



# Your Resource

for Georgia's Vehicle Emissions Inspection & Maintenance (I/M) Program.

## E-Certs Frequently Asked Questions

### 1. How do I purchase E-certs?

**Answer:** E-certs can be purchased online at [www.gadashboard.com](http://www.gadashboard.com) by setting up an ACH account or by using MasterCard or Visa credit/debit cards.

### 2. What type of security measures are available when providing my bank information?

**Answer:** The database is encrypted, passwords are changed every 90 days, and we only display the last four digits of the account number.

### 3. Will the price for E-certs remain the same?

**Answer:** The price of the E-cert will remain the same unless there is an EPD rule change.

### 4. How will we know the difference between the E-certs purchased through Verizon and the E-certs purchased through Applus?

**Answer:** As of January 1, 2014, E-certs purchased through Applus will start with "JA."

### 5. Can we pay by check?

**Answer:** As of January 1, 2014, checks will no longer be accepted.

### 6. Is there an extra charge for credit card use?

**Answer:** No.

### 7. Can we still use the leftover E-certs (E-certs purchased from Verizon) in 2014?

**Answer:** Yes, the E-certs remaining that were purchased from Verizon will be applied to your new account and available for use until depleted.

### 8. What is the minimum number of E-certs I must purchase?

**Answer:** Beginning January 1, 2014, new stations are required to purchase a minimum of 200 E-certs, and existing stations are required to purchase a minimum of 100. However, a station may divide these E-certs between GAS units at a station in increments of 50.

### 9. What is the maximum number of E-certs that can be purchased?

**Answer:** There is no maximum number that can be purchased.

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**10. How do I add a manager or authorized purchaser to the Dashboard so they may purchase E-certs?**

**Answer:** If not included on the 2014 Station Registration application, you will have to wait until January 1, 2014, and submit the change via the Station Information Update form. After the form is processed, the manager listed will be assigned to your station in the Dashboard.

**Note:** For security reasons, only owners/corporate managers will be given E-cert purchasing privileges initially, and they will be responsible for assigning E-cert purchasing privileges to others.

**11. Is there an option to set up a credit card to place future orders?**

**Answer:** No. For security reasons, credit card information must be entered each time you use that method for purchasing. If you elect to set up an ACH account, that information will be saved.

**12. Will I be able to see the balance of E-certs on the GAS unit/machine?**

**Answer:** Each equipment manufacturer has a different method to displaying the remaining E-certs on the GAS unit, and that method will not change. Your balance can also be viewed using the Dashboard in the E-cert application.

**13. How quickly can I see my purchase on the Dashboard?**

**Answer:** When the user submits the order, the number of E-certs purchased immediately shows up on the Dashboard.

**14. Will I see the balance for my other stations using the same E-cert application?**

**Answer:** Yes.

**15. Beginning January 1, 2014, what will happen with the funds I have in my I/M account(s) prior to that time?**

**Answer:** The balance will be divided by the cost of the E-cert (\$4.02) and these E-certs will be assigned to your GAS unit. EPD will send a refund check for the remainder of the balance not able to be divided by \$4.02.

**16. What is the maximum number of people that can be assigned to order E-certs?**

**Answer:** There is no set maximum number; you can assign as many people as you need.

**17. How can I get more information about ordering E-certs?**

**Answer:** For more information, please call GCAF Station Assistance at 1.800.449.2471, Option #2.