

CARS Q&A Session Notes

The questions in this session were asked by consultants either at registration, or by email or phone during the session. They are presented below as submitted, with minor edits for clarity.

Questions by Category (Alphabetical)

Click a link to jump to the category

[General Questions](#)

[Non-Invoice Questions](#)

[Activity Code / Work Breakdown Structure](#)

[Notifications](#)

[Amendments](#)

[Overhead](#)

[Attachments and Documentation](#)

[Payments](#)

[Errors](#)

[Rounding](#)

[Fixed Fees](#)

[Subconsultants](#)

[Invoice Approvals and Rejections](#)

[XML](#)

[Invoice Output or Printing](#)

[Zero Dollar Invoices](#)

[Miscellaneous Invoicing Questions](#)

General Questions

Questions	Answers
Basic steps in Billing in Cars	<ul style="list-style-type: none">- Attend June 30 webinar "CARS 101". Register online- Review p. 28 of the current online manual
How does the system work?	Attend June 30 webinar "CARS 101" Register online
Basic "how to?" questions	Attend June 30 webinar "CARS 101" Register online
General & sub invoicing	<ul style="list-style-type: none">- Attend June 30 webinar "CARS 101" Register online- Review p. 28 of the current online manual
Review of general input data	<ul style="list-style-type: none">- Attend June 30 webinar "CARS 101" Register online- Review p. 28 of the current online manual
General questions about CARS basics.	<ul style="list-style-type: none">- Attend June 30 webinar "CARS 101" Register online- Refer to online resources and videos on the CARS Page

Overhead

Questions	Answers
Will an overhead adjustment be made for historical invoices on projects that did not originate in CARS?	CARS can't make indirect cost adjustment to invoices that weren't paid through CARS. Currently the overhead rates are applied only on costs that were entered in CARS. If there are prior invoices, CARS doesn't have access to those records. True-ups will be completed by the auditors as they did before CARS implementation, probably at the end of contracts. We might get prior invoice costs into CARS, but right now the answer is "No".
How do you submit invoice for overhead adjustment from one approval year to another?	CARS will automatically make adjustments to indirect costs on prior CARS invoices when the next invoice is submitted. WisDOT has not established procedures for making indirect cost rate adjustments on invoices that were submitted manually.
We understand that the project overhead rate will be updated in CARS—this could result in an additional payment, a reduced payment - or even a negative invoice. Noting that the contract allows “setoffs” among a consultant’s projects, will overhead adjustments be made among across than the project for which the adjustment is being made?	Every time an invoice is submitted, CARS re-examines the overhead rates applied to prior invoices and makes adjustments going forward. When adjustments are made, a message appears directly on the CARS invoice page (on-screen). Adjustments will occur retroactively and automatically. Amounts shown as due in CARS that are the result of overhead adjustments will be related only to the contract on which you are invoicing. Contracts state that WisDOT retains the right to set off amounts due in other projects. Typically WisDOT does not set off in this manner until all other procedures are exhausted. WisDOT sends a bill. Set-offs will normally occur outside of CARS. If there are invoice outside of CARS, there is not a procedure to make the adjustments in CARS. There are only a few firms that submit invoices to make adjustments while the contracts are in progress. If you work for one of these firms, contact us through DOTCARS@dot.wi.gov and we will work with you.
Is there a sample report of an invoice that has been adjusted for overhead correction so that consultants can be prepared to make this entry in their accounting systems?	<ul style="list-style-type: none"> - No sample report - Review page 5 of the CARS Frequently Asked Questions on the CARS Page. - It would be nice if CARS could show how the overhead rates were adjusted, but there isn't a good way to do that. What you can do is look at prior invoices and look at the amounts paid. Be sure to look at the invoice PDF records. The CARS information you see on-screen will show the new amounts. When you compare the PDF and the CARS invoice details, you will see the differences.
WisDOT rates – We are using the updated/audited WDOT rate but some of our older contracts still have last year’s rate in CARS – how do we handle that?	<ul style="list-style-type: none"> - For invoices submitted in CARS, the system will automatically apply the current indirect cost rate entered by WisDOT auditors based on the month/year in which the labor was incurred. When indirect cost rates applied to prior invoices change, adjustments will be made on the next invoice paid after the rates changed. - It may be that when some firms were invoicing outside CARS, they were not using the most recent rates. They were using older rates for older contracts, which is contrary to WisDOT policy. Invoices in CARS will always use the most recently approved rates.

Activity Code / Work Breakdown Structure

Questions	Answers
Our current projects do not have a work-breakdown-structure consistent with the WisDOT activity codes. Can consultants continue to use the "9999" activity code for all labor on all projects?	Yes for now, but a change is planned. When the change goes into effect, you will be notified. Some regions are asking firms to use the new activity codes now. If you're not set up for these codes, please email DOTCARS@dot.wi.gov and let us know. We will work with the regions to confirm that you're not set up to use the new rates yet.
If we are a sub on a contract, once we submit our invoice is there a way to see the status of the invoice? An example of this would we be, are we able to see that the prime has submitted our invoice to WDOT, WDOT PM has approved invoice, etc?	Yes. Search for your invoice and check the status shown. Possible subconsultant invoice statuses include "Submitted to Higher Tier", "Included in Higher Tier Invoice", "DOT Approved" or "DOT Paid".
Just so I am clear - Even on new Projects that we open after July 1st we are allowed to use code 9999 when invoicing in CARS, correct?	Yes, that is correct. There will be a notice when you need to start using specific activity codes.

Amendments

Questions	Answers
Where do I start my invoice when I have an amendment and an "if authorized" amount on the contract?	Always start invoices at the highest level, whether you're a prime or a sub. Contract costs are rolled into the available dollars when the authorization date for the amendment or "if authorized" work is entered into CARS. <ul style="list-style-type: none"> - Example 1: Prime has a contract with 3 amendments. Always start on the original contract level when creating an invoice. - Example 2: Subconsultant comes in on an amendment and is not on an original subcontract. Start the invoice at the highest level of the amendment contract. - Example 3: Subconsultant is on an original subcontract and 2 amendments are added later. Always start the invoice on the original subcontract.
Amendments added after I submit my invoice are changing my invoice amounts. What is being done to prevent this?	<ul style="list-style-type: none"> - Problem occurs with percentage based invoices such as lump sum. When more money is added, CARS applies the percentage to all available dollars, so the payments on submitted invoices are too high. - Staff is instructed not to enter any amendments after an invoice is submitted. - We are working to fix this to lock the invoice amount in CARS so it is not affected by amendments

Fixed Fees

Questions	Answers
Fixed Fee amounts - what to do when the previously billed amount is not correct due to the previous invoice not being marked as 'paid' in CARS.	<ul style="list-style-type: none"> - Email the CARS Administrator to fix it. - There is an issue with CARS that when you have submitted an invoice and started a second one before the first one is paid, CARS does not use costs from the first invoice in previously paid amounts. This problem causes the amounts due for percentage calculations such as fixed fee in the second invoice to be too high. We are working with our programmers to correct this problem. When the first invoice is paid, CARS will correct the second one. However, if the second invoice is submitted, the PDF will still show incorrect invoice data.
Invoicing - Is the FF percentage cumulative?	Fixed fee percentages are cumulative.
Why is the fixed fee set up as a percent complete? Because many of the contracts limited the fixed fee to be calculated using a 150% overhead multiplier, I need to go into CARS first to see what the fixed fee is going to be in order to get my invoice to be correct in our accounting software.	<ul style="list-style-type: none"> - We didn't set up by formulas in CARS because some firms invoice for the full fixed fee before the work was complete, which is a contrary to the contract terms. - We are discussing changing the percentage to a dollar amount with WisDOT programmers. The final decision has not been made, but there may be an option to enter a dollar amount in the future.
On cost plus fixed fee, we can to collect x amount vs. having system calculate, is this possible?	

Rounding

Questions	Answers
We are having many rounding issues from our system and CARS, will there be a way to make rounding adjustment for this in CARS rather than having firms recreate their invoices to address these rounding issues?	<ul style="list-style-type: none"> - Most of the problems with rounding come from fixed fee and lump sum percentage calculations. - There is no way for a consultant to change the invoice amount in CARS to reconcile to an invoice amount calculated in a consultant's billing system. Any entries to reconcile for rounding will have to occur in the consultant's system. - We are considering modifications to CARS that would allow consultants to enter a dollar amount or percentage on percent complete items such as lump sum and fixed fee.
Is there a place for rounding adjustments on invoice for difference between what accounting system invoices generate and what is generated through cars?	<p>We are not currently considering a way to adjust CARS for rounding differences related to calculations on indirect cost. Those adjustments must occur on the firm side at this time.</p> <ul style="list-style-type: none"> - CARS will accept up to 4 decimal places, which will help with percentage calculations unless the amounts are over \$10,000.
CARS invoicing calculations can result in small differences between consultants' accounting system calculations; can CARS be modified to eliminate this problem or a rounding adjustment provided within CARS to eliminate these small differences?	
If an invoice is adjusted by WisDOT, how will we be notified so that we can assure our system matches what was billed?	<ul style="list-style-type: none"> - WisDOT PM is instructed to contact you about adjustments. - In the future when rejecting an invoice means the consultant can fix it, we will inform the Project Managers that consultants can make corrections and resubmit. - When an invoice is submitted and prior invoices have been changes, such as when overhead rates update, CARS shows a notification on the invoice screen. - Many cost rate changes occur at the end of the fiscal year. There will also be a lot of changes showing up in CARS because of new overhead rates being applied to submitted invoices, including prior invoices. There is no current notification for this type of change.

Subconsultants

Questions	Answers
I would like to understand subconsultant processing better.	Review pp. 28 and 51 of the current online manual Note that prime and sub contracts invoicing processes are the same, but the dollars are completely separate in CARS. Make sure each user has the proper roles on each project so your users can view, manage, or receive notifications for subconsultant invoices or those for your own firm.
Like to know how subs are handled in CARS.	Prime and sub contracts invoicing processes are the same, but the dollars are completely separate in CARS.
What kind of communication has gone out to subconsultants as far as working with CARS? We are prime on most of our contracts and we have concerns that the small subs may not be ready to enter their invoices on CARS.	<ul style="list-style-type: none"> - Sent out emails to everyone on roster and non-roster active firms more than once. The list is long and does not include the name of the specific individual to whom the email was sent. - Email is the only method WisDOT uses to contact all firms regularly. - If you understand invoicing in CARS, you can help your subconsultants get into the system and get started with invoices. - Use the CARS Page or have them email DOTCARS@dot.wi.gov.
Is there a way as a prime on a contract to review a subs invoice without starting an invoice? An invoice that has been submitted to the prime	Coming soon in the July release. A more advanced search capability is coming then.
Will subs ever have a chance to "fix" an invoice after invoice has been submitted? EX. Sub A submits invoice to prime and forgot to include an attachment. How can Sub A. fix this problem (besided contacting AECOM to reject invoice in CARS, so that Sub A can redo their invoice.)	<ul style="list-style-type: none"> - WisDOT can add attachments. The WisDOT Project Manager can add documents for subs before the prime submits their invoice, and Consultant Services can add documents after the prime submits the invoice. Submitted invoices cannot be altered except document attachments and adjustments. Plan for a future CARS release is for the prime to reject the sub invoice, and the sub can adjust the invoice and re-submit without having to re-enter the whole invoice. - There is a problem with invoices being rejected over minor errors. We are working to change CARS such that a rejected invoice goes back to "draft" status and can be corrected rather than having to start the invoice over from scratch. This is scheduled for the October 2015 quarterly release.
Has there been any thought to direct payments to subconsultants from the prime's invoice if the prime approves the subconsultant's invoice?	No. It is WisDOT practice to pay the primes only. It is the prime's responsibility to pay the subs. Subs are notified by CARS when the primes are paid.
If we have subs submitting invoices to us through CARS, how will these get entered into our systems – regardless of what system we are using?	It's up to the firm to determine how subconsultant invoices get into the firm's financial system.
What supporting detail do our subs have to update, copy of invoice?	Ultimately up to the WisDOT Project Manager, but generally use the same documentation as before CARS - progress reports, receipts, timesheets, etc.
Did you say you have a listing of all the subs the requirement to use CARS on July 1 was sent to?	There is a very long list of all roster and open solicitation people and firms. Notification was sent to everyone we have email for, but we don't have names for the individual to whom the email was addressed.

Errors

Questions	Answers
What do I do when I get an error when I submit an invoice? Do I call the help desk like the message says?	<ul style="list-style-type: none"> - Search for the invoice to see if the invoice was created. See pp. 71-2 in the current online manual for instructions. Enhanced search coming in the July release. - The Help Desk sends technical errors to the IT project manager. If the error is content-related, consultant Services will get the ticket. All CARS tickets are on high alert and are acted upon immediately. - If it's urgent, email the CARS Administrator or DOTCARS@dot.wi.gov. - When you submit an invoice, you can check to see if CARS created the invoice by searching for it. In CARS on the main menu, click Search → Invoice and search for the invoice by either your consultant invoice number, project, or DOT invoice number. If the invoice was created, you can open it and look at the data that was saved. Check the status to see if it is still a draft or if it was successfully submitted.
Just to confirm, we had entered a prior amount in for an invoice that included subconsultant dollars, and we can contact you to get that changed?	This is a common mistake. Please send an email to the CARS Administrator .

Invoice Approvals and Rejections

Questions	Answers
How PM's can access and review invoices and the approval process for the PM's once they have completed their review of the draft invoice?	WisDOT PMs cannot see draft invoices. Approval steps for submitted invoices start on page 61 of the current online manual .
In regards to invoices being rejected in CARS, when will this be corrected to allow for editing of rejected invoices rather than having to re-enter?	This problem will be fixed in the October CARS release.
If an invoice is rejected by DOT, does the entire invoice need to be re-done, or can it just be corrected?	<ul style="list-style-type: none"> - At this time, the entire invoice needs to be re-entered. - This will be fixed in the October CARS release. - Quick re-entry of an invoice is one advantage to using XML.

Attachments and Documentation

Questions	Answers
Are Deltek Invoices required to be an attached document?	<ul style="list-style-type: none"> - Ask your WisDOT Project Manager. The most important document is still the progress report. Unless the Deltek invoice is the only way you can report details such as individual cost items, then the Deltek invoice is not needed. - WisDOT does not have standards for the required supporting documents.
Are progress reports required to be submitted with CARS, and if so, how do we do that?	<ul style="list-style-type: none"> - Submit documentation with the invoices as directed by your PM - Review p. 46 of the current online manual for instructions on uploading documents - Be sure to use Internet Explorer 10 or higher when uploading any documents to CARS. Many consultants use Google Chrome or Mozilla Firefox. However, the content manager associated with CARS does not work with either of these browsers.
Does CARS replace submitting the DT150 forms?	CARS does replace DT1510; you don't need the former cover page for invoices.

Zero Dollar Invoices

Questions	Answers
Looking for more specific information on \$0 invoice procedure. Why and how?	<ul style="list-style-type: none"> - Used to get CARS previously invoiced amounts to match the firm's and WisDOT Project Manager records - Create an invoice on behalf of your subs to include their previous paid amounts before the sub enters their first invoice in CARS, or use a zero dollar invoice to submit one-time costs for a sub when the subconsultant's work is complete - Make sure that percent complete amounts exactly match the amounts you expect to be paid. If they don't the invoice will be negative and records will show that the firm owes WisDOT. Make sure the amount due shown on the invoice is really zero. - As a prime, create a zero dollar invoice to invoice for Joint Ventures, which routinely invoice this way - A warning will be added in the July release to alert invoice submitters when an invoice shows negative amounts due.
If the project has exceeded the contract max; do we continue to invoice (zero invoice) to enter the expenses that are still being incurred?	Yes. We encourage this practice. You may get an amendment or a rate adjustment that will help cover these costs.
Just to get clarification. Is the prime entering the sub prior billed to date on the first submission in CARS or is the sub entering that?	<p>Depends. If the sub is invoicing on a current contract, then they can enter the amount billed outside CARS. If the sub has completed the work, then the prime should enter a zero invoice.</p> <p>Note: Make sure to enter only dollar amounts that were paid to your firm in previous paid amounts in CARS. Primes should not include payments that went to a sub. Remember that contract dollars for primes and subs are completely separate in CARS.</p>

Notifications

Questions	Answers
Since its mandatory implementation, do we have to notify DOT PM when invoicing after July 1st?	<p>No. Notifications are working in CARS, and the system notifies at least one person when an invoice is submitted. Consultant Services also monitors invoice submissions on a daily basis.</p> <p>Note: invoicing is mandatory for costs incurred after July 1, 2015 – there are a few exemptions.</p> <ul style="list-style-type: none"> - Phased contracts (until further notice) - Contracts that are expected to be completed by September 30, 2015 - Direct billing from municipalities, cities, counties, and universities
Who receives the email when a subconsultant enters an invoice on CARS (when we are the prime). Is it the Project Manager or the Administrators?	The security administrators for each firm determine who gets notifications based on the notification roles assigned for each contract. If no security roles are assigned for a contract, then the firm's security administrator will automatically receive email notification for the invoice. This email should prompt the security administrator to assign roles as needed.

XML

Questions	Answers
How to use XML	Review Appendix 13 of the current online manual .
All related to XML	Review Appendices 13 and 14 of the current online manual .
Please discuss the use of XML to create our CARS invoices.	Review Appendices 13 and 14 of the current online manual .
How do you use XML to create an invoice?	An XML invoice is a text file that has specific formatting. There is programming in CARS that interprets the text and generates an invoice.
Would like to invoice in XML, but haven't started working on it. Any suggestions on where to start planning on this.	<ol style="list-style-type: none"> 1. Learn the basics of XML. Start with Wikipedia and other resources mentioned in Appendix 13 of the current online manual. 2. Examine data output from your financial system. 3. Consider technical abilities of the invoice preparers to determine how much automation is needed. 4. Determine how much effort, time and money you're willing to put into developing an XML invoicing routine or application.
Is an XML batch file being considered? If so when might it be available?	Yes, but the requirements are complex, which puts this option far in the future.
if there is a faster way than what we attempted based off the CARS manual instructions.	<ul style="list-style-type: none"> - Yes. Depends on how much time, effort and money you're willing to spend. - Appendix 14 is intended to show that there is a method using minimal programming skills to make an XML invoice. You can type your invoice data into MS Excel and export as XML, but Excel is limited in that it is not compatible with the CARS schema. You can easily export portions of an XML invoice and paste them into CARS "empty" invoices that are found on the CARS Page. This is most useful for long lists of direct labor or direct cost entries. - XML invoices can be typed manually. WisDOT does not have a financial system to export from, so almost all of our test invoices were created by hand. - WisDOT uses a free program called Notepad++ to create and review XML invoices because it has several features that allow easy interpretation of XML data.

Payments

Questions	Answers
Is it necessary to wait until all paper invoices are paid before submitting the next invoice in our system on CARS. Will this have an impact on what prior billing should be entered with our first CARS invoice?	- No. The dollar amounts for prior in CARS are calculated based on incurred amounts rather than amounts that are actually paid. If you have billed for an amount, include that amount as part of the previously paid amounts outside CARS.
What is the typical turnaround time for submittal of an invoice until it is marked paid?	Average time to pay an invoice is a week if everything goes smoothly. If people are in the field or there are problems it can take longer.
Is DOT going to ACH payments in near future?	This enhancement is planned, but not for the near future. Electronic payments depend on the new PeopleSoft accounting system being implemented during the next 12-18 months.

Invoice Output or Printing

Questions	Answers
Is there a way to print a confirmation/summary page that can (be) attached to my paperwork?	<ul style="list-style-type: none"> - Review page 48 of the current online manual. CARS generates a PDF that contains both the invoice information and details plus all of the PDFS submitted as supporting documents when you submit the invoice. - Use Search → Invoices. Then print the CARS-generated PDF in the Upload Documents section near the bottom of the invoice page.
Can we print info / invoices easier?	
Can the output be made clearer?	
Is there a way to print a hard copy of a subconsultant invoice for entry into our business system?	You can use the PDF in the firm's invoice. CARS also generates a file you can use to import and a printable PDF.
When will we have a print preview screen to use before we submit the invoice?	<ul style="list-style-type: none"> - The print option on the CARS application through Internet Explorer isn't very printer-friendly, so we want a report for someone who has someone else enter invoices. - Can use search function with advanced search coming with the July release to view individual invoices - CARS Committee is responsible for prioritizing requests from consultants
Will there be an option in CARS to have the viewable invoice not show employee names and pay rates?	<ul style="list-style-type: none"> - On the invoice PDFs, employee names and hours are shown, but costs are always shown only as totals by activity and by classification. - WisDOT invoice approvers ONLY can see full details on submitted invoices because they need the details to make any invoice adjustments. Once the invoice is approved for payment, the CARS screens don't show individual employee costs. - The names are needed for invoice approvers and for audit reasons.

Miscellaneous Invoicing Questions

Questions	Answers
Are there any special procedures needed if a consultant assigns a new project manager to a project in CARS?	Contact the CARS Administrator and we will change the consultant contact.
What WisDOT personnel will be entering contracts in to CARS? Will a CARS form be developed as contract/WO back-up document?	DTIM and Consultant Services staff are entering contracts
Will a CARS form be developed as a contract/WO back-up document?	None are planned. In the future, contracts will be developed in CARS as paperless contracts.
Can we have more information auto-fill to speed entry?	We have minimized the need to switch between pages while you're entering labor and direct cost data. There is no plan to add auto-fill.
Can we invoice in CARS more than just once a month?	<ul style="list-style-type: none"> - Contract terms state that firms may submit invoices no more than once per month, but CARS does not enforce this contract term. - Consultant Services and Audit have encouraged some firms to submit more than one invoice per month in certain circumstances, such as when the prime has forgotten to include a sub's invoice.

Continued on next page

Miscellaneous Invoicing Questions, cont'd

Questions	Answers
On Actual Cost contracts, CARS fees are broken out by category (labor & direct expense). Can we exceed overall category limits if we don't exceed contract amount (same as we do now)?	CARS does not enforce separate not-to-exceed lines for labor, indirect cost and direct cost line items. CARS does enforce limits between actual cost and fixed fee. It enforces separate limits for primes and subs. The prime or a single sub can have multiple cost-lines on a single project or contract, although this doesn't happen often. CARS does enforce the facts that actual cost and fixed fee amounts are separate, money assigned to a prime cannot be used to pay a subconsultant, money assigned to a subconsultant cannot be used to pay a prime, and money assigned to one sub cannot be used to pay another subconsultant. A contract amendment is required to move money between projects, cost lines or subconsultants.
Where can we get the latest version of the manual?	The CARS training manual is available on the CARS Page .
Do all previous contracts have the function key assigned?	Yes. Can send a spreadsheet that lists all of the functions for a firm. Caution: Check your cost lines before invoicing. If you see two cost lines based on two different function keys and there should be only one, please contact Diane Phaneuf so the contract can be fixed. There are contracts in CARS that were imported from a legacy system and the data was not required or consistent in the old system. Also, please let us know if you find something with an abbreviation. We have been trying to remove all abbreviations.
When negotiating a contract with WisDOT, are we allowed to add labor for accounting staff to enter invoices in CARS?	Depends on the cost accounting policies of your firm. If it is a direct cost to the project, maybe, but generally, no, it is included as part of the overhead.
Will the CARS 101 be recorded on 6/30 and made available online?	<ul style="list-style-type: none"> - Yes. Register online for CARS 101. - There are training videos now on the CARS Page. These were made in December before many of the changes were made to CARS. We would like to re-record many of these videos.
What are the exceptions to the mandatory CARS invoicing?	<ul style="list-style-type: none"> - Phased contracts (until further notice) - Contracts that are expected to be completed by September 30, 2015 - Direct billing from municipalities, cities, counties and universities <p>Local program contracts must use CARS for invoicing</p>
Why are there only quarterly releases (for CARS updates)? With the number of changes that are needed the releases should be bi-weekly or monthly.	We are trying to stabilize the program, and 12 weeks is the amount of time agreed upon with WisDOT IT that is needed to properly prioritize, code, test and implement changes through a multi-layer established standard process. We must also factor in the current workload of the WisDOT programmers, who are also working to implement the changes to the financial systems, such as those that will allow ACH payments.
Can we get a copy of this webinar or will the presentation be available online?	<ul style="list-style-type: none"> - Materials will be available on the CARS Page soon. - The recording of the meeting may or may not be posted, depending on WisDOT restrictions - These notes will be linked in the CARS Frequently Asked Questions on the CARS Page.

Non-Invoice Questions

Questions	Answers
Are there any full-day training sessions planned for new CARS users?	<ul style="list-style-type: none">- Attend the June 30 webinar "CARS 101". Register online.- Suggest that your subs attend- There will be differences between what was trained in August-February and next weeks training because CARS has changed
What will be required from consultant project managers for evaluations in CARS?	<ul style="list-style-type: none">- They will be reviewing, making any comments and sending back the evaluations to WisDOT- Review page 81 of the current online manual
General Information along with how to change saved login information in CARS	At the CARS login page, click Edit your Profile or Change your password.