



CLEAN TRUCK AND BUS VOUCHER INCENTIVE PROJECT (HVIP)

DEALER TRAINING GUIDE

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The information in this manual covers the basis of Standard HVIP. The Drayage Set-Aside and the Public Transit Set-Aside have the same basic processes as Standard HVIP.

The Innovative Small e-Fleets (ISEF) Set-Aside and the Zero-Emission School Bus and Infrastructure (ZESBI) have different requirements, which are listed in the FY24-25 Implementation Manual. When the Implementation Manual is available, it will be published at www.californiahvip.org/im and distributed to all participants. For more information on the differing set-aside rules, please contact isef@californiaHVIP.org and SchoolBusTeam@CALSTART.org respectively.

This document is intended to guide new dealers through the process of becoming an HVIP-Approved Dealer. It provides high-level takeaways from the [FY24-25 Implementation Manual](#) and does NOT act in place of the IM.

ALL HVIP participants are responsible for understanding and adhering to the rules and requirements in the FY24-25 Implementation Manual. The IM will be distributed to all participants and published to www.californiaHVIP.org/im when made available by the California Air Resources Board.



CLEAN TRUCK AND BUS VOUCHER INCENTIVE PROJECT (HVIP)

The Clean Truck and Bus Voucher Incentive Project (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 Dealers process the required documentation.

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 and manage vouchers on behalf of their customers. In doing so, dealers become familiar with the process and the project by virtue of repetition, narrowing the margin for error experienced with direct requests from purchasers.

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.

HOW TO PARTICIPATE AS AN HVIP-APPROVED DEALER

1. To begin the process of becoming an HVIP-Approved Dealer, [pre-register](#) on the HVIP website. The dealership must sell an HVIP-eligible vehicle on the HVIP [Vehicle Catalog](#). Following pre-registration, the relevant Dealer Training materials and HVIP Dealer Training Learning Hub link are automatically emailed to the dealer.
 - While pre-registering, dealers must use an email address and other contact information affiliated with the business they are participating in HVIP on behalf of. Use of personal contact information and general domains such as "@gmail" are not allowed unless the business-affiliation contact information matches the personal contact information. Please also ensure that the email address is not a general mailbox such as HVIP@dealership.com or general@dealership.com. The email must contain the first and/or last name or a combination that includes at least the first and/or last name.
2. Review the HVIP Dealer Training materials provided in the previously mentioned automated email to prepare for the HVIP Dealer Training Learning Hub and comprehensive quiz. The materials will also be available for review under Step Two on the [HVIP Seller's page](#).
3. After completing the HVIP Dealer Training Learning Hub and passing the comprehensive quiz with 100 percent accuracy, within three attempts, the Dealer Registration Form will be automatically emailed to the dealer by the Dealer Trainer. Failure to pass the comprehensive quiz within three attempts requires participation in a personalized Dealer Training session. The dealer will receive an email from the Dealer Trainer with the instructions and Calendly link to sign up. Once the dealer has completed this training the Dealer Registration Form will be sent.
 - At the beginning of the comprehensive quiz portion within the HVIP Dealer Training Learning Hub, the dealer must submit their first and last name, dealership name, and dealer's specific email address. This will be the **only** way to receive credit for the quiz score and number of attempts. The last question of the quiz, the Dealer Training team will ask for the language(s) spoken within the dealership. Please note which languages outside of English are spoken within the dealership. Upon completion of the comprehensive quiz, the dealer will be asked to complete a brief

survey on their experience with the HVIP Dealer Training Learning Hub and Dealer Training process, as a whole. The survey is optional; however, it is very valuable for future improvements to the Dealer Training process.

- The Dealer Registration Form will prompt the upload of a W-9, state-issued Dealer License, Business License, and Manufacturer Authorization Letter from the manufacturer(s), authorizing the dealer to sell each of their HVIP-eligible vehicle(s). Please ensure the uploads are in PDF format, as they are the most compatible with the Dealer Registration Form upload process. The Dealer Trainer will reach out if there is an error with the upload or an item missing. Missing items or errors may prolong the Dealer Training process, please ensure that all the fields are complete.
- Manufacturer Authorization Letter(s): The letter(s) from the manufacturer(s) does not require professional letterhead. A simple PDF'd email correspondence **from** the manufacturer(s) stating that the specific dealership is authorized to sell their specific HVIP-eligible vehicle(s) from the HVIP Vehicle Catalog will suffice. Each dealer seeking certification will be required to send a letter for each HVIP-eligible manufacturer they sell.

Manufacturers who are also acting as dealers are exempt from submitting this letter.

- Within the Dealer Registration Form the dealer will also select their type of dealer category. This information is located within the IM under the Vehicle Dealers section, within the Eligible Participants section. Below is the full list of categories.
 - i. A truck or bus dealership that has had a valid business license for the past two years, has an official new vehicle dealer license and has a written agreement with a medium- or heavy-duty vehicle manufacturer.
 - ii. A truck, van or bus vehicle manufacturer that manufactures HVIP-eligible vehicles and sells those vehicles directly to fleets.
 - iii. A truck, bus or equipment manufacturer that has a written agreement with another medium- or heavy-duty vehicle manufacturer that has had a valid business license for the past two years and an official dealer license.
 - iv. A manufacturer that manufactures engines certified to the optional Low NOx standard of 0.01 g/bhp-hr, or dealer in possession of an official dealer license and selling such engines.

- v. A truck, van or bus manufacturer or dealer that converts an existing vehicle and has had a valid business license for the past two years and either has an official dealer license or automotive repair dealer license.
- vi. A rental, leasing, and/or fleet management company that has had a valid business license for the past two years and a dealer license.

4. The HVIP Dealer Training team offers personalized HVIP Dealer Training calls. These calls serve as an opportunity for dealers to confirm their understanding of HVIP rules and requirements as well as ask questions directly to the Dealer Trainer. The personalized Dealer Training is not required unless the comprehensive quiz at the end of the HVIP Dealer Training Learning Hub is not completed with 100 percent accuracy and within three attempts. The Dealer Training team provides these Dealer Training sessions to any dealer that is interested in the training. Please email DealerTraining@CaliforniaHVIP.org with interest and a Calendly link can be sent to the dealer to sign up.

WHO YOU NEED TO KNOW

THE HVIP TEAM

THE CALIFORNIA AIR RESOURCES BOARD

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

CARB determines vehicle and technology eligibility. OEMs must send their eligibility applications to CARB to gain approval for their vehicles and technologies. Dealers can only submit voucher requests for CARB-approved technologies. In addition to eligibility, CARB determines the project's guidelines and special voucher cases (HVIP admin review) and holds ultimate authority over HVIP policy. More information is available at www.CaliforniaHVIP.org.

CALSTART

The CALSTART team administers HVIP, which includes working with dealers to train and then approve them to request HVIP vouchers. Once a voucher is ready for redemption, checks are cut and mailed from the CALSTART Accounts Payable team. CALSTART also offers ACH payments directly to the dealership. For more information, please reach out to the CALSTART Accounts Payable team at ap@calstart.org. Once the dealer has completed all the documents for their voucher the Accounts Payable team will reach out to the dealer to ensure their dealership information is accurate. If the Accounts Payable team does not hear back from the dealer, then the Accounts Payable team will issue a check to the dealership. If the dealership is already set up with the ACH option, then they will receive ACH for each voucher completed unless requested otherwise.

CALSTART issues periodic project updates, newsletters, additional training for HVIP-Approved Dealers and general account administration for the dealers. When HVIP-eligible vehicles need updating on the website or in the VPC, CALSTART staff manage those updates with the manufacturers.

The "Dealer Trainers" referred to within this document are CALSTART staff; their primary objective is to support HVIP-Approved Dealers. Each fiscal year CALSTART will require a mandatory Dealer Training session that will go over the forthcoming fiscal year policies and procedures. More information and instructions about this session will be provided during this renewal period. Please ensure to watch out for email communication for additional mandatory training. The fiscal year Refresher Session is mandatory to maintain compliance as an HVIP-

Approved Dealer. Failure to complete this training will result in your VPC credentials being frozen, turning off the capability to log on and request or maintain vouchers. Once frozen the dealer will need to participate in another round of HVIP Dealer Training to re-certify their VPC credentials.

The Voucher Processing Team are CALSTART staff that are called the Voucher Processing Team (VPT). VPT will work with the dealers on their vouchers through redemption and may reach out to dealers by phone or email.

VOUCHER PARTICIPANTS

MANUFACTURERS

Participating HVIP manufacturers are responsible for securing a CARB Executive Order (E.O.) and applying for HVIP eligibility for their advanced clean vehicle.

Manufacturers or other affiliated parties who are not HVIP-Approved Dealers cannot have access to the VPC. However, they can request voucher status information directly from the dealer who submitted the voucher request or by contacting hvip-processing@calstart.org. The Dealer Trainer also sends all manufacturers a report quarterly which includes the active voucher requests and vouchers. This report is sent out in January, April, July, and October each year. Manufacturers who are not currently receiving this report can reach out to DealerTraining@CaliforniaHVIP.org to be added to the recipient list.

HVIP-APPROVED DEALERS

The HVIP-Approved Dealer is the key to HVIP's success. The HVIP-Approved Dealer assumes the responsibility for requesting/redeeming vouchers and communicating the progress of the voucher to the manufacturer, purchaser, and Voucher Processing Team. Dealers are also responsible for sharing manufacturer voucher availability with their customers. The HVIP-Approved Dealer must **never** share their VPC credentials with a colleague or a purchaser to access or edit the information. The HVIP-Approved Dealer must be the point of contact for the purchaser's voucher requests and vouchers. The purchaser must work with the dealer on their voucher requests.

The HVIP-Approved Dealers must also stay up to date on the policies and requirements each fiscal year. It is very important to frequently check the HVIP website, participate in mandatory trainings, and keep up to date on the communications sent by CALSTART, VPT, CARB, etc.

CALSTART sends out communications via newsletter, e-blast, website, and VPC Resources, it is important to ensure dealers are receiving these communications. In order to ensure the most up to date information is received the dealers must ensure they are subscribed to the newsletters and communications.

PURCHASERS

Purchasers are those who directly receive the benefits of HVIP vouchers and are responsible for communicating with an HVIP-Approved Dealer, to secure a voucher. For the purposes of HVIP, a purchaser is responsible for ensuring the Terms and Conditions are met, including ensuring vehicle operation in California for at least three years., whether through lease or direct purchase. A purchaser must be a business, non-profit, or government entity which is based in California or has a California-based affiliate.

The HVIP IM contains an expansive section describing purchaser requirements and responsibilities. Please review the Vehicle Purchaser section of the IM.

HVIP-APPROVED DEALERS – ELIGIBLE PARTICIPANTS

The HVIP-Approved Dealer has requirements to participate in HVIP. Below is a list of requirements for an HVIP-Approved Dealer. As mentioned previously, the following entities may be considered eligible vehicle dealer entities for the purposes of HVIP:

- i. A truck or bus dealership that has had a valid business license for the past two years, has an official new vehicle dealer license and has a written agreement with a medium- or heavy-duty vehicle manufacturer.
- ii. A truck, van or bus vehicle manufacturer that manufactures HVIP-eligible vehicles and sells those vehicles directly to fleets.
- iii. A truck, bus or equipment manufacturer that has a written agreement with another medium- or heavy-duty vehicle manufacturer that has had a valid business license for the past two years and an official dealer license.
- iv. A manufacturer that manufactures engines certified to the optional Low NOx standard of 0.01 g/bhp-hr, or dealer in possession of an official dealer license and selling such engines.
- v. A truck, van or bus manufacturer or dealer that converts an existing vehicle and has had a valid business license for the past two years and either has an official dealer license or automotive repair dealer license.
- vi. A rental, leasing, and/or fleet management company that has had a valid business license for the past two years and a dealer license.

The HVIP-Approved Dealer must be the individual responsible for the final invoice (must be itemized and include taxes) to the purchasing fleet AND delivery of the completed vehicle.

The HVIP-Approved Dealer must also be able to provide a manufacturer authorization letter for the HVIP-eligible vehicle(s) they sell at the time of applying to become an HVIP-Approved Dealer.

The HVIP-Approved Dealer must also regularly check their dealership information on the [HVIP-Approved Dealer list](#). If there are any changes to their information, please contact the Dealer Training team as soon as possible to update the information. This includes the address, email,

phone number, and position changes. If there are dealers listed that are no longer at the dealership the Dealer Training team will want to know that as well.

Each dealership location is limited to three HVIP-Approved Dealers. If the dealer is leaving their position and needs to hand off vouchers to a colleague, please have this colleague alert the HVIP Dealer Training team about the staff change as soon as possible. Vouchers may not be transferred to a non-HVIP-Approved Dealer.

The HVIP-Approved Dealer may be considered a dealership or OEM salesperson, grant manager, financial controller, or similar role. These individuals will be responsible for requesting and redeeming vouchers for a vehicle they are approved to sell. HVIP-Approved Dealer status is granted at an individual level, not the dealership as a whole. Sharing VPC credentials is ***strictly prohibited***, dealers who share VPC credentials will result in immediate deactivation from being an HVIP-Approved Dealer. Please report any dealer changes to the Dealer Training team as soon as possible.

RESPONSIBILITIES OF HVIP-APPROVED DEALERS

Dealers are responsible for ensuring a voucher is successfully requested and redeemed by adhering to the rules, and guidelines found in the [HVIP IM](#).

To remain in good standing, all HVIP-Approved Dealers are responsible for the following:

- Becoming familiar with **ALL** HVIP requirements.
- Participation in mandatory Dealer Trainings and registration.
- **Responding to all HVIP-related inquiries, including CALSTART, Voucher Processing Team (VPT), CARB, and prospective HVIP purchasers, within five business days.**
Please also ensure that you “**reply all**” to **existing emails chain** relating to vouchers and voucher requests.
- Provide accurate information to CALSTART, the Voucher Processing Team (VPT), and CARB (if requested) as well as to your purchaser(s).
 - i. This includes notifying the purchaser of voucher request submissions and informing them of your intent to cancel a voucher before doing so.
- Completing voucher request and voucher redemption forms, with the assistance of the purchaser, and supplying the necessary vehicle purchase documentation. The HVIP-Approved Dealer is the party responsible for entering the information on behalf of the purchaser into the Voucher Processing Center. The purchaser should never have access to the VPC to update their vouchers.
- Purchasers with outstanding CARB penalties or entities out-of-compliance are not eligible for HVIP incentives and vouchers for fleets found to be out of compliance with any regulation cannot be redeemed and funds may be recaptured. The Purchaser is also responsible to certify compliance with California labor laws (AB 794) annually for three years after voucher redemption.
- Notifying the Voucher Processing Team of any special request or unique transactions **BEFORE** a voucher is requested such as lease deals, special testing, unique financing deals, etc. Issues arise when the Voucher Processing Team finds out that a voucher is **NOT** for a basic vehicle purchase at the Redemption Processing stage after financial documents are submitted. They want to catch this far before the vehicle is delivered, which is why this information is required at the beginning of the voucher request.

- Issuing the final invoice for the **completed** vehicle to the HVIP purchaser and delivering the **completed** vehicle to the HVIP purchaser at the domicile location. The final domicile address must match the domicile address provided on the voucher request.
 - i. Invoice must itemize all vehicle charges and show the HVIP voucher amount being provided to the purchaser to discount the purchase or lease of the vehicle.
 - ii. The vehicle should **NOT** be delivered to the purchaser until the **Pending Delivery** status of the voucher process. Issues arise when the vehicle is delivered prior to the appropriate stage.
- Frequently checking the HVIP webpage at www.CaliforniaHVIP.org for updates and announcements. This includes the HVIP [Seller's](#) page, [Funding](#) page, [FAQs](#), and [News and Events](#) section on the HVIP website. Also ensuring that the dealer is subscribed to the newsletters and e-blast communications.
- Providing reasonable assistance to the Voucher Processing Team/CALSTART/CARB to obtain updated information, inspect vehicles, and review HVIP-related records during the first three years after vehicle receipt and final payment by the purchasing fleet, whichever is later.
- Ensuring purchasers are fully aware of **EACH** Term and Condition before signing the Voucher Request Form.
- Ensuring access to the correct HVIP-eligible vehicles in the VPC and the HVIP-eligible Vehicle Catalog on the HVIP website and notify the Dealer Training team if either item appears inaccurate. The Dealer Trainer will require a manufacturer authorization letter in order to add HVIP-eligible vehicles to the VPC account. Forward this letter or PDF'd email to the Dealer Training team at DealerTraining@CaliforniaHVIP.org.
- Refusing to share VPC account credentials with anyone. The HVIP-Approved Dealer may request vouchers on behalf of other salespeople within their organization but may **NOT** share access to the VPC. Dealers who are employed at the dealership who are not HVIP-Approved Dealers will need to work with the HVIP-Approved Dealer to discuss the status of those vouchers. The Voucher Processing Team/CALSTART teams will only be allowed to communicate voucher statuses with the HVIP-Approved Dealer. Non-HVIP-Approved Dealers and purchasers are prohibited from using the Voucher

Processing Center. Sharing VPC account credentials may result in the immediate deactivation of the VPC account.

- i. Once a voucher request is submitted, the dealer, vehicle, and fleet information, cannot change. Therefore, vouchers and/or voucher requests cannot be transferred from one HVIP-Approved Dealer's VPC account to another. In the event where an HVIP-Approved Dealer no longer works for the dealership a 1-2-page Voucher Transition Plan summarizing voucher nuances, causes for delivery delays, HVIP admin review exceptions, etc. may be required from the owner of the vouchers prior to their departure. HVIP will allow one voucher transfer per quarter as cited in the IM.
 - i. If the dealer has taken ownership of vouchers from another HVIP-Approved Dealer through the voucher transfer process, and they are still in the "Voucher Request" process the vouchers will **NOT TRANSFER TO THE NEW OWNER once the voucher requests convert to vouchers if the transfer occurs while the voucher is still IN THE 'VOUCHER REQUEST' PROCESS.** The new owner will be REQUIRED to inform DealerTraining@CaliforniaHVIP.org once the request converts to vouchers in order to receive email notifications pertaining to the converted vouchers.
- ii. Voucher Account Sharing is available in lieu of transferring vouchers for HVIP-Approved Dealers working inside the same dealership location. With the permission of **ALL** parties involved, Account Sharing will allow all HVIP-Approved Dealers within the dealership location to view and edit each other's vouchers. The owner of the vouchers will still need to be the main contact of that voucher; however, it can be visible to other HVIP-Approved Dealers. The main owner will also be the individual will receive email correspondence for the vouchers.

- Coordinating with purchasers so as not to exceed the 20-voucher fleet cap. The cap is limited to 20 open vouchers at any given time. For purchasers requesting a public school bus the cap is set to 30 requests per calendar year. For transit vouchers, the cap is set to 50 voucher requests per calendar year.
- Adhering to all rules and requirements of the California Department of Motor Vehicles (DMV) at the point of applying to become an HVIP-Approved Dealer and while maintaining status as an HVIP-Approved Dealer.

- Holding a current and valid state-issued dealer license that permits selling HVIP-eligible vehicles within California. Please note: If a dealer is located outside of California, tax reflected on the invoice should still be based on the vehicle's California domicile address. They must have at least one service provider for the vehicle in California.
- Hold a current valid business license for the past two years. This item will be requested and verified during the certification process.
- Updating the vehicle's anticipated delivery date in the VPC every 90 days.
- Updating the vehicle's VIN within 60 calendar days of voucher acceptance.
- Remaining active in the VPC. A dealer with no voucher activity for more than 365 days may be deactivated from the VPC. Reactivation may require an additional round of Dealer Training.
- During the voucher process (if applicable) lease agreements will also be required, please be prepared to submit any lease agreements from the fleet.
- Financial documentation will be requested during the Redemption Process. It is important to ensure that the vital information is listed on the documents. There are instances where the Redemption Process will require a Financial Attestation. Please ensure that these items are gathered and uploaded to the VPC as soon as possible. It can prolong payment if there is missing documentation.

RESPONSIBILITIES OF HVIP PARTICIPANTS

Purchasers are responsible for collaborating on the voucher request and redemption forms with the dealer, and for paying the non-voucher portion of the vehicle cost. The following is a list of the purchasers' responsibilities *at a glance*. The full explanation of the purchasers' responsibilities is provided in the Vehicle Purchaser Section of the [HVIP IM](#). HVIP participating purchasers are required to:

- Be a business, non-profit, tribal entity, or government entity which is based in California or has a California-based affiliate.
 - I. Private entity purchasers must be registered with the California Secretary of State for at least one year.
 - II. Non-profits must provide an IRS Determination Letter at the point of voucher request.
 - III. A tax identification number (TIN) must be provided from the purchaser at the point of voucher request.
 - IV. Businesses that are not registered with the California Secretary of State or unable to provide a TIN or SSN are not eligible for HVIP.
 - i. Businesses not listed on the Secretary of State portal that believe they are valid HVIP-eligible purchasers as defined by this manual may submit a letter describing why they are not listed to hvip-processing@calstart.org at the time of the voucher request for consideration by CARB, and a copy of a tax filing may be required.
 - V. The purchaser must also provide tax information to substantiate revenue and will also be used to substantiate California business location – Private Fleets must please identify the total revenue, receipts, and sales reported to the IRS in the purchaser's entity's most recent filing. This information may be reported in Box 1c of IRS Form 1120, Box 1c of IRS Form 1065, or Box 3 of IRS Schedule C (Form 1040).
- Purchasers must provide TIN, CA and DOT numbers, fleet size, annual revenue, and domicile address at the time of voucher request.
- Use email addresses and other contact information affiliated with the business on whose behalf they are participating in HVIP.
- Demonstrate reasonable access to charging/fueling equipment at the domicile address to support all vehicles in the voucher request.

- Must not use a residential address unless specifically approved by CARB.
 - I. As a reminder, an infrastructure readiness plan may be requested during the voucher process.
- Comply with AB 794 Attestation to Compliance with Labor Laws. Prior to submitting voucher requests, drayage and short haul fleets of one or larger must submit a public attestation online at www.cazelaborlawcompliance.org. Renewed compliance attestation is required annually until three years after voucher redemption.
- Maintain insurance as required by law.
- Commit to operating the vehicle in California for at least three years after the voucher Redemption Approval date.
- Understand “Common Ownership or Control” guidelines. The policies and procedures are located in Appendix C of the HVIP IM.
- For transit vehicles, a Letter of Intent (LOI) is permitted in lieu of a P.O. for vouchers. The P.O. will be required at the Funding Reserved status and within six months from voucher submission.
- Purchasers must agree to Telematics requirements specified, meaning a data acquisition system capable of collecting vehicle GPS data, vehicle mileage and hours of operation.
- Communicate their voucher cap to the dealer.
 - I. Each purchaser is limited to not exceed the 20-voucher fleet cap. The cap is limited to 20 open voucher requests at any given time. For purchasers requesting a public school bus the cap is set to 30. For transit vouchers, the cap is set to 50 vouchers.
- Allow CARB, CALSTART, or Voucher Processing Team to verify the vehicle registration with the DMV. The DMV registration must match the vehicle listed on the CARB Executive Order. If a temporary DMV registration (DMV Form REG397) is provided, then a copy of the permanent registration must be provided to the dealer within 180 days after redemption for upload into the VPC. The purchaser is responsible for responding to this communication with the permanent registration.
- Be available for follow-up inspection, if requested.
- Participate in annual surveys for three years following voucher redemption.
- Disclose all sources of public funding used in combination with HVIP funds.
 - I. This includes any stacking funds used during the financial process.
 - II. Sources of funds need to be itemized out on the financial documents.
 - III. Review the stacking parameters within the stacking section of the IM.
- Ensure accuracy of the vehicle, engine, and purchaser information on the voucher request and redemption forms.

THE VOUCHER PROCESS AND TIMELINES

VOUCHER PROGRESSION OVERVIEW:

Statuses in online Voucher Processing Center (VPC): These statuses and their accompanying requirements apply to Standard HVIP vouchers, Drayage Set-Aside vouchers, and Transit Set-Aside vouchers (for ISEF and ZESBI voucher details, please see Appendices F and G, respectively in the IM).

The following stages below are outlined in the VPC under the Guidance of Success (GOS). Each status has a chevron with descriptions, action items, and instructions for the dealer. The GOS will also include all the statuses that require "Key Fields". Ensure that these fields are filled out as these fields are required to move to the next status. If the dealer is unsure what status the voucher request or voucher is in, ensure that they check the GOS and that all the Key Fields are filled in. If the Key fields are not filled in, the Voucher Processing Team will not be notified that the voucher is ready to review.

These voucher request and voucher statuses are also detailed in Appendix D of the IM.

VOUCHER REQUEST STAGES:

Pending Submittal: Dealer enters information into Voucher Processing Center about the request (quantity, purchaser, etc.). The request will remain in the pending status until the dealer uploads a purchaser (P.O.), selects a vehicle and the quantity and hits "submit" if applicable, dealers submitting bulk P.O.s must upload those as well.

Submitted: The dealer has submitted the voucher request. If any issues are found with any of the submission documents, the Request form, or AB794 compliance, the Voucher Processing Team will reach out to the dealer within seven business days. False and/or misleading information submitted with the voucher request will be subject to immediate cancellation upon review.

Queued: The Voucher Processing Team performs a preliminary review of the voucher request to check for any outstanding issues before the Standard Initial Review. The Voucher Processing Team then assigns the funding status or assigns the request to a contingency list if available. The average wait times to begin an initial review and receive communication from the Voucher Processing Team is three to five business days.

Funding Reserved: Funds are reserved from the appropriate funding source (i.e. drayage or transit set-aside, etc.) for the voucher request. This step of the process is not voucher approval; funding is not guaranteed. A full and comprehensive review must take place for the voucher request to progress to “Accepted Pending Confirmation” for funding to be secured. The Project Administrator then begins standard initial review. The dealer will have 10 days to address any issues or the vouchers may be subject to cancellation. Without any outstanding issues, the average wait times for the initial review to be complete is two weeks.

Accepted Pending Signed Forms(APSF): The Project Administrator sends Terms and Conditions to both the dealer and purchaser for review and signature. Upon completion of the Purchaser section of the Voucher Request form, the average wait time to receive Terms and Conditions is two weeks. A voucher must pass the regulatory compliance review to move past APSF.

Vouchers Created: All stages of a voucher request have been completed. T&Cs and Purchaser Form have been accepted for review. Under the “Voucher Requests” tab, the dealer will see the “Vouchers Created” status. Simultaneously, under the “Vouchers” tab in the VPC, the dealer will be able to see assigned voucher IDs by looking at the “Accepted Pending Confirmation” status.

VOUCHER STAGES:

Request in Process: This is the first status in the voucher object. It is used as a placeholder until all the voucher request statuses are completed. This stage is not visible to dealers and is only visible to Voucher Processing Team and CALSTART administrators. No actions are needed by dealer or Voucher Processing Team and the vouchers will automatically be moved to “Accepted Pending Confirmation” once the voucher request is moved from “Accepted Pending Signed Forms”.

Accepted Pending Confirmation: Individual vouchers are now visible to dealers under the “Vouchers” tab in the VPC. Before this status, their Vouchers tab will be blank. Dealers must fill out VINs and requested vehicle information in the “Key Fields” section in order for their vouchers to move forward. Project Administrators reviews VIN and confirms MY of vehicle is what is listed in the VPC Vehicle Catalog. After VINs and an Anticipated Delivery date has been provided, the average wait time for the Team to move this voucher to the next status is two to four weeks.

Pending Delivery: Vouchers must be updated every 90 days to re-confirm the anticipated delivery date. Dealers must fill out additional vehicle information in the “Key Fields” section in order for vouchers to move forward. As well, photos of the VIN Tag and the VECI Label are required at this status.

Redemption Processing: Dealers are sent a Redemption Form for completion. Dealers must also complete all items on a Redemption Checklist in order to move their vouchers forward. CARB extension approval is needed if redemption will not occur within 18 months of the date funding is reserved, except for vouchers for public transit buses which have a longer timeline at 36 months from the date funding is reserved. The average wait time for a voucher that is complete and error free to move to the next status is two weeks.

Redemption Approved: CALSTART's Accounts Payable team mails payment to dealer (approximately 7 business days) (or electronic payment, if available). The purchaser is required to complete an annual survey for three years after redemption.

Completed Paid: Check information has been added to voucher record. The dealer reimbursement process is complete.

Cancel/Voided: Upon dealer or purchaser request or for other reasons, HVIP staff can cancel a pending voucher or voucher request at any stage. Visible to the dealer in the Voucher Processing Center, staff will mark a cancellation reason as indicated by the dealer and will notify both the dealer and purchaser via email. If a voucher is cancelled within the first 30 days of the date on which it was requested, it is considered Voided, whether the cancellation was initiated by the purchaser or by HVIP staff.

DEALER DASHBOARD

While logged onto the VPC account, navigate to the Dashboard tab to discover reports. Within that tab you will see six dynamic voucher dashboard components. These are components meant to help you with your existing voucher requests and vouchers. This dashboard can be refreshed every minute!

Dealer: Voucher Request by Status – This will give a snapshot of the voucher requests currently by status, this will allow dealers to see what stage those voucher requests are in.

Dealer: Vouchers by Status – This will give a snapshot of the active vouchers currently by status, this will allow the dealer to see what stage those vouchers are in.

Dealer: Vouchers in Pending Delivery – This component will show the number of vouchers that are currently pending delivery.

Dealer: Vouchers: Expiration Date – This component will show which vouchers are nearing expiration; it will allow dealers to keep an eye on approaching dates.

Voucher Docs with Voucher Requests – This component will report which voucher documents are missing on the voucher requests. It will show dealers which voucher requests have paperwork missing to proceed with the voucher.

Voucher Documents with Vouchers – This component will report which voucher documents are missing on the vouchers. It will show dealers which vouchers have paperwork missing to proceed with the voucher.

RESOURCES TAB

While logged onto the VPC account, navigate to the Resources tab to discover the dealer's one stop shop for everything voucher related. Within that tab there are many features!

Implementation Manuals: The past and present Implementation Manuals are listed in this tab.

Set-Asides: The set-aside information is provided for the dealers to have one place to find the materials needed for those set-asides.

VPC Materials: The VPC Materials section provides resources to guide dealers through the voucher process. Here, you will find the Voucher Request/Voucher Management and Redemption manual and video, which are designed to support you in submitting and maintaining voucher requests. This section also includes the List Views and Reports Guide, which will help you create customized reports and list views within the Voucher Processing Center.

HVIP Fillable Forms and Documents: The Voucher Processing Center now includes Standard HVIP fillable forms and documents designed to support dealers throughout the voucher process. These resources serve as helpful tools for both voucher requests and ongoing voucher maintenance. Dealers are encouraged to review and make use of the available fillable forms to streamline their work within the system. The following fillable forms are now available for your use:

- The **Voucher Extension Request Form** will be required in order to extend a voucher. This form can be filled out and sent over to the Voucher Processing Team.
- The **Purchase Order Checklist** will assist with what items are required on the Purchase Order.
- The **HVIP Request Checklist** is a helpful guide to help collect the items needed for the voucher request.
- The **Bill of Lading (Sample)** can be used when there is not a delivery document available. This document shows dealers what will be required for a delivery document.
- The **Lease / Loan Breakdown** document is a guide used for vouchers that include a lease.
- The **Financial Document (Attestation)** will be used when there is a misalignment in the financial documentation. There will be times when the Voucher Processing Team will request a Financial Attestation to tie the financial documents.
- The **CA / DOT Numbers – Exemption Letter / Guide** is also available for dealers. This document is for dealers to fill out if their purchaser is claiming that they are exempt from the CA or DOT Number requirement.

Dealer Training Materials: The Dealer Training Materials section will house the Redemption Checklist and Dealer Training Guide.

Dealer Training Webinar Series: The Dealer Training team has held webinars to assist the dealers with various topics. If the dealer would like to review the content, please find the videos for these webinars.

HVIP Dealer Newsletters: The HVIP Dealer Training team will add all newsletters and important policy change e-blasts to this section. If a dealer misses a communication that was sent, this will be where they can find the item.

VOUCHER INCENTIVE CHANGES

Per the IM, the voucher modifiers have been removed, and a new voucher table has been approved for the funding levels. Please find the following tables for the voucher information based on GVWR. There will no longer be voucher modifiers, they will be more streamlined to make voucher calculations easier.

FLEET SIZE VOUCHER TABLES:

Voucher Table – Zero-Emission Vehicle Truck Voucher Amounts:

The following table shows the base voucher and the small business voucher totals based on the class size and GVWR. This is a change from previous voucher base amounts.

Truck/Bus Class	Base Voucher	Small Business Voucher
Class 2b (8,501-10,000 lbs.)	\$7,500	\$9,000
Class 3 (10,001-14,000 lbs.)	\$15,000	\$40,000
Class 4 (14,001-16,000 lbs.)	\$60,000	\$130,000
Class 5 (16,001-19,500 lbs.)	\$60,000	\$130,000
Class 6 (19,501-26,000 lbs.)	\$85,000	\$160,000
Class 7 (26,001-33,000 lbs.)	\$85,000	\$160,000
Class 8 (33,001+)	\$120,000	\$330,000
Class 8 Fuel Cell (33,001+)	\$240,000	\$420,000

Voucher Table – Zero-Emission Vehicle Public School Bus or Public Transit Voucher Amounts:

The following table shows the totals for the bus specific voucher amounts. There is a base school bus voucher but this is for public school bus districts. The second column is the voucher amounts for small public school districts. The third column is for the public transit voucher amounts and the fourth column is for the small public transit bus agencies.

Bus Class	School Bus Voucher ¹	Small Public School Bus Voucher	Public Transit Voucher ²	Small Public Transit Agency Voucher
Class 2b (8,501-10,000 lbs.)	N/A	N/A	\$9,750	\$19,500
Class 3 (10,001-14,000 lbs.)	\$81,000	\$103,500	\$58,500	\$117,000
Class 4 (14,001-16,000 lbs.)	\$108,000	\$138,000	\$78,000	\$156,000
Class 5 (16,001-19,500 lbs.)	\$108,000	\$138,000	\$78,000	\$156,000
Class 6 (19,501-26,000 lbs.)	\$153,000	\$195,000	\$110,500	\$221,000
Class 7 (26,001-33,000 lbs.)	\$153,000	\$195,000	\$110,500	\$221,000
Class 8 (33,001+)	\$216,000	\$276,000	\$156,000	\$312,000
Class 8 Fuel Cell (33,001+)	N/A	N/A	\$312,000	\$552,000

Voucher Table – Zero-Emission Vehicle Drayage and Refuse Voucher Amounts:

The following table shows the base voucher and the small business voucher totals based on the class size and GVWR. This is a change from previous voucher base amounts.

Truck/Bus Class	Base Voucher	Small Fleet Drayage (D)/Refuse (R) Voucher
Class 4 (14,001-16,000 lbs.) (R)	\$75,000	\$130,000
Class 5 (16,001-19,500 lbs.) (R)	\$75,000	\$130,000
Class 6 (19,501-26,000 lbs.) (R)	\$106,250	\$160,000
Class 7 (26,001 – 33,000 lbs.) (D, R)	\$106,250	\$160,000
Class 8 (33,001+) (D, R)	\$150,000	\$330,000
Class 8 Fuel Cell (33,001+) (D, R)	\$300,000	\$420,000

Voucher Table – Eligible ePTO Voucher Amounts:

The following table shows the base voucher amounts for the ePTO vouchers. There are three incentive levels for ePTOs.

Energy Storage Capacity	Base Vehicle Incentive ³
3 – 10 kWh	\$20,000
>10 - 15 kWh	\$30,000
> 15 - 25 kWh	\$40,000
> 25 kWh	\$50,000

Disadvantaged Community/Tribal Government:

Communities identified by the California Environmental Protection Agency (CalEPA) to determine whether a project qualifies as located in a disadvantaged community, the Grantee must use the criteria in Assembly Bill 1550.

For the DAC information, the domicile address must fall in one of the following areas of the mapping tool at webmaps.arb.ca.gov/PriorityPopulations/.

- Disadvantaged Communities
- Disadvantaged AND Low-Income Communities
- Low-Income Communities within ½ mile of a Disadvantaged Community
- Low-Income Households within ½ mile of a Disadvantaged Community

POLICY CHANGES TO KNOW

Purchase Order Age: Purchase Orders or other binding sales agreements for private-entity purchasers can be dated no earlier than 90 calendar days before the date the voucher request is submitted. For public-entity purchasers, P.O.s or other binding sales agreements can be no older than 12 months.

Compliance with Labor Standards (AB 794): Fleets of one or larger purchasing drayage and short-haul trucks will be required to directly attest that they are in compliance with state labor laws. The fleet purchaser attests they will remain in compliance with labor laws for up to at least three years or the duration of the incentive agreement, and that they will retain direct control over the manner and means for performance of any individual using or driving the vehicle. Prior to submitting the voucher request, fleets must submit a public attestation at cazevlaborlawcompliance.org that they are in full compliance with all labor laws. Attestations must be renewed annually for at least three years from the date of application for incentives or the duration of the incentive agreement, whichever is longer. Failure to do so will result in the ineligibility to participate in the incentive program.

Common Ownership or Control Definition: For the purposes of HVIP fleet size definitions, “common ownership or control” means being owned by the same person, corporation, partnership, limited liability company, or association. In addition, vehicles managed day to day by the same directors, officers, or managers, or by corporations controlled by the same majority stockholders are considered to be under common control even if their title is held by different business entities. Vehicles owned by different entities but operated by using common or shared resources to manage the day-to-day operations by using the same motor carrier number, displaying the same name or logo, or contractors who represent the same company are considered to be under common ownership or control. Common ownership or control includes relationships where the controlling party has the right to direct or control the vehicle as to the details of when, where, and how work is to be performed or where expenses for operating the vehicle, such as fuel or insurance, are shared. However, if the purchaser is hired as a contractor by a larger fleet the purchaser does not need to count trucks operated by the hiring fleet as part of the purchaser’s fleet size, though the contractor’s vehicles are counted as part of the hiring fleet. At CARB’s sole discretion the contractor may be required to provide additional documentation, including, but not limited to, copies of their California Business License, CA # or DOT # and minimum of one year of DOT registration history, or a copy of their written contract agreement with the hiring fleet. Common ownership or control does not include agreements for

individual loads that are competitively bid and issued to the lowest qualifying bid, and such agreements do not need to be counted towards a purchaser's fleet size.

Purchaser's Proof of Business in California: For private entity, the purchaser must be in business for at least a year prior to a request for an HVIP voucher and must show proof of business operations in the State of California for a minimum of one year prior to voucher request. This must include the following:

- a. A valid registration with the Secretary of State of the business entity (CARB or its designee may utilize the California Secretary of State Business Search (<https://businesssearch.sos.ca.gov/>) portal to determine validity of business entity registration) or a valid business license issued by the municipality the purchaser operates with or
- b. Provide a cover page of the previous two years of filing of State of California or IRS transcript showing proof of filing, within 30 days of the voucher request

Sources of Funding: During the voucher process purchasers and dealers must disclose all sources of public funding, including, but not limited to, federal, local, and state incentive programs used in combination with HVIP funds. Purchasers and dealers who fail to disclose all sources of public funding may face voucher cancellation and be required to return voucher funds where stacking funding is prohibited.

Completed Vehicles: The voucher process is intended to fund a completed vehicle. As defined by the [Federal Transit Administration](#), "a vehicle that requires no further manufacturing operations to perform its intended function. This includes vehicles that are altered by (1) the addition, substitution, or removal of readily attachable components (such as mirrors, or tire and rim assemblies) or (2) minor finishing operations (such as painting) in such a manner that the vehicle's stated weight ratings are still valid". An Incomplete vehicle is defined as, "an assemblage of components consisting of, as a minimum, frame and chassis structure, powertrain, steering system, suspension system, and braking system – to the extent that those systems are to be part of a completed vehicle".

- This program adheres to the California Department of Transportation's definition of a completed vehicle, which stipulates that the vehicle must have a VIN tag indicating its completion. Typically, if a vehicle is not fully completed at the production facility, a body must be installed, resulting in a supplemental VIN tag from the body upfitter.

- VIN tags uploaded to the VPC must clearly indicate that the vehicle built is complete, including a fully installed body. If a VIN tab contains the phrase “incomplete vehicle”, a secondary tag from the body upfitter will be required. There are no exemptions to this rule.

Expanded Fleet Eligibility: Fleets larger than 50 vehicles that were previously excluded from the program are now welcome to participate in HVIP.

Residential Addresses: A residential address may NOT be used as a vehicle domicile location unless specifically approved by CARB or its designee. Purchasers intending to use a residential address as a vehicle domicile location must provide a letter of explanation as to the commercial use of the residential property to hvip-processing@calstart.org at the time of voucher request, or the voucher will be cancelled. The letter must explain the infrastructure and parking parameters to support the vehicles identified in the voucher request at the residential location that makes it suitable for commercial use, the number of commercial vehicles domiciled on the site, and the date that commercial vehicle activity started at the site. The letter also must include a copy of the purchaser's charging policy and strategy showing access to charging infrastructure at the domicile, i.e., plug-in access for all HVIP-funded vehicles domiciled at the site. CARB or its designee will require the purchaser to demonstrate reasonable access to necessary charging/fueling equipment at the domicile location located in California and parking capability to support all the vehicles identified in the voucher request. CARB reserves the right to cancel the voucher(s) if the purchaser is unable to demonstrate to CARB's satisfaction the ability to support all HVIP-funded vehicles prior to voucher redemption.

Purchaser Caps: Each fleet/purchaser is limited to having 20 **unredeemed** vouchers at any given time. For purchasers requesting a public school bus the cap is set to 30 requests per calendar year. For purchasers requesting a Transit bus the cap is set to 50 total voucher requests per calendar year, cumulatively in HVIP standard and the set-asides. ZESBI vouchers do not affect the HVIP purchaser cap. See Appendix G for information about the ZESBI fleet cap specifically. The definition of a fleet for the purposes of voucher request is all vehicles under common ownership or control are considered part of a single fleet even if they are part of different subsidiaries, divisions, or other organizational structures of a company or government entity. If a fleet already has requested the maximum allowable number of vouchers and the vouchers are unredeemed and at the status of “Submitted” or higher in the Voucher Processing Center in a given calendar year, any additional requests for that fleet will be rejected and the dealer and fleet will be notified.

Rental, Leasing, and Fleet Management Company Participation: These companies are eligible to act as purchasers. These entities may purchase vehicles through HVIP for the purpose of renting or leasing to end-users, without leasing end-user fleets on the voucher request. Rental, leasing, and fleet management companies are only eligible for the base voucher amount; this applies regardless of the company's size or ownership structure – even small businesses in these categories are not eligible for increased incentive levels. Small fleets seeking enhanced voucher amounts may do so as purchasers, 3-year lessees, or should instead apply through Innovative Small E-Fleet (ISEF) program, which is designed to support rental and lease agreements of any length.

- Dealers affiliated with rental, leasing, or fleet management operations may purchase vehicles through HVIP for use in those operations. However, OEMs that act as HVIP-Approved Dealers are not permitted to participate in this capacity unless the dealership and the rental/leasing entities are legally and operationally distinct, and a documented financial transaction between the entities is provided.
- For more information on this provision, please refer to the Implementation Manual.

KEY REMINDERS FOR SUCCESS

To support your success with HVIP, CALSTART has curated key reminders that will help ensure a smooth voucher process.

- A voucher request should be submitted at the time of Purchase Order issuance.
- The Purchase Order must include the purchaser and dealer names, HVIP voucher amount, number of units (if a batch request), model name and year of the vehicle as listed on the CARB EO, issued date, HVIP-eligible vehicle description, and the purchaser's signature. The purchase order provided by the dealer must represent a real vehicle order that is ready to be placed. Voucher requests submitted with a purchase order / sales agreement that are missing any of this mandatory information may be subject to cancellation at the point of voucher request.
- Voucher requests submitted for vehicles that have already been delivered, paid for, and/or registered will not be accepted.
- HVIP funding may not pay for any taxes or fees. Taxes and fees must be paid by another funding source.
- Neither the purchaser, dealer nor the vehicle model information may change from the information initially listed on the Purchase Order and voucher request. If the vehicle, dealer 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.
- Domicile addresses cannot change during the voucher process. In the event a domicile address must be changed, it will require an exemption from CARB. **DO NOT** change the address without approval from CARB.
- HVIP-Approved Dealers are warned against delivering a vehicle to the purchaser prior to signing the Voucher Request Form and Terms & Conditions. The final Voucher amount has not been established by the Voucher Processing Team until the Terms and Conditions are issued to the Dealer and Purchaser. Please also note changes to the vehicle price or additional funding amounts may result in a reduced voucher amount if the vehicle amount decreases or additional funds are added to the vehicle purchase after Terms and Conditions are signed.

- Do not proceed with changes/updates related to an HVIP admin review until the case has been approved.
- When requesting a batch of vouchers, the vehicle model, purchaser, and dealer information must be identical for all vouchers in the batch.
- Special requests or unique transactions requested such as lease deals, special testing, unique financing deals, etc. must be disclosed with the initial voucher request (before voucher is approved).
- The vehicle price less the voucher amount must be listed on the Purchase Order. The final signed invoice must show that the voucher amount has been fully discounted from the vehicle price.
- The VPC issues automated emails containing reminders or voucher milestones. Dealers are encouraged to check their junk mail to ensure they receive their voucher updates.
- Please ensure that you *reply all* to each email that requires a response.
- The dealer must sell the entire HVIP-eligible vehicle with an engine certified to the optional Low NOx standard of 0.01 f/bhp-hr to the purchaser. Voucher requests for incomplete vehicles, including vehicles without the body installed, and zero-emission powertrains/drive trains alone are prohibited and are subject to cancellation at the point of voucher request. The vehicle must have a Completed VECI label in order to proceed.
- Voucher requests for incomplete vehicles, including vehicles without the body installed, and zero-emission powertrains/drivetrains alone are prohibited and are subject to cancellation.
- Standard HVIP and all Set-Asides except for the ZESBI and ISEF, can cover up to 90% of the cost of each vehicle for private entities, and up to 100% for public entities, *exclusive* of taxes, fees, and other non-vehicle costs.

HVIP DEALER TRAINING OFFICE HOURS

The Dealer Training team holds weekly HVIP Dealer Training Office Hours on Monday and Thursday from 1:00pm to 1:30pm PDT. To sign up to ask questions, please navigate to [Calendly](#) and sign up for a date that works best for you. Please note this is an open forum for dealers. In the event multiple dealers sign up for the same day, we will call each dealer in the order in which they join the call. We will leave the other participant in the waiting room until we have answered the previous participant's questions. Please be patient as we will provide the same undivided attention during your timeslot.