



Troubleshooting for Grant Reimbursements

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If you are running into trouble submitting grant coupon codes for reimbursement, please see the tips below.

Coupon code errors

- Copy and paste the coupon code from the email that was sent to the student/parent to ensure the code is entered correctly. Note it should be in all CAPS as the coupon field is case sensitive.
- If you do not have the option to copy the coupon code, make sure your CAPSLOCK is ON when entering the coupon code.
- Make sure no additional spaces or characters are entered into the fields (especially AFTER you copy/paste the info into fields).
- After you have entered a coupon, tab or click out of the coupon field before hitting Submit. This will ensure a green check mark and the reimbursement amount the populates.
- Be sure to hit Submit after you receive a green check mark to finalize your submission.

Name errors

- Student information entered in DEC must match the student information entered into the application exactly (date of birth, middle name, last name(s). If any part is hyphenated, include this.
 - » We suggest asking the students to forward the confirmation email because the PDF that is attached includes student information.

Course errors

- Classroom coupons must be entered before behind the wheel coupons. If behind the wheel coupons are redeemed first, classroom coupons will automatically cancel.
- If entering both classroom and behind the wheel coupons, please submit them one at a time within Course 1 box. Once you redeem the classroom coupon, the coupon field will go blank for you to enter behind the wheel information.

If you have tried all the items listed above and you are still not able to successfully submit a coupon, please contact us at: DOTDEGrantprogram@dot.wi.gov

Reminder: The Driver Education Grant Program is not a refund program. Refunds should not be given to students who have paid or partially paid in exchange for grant funding.