



MAIA Training Update

April 1, 2021

Online OOS Reciprocal Suspension Clearance Request

Customers can now submit their clearance documents related to an out of state violation through their account on the Online Service Center at [Mass.Gov/RMV](https://www.mass.gov/rmv). Documents can be uploaded via the **“Submit Out Of State Reciprocal Suspension Clearance Request”** transaction, and a work item will be generated and forwarded to a dedicated team for review. Customers will receive an email after they submit documents letting them know that they will receive a response within 3-5 days.

Acceptable documents include Clearance Letters or documents from another state’s DMV or licensing authority that show proof of clearance or compliance of all outstanding obligations with that state. The team will review the documentation and respond to the customer via email if the documentation provided:

1. Is sufficient and the reciprocal suspension requirement has been met
OR
2. Is inaccurate or insufficient to meet the suspension requirement

If the suspension requirement has been met, the customer will receive a confirmation email with a payment link.