



Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project New Dealer Training Guide

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CaliforniaHVIP.org

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The information in this manual is relevant to Standard HVIP, the Drayage set-aside, and the Public Transit set-aside. The Innovative Small e-Fleets (ISEF) set-aside and the Public School Bus Set-Aside for Small and Medium Air Districts have different requirements, which are listed in the forthcoming FY 21-22 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.

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 dealers process the required documentation.

HVIP Approved Dealers are defined as the salespersons (grant manager, financial controller, or similar role) of dealerships or Original Equipment Manufacturers (OEMs) which sell HVIP eligible vehicles. 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. If the amount of funding requested surpasses the total available funds within the first 24 hours of HVIP funding opening, then a randomization process will be applied.

This document is intended to guide new dealers through the process of becoming an HVIP Approved Dealer. It provides high-level takeaways from the [FY21-22 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 21-22 Implementation Manual, which will be distributed to all participants and published to www.californiahvip.org/im when made available by the California Air Resources Board.**

FAQs are published at <http://www.CaliforniaHVIP.org/about> to provide a summary of policy changes from the IM.

How to Participate as a New Dealer

1. To begin the process of becoming an HVIP Approved Dealer, [pre-register](#) on our website. The dealership must sell an HVIP-eligible vehicle at www.californiahvip.org/vehiclecatalog/. Original Equipment Manufacturers (OEMs) seeking vehicle eligibility must submit the vehicle eligibility application to Patrick.Chen@arb.ca.gov. To learn more about the vehicle eligibility process, visit the Manufacturer Resources section of www.californiahvip.org/sellers/.
2. Once you have completed the pre-registration, you will automatically receive the relevant Dealer Training Materials to study and prepare for the Dealer Training Quiz.
3. After passing the Quiz with 100 percent accuracy and within three attempts, the Dealer Registration Form will be available for you to fill out. This is where you will upload your W-9, dealer license, and a letter from manufacturer(s) authorizing you to sell each eligible vehicle. If you do not pass the quiz in three attempts, you are required to participate in the additional training call in Step 4.
4. The group HVIP training call serves as an opportunity for Dealers to confirm understanding of HVIP rules and requirements and demystify concerns regarding the Voucher Processing Center (VPC). Training calls will be set up between the HVIP Dealer Trainer and prospective Dealers following the completion of Step 3. This step is optional but highly recommended for those who pass the quiz within three attempts and is required for those who do not pass in three attempts. After the training call, individualized VPC credentials will be provided to the HVIP approved Dealer. If a dealer is eligible to opt-out of the training call, they are to notify the dealer trainer. The dealer will be deemed approved after electing out of the training call.

If you are having technical difficulties with any step, please contact dealertraining@californiahvip.org directly.

Who's Who?

HVIP Team

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 is also 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.

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 and holds ultimate authority over HVIP policy. More information is available at www.CaliforniaHVIP.org.

Voucher Participants

Participating HVIP manufacturers are responsible for securing a CARB Executive Order (EO) and applying for HVIP eligibility for their advanced clean vehicle. [Per the FY21-22 Funding Plan for Clean Transportation Incentives](#), manufacturers may hold up to 100 unredeemed vouchers at a time across all the manufacturer's HVIP-eligible product line and approved dealers. As a manufacturer redeems vouchers, more vouchers become available for vehicles from that manufacturer.

Manufacturers may be granted additional vouchers beyond the cap on a case-by-case basis; the cap does not prevent additional vouchers from being requested, but rather triggers a review process by CARB

Manufacturers or other affiliated parties who are not authorized dealers do not have access to the VPC and can request voucher status information directly from the dealer who submitted the voucher request or by contacting voucherprocessing@tetratech.com.

The HVIP Approved Dealer is the key to HVIP's success. Each dealership location is limited to three approved dealers. If you are leaving your position and need to hand off vouchers to a colleague, please have your colleague alert the CALSTART team at dealertraining@californiahvip.org about the staff change.

As an HVIP approved dealer, you communicate the progress of the voucher to the manufacturer and purchaser and keep the Voucher Processing Team apprised of important vehicle and purchaser updates. Dealers are also responsible for sharing manufacturer voucher availability with their customers. According to the FY21-22 IM, HVIP Approved dealers are defined as the following:

- a. The vendor of the completed vehicle or vendor that sells and installs engines in existing vehicles, and not the vendor of the vehicle chassis or zero-emission powertrain. An HVIP Approved Dealer must be the individual responsible for the final invoice to the purchasing fleet AND delivery of the completed vehicle.
- b. The following entities may be considered eligible vehicle dealers for the purposes of HVIP:
 - i. A dealership that has had a valid business license for the past two years, has an official dealer license and has a written agreement with a medium- or heavy-duty vehicle manufacturer.
 - ii. A manufacturer that manufactures HVIP eligible vehicles and sells those vehicles directly to fleets.
 - iii. A 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. There are currently no such engines in HVIP.
 - v. A manufacturer or dealer that converts an existing vehicle and has had a valid business license for the past two years and has an official dealer license OR automotive repair dealer license.
- c. Carries the responsibility of requesting/redeeming vouchers and following HVIP the rules and requirements of the project.

Purchasers are those who directly receive the benefits of HVIP vouchers and are responsible for communicating with an HVIP approved dealer in order to secure a

voucher. For the purposes of HVIP, a purchaser is the fleet or individual owner / operator who will operate the vehicle for a minimum of three years after voucher redemption, whether through lease or direct purchase. A purchaser is not a manufacturer, dealership, or leasing company that enters into any agreement with another party to operate the vehicle.

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 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. Responding to all HVIP-related inquiries, including CALSTART, Tetra Tech, CARB, and prospective HVIP purchasers, within five business days.
- d. Providing accurate information to the CALSTART, Tetra Tech and CARB (if requested) 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.
- e. Completing voucher request and voucher redemption forms, with the assistance of the purchaser, and supplying the necessary purchase documentation.
- f. Notifying Tetra Tech of any special request BEFORE a voucher is approved (lease deals, special testing, unique financing deals, etc.). Special requests may be considered those which are nontypical sales and are reviewed on a case-by-case basis.
- g. Issuing the final invoice for the completed vehicle to the HVIP purchaser and delivering the completed vehicle to the HVIP purchaser at the designated domicile location.
 - 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.
- h. Frequently checking the HVIP webpage at www.CaliforniaHVIP.org for updates and announcements.
- i. Providing reasonable assistance to Tetra Tech/CALSTART/CARB to obtain updated information, inspect vehicles, and review HVIP-related records

- during the first three years after vehicle receipt and final payment, whichever is later.
- j. Ensuring purchasers are fully aware of EACH Term/Condition before signing the voucher request form.
 - k. Ensuring access to the correct vehicles in the VPC and the HVIP Eligible Vehicle Catalog and notifying CALSTART if it appears inaccurate.
 - l. Refusing to share VPC account credentials with anyone. You may request vouchers on behalf of other salespeople within your organization but may not share access to the VPC.
 - i. If you need to transfer your vouchers to another member at your dealership, you may do so by contacting the Voucher Processing Team at voucherprocessing@tetrattech.com.
 - m. Coordinating with purchasers so as not to exceed the 30-voucher fleet cap. For purchasers requesting drayage vouchers, the cap is set at 50 vouchers.
 - n. Coordinating with their vehicle manufacturers so as not to exceed their OEM rolling soft cap.
 - o. 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 approved dealer.

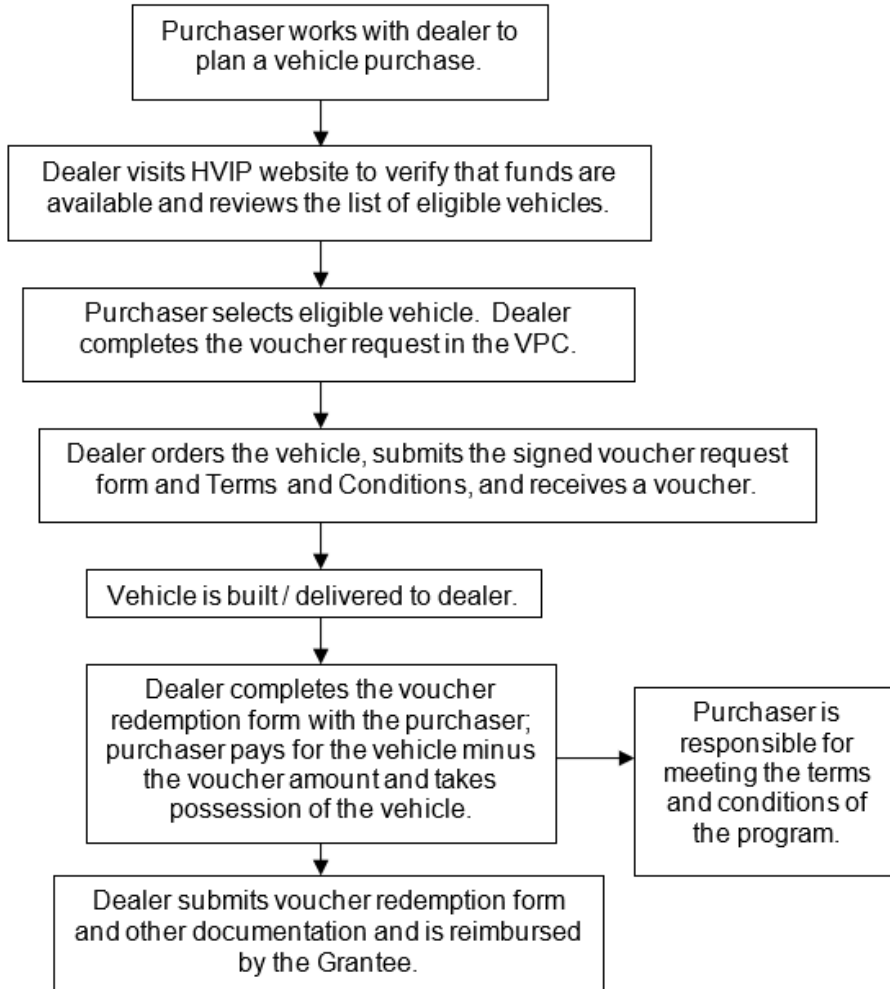
Responsibilities of HVIP Purchasers

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. A purchaser cannot be a manufacturer, dealership, or leasing company. The following are a list of purchaser responsibilities *at a glance*. The full explanation of purchaser responsibilities are provided in Section D(2) of the HVIP FY21-22 Implementation Manual.

- a. The purchaser must 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 CA Secretary of State.
 - ii. purchaser must provide TIN, CA and DOT numbers, fleet size, annual revenue, and domicile address at the time of voucher request.
- b. Demonstrate access to charging/fueling equipment at the domicile address to support all vehicles in the voucher request.
- c. Be in compliance with CA Truck and Bus Regulation (TRUCRS)
- d. Operate the vehicle in CA for at least three years after the voucher redemption date.
- e. Agree to telematics requirements.
- f. Allow CARB, CALSTART, or Tetra Tech to verify the vehicle registration with the DMV. The DMV registration must match the vehicle listed on the CARB Executive Order.
- g. Be available for follow-up inspection if requested.
- h. Disclose all sources of public funding used in combination with HVIP funds.
- i. Ensure accuracy of the vehicle, engine, and purchaser information on the voucher request and redemption forms.
- j. The comprehensive explanation of purchaser responsibilities is provided in the HVIP FY21-22 Implementation Manual.

The Voucher Process and Timelines

Figure 1: Example HVIP Truck or Bus Purchase Transaction



Using the Online Voucher Processing Center

Vouchers are submitted and managed via the online Voucher Processing Center, a Salesforce-enabled platform. **Before HVIP re-opens to voucher requests in spring 2022, a mandatory training video and manual with updated VPC instructions will be released to dealers.**

General summary of the voucher request - A binding purchase order is required at the time of the request. After you have submitted a voucher request successfully, you and the purchaser will be notified of whether the voucher is funded or unfunded, based on demand. The request then must be fully reviewed by the Voucher Processing Team and the Voucher Request Form (with Terms and Conditions) must be signed by all parties before the request can move on to have a voucher number assigned. Once these steps have been completed, the processing team will move your request to the status of "Vouchers Created" and an official voucher number will be assigned to your request.

Before issuing a voucher request, dealers are encouraged to check a fleet's compliance with the California Truck and Bus Regulation by searching the TRUCRS database at <https://ww3.arb.ca.gov/msprog/onrdiesel/tblookup.php>. The purchaser's TRUCRS ID is required within 10 calendar days of voucher request submission. If exempt, documentation of such is required within 30 calendar days.

Purchase Order - A valid signed Purchase Order (or other binding Agreement, Contract, Buyer's Order, or action/resolution by a government entity's governing body) is required at the time a voucher request is made. When HVIP re-opens to voucher requests in 2022, Purchase Orders for purchases made by non-drayage private entities must be dated no more than **30 calendar days** prior to the date that HVIP re-opens. All drayage vouchers must follow the PO timeline for private entities.

- In recognition of the complexity of purchases made by public entities, the purchase order needs to be signed on or after **January 1, 2022**, and case-by-case exceptions can be requested via voucherprocessing@tetrattech.com for consideration by CARB.
- Public school bus set-aside voucher requests have a different process. School bus requests that are NOT part of the school bus set-aside will be funded out

of standard HVIP. Please see the funding plan section below for school buses or contact SchoolBusTeam@CALSTART.org for more information.

- Purchase Orders should include the following:
 - Dealer Name, Address
 - Purchaser Name, Address
 - Voucher Amount listed as HVIP funded,
 - Number of Units,
 - Model Year,
 - Issue Date,
 - Vehicle Description,
 - Purchaser's Signature, Date
 - End-User Fleet or Operator Signature (if leasing)

Residential addresses may NOT be used as a vehicle domicile location unless specifically approved by CARB. If a Purchaser intends on using a residential address as a vehicle domicile location, they must provide a letter of explanation along with documentation to support the residential address is needed to voucherprocessing@tetrattech.com at the time of voucher request or the request will be cancelled. Please reference the IM for more details.

Between Voucher Request Submission and Approved Status – Once an initial review of your voucher request is complete, the request is either accepted or denied. The following items will be required to progress to Approved Status

- The signed voucher request and T&C's
- Anticipated delivery date
- Vehicle Identification Number
 - The vehicle identification number (VIN) (plus serial number for repowers and ePTOs) and expected vehicle delivery date must be provided within 60 calendar days of voucher acceptance. Serial numbers, production numbers, factory build sheets, or other documentation may be accepted in lieu of a VIN. Dealers are required to notify the Voucher Processing Team if the VIN will not be used as documentation.
 - VIN model years must exactly match the EO model year for the vehicle. A letter of attestation may be provided by the manufacturer to resolve any misalignment in model year. Please contact Patrick.Chen@arb.ca.gov for more information on the letter of attestation.

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. If this cannot be completed, please contact VPC staff for a voucher extension form and next steps.
- Dealer and purchasers must use email addresses 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” is not allowed unless the business-affiliation contact information matches the personal contact information.
- Once a vehicle has been delivered and you are ready to move the voucher to the next status you will need to enter the following information into the VPC.
 1. Actual GVWR of the vehicle
 2. Total Delivered Price with Taxes and Options prior to voucher discount
 3. Base Price (do not include add-ons)
 4. Title Transfer Date
 5. Upload a photo of the VIN Tag clearly showing the VIN and the GVWR

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

- Vouchers are only redeemed if the vehicle and purchaser/lessee match that on the original voucher request form. An HVIP voucher can only be redeemed upon vehicle delivery, final payment to the dealer, and registration of the vehicle in CA.
- For a full list of redemption documents, please see the FY 21-22 Implementation Manual.

- Dealers must provide all requested information related to redemption within 10 business days of CARB's written request for such information.

Funding Plan for Clean Transportation Incentives (FY21-22)

15% Disadvantaged Community/Tribal Government Voucher Enhancement:

Vehicles domiciled in a Disadvantaged Community (DAC) **or** any vehicle purchased or leased by a California Native American tribal government are eligible for an additional 15% of voucher funds. Dealers are responsible for indicating DAC eligibility on the Voucher Request Form. Enhancements will be applied for domicile addresses that fall within the boundaries of a DAC using the mapping tool at <https://www.arb.ca.gov/cc/capandtrade/auctionproceeds/communityinvestments.htm>. **The DAC incentive is only available to vehicles purchased and domiciled in a DAC by public or private small fleets with 10 or fewer trucks or buses, and less than \$50 million in annual revenue for private fleets** (or for any purchase by a tribal entity).

Set-Aside Funds

Drayage: \$75 million for zero-emission drayage truck incentives has been allocated for FY 21-22. If 'Truck – Drayage' is selected as the Vehicle Type on a voucher request, the purchaser must verify via the voucher T&C's that they meet the drayage operations requirements in order to qualify for an increased voucher amount of \$150,000. Specifically, to qualify for the \$150,000 voucher amount, instead of the standard Class 8 voucher amount of \$120,000, purchasers must submit a copy of the fleet's permission to enter any CA port or railyard, to voucherprocessing@tetrattech.com within 30 days of the voucher request. Acceptable documentation includes concession agreements, or other forms of drayage operations permissions.

Public Transit: \$70 million has been allocated for zero-emission transit bus incentives in FY21-22. If Public Transit Agency is selected as the Vehicle Type on a voucher request and the \$70 million has been fully requested, HVIP will continue to allow standard HVIP voucher requests for all public transit fleets pending funding availability.

Public School Bus Set-Aside for Small and Medium Air Districts (Public School Bus Set-Aside): \$130 million has been allocated for California public school bus fleets purchasing zero-emission school buses in small and medium air districts in FY 21-22. Unlike standard HVIP, the purchasers (public school districts) will submit a preliminary application (Part A) to the Voucher Processing Team prior to HVIP approved dealer involvement. The Public School Bus Set-Aside requires scrappage

of an old bus and the HVIP eligible vehicle on the voucher request must have Vehicle-to-Grid (V2G) functionality. Applying purchasers will be prioritized based on the size of the air district (small/medium) and whether or not they are within a DAC. Details on purchaser and dealer participation can be found at <https://californiahvip.org/purchasers/> and <https://californiahvip.org/sellers/>. Ineligible purchasers will be able request vouchers under standard HVIP, following the standard HVIP request process (through an HVIP approved dealer), for the standard school bus incentive amount.

Innovative Small e-Fleets (ISEF): \$25 million of pilot funding incentives has been allocated for small trucking fleets and independent owner operators in FY21-22. This project provides funding for financing methods such as flexible leases, peer to peer truck sharing, truck as a service, assistance with infrastructure, individual owner planning assistance, and other mechanisms. A small fleet is defined as any entity that has 10 or fewer vehicles with a GVWR greater than 8,500 lbs under common ownership and control and domiciled in California. ISEF projects will be separate from standard HVIP and Dealers' participation in standard HVIP is unrelated to participation in or training for ISEF. Projects cannot be co-funded between ISEF and standard HVIP. More information will be provided later in 2022. Please attend dealer training calls and contact isef@californiahvip.org for more information.

Funding Shortfall Provisions

Small Fleet Provision: To ensure that small fleets have an opportunity for funding, HVIP will reserve \$25 million of traditional HVIP funds (exclusive of set-asides) for fleets of 10 or fewer trucks and buses until the third quarter of 2022. If small fleets have not already requested at least \$25 million by October 1, 2022, any remaining funding from the \$25 million reserve would be available to fleets of any size. A small fleet is defined as any entity that has 10 or fewer vehicles with a GVWR greater than 8,500 lbs under common ownership and control and domiciled in California.

Randomization: When HVIP re-opens, if the dollar value of all requests received during the first 24 hours is greater than the amount of available funds, funding will be assigned using a randomization process. After the first 24 hours, requests are first-come, first served. See Section C(10) of the FY21-22 Implementation Manual for randomization nuance.

Commonly Forgotten Rules and Mistakes

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

- Before submitting a voucher request, dealers are encouraged to check a fleet's compliance with the California Truck and Bus Regulation (TRUCRS) by searching the database at <https://ww3.arb.ca.gov/msprog/onrdiesel/tblookup.php>. Vouchers cannot be redeemed until compliance status is verified. Special cases may be exempt, please contact the Voucher Processing Team for more information.
- A voucher request should be submitted at the time of purchase order issuance.
- 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.
- When requesting a batch of vouchers, the vehicle model, purchaser, and dealer information must be identical for all vouchers in the batch.
- Special requests (lease deals, special testing, unique financing deals, etc.) must be disclosed with the initial voucher request (before voucher is approved).
- The vehicle price less than 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.
- Vouchers cannot be submitted for vehicles that have been paid for prior to submission or have been delivered prior to submittal date.

- Voucher requests for incomplete vehicles, including vehicles without the body installed, and zero-emission powertrains/drivetrains alone are prohibited and are subject to cancellation.
- More on Purchaser/Fleet Voucher Caps:
 - Each fleet /purchaser is limited to placing 30 voucher requests per calendar year. Any redeemed vouchers that were requested in the same calendar year are exempt from the voucher cap. Drayage vehicles have a 50 voucher request limit per calendar year and share the same exemption criteria. For example, if a fleet receives vouchers for 30 trucks, and the truck dealer redeems 20 of those truck vouchers within the calendar year, the fleet would be eligible to request another 20 vouchers before the end of the calendar year, depending on funding availability.
- More on Drayage:
 - *Purchaser/Fleet cap for drayage:* Drayage fleet / purchasers are limited to placing 50 total voucher requests per calendar year, cumulatively in the set-asides and HVIP standard funds. If a waitlisted request is made in a different calendar year than the calendar year in which it is converted to funded status, the fleet cap applies to the year in which it is converted to funded status.
 - *Drayage trucks are:* Any in-use on-road vehicle with a (GVWR) greater than 26,000 pounds that is used for transporting cargo, such as containerized, bulk, or break-bulk goods, that operates on or transgresses through a port or intermodal railyard property for the purpose of loading, unloading or transporting cargo, including transporting empty containers and chassis or off port or intermodal railyard property transporting cargo or empty containers or chassis that originated from or is destined to a port or intermodal railyard property.
 - *Drayage trucks are not:* Vehicles operating off of port or intermodal railyard properties that transport cargos that have originated from a port or rail yard property but have been off-loaded from the equipment (e.g., a trailer or container) that transported the cargo from the originating port or rail yard or Vehicles operating off of port or intermodal railyard properties that transport cargos that are destined

for a port or rail yard but will be subsequently transferred into or onto different equipment (e.g., a trailer or container) before being delivered to a seaport or intermodal railyard.

- https://ww2.arb.ca.gov/sites/default/files/classic//msprog/onroad/porttruck/finalregdrayage.pdf?_g

Dealer Best Practices

- Refusing to share VPC account credentials with anyone. You may request vouchers on behalf of other salespeople within your organization but may not share access to the VPC.
- Notifying Tetra Tech of any special request BEFORE a voucher is approved (lease deals, special testing, demo agreements, unique financing deals, etc.). Special requests may be considered those which are nontypical sales.
- Coordinating with purchasers so as not to exceed the 30-voucher fleet cap.
- Coordinating with their vehicle manufacturers who are allowed up to 100 unredeemed vouchers at a time.

HVIP Implementation – More of What You Need to Know

Check the HVIP [Frequently Asked Questions](#) for a robust and frequently updated list of implementation Q&A.

Detailed instructions for requesting and processing vouchers are available within your VPC account under the 'Resources' tab.