



Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project

New Dealer Training Guide

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California Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project (HVIP)

The Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project (HVIP) accelerates the deployment of zero-emission and near-zero-emission vehicles in California. HVIP benefits the residents of California by stimulating deployment of advanced clean commercial vehicles, reducing greenhouse gas emissions to help meet longer term climate goals, and improving community health with immediate air pollution emission reductions.

HVIP responds to a key market challenge by making clean trucks and buses more affordable for fleets. Fleets receive the voucher discount at the point of sale and HVIP-approved vendors and dealers process the required documentation.

Dealers are defined as the salespersons of dealerships or Original Equipment Manufacturers (OEMs) which sell HVIP eligible vehicles. The dealers are responsible for requesting a voucher on behalf of a customer at the point of purchase when funds are available.

HVIP streamlines the voucher acquisition process by requiring dealers to go through HVIP Dealer Training to become HVIP Approved Dealers. Only HVIP Approved Dealers can request vouchers on behalf of their customers. In doing so, dealers become familiar with the process and the project, narrowing the margin for error experienced with direct requests from purchasers for funding.

Vouchers are issued on a first-come, first-served basis, and all participants must adhere to the [Implementation Manual](#) (IM) that is in effect at the time of their voucher request.

This document is intended to guide new dealers through the process of becoming an HVIP Approved Dealer. It provides high-level takeaways from the FY 19-20 Implementation Manual and should NOT act in place of the IM. **ALL HVIP participants are responsible for understanding and adhering to the rules and requirements in the FY 19-20 Implementation Manual.**

Who's Who?

In 2009, the California Air Resources Board (CARB) created HVIP. CARB has partnered with CALSTART to administer the project since its inception and CALSTART contracts with Tetra Tech to process vouchers.

The team at Tetra Tech works intimately with dealers, purchasers and their vouchers to ensure alignment with HVIP policy and CARB requirements. Tetra Tech may also be referred to as the Voucher Processing Center Team.

The CALSTART team works with dealers to get them approved to request HVIP vouchers. CALSTART issues periodic project updates, newsletters and additional trainings for HVIP approved dealers. The team also works with Environmental Justice Partners across the state to engage with communities disproportionately affected by mobile source pollutants.

CARB determines vehicle and technology eligibility. OEMs must send their eligibility applications to CARB to get their vehicles and technologies approved. Dealers can only submit voucher requests for CARB-approved technologies. In addition to eligibility, CARB determines the project's guidelines and special voucher cases. More information is available at www.CaliforniaHVIP.org.

Responsibilities of HVIP Approved Dealers

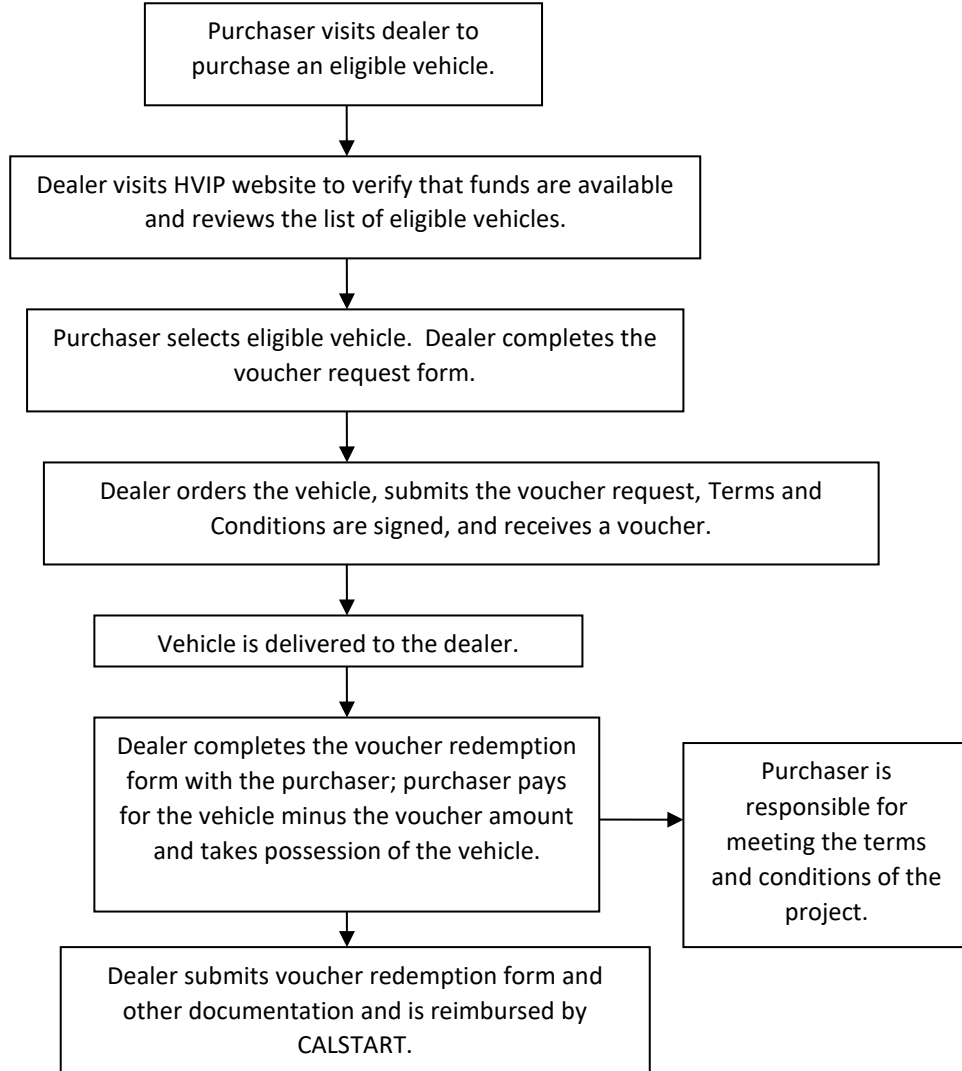
Dealers are responsible for ensuring a voucher is successfully redeemed by adhering to the rules and guidelines found in the HVIP Implementation Manual.

All HVIP dealers are responsible for the following:

- a. Becoming familiar with all HVIP requirements.
- b. Participation in dealer training and registration.
- c. Providing accurate information to the CALSTART, Tetra Tech and CARB (if necessary) teams as well as to their purchaser(s).
 - i. This includes informing the purchaser of voucher request submission and intent to cancel a voucher prior to doing so.
- d. Completing voucher request and voucher redemption forms, with the assistance of the purchaser, and in supplying the necessary purchase documentation.
- e. Providing accurate and complete documentation of the purchase to the Grantee.
- f. Frequently checking the HVIP webpage at www.CaliforniaHVIP.org for updates and announcements.
- g. Refusing to share VPC account credentials with anyone. You may request vouchers on behalf of other salesmen within your organization but may not share access to the VPC.
- h. Ensuring purchasers are fully aware of EACH Term/Condition before signing the voucher request.

The Voucher Process and Timelines

Example HVIP Truck or Bus Purchase Transaction



Voucher Lifecycle



Voucher Request – Submission of the electronic voucher request and accompanying purchase order officially assigns you a voucher number. *You must submit the voucher request in order for a voucher to enter the system. Unsubmitted voucher requests will not reserve voucher funding for your customer's order.*

- A signed voucher request and Terms and Conditions form must be uploaded or mailed in to the VPC within 14 days of the electronic voucher request submission.

- Voucher funds are reserved at the time of the electronic voucher request, though this does not guarantee you the funds. They will need to go through an initial review process before being approved.

Accepted – Pending Signed Forms – Once an initial review of your voucher request is complete, the request is either accepted or denied. The signed voucher request and Terms and Conditions forms must be uploaded or mailed the form at this time if you have not done so already. Additionally, you will need to supply some information to get to the next step.

- If the purchaser is getting any additional funding from another public agency, you must enter the funding amount and funding source at this time.

Accepted – Pending Confirmation – Once the voucher request and T&Cs form has been submitted and approved, you will need to supply additional information before the voucher can be approved.

- A VIN (and serial number for Low NOx repowers) and anticipated delivery date are due within 60 days of voucher acceptance. Prior to a VIN being issued, a Serial Number or Production Number (typically the last several digits of the VIN) is acceptable for the first 60 days.

Approved Status – The voucher request will be officially approved once all necessary information has been submitted and reviewed.

- The voucher is valid for three months (90 days) from the approval date. In order to renew the voucher for an additional three months, you must update the voucher's anticipated delivery date. If the delivery date has not changed, simply re-enter the anticipated date of delivery to extend the validity of the voucher for an additional three months.
- A voucher must be redeemed within 18 months of the initial electronic voucher request submission.
- Once a vehicle has been delivered and you are ready to move the voucher to the next status you will need to supply some information.
 - Actual GVWR of the vehicle
 - Total Delivered Price with Taxes and Options
 - Base Price
 - Title Transfer Date

Redemption Processing – All redemption documents are due within 60 days of receipt of payment from the purchaser.

HVIP is moving away from wet signatures to drive efficiency and accommodate the dealers and purchasers that are now working from home. Please contact the Voucher Processing Center Team regarding the latest policies regarding electronic signatures or other flexibility on the submission of documentation.

Commonly Forgotten Rules and Mistakes

We've put together a list of HVIP rules that are often forgotten to help reduce the chance of running into issues with your vouchers.

- Before issuing a voucher request, dealers are encouraged to check a fleet's compliance with the California Truck and Bus Regulation (TRUCR) by searching the database at <https://ww3.arb.ca.gov/msprog/onrdiesel/tblookup.php>. Vouchers cannot be redeemed for non-compliant fleets. Special cases may be exempt, please contact the Voucher Processing Team for more information.
- A voucher should be requested at the time of a purchase order issuance. Waiting to request a voucher may affect the voucher amount because available voucher amounts may have changed since the date of your old PO.
- Voucher requests that are submitted after the delivery of a vehicle will not be accepted.
- Neither the purchaser nor the vehicle model information may change from the information initially listed on the purchase order and voucher request. If either the vehicle or the purchaser information change, the voucher will be cancelled and the dealer will be allowed to submit a new voucher request, funding availability permitting.
- Special requests (lease deals, special testing, demo agreements, unique financing deals, etc.) must be disclosed with the initial voucher request (before voucher is approved).
- The vehicle price less the voucher amount should be listed on the purchase order. The final signed invoice must show that the voucher amount has been fully discounted from the vehicle price.
- HVIP offers an increased voucher amount to fleets domiciled in a Disadvantaged Community. Search the fleet's domicile address using CARB's Priority Population Map: <https://ww3.arb.ca.gov/cc/capandtrade/auctionproceeds/communityinvestments.htm>

HVIP Policy Changes

HVIP saw a tremendous amount of change in the new FY19-20 Implementation Manual from the previous FY17-18 Implementation Manual. The FY19-20 IM applies to vouchers requested after October 24, 2019 and addresses other general policies. Below is a summary of dealer-specific IM changes. For the full summary of FY19-20 IM changes, check our HVIP [Resources](#). Bolded list items indicate the omission of an item in the new manual.

- The dealer and purchaser are responsible for checking the HVIP website on an ongoing basis for the latest program updates, for as long as they have any unredeemed vouchers.
 - Page 2
- **The purchaser's driver license is no longer required when submitting a voucher request form.**
- The dealer must also provide the vehicle identification number (VIN) (and serial number for Low NOx repowers) that uniquely identifies the vehicle, along with the vehicle expected delivery date within 60 calendar days of voucher acceptance. Prior to a VIN being issued, a Serial Number or Production Number (typically the last several digits of the VIN) is acceptable for the first 60 days.
 - Page 15
 - Extended requirement date from 30 to 60 days
 - Added the Serial/Production # supplement option
- A voucher will be valid for three months from the time it is issued by the Grantee. A voucher may be renewed by the participating dealer at any point within those three months through the modification of the electronic voucher record online.
 - Page 16
 - Renewal date reduced from every 120 days to every 3 months
- A voucher may be renewed at three-month intervals for up to a total of 18 months from the time of the electronic voucher
 - Page 16
 - Increased voucher lifespan from 12 months to 18 months
- Redemption Process – Updates to the redemption process include:
 - A completed “Application for Registration of New Vehicle” form (REG 397) is acceptable in lieu of the actual DMV registration. However, the Voucher Processing Center reserves the right to follow up with the fleet purchaser after voucher redemption to obtain a copy of the actual vehicle registration.
 - **Delivery Bill of Lading is no longer required.**
 - **Purchasers no longer need to affix applicable numbering (i.e. CA#/DOT) on their vehicles for the left side photo.**
 - Digital inspection photos of the vehicle showing that it is ready to be placed into service must be provided prior to voucher redemption. In instances where vouchers for an order of 10 or more vehicles are being redeemed at the same time, a “group photo”

may be uploaded, however a list of the VINs of all pictured vehicles must accompany the photo.

- Engine photo only required for vehicles with a combustion engine, not required for electric vehicles.
- Proof of Mileage at the time of vehicle delivery – acceptable documents include digital photo of odometer, telematics print out, or DMV odometer disclosure statement., etc.
- Scanned or electronic signatures may be permitted in lieu of signed originals; participants should contact the Voucher Processing Center at voucherprocessing@tetrattech.com for more details
- Pages 16-18
- **Removal of the 8.9 L from voucher tables and eligibility**
- **Removal of voucher enhancements**
- “Combining With Other Funding Sources” section
 - Local incentives that may be combined with HVIP include programs administered by local air districts or local municipalities that are locally funded. AB 923 funds administered by local air districts may also be combined with HVIP for school buses only.
 - Federal incentive programs may be combined with HVIP vouchers, including funding provided by the Federal Transit Administration (FTA), the Department of Energy (DOE), and other federal agencies
 - Except for public transit buses, stacking HVIP with State-funded incentives is not allowed.
 - When stacking HVIP vouchers with other funding sources for public transit buses, HVIP funding may be combined with the provision that HVIP will only fund the remaining cost up to the maximum voucher amount after the other incentives have been applied at their maximum allowable amounts.
 - Pages 23-24
- A dealer with no voucher activity for more than a year may be deactivated from the Voucher Processing Center. Reactivation may require additional dealer training.
 - Page 28
- Class 8 freight trucks, including port drayage trucks, may accrue up to 50 percent of their mileage each year outside of California without prior approval, as long as goods are being transported to or from California.
 - Page 29
- Purchasers must disclose all sources of public funding used in combination with HVIP funds.
 - Page 29
- The vehicle domicile address shall be listed as the lessee fleet address.
 - Page 31
- In the instance of a Waitlist, any waitlisted voucher requests for vehicles that will be leased require an operator / lessee to be named on the request.
 - Page 31