

Dealership Reference Guide

Most Common Mistakes

The Houston-Galveston Area Council receives on average 2,000 applications a month for the AirCheck Texas Drive a Clean Machine program. In addition, we process up to 1,000 requests a month for payment to participating dealerships. Mistakes on voucher applications or in payment request will delay their processing and, in the worst case, may result in declined applications or payments.

We have put together this reference guide to help dealerships avoid these mistakes and speed processing time.

Participating Dealerships

Dealer Participation Forms

Dealers must complete and submit a participation agreement and Form W-9 annually to participate in the Drive a Clean Machine program with H-GAC. All forms are posted at www.aircheckhouston.com under the “Dealer Documents” section.

Dealer Training



H-GAC offers a weekly workshop to instruct participating and prospective dealers on how to do business with the Drive a Clean Machine program. Every participating dealer is required to attend once

annually and can have representatives attend as many times as needed. Please contact AirCheck Texas staff at 832.681.2532 or airchecktexas@h-gac.com for more information about the class and to sign up.

Public Outreach

Outreach/Advertising “Blunders”

Advertising mistakes that may cause a dealership to be removed from the Participating Dealership List include:

- Not stating that the current vehicle **MUST** be retired.
- Insinuating that vouchers must be redeemed only at the dealership that is distributing the advertisement.
- Using H-GAC or TCEQ logos on Web pages without agency permission.
- Stating or implying that dealership has the ability to issue a voucher or approve a voucher application.
- Using unofficial forms or documents to represent program-issued vouchers.

Qualified Vehicles

Vehicle Status

A retired vehicle must be driven under its own power to the participating dealership. The intent of this program is to remove older polluting vehicles from the roadways. Vehicles that have to be towed because they are not in operating condition are not eligible.

Voucher Application Process

Finalizing the Sale

Be cautious not to finalize a sale with a customer assuming his/her application for a replacement voucher will be approved. We deny a large number of applications because customers aren't income eligible or their vehicles don't meet the program requirements. It's safer to wait until the customer provides a valid voucher to the dealership.

Processing Time

Usually it takes approximately five to seven business days for H-GAC to process a voucher application. During busy times, or when applications are submitted incomplete, it can take up to 10 or more business days.

Car Title

The applicant or applicants for a voucher must have sole title to the vehicle to be retired, and the replacement vehicle must be titled only in the name of the person or persons who appear on the voucher.

Showing and Submitting Proof of Earned Income

Submit complete and proper earned income documentation with the voucher application. If the income documentation is incomplete or not attached, we will not approve the voucher application.

Approved methods of proving applicants earned income (must include one):

- The last three months' worth of pay stubs
- The most recent income tax return (pages 1 and 2 of Form 1040, 1040A or Form 1040EZ)
- The type of public assistance received and the case number. If an applicant receives Medicaid or Social Security payments, a copy of the most recent award letter is required.

Matching VIN and License Plate Numbers

If the Texas Department of Transportation's (TxDOT) registration data for the vehicle doesn't match the information in a voucher application, we will deny the application. That means the VIN and license plate number on the application **must** be correct and must match the information in TxDOT's registration database.

Signature

Applicant or applicants must sign the voucher application in the space provided. We will not process an application submitted without the applicant's signature.

Submitting Applications from Dealerships

If you are a participating dealership, and you are sending us an application on behalf of the applicant, send to H-GAC either by fax, e-mail or regular mail.

Fax: 832.681.2530 or 832.681.2531

E-mail: airchecktexas@h-gac.com

Regular mail:

AirCheck Texas, Houston-Galveston Area Council
P.O. Box 22777, Houston, TX 77227-2777

Voucher Application Status

To check on the status of an application, obtain a user name and password for the H-GAC Web portal from AirCheck Texas staff at 713.499.6671 or airchecktexas@h-gac.com



Eligible Replacement Vehicles

Engine and Vehicle Type

Replacement vehicles must be a gasoline powered vehicle that is a current model year or no more than three years old for cars; current model year or no more than two years old for trucks; current model year or no more than one year old for hybrids. Replacement vehicles must also meet "Applicable Exhaust Emissions Standards," Federal Tier 2 Bin 5 or better. A complete list of eligible vehicles can be found at www.aircheckhouston.com or at www.driveacleanmachine.org.

If the replacement vehicle is not listed, you must provide a copy of the "Certificate of Conformity" for the vehicle to H-GAC. The COC will have the Applicable Exhaust Emissions Standards noted. The certificate will be forwarded to the state (TCEQ) for review and approval. Once approved, vehicle will be added to eligible vehicle lists.

Dismantling Process

Dealer is Responsible for Locating and Submitting Retired Vehicle to Dismantler

H-GAC cannot process a voucher for payment and will not pay a dealer until the dismantler has received the retired vehicle and signed the Retired Vehicle Transfer Manifest. To locate a dismantler, visit the TCEQ web site at www.driveacleanmachine.org. Contact one of the dismantlers on TCEQ's approved list to secure time and date for vehicle retrieval. H-GAC recommends that the dealer waits until funding from the lending institution has been secured before scheduling the vehicle retrieval with the dismantler.

Charge for Pick Up

Dealerships cannot charge a dismantler for the vehicle. Transportation costs are a negotiated business deal between the two entities.

Retired Vehicle Transfer Manifest

- Before the dealer passes the retired vehicle to the dismantler, the dealer must fill out the "Automobile Dealership Section" of the Retired Vehicle Transfer Manifest.
- After securing a dismantler, and at the time of retired vehicle pick up, the dealership must have the dismantler fill out the "Salvage/Dismantling Facility Section."
- Dismantler should verify the VIN is listed correctly on the manifest before signing for the vehicle.

Note: Once the dismantler signs the manifest, dealer should make two copies from the white copy of the manifest.

Dealer/Dismantler Forms Distribution

- When transferring a vehicle to a dismantler, the dealer removes the last sheet (goldenrod-colored sheet) of the Retired Vehicle Transfer Manifest.
- The dealer gives the other four sheets (white, green, yellow and pink) of the manifest to the dismantler.
- Dealer must submit the goldenrod-colored sheet of the manifest by mail to H-GAC within 10 days of the completed sale. Dealer should attach one of the copies made from the white sheet of the manifest to the goldenrod-colored sheet as oftentimes the goldenrod-colored sheet is barely legible.



Mail sheet to:

AirCheck Texas, Houston-Galveston Area Council
P.O. Box 22777, Houston, TX 77227-2777

- After the dismantler has completed its process, the dismantler sends the vehicle remains to the recycler. The recycler completes the "Recycling Facility" portion of the Retired Vehicle Transfer Manifest upon receipt of the metal and retains the pink sheet and returns the remaining sheets (white, green and yellow) to the dismantler. The dismantler keeps the yellow sheet of the manifest and sends the white and green sheets back to the dealer.

Note: Currently, there is no time limit to "destroy" retired vehicles. The dealer's payment is based on transfer of the retired vehicle to the dismantler and not dependent on vehicle destruction.

- A dealer keeps the green sheet of the manifest for its records and mails the white sheet with original signatures to H-GAC at the address noted above in this section.

Getting Paid

Paying Dealers

As a part of the replacement vehicle purchase process, dealers will not require a participant to:

- a) Provide a check or other form of payment in the amount of the AirCheck Texas voucher as collateral until the dealership receives payment from H-GAC;
- b) Sign an agreement that compels a participant to pay or reimburse a dealer for the amount of the voucher or return the replacement vehicle if the voucher pay request is denied by H-GAC because of the dealer's error or failure to meet the voucher redemption requirements.

H-GAC will not pay dealers until H-GAC receives a voucher pay request that includes the following items:

- Completed cover sheet/check list for payment package
- Completed and signed voucher
- Completed and signed Replacement Vehicle Documentation Sheet (You must complete this form through the web portal – <https://www.hgacact.com>)
- Buyer's order or sales contract for replacement vehicle
- Title application (Form 130U) for the replacement vehicle
- Legible copy of the Retired Vehicle Transfer Manifest
- Title for retired vehicle
- Vehicle Inspection Report (if applicable)

Dealers are required to maintain all records relating to an AirCheck Texas voucher sale for 3 years.

Important Notes About Voucher Pay Requests

A dealer **MUST** submit voucher pay request within 30 days of the date on the buyer's order or sales contract. Request submitted after 30 days from the buyer's order or sales contract **WILL NOT** be paid by H-GAC.

NO EXCEPTIONS!

H-GAC is aware that delays in financing, titling or other issues may cause pay request preparation to go beyond 30 days. In such cases, it is the sole responsibility of the dealer to advise H-GAC of such delays in writing (preferably email to the assigned specialist) before reaching the 30 day threshold. H-GAC will accommodate dealers in those instances. Failure to communicate the situation to H-GAC beforehand will result in the voucher pay request not being paid.

Submitting Voucher Pay Requests Via Fax

To submit payment documents via fax, use the cover sheet/check list as the fax cover and fax to 832.681.2531



Submitting Voucher Pay Request via E-mail

To submit payment documents via e-mail, send them to: **aircheckpayments@h-gac.com**

Submitting Voucher Pay Request via Mail

To submit payment documents via mail, send them to:

AirCheck Texas
Houston-Galveston Area Council
P.O. Box 22777
Houston, TX 77227-2777

Submitting Voucher Pay Request via Courier

To submit payment documents via courier, send them to:

AirCheck Texas
Houston-Galveston Area Council
3555 Timmons Lane, Suite 100
Houston, TX 77027

Payments

Our normal processing time is five to seven business days from the date we receive the voucher pay request. H-GAC will pay participating dealers after receiving a complete and correct voucher pay request using a credit card. H-GAC will notify dealers by e-mail when credit card information is available to process the payment. Dealers will log onto the Web portal – <https://www.hgacact.com> to get the credit card information by selecting the link "View Active Payments." A list of all approved voucher pay requests will be displayed with credit card information needed to process payment.



Get a jumpstart toward a better vehicle.