

# FY26 Point-of-Sale Application Submission SOP

*This document will review the steps a Dealership or Showroom representative will take to submit an application for a vehicle that has been purchased or leased.*



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## Important Information:

- This process is to be completed **within 14 days of the purchase or lease date.**
- Any dealership or customer questions should be directed to the program administrator, Center for Sustainable Energy:
  - Email: [chargeupnj@energycenter.org](mailto:chargeupnj@energycenter.org)
  - Phone: **877-426-2474**

## Required Documents

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

### FY26 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) when uploading documents
- The applicant name can be a co-owner as long as their name is reflected as such on the contract
- Charge Up New Jersey does not provide incentives to businesses

### Customer's valid New Jersey MVC Registration

- We can accept a valid temporary or permanent NJ MVC registration card

**Please ensure all documents are legible and signed (if applicable) to avoid processing delays.**

# Submitting the Application

1. Log into your **dealership dashboard**
2. Select **"New Application"**

The screenshot shows a dealership dashboard with a header containing two links: "Contact CSE to change contact details." Below the header is a "Search Applications" section with a search bar and a magnifying glass icon. To the right of the search bar is a yellow button labeled "New Application". Below these elements is a table with the following columns: Application ID, Applicant Name, Dealer Name, Date Started, VIN, Rebate Amount, Application Status, and Rebate Status.

3. If the customer is receiving the standard \$1,500 Charge Up New Jersey incentive, select **"Driver License Number"**
  - a. If the customer is redeeming a prequalification ID for the \$4,000 Charge Up+ increased rebate, instead select "Prequalification ID" and follow the [FY26 Charge Up+ Submission SOP](#).
    - Prequalification IDs will be thirteen characters long and will start with "D" (Ex. "DXXXXXXXXXXXX")

The "New Applicant" modal contains the text "Verify your customer's eligibility status before starting a new application." Below this is a search section with a label "\*Search:" and a dropdown menu. The dropdown menu has three options: "-Select-", "Driver License Number" (which is highlighted), and "Prequalification ID". At the bottom of the modal are two buttons: "Cancel" and "Start Application".

4. 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.
5. "Is this application for point-of-sale or for a vehicle order?"
  - a. Select **"Point-of-sale"** from the drop-down menu for any purchase or lease transaction. Then select **"Apply"**
  - b. If this application is for a vehicle that has been ordered and has not been delivered, select **"Vehicle Order"** and follow the [FY26 Ordered Vehicle Submission SOP](#).

The "What are you applying for?" modal contains two sections. The first section is labeled "\*Applicant is an:" and has a dropdown menu with "Individual" selected. The second section is labeled "\*Is this an application for point-of-sale or for a vehicle order?" and has a dropdown menu with "Point-of-sale" selected. At the bottom of the modal is a note: "Please have these documents ready to upload when you fill out your application:"

6. Check the Terms and Conditions verification box and select **“Continue”**
7. Enter the Applicant’s information and select **“Continue”**
  - a. The name entered must be the name that is provided in the required documents
8. 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**  
TESTVIN0051231231

**\*Make** Volvo **\*Model** EX40 **\*Year** 2025

**\*Purchased or Leased?** Purchased **\*Date of Purchase** 06/10/2025

Cancel Save Continue

9. Next, you will be directed to the **Review and Upload Documents** page. Take this time to check the provided information for accuracy. **This will be your final opportunity to change any Applicant or Vehicle information.**
  - a. If you need to go back to a certain page, you may 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.

10. 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)
  - b. Beside each document name, there is a help icon you can click if you are unsure of what types of documents to submit
11. 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.

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

## Thank you!

Your application has been successfully submitted.

### Application Number: NJ-UA-0123448

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](mailto: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 applicant contingent on approval.

Application ID	Applicant Name	Dealer Name	Date Started	VIN	Rebate Amount	Application Status	Rebate Status
Vehicle NJ-UA-0123448 Standard	First Name Last Name	Test Smith	06/16/2025	TESTVIN011111111	\$1,500	Submitted	Reserved

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.

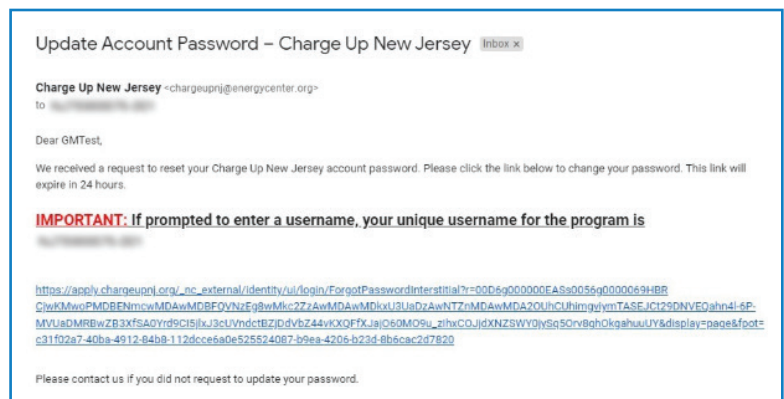
**Cancelled** – The application was either cancelled on the dealership side or expired due to inactivity after further information was requested by the Program Administrator.

## Troubleshooting

**Password Reset** – To reset your password, please follow these steps:

### **IMPORTANT: The Dealer Portal will lock after three unsuccessful login attempts**

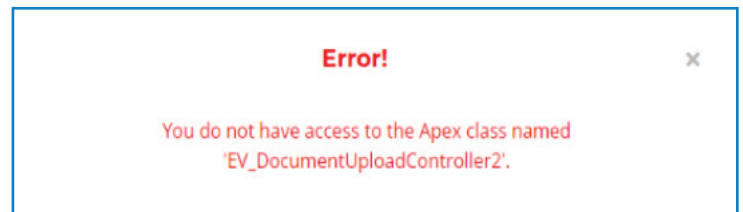
1. Send yourself the “forgot your password?” email from the Log In page on the Charge Up New Jersey site.
2. Go to your email and find the forgot password email with a one-time use link. Please be advised, depending on your email set-up, external links may be blocked, or you may need to allow the blocked content.



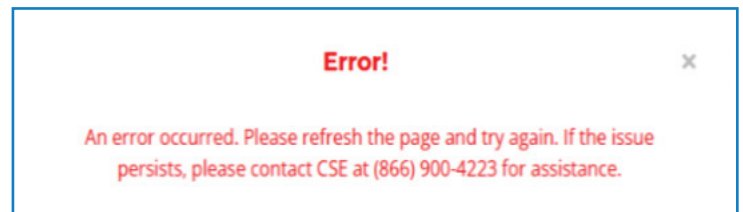
3. Click on the link and arrive at the Change Password screen.
  - a. When signing in from an unknown device, you may be required to verify your identity. An email containing the verification pin will automatically be sent to your email address.
  - b. **If you do not receive the verification email**, please check your spam or junk folder for an email from noreply@salesforce.com. You may have to contact your IT department to have this email address whitelisted, if you cannot find an email from this account.
  - c. Locate the email with the verification code and enter code where prompted.
4. Change password and land on your dashboard.

If you are still having difficulty resetting your password, please try to send yourself the forgot password email again. Once you do this, you should immediately open the email and click on the link. This link will expire as a security measure to prevent others from gaining access to your account.

**Timeout Error** – If you receive the time-out error below, please log out of your account and log back in.



**General Error** – If you receive the below error, please log out and try submitting after about 10 minutes.



Any questions regarding this process can be directed to Charge Up New Jersey staff at [chargeupnj@energycenter.org](mailto:chargeupnj@energycenter.org) or at **877-426-2474**. Staff are available from 8am – 6pm ET on business days.





Charge Up New Jersey is the state's consumer clean vehicle rebate program designed to encourage residents to make the switch to driving electric vehicles (EVs) as a critical step to secure New Jersey's clean energy future. It is a subprogram of New Jersey's Clean Energy Program and the only program offering a cash incentive toward the purchase or lease of an EV in the state. It is managed by the New Jersey Board of Public Utilities and administered by the nonprofit Center for Sustainable Energy.