

Driver Testing Business FAQ's

Question(s)	Answer
What is my DTB ID 6-digit number needed for CARS e-Services?	Your DTB ID is your current DTB number preceded by three zeros. For example, if your DTB number is 123, then your DTB ID number to be entered is 000123.
When will the new scheduling procedure begin?	Driver Testing Businesses (DTBs) will begin using the CARS e-services system on March 16, 2021.
What to do with unused certificates?	DETS analysts will be in contact with each DTB to determine how best to get them returned.
When there is a motorcycle failure, will we have to still fax in scoresheet of failure or will just entering failure in CARS be enough?	This procedure has been updated by reporting the results electronically in CARS. There is no need to submit a copy of the RST score sheet to the department if the RST was scheduled and reported in CARS.
What if a number is entered incorrectly or was given to us wrong?	The system will not allow you to schedule the skills test.
When a customer calls for an auto skills appointment, what required information do we collect from the customer?	In CARS, the applicant will need a full driver license number and date of birth to schedule the test. The documents that an examiner must review prior to the test remain unchanged. For example, a GDL applicant must present the examiner their Level 1, segment 2 certificate, driving log, and vehicle insurance and registration.
Is there a way for a customer to get some sort of temporary license to drive sooner than the 2-3 week period wait?	The driving skills test receipt will have instructions on how the applicant can create an e-services account and print their TOP.
If a test is administered on Sunday, does that still need to be entered by 11pm on Sunday?	Yes

<p>How will we enter a license number for someone with a foreign license. At this time, they are not required to get a TIP, only a 1 cent receipt.</p>	<p>Test applicants from foreign countries will first visit a branch office and will be issued DSTAR, the document will have a Michigan driver license number on it that can be used to schedule the driving skills test in CARS.</p>
<p>Do we still need to generate the monthly reports?</p>	<p>Yes. There are no changes to the monthly reporting procedures.</p>
<p>Do we continue scanning in score sheets and keeping them on file for 2 years?</p>	<p>Yes. This procedure has not changed.</p>
<p>Will the system tell us WHY they are not eligible for a test?</p>	<p>No</p>
<p>How are technical issues going to be handled? For instance, if the CARS site is completely down or there are issues connecting and info cannot be entered, or WIFI is down due to power outages, etc.</p>	<p>If the DTB does not have an internet connection and a test cannot be scheduled in CARS, the test cannot be administered.</p>
<p>Are DTB that only test CDL's required to start a CARS account after March 16th?</p>	<p>No</p>
<p>Can an applicant have more than one test scheduled?</p>	<p>An applicant can be scheduled at more than one testing business on a given day.</p>
<p>Can pre-payment be accepted when the appointment is booked? Is that the DTB's obligation to manage until the test is administered?</p>	<p>It is up to the business practice of the DTB as to when payment is collected. The Driver Education and Testing Section does not manage the fees or when they are incurred.</p>
<p>What happens if we have a partial license number? Will we be able to enter it without full license number?</p>	<p>No test can be scheduled. The DTB is required to obtain the full driver license number and date of birth to schedule a test.</p>

<p>What is the start time, early or late, without having to adjust the time in CARS?</p>	<p>The skills test needs to be administered at the scheduled start time. The test cannot begin early; however, a skills test should not be administered more than 30 minutes after the scheduled start time. If it is later than 30 minutes, the initial test should be canceled, and the applicant should be rescheduled.</p>
<p>How far in advance can scheduling be done? I sometimes schedule 2-3 months out.</p>	<p>Tests can be scheduled a year in advance.</p>
<p>Will we be able to view upcoming scheduled tests, and if so, how far into the future will we be able to view our scheduled tests?</p>	<p>Scheduled tests can be viewed up to 1 year ahead. CARS reporting is the official schedule and only tests scheduled in the CARS system should be administered.</p>
<p>Can we dispense with a backup appointment book?</p>	<p>If they choose to do so, a DTB may continue to use an external appointment book in addition to the required CARS system for scheduling.</p>
<p>If someone that is scheduled shows up without proper paperwork or something is wrong with their car and they leave to get it fixed and come back an hour later to test, do we have to schedule them again in the system?</p>	<p>Yes. The previous test should be recorded as a failure with a proper comment and then rescheduled in the system for the new date and time.</p>
<p>If all receipts are printed the morning of the test and the 9AM comes in, and there is no 3rd brake light. Rescheduled same day 2pm. What receipt is given? The morning appointment's receipt or a new one.</p>	<p>The first test should be recorded as a failure with a comment as to the reason. Then the applicant should be rescheduled in CARS e-services and a new skills test receipt should be issued with the corresponding date and time the test was administered.</p>
<p>I am still confused what we are able to do after the 16th and hoping you can clarify. Old level one permits and TIPs are out there, so do we test them the old way?</p>	<p>A paper level 1 or TIP, regardless of the issuance date, should be scheduled in CARS on and after March 16, 2021.</p>
<p>When scheduling, do we need the Segment 2 completion date?</p>	<p>No; however, it is recommended that the testing business ask for that information to ensure the applicant is eligible for the skills test.</p>

<p>If we have seg 2 information and the test is scheduled and they forget their seg 2 or lost their seg 2, can we still test?</p>	<p>No. It is still the examiners responsibility to ensure the applicant is eligible for the skills test before it is administered by reviewing all testing documents.</p>
<p>After March 16, 2021 do TIP individuals receive a passed receipt or do they go to e-services to print a temp license?</p>	<p>All successful skills test applicants who have been scheduled in CARS should receive a skills test receipt. The receipt will give them instructions on how to go about getting their Temporary Operator License.</p>
<p>If the applicant has a paper TIP or GDL 1 do you also give them a driving skills test receipt along with a road test certificate?</p>	<p>No. After March 16, 2021, if they are scheduled in CARS e-services you will only issue the driving skills test receipt. Any applicant scheduled in CARS will not get a driving skills test certificate.</p>
<p>If we are to use remaining Road Test Certificates until May 15, do we begin printing Driving Skills Test Receipt and reporting on Mar 16 or wait until May 15?</p>	<p>Skills test certificates may be issued to applicants that were scheduled prior to March 16, 2021. Once you transition to using CARS on March 16, 2021, only the driving skills test receipt needs to be used.</p>
<p>Do we issue a printed receipt to an applicant if the test results in a failure?</p>	<p>Yes, it is issued if the test results in a failure because it also serves as a payment receipt.</p>
<p>What do we do with preprinted receipt and the tester fails?</p>	<p>Provide the driving skills test receipt to the test applicant and mark on it that they failed. The receipt also serves as a payment receipt.</p>
<p>If someone fails on the parking portion of the test, can the examiner pick up another waiting test right away?</p>	<p>Yes; however, the test must be scheduled in CARS prior to the test being administered.</p>
<p>How would equipment or document failures be entered?</p>	<p>They should be recorded as a failure with a comment.</p>

<p>Does or can the printed receipt from CARS replace the receipts we currently provide each applicant?</p>	<p>Yes, the receipt processed through CARS can replace the current receipts provided to applicants.</p>
<p>Is there a time limit to how early we can print the Driving Skills Test Receipt. (If they book 2 months in advance, can we print when they book or do we wait until the day of the test)?</p>	<p>Yes. The department procedure states driving skills test receipts may be printed the night before but should not be printed for more than one day's number of tests. These receipts contain applicant data that should be treated in a secure manner.</p>
<p>Will we be required to furnish receipt of payment to the applicant in addition to the new receipt/certificate we are printing out?</p>	<p>No. The driving skills test receipt has a payment field on it and can be used as a payment receipt.</p>
<p>Will we be required to give a receipt as in the past? Will we need to record the driver's license number and phone number as in the past?</p>	<p>Each test applicant should be offered a receipt whether it is printed or emailed on the day of the test. The skills test receipt will have the applicant's data populated for you.</p>
<p>If an applicant loses their driving skills test receipt, do we reprint one for them?</p>	<p>Yes. They can be reprinted up to 1 year after the test has been administered.</p>
<p>I noticed that the receipt said that they had to go to the S.O.S. branch office...I thought that the whole point was to avoid them going back to the branch, is that not correct?</p>	<p>The driving skills test receipt is customized for the test applicant based upon what credentials are on file in CARS and what requirements they need to submit to obtain their driver license. For example, an applicant that was issued a TIP prior to CARS will need to return to the branch to get their photo taken.</p>
<p>We have been required to keep applicant info on file (name, address, phone) – will that still be required?</p>	<p>No. It is recommended that you only maintain the applicant's name and contact information. The other data that was required no longer needs to be retained.</p>

<p>Do Driver Education providers that already have an account, use that account for the road testing?</p>	<p>Yes. You will need to request access for the DTB account using your current e-services account.</p>
<p>Will our examiners have their own account to access CARS?</p>	<p>Each DTB will be issued a CARS account, the Designated Representative will then grant access to those employees who will be using the system. CARS accounts <u>cannot</u> be shared between individuals.</p>
<p>Do not attempt to schedule in CARS eServices until notified differently:</p>	<p>TIP with 30-day waiver issued before 3/16/21</p>
<p>Do not attempt to schedule in CARS eServices until notified differently:</p>	<p>\$0.01 receipts/Driving Skills Test Authorization Receipt</p>
<p>Do not attempt to schedule in CARS eServices until notified differently:</p>	<p>Extened expired permits</p>
<p>Will the permit specify the eligibility date for every road skills test applicant?</p>	<p>Temporary Instruction Permits (TIPs) will have an eligibility date on them. Level 1 license applicants will still have to have the 6 months calculated.</p>