

Central Collection Unit

FitAgent Portal



DEPARTMENT OF BUDGET
AND MANAGEMENT

Learning Objectives & Terminology

- Log into the Debt Manager FitAgent Portal
 - Access debt accounts for review
 - The FitAgent Portal will replace the Creditor Portal
- **Creditor**-A Creditor is a State of Maryland affiliated enterprise or organization that refers delinquent accounts to the CCU. Creditors are state agencies, independent boards, commissions, colleges, universities, divisions, subdivisions, or sections (Previously referred to as Client).

CCU Fit Agent Link

**Access the portal by entering the
following URL**

<https://ccufitportal.ccu.md.gov/debtmanager/fitagent/#/login>


Debt Manager FitAgent Portal


C&R Software
Collections & Recovery Simplified

Enter your
Username
and Password
then click **Log
in**

Log in to Debt Manager FitAgent™

User name Password



Remember me 

Organization Sites & Resources



Select the appropriate link to access the CCU Web Forms, MOVEit server, or the CCU Home Page.

The screenshot displays the Debt Manager FitPortal™ interface. The top navigation bar includes "Settlements" and "Review Requests" links, a search bar, and an "Advanced Search" button. The main content area is divided into three sections:

- Manage Queues:** Contains the text "Here you will see a list with your queues once added." and a red "X" icon.
- Organization Sites:** Contains two links: "CCU Web Forms" and "Upload files to the MOVEit server". Yellow arrows point to these links from the text on the left.
- Resources:** Contains one link: "DBM Homepage". A yellow arrow points to this link from the text on the left.

On the right side of the interface, there is a "Messages" section with the text "You have no messages." and a large red "X" icon.

Debtor Search



Select "Advanced Search".

You have the option to search on any one or more of the fields. Enter search criteria

- Creditor Reference Number
- Debtor first name, last name
- Account Number
- Debtor number

Click "Search".

Debt Manager FitPortal™ ~~Events~~ ~~Requests~~ Advanced Search

Manage Queues Messages

Here you will see a list with your queues once added.

Organization Sites

CCU Web Forms [Upload files to the MOVEit server](#)

Resources

DBM Homepage

First name

Last name

Business name

Commercial contact name

Phone

SSN/EIN

Address Line 1

ZIP

Account number

Debtor number

Creditor Reference

Creditor Ext. Ref. Id

Legacy

Reset

Cancel

CCU Accounts



Search Results



Filters

Country

United States

State

-- Select State --

City

Creditor

Reset

Click

Click

Showing results for First name: john Last name: smith

Page 1 of 64



190 items found

SMITH, JOHN L. (8691146)

Workgroup Collection Pool

SSN XXX-XX-7692 DOB 12/23/1977 Phone 240-321-5798 Address MOUNTAIN LAKE PA, MD

Account	Ownership	Creditor	External Reference Identifier	Balance
7244133	Primary	MVA INSURANCE LAPSE DEFAULT		\$140.40

Click

SMITH, JOHN L. (8691146)

Workgroup Collection Pool

SSN XXX-XX-7692 DOB 12/23/1977 Phone 240-321-5798 Address MOUNTAIN LAKE PA, MD

Account	Ownership	Creditor	External Reference Identifier	Balance
9009833	Primary	MVA INSURANCE LAPSE DEFAULT		\$635.26

SMITH, JOHN L. (8691146)

Workgroup Collection Pool

SSN XXX-XX-7692 DOB 12/23/1977 Phone 240-321-5798 Address MOUNTAIN LAKE PA, MD

Account	Ownership	Creditor	External Reference Identifier	Balance
1836458	Primary	MVA INSURANCE LAPSE DEFAULT		\$0.00

Page 1 of 64



Close

- View of accounts submitted by your agency for the specific debtor.
- Select the account you would like to view

Agent Console



View account tags, payment arrangements, financial transactions, communication with debtor

Click to view all tab names

Agent Console ...

Debtor 8691146 : JOHN L. SMITH JR ...
Account : 9009833

Skip Trace Workgroup

Home
240-321-5798

0
Contacts

Account And Payment Arrangement

Broken Promise MVA PLAN MVA PMD Account Has Been Certified... Skip Trace Review MORE

Tags

Account 9009833

Last promise schedule broken on 08/16/2025

MVA INSURANCE LAPSE DEFAULT
External Reference Identifier

Payoff Balance [\\$635.26](#)
Last payment of \$158.81 on 05/18/2025

Interest undefined%
Interest paid to date \$0.00

Historical Schedules (1) 24mo ago

Now Legend

Payment/Promise - Rapid Understanding Zone

Current Debtor has no **active** schedules for this Account
Here you will see the Schedule installments, once the Schedule is created

Most Recent Financial Transactions

Financial Transactions

Id	Entered	Amount	Type	Status
> 19491485	05/18/2025	\$158.81	Payment	✓
> 10695839	03/23/2021	\$1,610.00	Payment	✓
> 16018123	09/18/2017	\$29.25	Adjustment	✓

Go to Financial Center

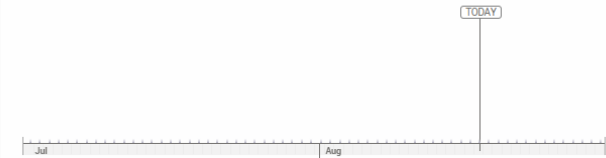


Payment

Communication Heartbeat

Last and Current Month
Legend

Dates



Recent Verbal Communication

No verbal communication within the last and current month.

Recent Written Communication

No written communication within the last and current month.

Go to Communication Center

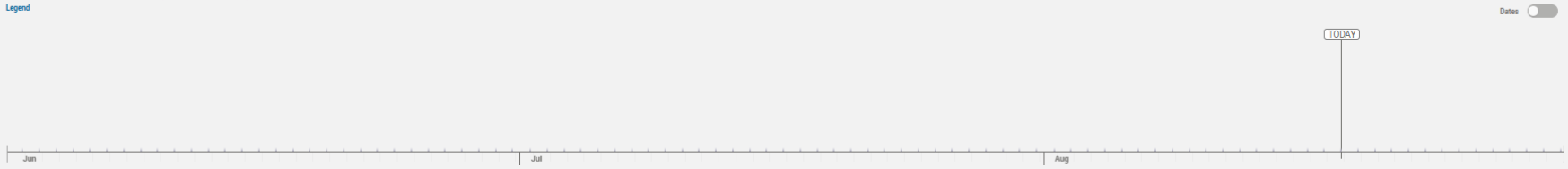
Communication Center



Communication Center

Debtor 8691146: JOHN L. SMITH JR | Account 9009833

Communication Heartbeat (Last 3 months)



[View all Historical Events](#)

Verbal Communication

No verbal communication to date.

Written Communication

Sent Pending

No written communication to date.



Financial Center



- Agent Console
- Communication Center
- Financial Center
- Debtor Profile
- Debtor Contacts
- User Defined Pages
- Review Requests
- Media Library

Financial Center

Debtor 8691146: JOHN L. SMITH JR | Account 9009833

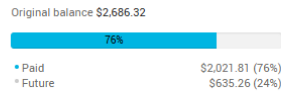
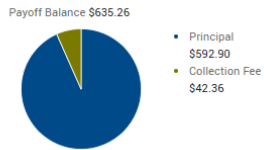
Payment Arrangements



Account

Account 9009833
Last payment of \$158.81 on 05/18/2025

ICD - MVA INSURANCE LAPSE DEFAULT
External Reference Identifier



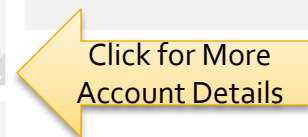
Financial Transactions

6 items found

Id	Entered	Amount	Type	Status
> 19491485	05/18/2025	\$158.81	Payment	✓
> 19491484	05/18/2025	\$35.10	Payment	✓
> 10695839	03/23/2021	\$1,610.00	Payment	✓
> 16018123	09/18/2017	\$29.25	Adjustment	✓
> 8156258	05/03/2016	\$511.00	Payment	✓
> 8156257	05/03/2016	\$86.87	Payment	✓

Show Ext. Ref. Id Addl. Ext. Ref. Id

Page 1 of 1



Payment Arrangement

Account is not on a Payment Schedule.

Debtor Profile

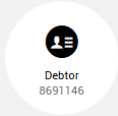


Debtor Profile

Debtor 8691146: JOHN L. SMITH JR | Account 9009833

Profile **X** Payments

Identity



Personal Information

Name JOHN L. SMITH JR
DOB 12/23/1977
SSN ***-**-7692
Email maryartice03@gmail.com

Address

Current 87 EDGEWOOD DR APT 3
MOUNTAIN LAKE PA MD 21550
United States

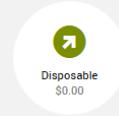
Identifiers

Legacy Id 1047309

Phone numbers

Home 240-321-5798

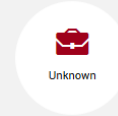
Financials



Monthly Finances

\$0.00 Incoming \$0.00 Outgoing \$0.00 Disposable \$0.00

Employments



No current employments

No employment available



Debtor Contacts



- <
- Agent Console
- Communication Center
- Financial Center
- Debtor Profile
- Debtor Contacts
- User Defined Pages
- Review Requests
- Media Library

Debtor Contacts

Debtor 8691146: **JOHN L. SMITH JR** | Account 9009833



User Defined Pages



User Defined Pages

Debtor 9049555: DONALD DEICKMAN | Account 26357304

Select the User Defined Page you wish to see or modify

Debtor Account

Click

Vehicle Account Information (1)

Click

Refresh

Preview/modify this User Defined Page

Vehicle Account Information

MVA-Lapse Start	01/30/2023
MVA-Vehicle Make	FORD
EZPASS-Vehicle Tag	
EZPASS-Toll Location	
EZPASS-NSF Fee	
EZPASS-Vehicle Body	
MVA-Lapse End	04/30/2023
MVA-Vehicle Title	54264650
EZPASS-Date Infraction	
EZPASS-Toll Fee	
EZPASS-VIN #	
EZPASS-Other	
MVA-Vehicle Year	1994
MVA-VIN #	2FTEF15N8RCA14944
EZPASS-Time Infraction	
EZPASS-Citation Fee	
EZPASS-Vehicle Make	

Review Requests



Consumer Review Requests

Debtor 9049555: DONALD DEICKMAN | Account 26357304

PENDING (0)
for your or others review

ANSWERS (0)
to your or others requests

WAITING FOR ANSWER (0)
to your or others requests

WORKED (0)
by you or others

Show my review requests only



There are no requests available

Media Library



- Agent Console
- Communication Center
- Financial Center
- Debtor Profile
- Debtor Contacts
- User Defined Pages
- Review Requests
- Media Library

Media Library

Debtor 8691146: **JOHN L. SMITH JR** | Account 9009833

Debtor Account

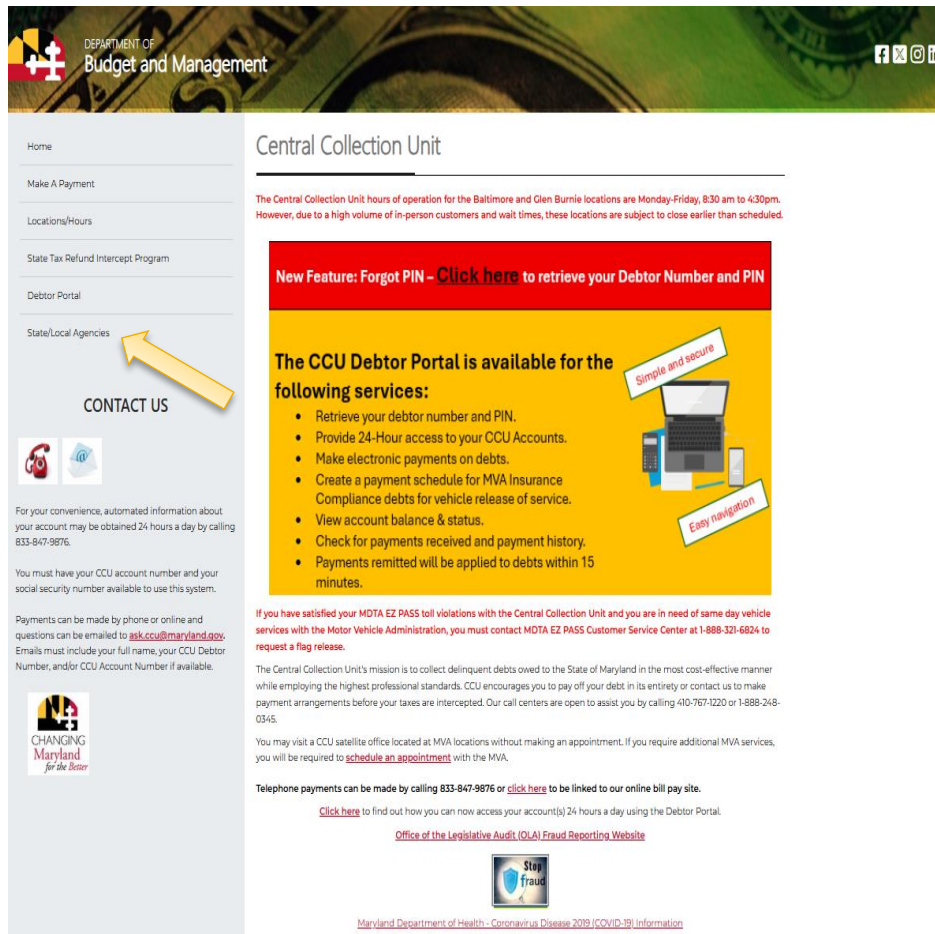
Filter All

Received	File Name	File Description	File Type
No media files available			



CCU WebSite

You'll find key creditor information by clicking the State/Local Agencies tab on the CCU website.



The screenshot shows the website header for the Department of Budget and Management, with social media icons for Facebook, Twitter, YouTube, and LinkedIn. A navigation menu on the left includes links for Home, Make A Payment, Locations/Hours, State Tax Refund Intercept Program, Debtor Portal, and State/Local Agencies. An orange arrow points to the State/Local Agencies link. Below the menu is a 'CONTACT US' section with phone and email icons, contact information, and a 'CHANGING Maryland for the Better' logo.

Central Collection Unit

The Central Collection Unit hours of operation for the Baltimore and Glen Burnie locations are Monday-Friday, 8:30 am to 4:30pm. However, due to a high volume of in-person customers and wait times, these locations are subject to close earlier than scheduled.

New Feature: Forgot PIN – [Click here](#) to retrieve your Debtor Number and PIN

The CCU Debtor Portal is available for the following services:

- Retrieve your debtor number and PIN.
- Provide 24-Hour access to your CCU Accounts.
- Make electronic payments on debts.
- Create a payment schedule for MVA Insurance Compliance debts for vehicle release of service.
- View account balance & status.
- Check for payments received and payment history.
- Payments remitted will be applied to debts within 15 minutes.

Simple and secure

Easy navigation

If you have satisfied your MDTA EZ PASS toll violations with the Central Collection Unit and you are in need of same day vehicle services with the Motor Vehicle Administration, you must contact MDTA EZ PASS Customer Service Center at 1-888-321-6824 to request a flag release.


The Central Collection Unit's mission is to collect delinquent debts owed to the State of Maryland in the most cost-effective manner while employing the highest professional standards. CCU encourages you to pay off your debt in its entirety or contact us to make payment arrangements before your taxes are intercepted. Our call centers are open to assist you by calling 410-767-1220 or 1-888-248-0345.

You may visit a CCU satellite office located at MVA locations without making an appointment. If you require additional MVA services, you will be required to [schedule an appointment](#) with the MVA.

Telephone payments can be made by calling 833-847-9876 or [click here](#) to be linked to our online bill pay site.

[Click here](#) to find out how you can now access your account(s) 24 hours a day using the Debtor Portal.

[Office of the Legislative Audit \(OLA\) Fraud Reporting Website](#)



[Maryland Department of Health - Coronavirus Disease 2019 \(COVID-19\) Information](#)

State/Local Agency Page

State/Local Agency Instructions:

Creditors must utilize the MOVEit server to submit debt referrals or any other requests that contain PII information. CCU is unable to read encrypted information and/or accept unencrypted PII that comes through Service Now.

To use CCU's Electronic Excel Referral File for submitting a bulk file (more than 10 debtors) to CCU at one time, please follow these instructions:

1. Complete CCUs [Referral File Template](#)

• Referring an interest-bearing account? **The interest rate must be entered as noted below or the file will be rejected, and your agency will be contacted to make the necessary corrections.**

- Value with (xxx) or without the decimal (x).
- Min/max range for the interest rate field (i.e. interest rate range of 1% to 18%)
- Example - a value entered as 5.00 or 5 will translate to 5%.

2. Excel File must be saved in .XLS format

3. All files must also be saved/submitted using the CCU standard file naming convention below:

• Debt referral files

➤ Manually created file

✓ **CCU_REF_creditorshortname_yyyyymmdd_senderA.extension**

Where senderA is the first initial, last name, and sequence identifier for the person sending the file and is used when a sender may send multiple files on the same day.

✓ **Examples:** CCU _ REF _ DBMOPSB _ 20190306 _ tbarteeA.txt
CCU _ REF _ DBMOPSB _ 20190306 _ tbarteeB.txt
CCU _ REF _ DBMOPSB _ 20190306 _ tbarteeC.txt

• Electronically created file format:

✓ **CCU_REF_creditorshortname_yyyyymmdd_hhmmssss.extension**

✓ Example: CCU _ REF _ DBMOPSB _ 20190306 _ 13010103.xls

• Adjustment files

➤ Manually created file format

✓ **CCU_ADJ_creditorshortname_yyyyymmdd_senderA.extension**

Where senderA is the first initial, last name, and sequence identifier for the person sending the file and is used when a sender may send multiple files on the same day.

✓ **Examples:** CCU _ ADJ _ UMUCNDSL _ 20190225 _ fmaddoxA.xls
CCU _ ADJ _ UMUCNDSL _ 20190225 _ fmaddoxB.xls
CCU _ ADJ _ UMUCNDSL _ 20190225 _ fmaddoxC.xls

➤ Electronically created file format

✓ **CCU_ADJ_creditorshortname_yyyyymmdd_hhmmssss.txt**

✓ **Example:** CCU_ADJ_UMUCNDSL_20190225_10201505.txt

• Backup Documentation files

➤ **Format:**

✓ **CCU_BKU_creditorshortname_yyyyymmdd_creditorreferencenumberA.extension**

Where **creditorreferencenumber** is the debtor's creditor reference number assigned by the agency and A represents a sequence identifier for multiple debts.

✓ **Examples:** CCU _ BKU _ UMUCNDSL _ 20190225 _ 12345A.pdf
CCU _ BKU _ UMUCNDSL _ 20190225 _ 12345B.pdf
CCU _ BKU _ UMUCNDSL _ 20190225 _ 12345C.pdf

4. Do **NOT** remove any columns/fields that are not being used (leave blank)

5. Upload the file to the [MOVEit server](#).

Files submitted in the following incorrect format and/or not using the correct CCU file naming convention *will be returned* to your agency for correction:

- Word Document
- PDF file
- Excel file saved as an .XLXS
- CSV file

Reference Documents

- [Data Dictionary](#)
- [CCU Online Web Forms Training Guide](#)
- [CCU Creditor Portal Training Guide](#)

Forms

- [MOVEit Server Request Form](#)
 - Please complete all highlighted fields noted on the form as appropriate for your agency or agency individuals. Please create a Service Now ticket to have the signed form processed. Credentials will be provided through an encrypted email from DoIT.
- [New Creditor Request Form](#)

Access

- [CCU Creditor Portal](#)
- [CCU Web Forms](#)