



STATE OF MICHIGAN
DEPARTMENT OF STATE
LANSING

MEMORANDUM

DATE: January 14, 2021
TO: Teen Driver Education Providers
FROM: Driver Education and Testing Section
Business Compliance & Regulation Division
Office of Investigative Services

SUBJECT: **Important News** – Customer and Automotive Records System (CARS)



As a reminder, a major shift impacting scheduling and reporting of Segment 1 and Segment 2 course results launches March 16, 2021 and it is critical that your organization is aware of these changes.

- Teen driver education providers will be required to use CARS e-Services to submit course schedules, enroll students, and to report course completion results (replacing the DES-101 Program Request and DES-102 Program Completion reports).
 - This is a requirement for all teen driver education providers. Not using e-Services may prevent you from being able to continue as a driver education provider.
- Both Segment 1 and Segment 2 courses should be scheduled in e-Services at least 10 days prior to the start of the course, and course results should be reported in e-Services within 10 days of the course completion.
- Providers can register students for a course any time after the course has been created.
- If a provider needs to revise a course date, classroom location, and/or course instructor due to a weather delay or other unforeseen event, the provider must update the course information through e-Services as soon as it is determined a change is required.
- Driver education providers will create an account for CARS e-Services through MILogin.
 - If providers do not currently have a MILogin account, they can create an account today.
 - Providers can create an account by going to <https://dsvsesc.sos.state.mi.us/TAP/> and selecting “Drivers Education Services”, followed by the “Provider Login” option. Additional information on creating a MILogin and the steps to link the provider business to the account is available in this [guide](#).
- For Segment 1 courses:
 - CARS verifies the student is over 14 years and 8 months old, and under 18 years old, based on the information the provider enters.
 - Providers must report the classroom and behind-the-wheel results in e-Services within 31 days from the last day classroom instruction was provided.
 - Beginning March 16, 2021, students who successfully complete the Segment 1 course will visit a Secretary of State branch office with the same requirements they do today. New to this process, these customers will pay a \$25 driver’s license fee, have their photo taken, and receive a **hard card** GDL Level 1 license in the mail within 60 days.

- For Segment 2 courses:
 - CARS verifies the student's driver's license number, date of birth, and that the student has held their GDL level 1 license for three consecutive months.
 - Providers must report the course results in e-Services within 10 days from the last day classroom instruction was provided.
 - Once the course results are entered and the student meets all requirements, the student will automatically be upgraded to a GDL level 2 license. The student does not need to return to the branch office.

- When reporting course results, the options available are:
 - Passed
 - Failed
 - Incomplete

- Providers will no longer issue white and green Segment 1 and Segment 2 Certificates of Completion (DES-001 and DES-002). Instead, a CARS Certificate of Completion can be printed by the provider for each registered student who successfully completed the course.
 - There will be a 60-day grace period for providers to issue the remaining DES-001 and DES-002 stock. The DES-001 and DES-002 Certificates of Completion can no longer be issued after Saturday, May 15, 2021 and any remaining DES-001 and DES-002 stock must be returned to the Department.
 - After May 15, 2021, requests to replace a lost or destroyed DES-001 or DES-002 Certificate of Completion must be emailed to the Driver Education and Testing Section at drivered@michigan.gov. Once completion of the course is confirmed, the Driver Education and Testing Section will send a letter to the individual in lieu of the DES-001 or DES-002 Certificate of Completion to present to the branch office staff.

- Replacement CARS Certificates of Completion (for courses submitted and completed in e-Services) can be reprinted by the driver education provider in e-Services.