

# Help Document – How a Dealer Can Verify a Customer’s Prequalification Status

Whenever a dealer is going to apply any CHEAPR rebate, it’s important to verify the status of the customer.

If a customer is not prequalified, the only type of rebate they can get on a new vehicle is the Standard rebate.

All rebates on new vehicles MUST be issued by the dealership at the point of sale. There is no post-purchase option for rebates on new vehicles. If they don’t get the rebate from a dealership at the point of sale on a new vehicle, then they won’t be able to get a rebate at all from CHEAPR. We don’t offer rebates on new vehicles directly to the vehicle purchaser/lessee.

Only rebates for used vehicles have the option for the customer to get the rebate themselves post-purchase instead of from the dealership at the point of sale.

## **Rebate+ New:**

**If a customer wants the additional Rebate+ amount with the Standard rebate for a new vehicle, they MUST have a prequalification application that has been APPROVED prior to the date they purchase or lease the vehicle.** If a customer is not prequalified, the only type of rebate they can get on a new vehicle is the Standard rebate.

If they are prequalified, they must inform the dealer and **the dealer must apply the full combined amount for both the Standard plus the Rebate+ New applied at the point of sale, there is no option for them to get either type of rebate on a new vehicle after the fact.**

If they are NOT prequalified, they are NOT eligible to receive the additional Rebate+ New amount. While they may meet all the criteria to be eligible for the additional Rebate+ New amount, they MUST have submitted a prequalification application that was APPROVED prior to the date they purchase or lease the vehicle. If they did NOT prequalify as required, they have two options:

1. They can wait to purchase the vehicle and submit a prequalification application. The prequalification MUST be approved prior to purchasing or leasing the vehicle.
2. They can forgo the additional Rebate+ New and have the Standard rebate applied at the point of sale. If they choose this option, there is no way for them to get the additional Rebate+ New amount at a later date.

## **Rebate+ Used:**

If a customer is purchasing a used vehicle and they want to get the rebate from the dealer at the time of purchase, they MUST have a prequalification application that has been APPROVED prior to the date they purchase or lease the vehicle. Rebate+ Used is the only rebate that has an option for the applicant to get the rebate themselves after they have purchased the vehicle instead of at the point of sale.

## **Best Practices:**

- Always ask the customer if they have been prequalified. If a customer is prequalified, but they don't have the full combined amount for both the Standard plus the Rebate+ New amount applied to the sale when they purchase or lease the vehicle, then they will not be able to get any type of rebate on a new vehicle after the fact.
- If the customer is prequalified for Rebate+ New, the dealership needs to apply the full combined amount for both the Standard plus the Rebate+ new amount at the point of sale.
- Never give the additional Rebate+ New rebate without verifying a customer's prequalification status. If a customer is NOT prequalified, they will NOT be able to get the Rebate+ New. There is no option for them to get this rebate after the sale has been made.
- Never give the Rebate+ Used rebate without verifying a customer's prequalification status. If a customer is NOT prequalified, they will have to forgo getting the rebate at the point of sale and instead apply themselves post-purchase (USED ONLY!).
- If a customer claims to be prequalified, always verify their status using both methods described in this help document.
- Always verify prequalification status on the same date that the purchase or lease agreement is signed. The prequalification application MUST be approved on or before the date of purchase. If the prequalification application is not approved or is approved after the vehicle has been purchased the customer will not be eligible, so it's important to verify them before issuing the rebate on the sales or lease contract.
- Please refer to the CHEAPR Website or CHEAPR Implementation Manual for the rebate amounts. Amounts will vary depending on the vehicle type and status as new or used.

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## **Verification Method 1: Verify the Customer Received a Prequalification Approval Email.**

- Request to see the customer’s prequalification approval email on the same day that the purchase or lease agreement is being signed to ensure they have received a notice of approval prior to purchasing or leasing the vehicle.
- Please ensure the customer’s name listed on the email is the same person that will be listed as the buyer/co-buyer or lessee/co-lessee. The prequalified Rebate+ New or Rebate+ Used rebate is non-transferable and no one other than the person listed on the email is eligible to receive the rebate. The email looks the same for both the Rebate+ New and Rebate+ Used. Please see the example below:

*Figure 1: Example of CHEAPR Rebate+ Approval Email*



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## Verification Method 2: Verify the Customer's Prequalification ID on the Dealership Application Portal

- Log in to your dealer application portal and check the customer's prequalification status on the same day that the purchase or lease agreement is being signed. Once logged in, click on "New Application" in the bottom right of the dealership dashboard. In the pop-up window under the "Search" drop-down, **you must select "Prequalification ID"**. Enter the customer's prequalification ID and click "Verify". Their prequalification ID is their driver's license number!
- If the customer is prequalified, you will see the following message:

Figure 2: Example CHEAPR+ Dealer Dashboard Verification Message

**New Customer** ×

Verify your customer's eligibility status before starting a new application.

\*Search: Prequalification ID ▾

\*Prequalification ID:  
USE DRIVER'S LICENSE # AS PREQUAL ID! Verify

**Eligible**  
This applicant is qualified to receive a CHEAPR Rebate+ incentive in addition to a standard rebate if they meet the program eligibility requirements.

Cancel Start Application