



Dealer Instructions for Receiving and Redeeming HVIP Vouchers

The Hybrid Truck and Bus Voucher Incentive Project (HVIP) provides vouchers of up to \$45,000 towards the purchase of eligible new hybrid vehicles that will operate in California. Dealers play a critical role in ensuring the success of this program by helping vehicle purchasers order eligible vehicles, and by receiving and redeeming vehicle vouchers. In general, dealers must remember three important milestones:

- Provide vehicle order information within one week of the electronic voucher request;
- Provide the Vehicle Identification Number (VIN) and expected delivery date within one month of voucher request; and
- Renew the voucher within 120 calendar days if the vehicle has not yet been delivered.

As a dealer, you can ensure you receive, hold on to, and promptly redeem your voucher by remembering these three milestones. These and other key steps are described below.

1. Complete dealer training, review the HVIP Implementation Manual (particularly Section 2 – Project Implementation), and review and agree to the Dealer Terms and Conditions. CALSTART will provide eligible dealers with a username and password to access the dealer-only section of the HVIP webpage.
2. Log onto the HVIP webpage. Work with vehicle purchasers to order an eligible hybrid truck or bus via the three-step voucher request process on the HVIP webpage. Only press 'Submit Request' in Step 3 of the electronic voucher request if a real order is being made by a specific vehicle purchaser for a specific eligible vehicle. Be certain you are making a real vehicle order for a specific customer before submitting a voucher request. It is strictly prohibited to submit an electronic voucher request not associated with a real vehicle order. Once the electronic submittal has been made, the voucher funds are officially "on hold" for the vehicle order. If the vehicle is the first ordered by a fleet an additional \$5,000 will be included as part of the voucher (See Section 2.6 of the HVIP Implementation Manual for details). At this point, the vehicle purchaser or vehicle make/model information may not change. If this information changes, the voucher is void, and you must request a new voucher with the new purchaser or vehicle information (assuming funds are available).
3. Once the voucher request has been electronically submitted, print the Voucher Request PDF for a hard copy of the voucher request. Both the dealer and the vehicle purchaser must sign this document. Three documents need to be sent to TIAX (by mail or other physical delivery):
 - The voucher request form with original signatures from the purchaser and dealer.
 - A copy of the purchase order. The copy of the purchase order (or order confirmation) must be signed by the dealer, and clearly indicate the vehicle make/model, order date, and vehicle purchaser. The purchase order (or vehicle order confirmation) must represent a real vehicle order to the vehicle manufacturer. Dealers who provide false or misleading information may be barred from future participation in the HVIP or face other penalties.

For additional information: www.californiahvip.org

HVIP Hotline: (9 a.m. – 5 p.m. PDT, M-F) 1-888-457-HVIP or 1-888-457-4847

- A copy of the purchaser's driver's license. Personal information can be blacked out if desired. This can be any government issued ID. We want to be able to match a name and signature from a government-issued ID. Alternatively, a letter on the purchaser's company stationery from someone with corporate signature authority authorizing the person who signs the voucher request form. The letter needs to be signed by both the corporate representative and the purchaser listed on the voucher request.

The three documents detailed above must be received by TIAX within one week from when the voucher request was submitted electronically. (This means if the electronic voucher request was submitted on Tuesday of one week, TIAX must receive documentation by midnight of Tuesday the next week.) Failure to provide these three pieces of hard-copy information within one week will nullify the electronic voucher request.

4. Within one month from the electronic submittal of the voucher request, the dealer must provide the VIN (preferred) or vehicle serial number and the expected vehicle delivery date electronically on the HVIP webpage. (This means, for example, if the electronic voucher request was submitted on February 15th, TIAX must receive documentation by midnight on March 15th.) Once input, the VIN or vehicle serial number cannot change. At this point, you will receive a voucher confirmation. If a VIN or vehicle serial number is not provided within this one month period, the voucher will be voided unless an extension is provided. If the VIN or vehicle serial number is not available within that time, contact the HVIP hotline at least five calendar days prior to the end of the thirty day period. Failure to provide this vehicle information within this one month will nullify the voucher.
5. The voucher is valid for 120 calendar days from the date of the voucher confirmation (as described in Step 4). You can use your electronic voucher confirmation to update the expected vehicle delivery date, and to renew your voucher for an additional 120 days. If the vehicle isn't expected for 240 calendar days, an additional extension may be provided (See HVIP Implementation Manual Section 2.4). If you have not heard from HVIP staff within ten calendar days prior to the second voucher expiration date (i.e. after 240 days), call the HVIP hotline. Failure to renew a voucher before it expires will nullify that voucher.
6. Once the vehicle has been delivered, you will need the following documentation to redeem your vehicle voucher: delivery Bill of Lading, Line Setting Ticket (or Factory Build Sheet), DMV registration and tags (temporary are okay), and invoice. The vehicle GVWR for the purposes of the HVIP is as identified on the Line Setting Ticket. The vehicle invoice must provide line items listing the vehicle base price, voucher discount, and all applicable taxes and fees.
7. Visually inspect the delivered vehicle to ensure that the vehicle and engine model year, vehicle make, model, and engine family match that identified on your voucher. These must match for the voucher to be redeemed. These instructions shall be updated by February 26, 2010 to provide details regarding visual inspection and documentation requirements for the vehicle.
8. Log onto the HVIP webpage, and electronically submit the voucher. Print out a hard copy of the voucher redemption form for your and the purchaser's signature, and submit the form along with copies of the items identified in Step 6 to the address indicated.
9. Once the required documentation has been received, HVIP staff will send you a check via overnight mail within 14 calendar days. (HVIP staff will contact you if there is a delay in providing this check.)

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Hybrid Truck and Bus Voucher Incentive Project (HVIP)

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If you have any questions regarding these instructions, please call the HVIP Hotline.