV spreadsheet file or a PDF by clicking the respective download button above (circled in red). A green **“Success”** box will pop up where you can download the report and save it to your computer



Accessing Your Messages

To view messages on the portal website, navigate to the **“Messages”** button. You can view a history of check-in receipts (striped bass), messages from Maryland DNR, and notifications of future updates to FACTS™ by selecting the **“Messages”** and then **“View History”** options. You can search past messages using a specific date range.

The screenshot shows the FACTS™ Central Portal interface. At the top, there is a navigation bar with 'Home', 'Trips', 'Check-ins', 'Messages', and 'Quotas'. The 'Messages' menu is expanded, and the 'View History' option is circled in red. Below the navigation bar, there is a 'Welcome' section with a 'View History' button. The main content area displays the user's profile information:

Logged on as:	Ryan Fisher
Your Role:	FISHER
Accessible Program(s):	Blue Crab Finfish
Current Quota: (Striped Bass)	1895 lbs
Un-Checked Trips: (Striped Bass)	0

Below the profile information, there is a note: "To view information about your trips, click the *Trips* menu item."

To view on the mobile site, click **“View Messages”** on the home screen.

The screenshot shows the Maryland's Mobile Interface home screen. It displays the user's profile information:

Welcome to Maryland's Mobile Interface

Name: Ryan Fisher
Your Role: FISHER
Program(s): Blue Crab
Finfish
Current Quota: 1895 lbs
(Striped Bass)
Unchecked Trips: 0
(Striped Bass)

Below the profile information, there are several buttons: "Enter/Revise Hails", "My Account", "View Messages" (circled in red), "Yellow Perch Quota", and "Logout".

The screenshot shows the "View Messages" search interface. It includes a search form with "Date From:" (2015-04-14) and "Date To:" (2015-12-21) fields, and buttons for "Search", "Reset Form", and "Back to Menu". Below the search form, there is a table of messages:

Sender	Subject	Message	Read?	Date Sent
SYSTEM	Check-In Report	view message	YES	2015-Oct-21 9:09AM
SYSTEM	Check-In Report	view message	YES	2015-Oct-06 11:45AM
SYSTEM	Check-In Report	view message	YES	2015-Oct-06 11:35AM

15 – How to Troubleshoot, Get Assistance and Provide Feedback

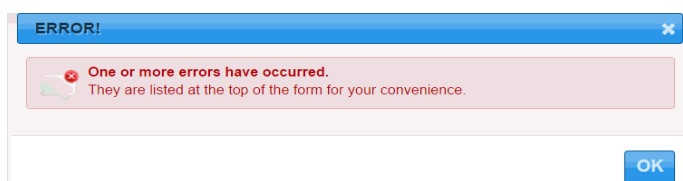
If you ever encounter an issue while reporting, have a question or concern, or would just like to provide feedback on the FACTS™ E-Reporting system or process, please call the Helpline at **1-877-979-1820**. This toll-free helpline is staffed by a member of the electronic reporting team 24/7. If your call happens to be directed to an answering machine, please leave your name, phone number and a short message describing the problem or feedback, and someone will return your call shortly.

Additional E-Reporting information and training videos can be found at dnr.maryland.gov/fisheries/Pages/e-reporting/index.aspx

Below are some commonly encountered problems and how you can go about resolving them.

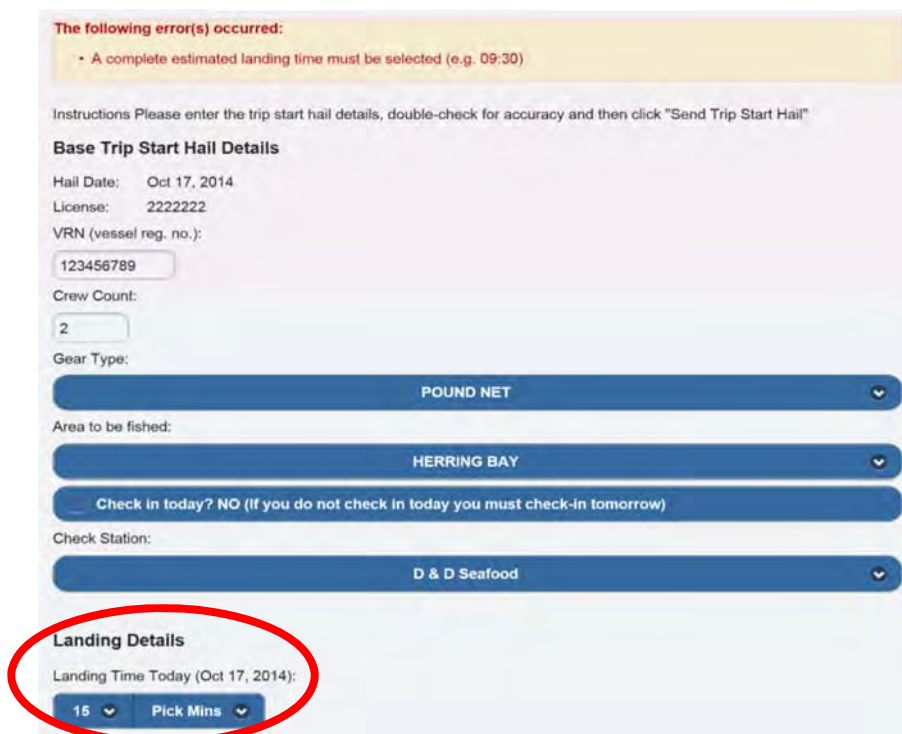
Error Message When Submitting a Trip Hail

If you encounter an error or have incomplete data when trying to submit a trip hail, FACTS™ will display an error message in a red box.



Click "**OK**" and FACTS™ will provide instructions as to where the error occurred and how to fix the error.

Instructions will be listed at the top of the page in a red box. An example of an error message is shown below.

A screenshot of the FACTS™ E-Reporting form. At the top, there is a yellow error message box that says "The following error(s) occurred:" followed by a red bullet point: "A complete estimated landing time must be selected (e.g. 09:30)". Below this is a section titled "Base Trip Start Hail Details" with fields for Hail Date (Oct 17, 2014), License (2222222), VRN (123456789), Crew Count (2), and Gear Type (POUND NET). There are also dropdown menus for "Area to be fished" (HERRING BAY), "Check in today? NO (if you do not check in today you must check-in tomorrow)", and "Check Station" (D & D Seafood). At the bottom, there is a "Landing Details" section with a "Landing Time Today (Oct 17, 2014):" field. The "15" dropdown and the "Pick Mins" dropdown in this section are circled in red.

Once all errors have been corrected on the form, click the "**Send**" button at the bottom of the page. If errors still occur, FACTS™ will display another red error box with instructions; if no errors occurred, FACTS™ will display a green box stating that the trip hail was submitted successfully.

Device or Reporting Problems

If you encounter a problem with reporting your harvest using FACTS™, you can call the toll-free Helpline at 1-877-979-1820 for assistance.

Forgetting Passwords

If you have forgotten your password, you can retrieve your password by answering your security question using the web interface (smartphone or tablet), or by contacting the Helpline (toll free 1-877-979-1820).

If you have set up your security question in “**My Account**” you can retrieve your password by selecting “**Forgot Password?**” on the home page of the mobile or portal website. You will be prompted to answer the security question. If you answer the question correctly, your password will be shown to you on the screen.

Forgetting to Report Daily Harvest

If you have forgotten to start a daily trip and report harvest for the day, you can still submit your daily harvest up until midnight of the night of your trip, or for striped bass, up until you check-in your harvest if you are checking in your harvest for the day. In the instance that you don’t submit your harvest report via FACTS™ during the day of harvest, you will have to follow the procedures outlined in the “**Alternative Reporting Methods**” section, below.

If you forget to submit a trip end hail and harvest information before midnight, you must fill in the missing trip end hail form that appears when you go to start a new trip. You must submit all missing trip end hails from all fisheries before starting a new trip in any fishery. A missing trip end hail notification will display and direct you to fill in the required information (refer to [Section 11](#)).

Alternative Reporting Methods

If your problem cannot be resolved during the day of harvest, then you should call the Helpline and let the support staff know about the problem and document any harvest that you are unable to report using the paper report until the problem can be resolved. A Maryland DNR representative will contact you to collect any harvest information that you could not submit electronically. You will not be submitting the paper report to DNR but will be using it to provide the DNR representative with your accurate harvest details for back-entry. Paper forms are provided for your convenience at:

dnr.maryland.gov/fisheries/Pages/e-reporting/index.aspx

Regulation Issue or Question

If you have a regulation issue or question, please contact Jacob Holtz with the Maryland Commercial Regulations Group at the phone number or email listed below:

Phone Number: 410-260-8262

Email: jacob.holtz@maryland.gov