



Point-of-Sale Application Submission SOP

This document will take you through the steps a Dealership or Showroom representative will take to submit an application for a vehicle that has been purchased or leased. **This process is to be completed within 14 days of the purchase or lease date.**

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Required Documents

Please have the following documents ready to submit a fulfilled application:

FY25 Terms and Conditions

- All lines that apply must be signed and dated by both the customer and the dealership representative

Customer’s valid and current New Jersey driver’s license

- Must be valid at the time of vehicle purchase or lease
- We can accept a temporary or interim New Jersey driver's license, as long as it is signed and is valid and current at the time of the vehicle purchase or lease date

Purchase or Lease Agreement (Vehicle Contract)

- Include all pages of the signed agreement
- As a best practice, please include the vehicle’s Monroney label (window sticker)
- Applicant can be a co-owner as long as their name is reflected as such on the contract
- A business may be listed, as long as the applicant’s name is also listed.
 - Charge Up New Jersey does not provide incentives solely to businesses

Customer’s valid New Jersey MVC Registration

- We can accept a temporary or permanent NJ MVC registration card
- A co-owner may be on the registration, as long as the applicant is listed on the Purchase or Lease Agreement

Submitting the Application

1. Log into your [dealership dashboard](#)
2. Select “New Application”

The screenshot shows a dashboard interface with the following elements:

- Two light blue boxes at the top, each containing the text "Contact CSE to change contact details."
- A "Search Applications" section with a search input field and a magnifying glass icon.
- A dark blue button labeled "New Application" with a yellow border.
- A table header with the following columns: Application ID, Applicant Name, Dealer Name, Date Started, VIN, Rebate Amount, Application Status, and Rebate Status.

3. Enter the customer's driver license number and select "Verify"
 - a. Upon verification that the driver license number is eligible, select "Start Application"
 - b. If the customer has received 3 incentives prior to this new application, you will receive a message stating that the customer is ineligible for a rebate.

4. "Is this application for point-of-sale or for a vehicle order?"; Select "Point-of-sale" from the drop-down menu for any purchase or lease transaction. Then select "Apply"
 - a. If this application is for a vehicle that has been ordered and has not been delivered, select "Vehicle Order" and follow the FY25 Ordered Vehicle Submission SOP.

What are you applying for?

***Applicant is an:**

Individual▼

***Is this an application for point-of-sale or for a vehicle order?**

Point-of-sale▼

Please have these documents ready to upload when you fill out your application:

Applicant Terms and Conditions
Proof of Residency (Driver License)
Purchase/Lease Agreement
Vehicle Registration

Cancel

Apply

5. Check the Terms and Conditions verification box and select "Continue"

6. Enter the Applicant's information and select "Continue"
 - a. The name entered must be the name that is provided in the required documents

7. Enter the Vehicle information and select "Continue"
 - a. The Make, Model, and Year must match that of the vehicle

- b. The Purchased or Leased date must be no more than 14 days before the submission date
- c. If the transaction is a Lease, the lease term must be no less than 36 months.

Vehicle Information

Please refer to the purchase or lease agreement for this information. For vehicles ordered without standard purchase/lease agreements, the date of first registration is considered the date of purchase or lease.

***VIN**

***Make** Volkswagen ***Model** ID.4 ***Year** 2024

***Purchased or Leased?** Purchased ***Date of Purchase** 06/26/2024

[Cancel](#) [Save](#) [Continue](#)

- 8. Next, you will be directed to the Review and Upload Documents page. Take this time to check the previously input information for accuracy. This will be your final time to change any Applicant or Vehicle information.
 - a. If you need to go back to a certain page, you can do so by selecting the specific page on the progress bar

1 Accept Terms (Completed) 2 Applicant Information (Completed) 3 Vehicle Information (Completed) 4 Upload Documents In Progress

Review

Please review the information below for accuracy.
To edit your application information, use the progress bar above to return to the appropriate page.

9. After confirming the information is accurate, scroll down to the “Upload Documents” section and upload the relevant documents.
 - a. You may upload multiple files for each section (i.e. all pages of the Purchase/Lease Agreement)

10. After uploading all relevant documents, select “Submit” to fully submit the application.
 - a. You will not be able to edit or go back into the application after submitting.

11. You will then be directed to a confirmation screen that shows your application number. Keep this number handy for correspondence purposes.
 - a. Select “Go to Dashboard” to find your newly submitted application.

Thank you!

Your application has been successfully submitted.

Application Number: NJ-UA-0049673

Your application is now in our queue to be reviewed. Updates to your application will be sent via email, including requests for any additional documentation.

Please add chargeupnj@energycenter.org to your safe senders list.

Go to Dashboard

Your newly submitted application will look like this on the dashboard, with the Application Status listed as “Submitted” and the Rebate Status as “Reserved”. Funding is reserved for this vehicle in the event of an approved application.

Vehicle NJ-UA-0049673 Standard	Jane Doe	John Smith	06/26/2024	TESTVIN1111111112	\$2,000	Submitted	Reserved
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The Program Administrator (CSE) will review applications on a first come, first served basis. An email notification will automatically be sent to the enrolled dealership representative account upon application approval, cancellation, ineligibility, or if more information is required to fulfill the application.

Correspondence

Once the application is submitted, there are various statuses an application may go through. Dealerships and Showrooms will be notified of each status change via email to the email address associated with the dealership representative that submitted the application. Dealerships and Showrooms are responsible for ensuring that they receive and review these email communications.

Application Statuses

Submitted – The application has been submitted by the dealership and is pending review from CSE. No action is required from the dealership or showroom.

Incomplete – Further information is required to fulfill the application. Dealers and showrooms will have 14 days from the initial incomplete notice to resubmit the corrected application via the dealership dashboard.

- To resubmit an incomplete application, simply click the application number in the dealership dashboard and upload the corrected documents and select “Submit”.
- If an incomplete application is not resubmitted within 14 days of the initial incomplete notice, the application will automatically cancel, and the dealership will not be reimbursed.

Resubmitted – The application has been resubmitted with corrected information. No action is required from the dealership or showroom.

Approved – The application has been approved for payment. Dealerships and Showrooms can expect payment to be sent via ACH within 30 days of the application approval date. Please be advised that delays beyond the control of CSE and BPU may occur. No further action is required from the dealership or showroom.

Paid – The approved application has been paid to the dealership. Please allow up to 48 hours for payment information to populate into the dealership bank account.

Ineligible – The application was deemed not eligible for an incentive due to either applicant or vehicle information.

Cancelled – The application was either cancelled on the dealership side, or expired due to inactivity after further information was requested by the Program Administrator.

Any questions regarding this process can be directed to Charge Up New Jersey staff at

chargeupnj@energycenter.org or at (877) 426 – 2474.