

Zero Emissions Vehicle (ZEV) Subsidy

Portal User Guide

Creating a Subsidy Application
for business customers



The purpose of this guide is to walk you through the process of registering as a ZEV Trader standard user in the portal and completing an order for a Zero Emissions Vehicle Subsidy on behalf of your business customers.

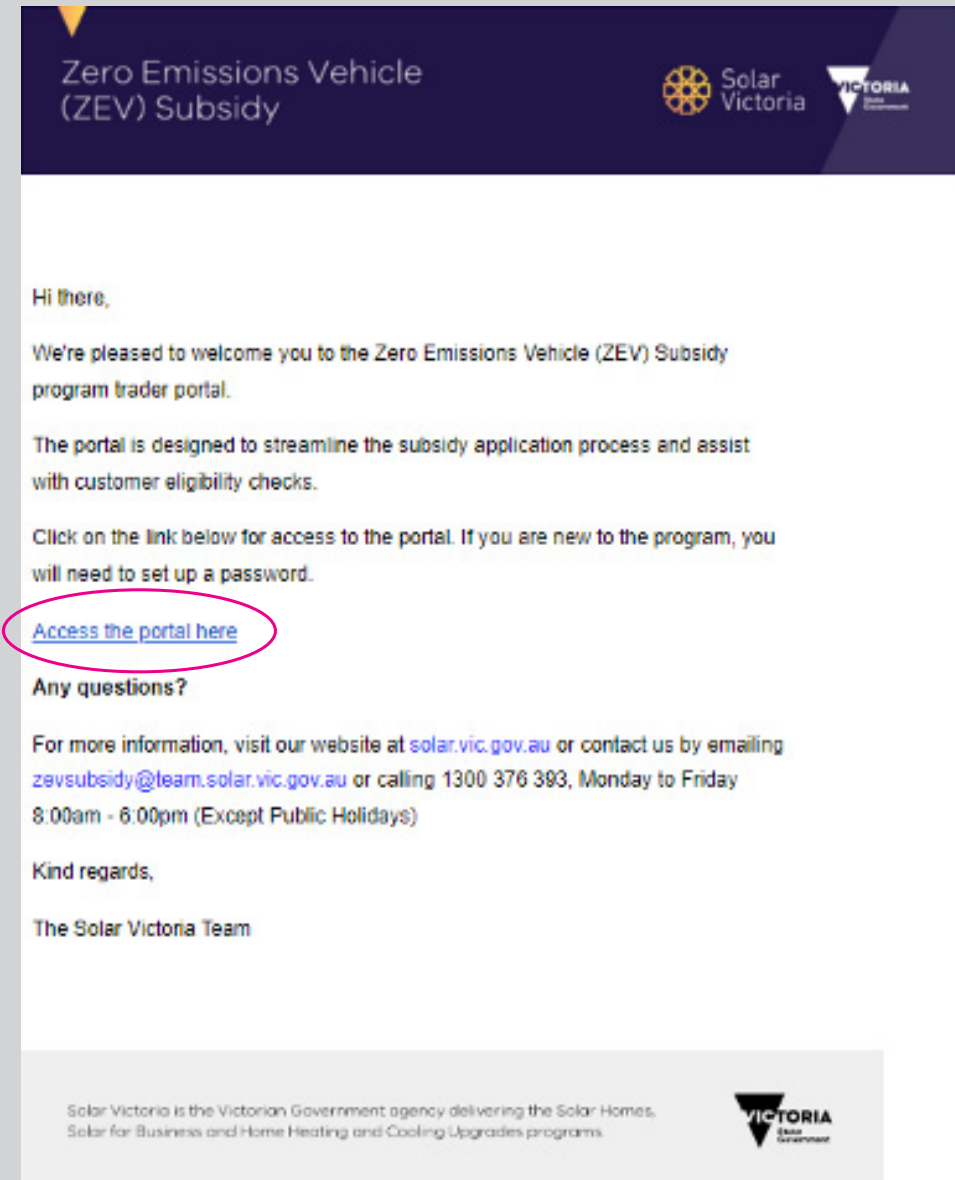
You can create and keep track of subsidy orders and see details about remaining subsidies in the portal.

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Automated invitation email

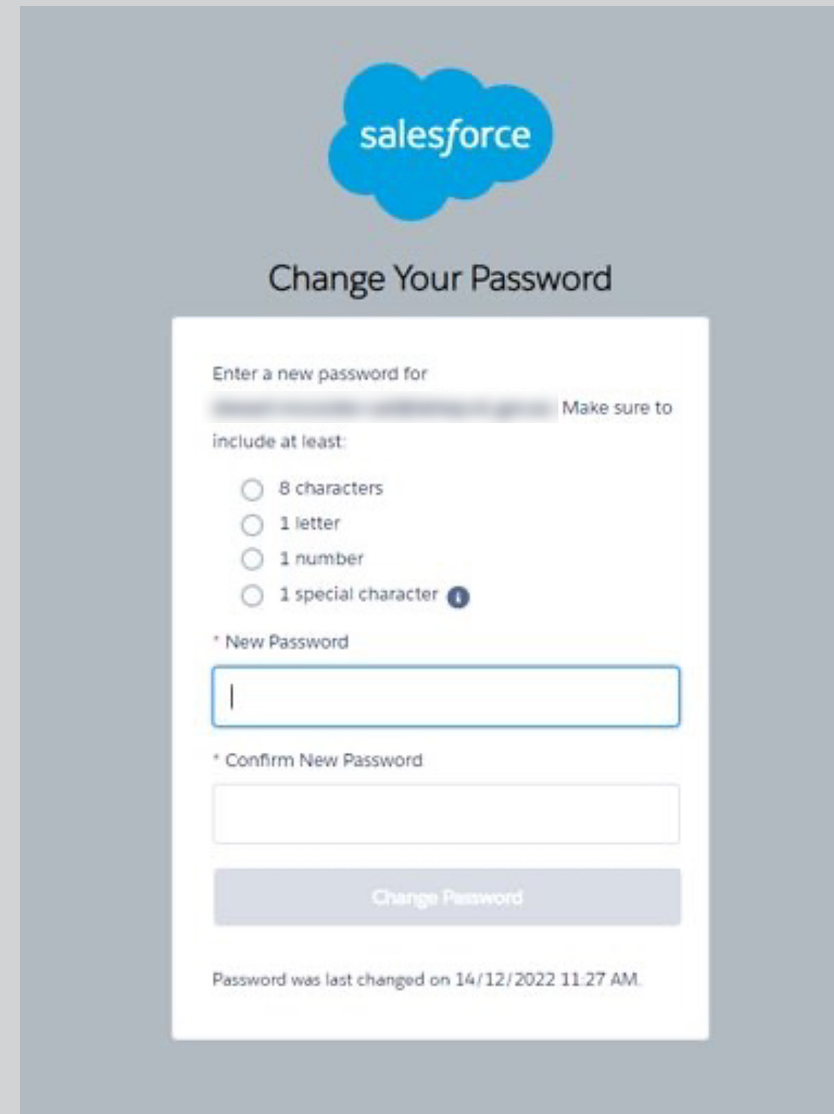
Click the link in the registration email to begin the registration process as a standard portal user.



Log onto the portal

Create a password that conforms with the following password rules:

- at least eight characters long
- must have one letter
- must have one number
- must have one special character (e.g. !, @, \$)



The screenshot shows the Salesforce 'Change Your Password' interface. At the top is the Salesforce logo. Below it, the title 'Change Your Password' is centered. The form contains the following elements:

- A text input field for the new password, with a placeholder 'Enter a new password for' and a note 'Make sure to include at least:'.
- A list of password requirements with radio buttons:
 - 8 characters
 - 1 letter
 - 1 number
 - 1 special character ⓘ
- A label '* New Password' above a text input field.
- A label '* Confirm New Password' above another text input field.
- A 'Change Password' button.
- A status message at the bottom: 'Password was last changed on 14/12/2022 11:27 AM.'

The home screen

After you log in you can access the home screen. The home screen displays:

- the number of subsidies remaining in the current release;
- a summary of your dealership's subsidy applications and their statuses;
- links to ZEV trader resources.

You can also view and edit your account details and view applications based on their expiry statuses.

You can search the data in the list by entering the search criteria in the search box on the right side.

My Account

When you click on 'View My Account' the administrator can add additional standard users by clicking on the 'New Contact' box in the right hand corner.

You can also update banking details here.

The screenshot shows the 'Home' page of the ZEV Portal. A pink circle highlights the 'Home' tab in the top navigation bar. The main content area features a welcome message: 'Welcome to the ZEV Portal, Stewart Dealer User'. Below this, there are three main sections: 'Dealership Activity' (a bar chart showing order submissions, registration completion, and cancellations), 'Sum of rebates remaining' (a donut chart showing 100.0%), and 'View or Edit My Account' (a button to access account details). At the bottom, there is a table for 'Orders Expiring Soon' with search and filter options.

The screenshot shows the 'My Account' page for 'Toni Dealership P/L'. A pink circle highlights the 'New Contact' and 'Update Bank Details' buttons in the top right corner. The page displays account information, including 'Legal Entity Name', 'Status Registered', and 'Scheme Status'. Below this, there are sections for 'DETAILS' and 'RELATED' information, such as 'Account Name', 'Phone', 'Legal Entity Name', 'Website', 'Shipping Address', 'Enquiry Email', 'Bank Details', 'Registration Information', and 'Address Information'.

Start a new application or access an existing one

- 1 To create a new application or open an existing application go to the **Subsidy Requests** tab at the top of the page.
- 2 Select if you would like to create a new application, or open an existing one. Note: For a new application you must accept the terms and conditions.

About the applicant

- 3 In the 'Applicant Type' drop down list, select 'Business customer'

The screenshot shows the 'Welcome to the ZEV Trader Subsidy Request Process' page. At the top, there is a navigation bar with tabs: Home, Subsidy Request (highlighted with a red circle and a yellow '1'), Orders, Assessment, and Completed. Below the navigation bar, the page title is 'Welcome to the ZEV Trader Subsidy Request Process'. The main content area asks 'Is this for a new or an existing application?' and features a dropdown menu with the text '*Please Choose' and 'Start a new application' (highlighted with a yellow '2'). A blue 'Begin' button is located on the right side. At the bottom, there is a small note: 'Please do not navigate away from this page until you have completed the form.'

The screenshot shows the 'Applicant Information' page. On the left, there is a sidebar with a list of steps: About The Customer, About The Vehicle, Vehicle Details, Completed, Applicant Type (highlighted with a blue bar), Customer Details, Address Verification, and Proceed. The main content area asks 'Is this customer an individual, or a business customer?' and features a dropdown menu with the text '*Please Choose' and '--None--' (highlighted with a yellow '3'). A blue 'Continue' button is located on the right side.

Create or edit an application – About the customer

Enter business details

- 1 Enter Business Customer contact details.
- 2 Confirm Business is not an Licensed Motor Car Trader or government entity and enter the ABN
- 3 Confirm business details are correct.

Note: If an error appears that an ABN is identified to be interstate or otherwise, or if the ZEV Trader/Dealer believes they are an eligible customer, enter their Victorian office address.

Customer eligibility will be reviewed by Solar Victoria within 5 business days to inform you of the customer's eligibility or to request further information.

A reference number will appear under the **Order** tab with a status '**Under Manual Review**'.

Customer Details

Applicant Type: Customer Details

1 *First Name

Complete this field

*Last Name

*Mobile Phone

*Email Address

Previous Continue

Customer Details Continued

2 Confirmation: Business customer is not an LMCT or government entity

Please enter the customers ABN or ACN number

Previous Continue

ABN Search Results

Entity Name: DEPARTMENT OF ENVIRONMENT LAND WATER AND PLANNING
Trading Names (If Applicable): DEECA, Department of Energy, Environment and Climate Action, Solar Victoria, Department of Environment Land Water and Planning, DELWP, DEPARTMENT OF ENVIRONMENT AND PRIMARY INDUSTRIES, DEPI
Registered State: VIC
Status: Active

3 confirm that the entity details are correct.

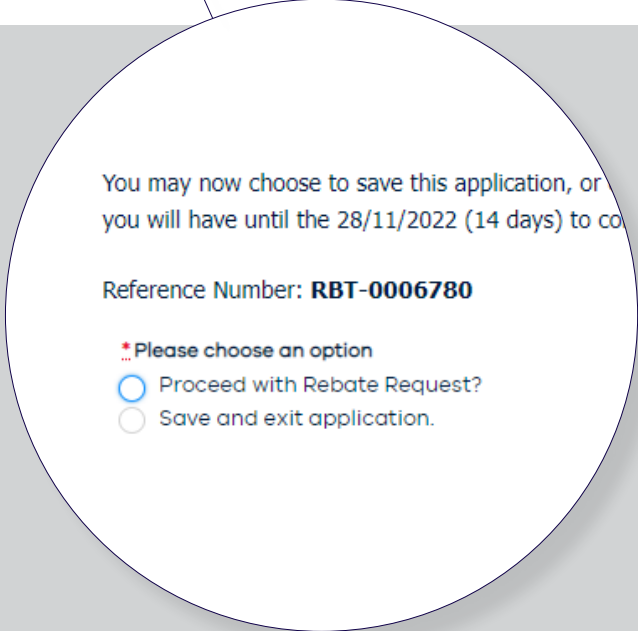
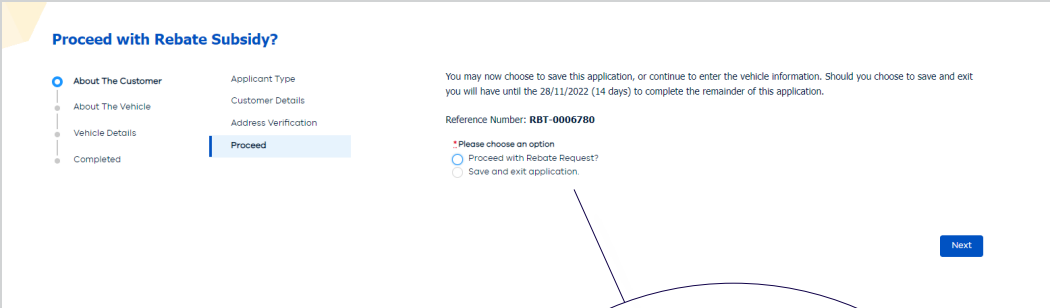
Previous Continue

Proceed with subsidy

Proceed if contract of sale details are available, save and exit if not.

Should you save and exit you will have 14 calendar days to upload contract of sale details.

If you fail to upload details in time your subsidy will lapse and you will be required to re-enter customer details to create a new application request.



Enter the vehicle and order details

- 1 Next select the car manufacturer from the dropdown list, followed by the car model.

Enter the purchase price

- 2 Provide details of the car sale, including uploading of contract of sale and indicate whether it is a new vehicle or Demonstration Model.
- 3 The 'Purchase price' is the dutiable value of the sale and must be under the eligible cap of \$68,740. The dutiable value includes:
 - all manufacturer and dealership accessory add-ons
 - dealer delivery fees
 - GST.

The purchase price does not include:

- the subsidy amount to be discounted
- stamp duty, registration and compulsory third party-insurance costs.

If the purchase price entered is above the eligible cap, you will not be able to proceed.

- 4 Upload the Contract of Sale. Please ensure you itemise the 'Vic Gov ZEV Subsidy' and amount on the Tax Invoice.

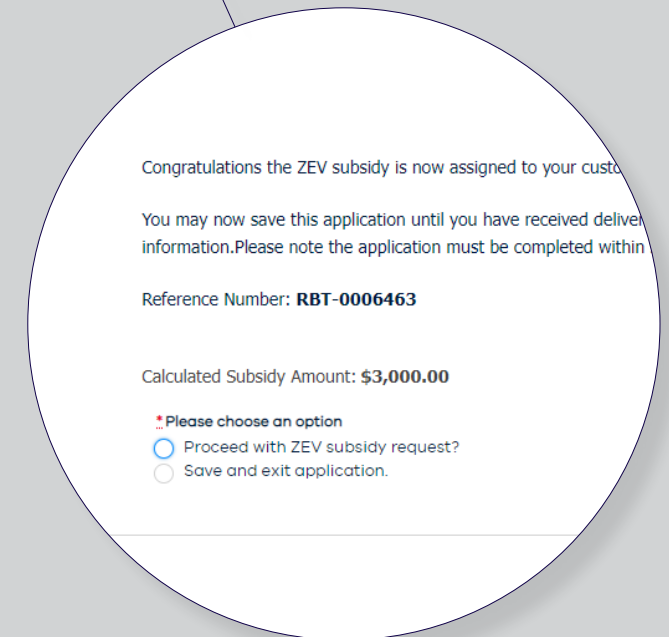
The screenshot shows the 'Vehicle Manufacturer' form. The navigation bar at the top includes 'Home', 'Subsidy Request', 'Orders', 'Assessment', and 'Completed'. The left sidebar shows a progress indicator with 'About The Customer' completed and 'About The Vehicle' selected. The main content area has a 'Manufacturer' dropdown menu with a red circle '1' next to it. The dropdown is currently showing '--None--'. Below the dropdown is a 'Continue' button. A footer note reads: 'Please do not navigate away from this page until you have completed the form.'

The screenshot shows the 'Information About the Vehicle' form. The navigation bar at the top includes 'Subsidy Request', 'Orders', 'Assessment', and 'Completed'. The left sidebar shows a progress indicator with 'About The Customer' completed and 'About The Vehicle' selected. The main content area has several fields: 'Order Reference' (red circle '2'), 'Order Date' (calendar icon), and 'Purchase Price' (red circle '3'). Below these are checkboxes for 'Is the vehicle new?' and 'Is the vehicle a demonstrator model?'. There is a section for uploading a 'Contract of Sale Document' with a red circle '4' next to the 'Upload Files' button. A footer note reads: 'Please do not navigate away from this page until you have completed the form.'

Proceed with subsidy

Proceed if car registration details are available, save and exit if not.

The screenshot shows a web interface for a subsidy application. At the top, there is a navigation bar with four tabs: 'Subsidy Request', 'Orders', 'Assessment', and 'Completed'. Below the navigation bar, the main heading is 'Proceed with Subsidy Request?'. On the left side, there is a vertical progress indicator with four steps: 'About The Customer', 'About The Vehicle', 'Vehicle Details', and 'Completed'. The 'About The Vehicle' step is currently active. To the right of the progress indicator, there are input fields for 'Manufacturer', 'Model Name', and 'Details'. Below these fields is a 'Proceed' button. The main content area contains the following text: 'Congratulations the ZEV subsidy is now assigned to your customer!', 'You may now save this application until you have received delivery of the vehicle or continue to enter the vehicle registration information. Please note the application must be completed within six months of the order date.', 'Reference Number: **RBT-0006463**', and 'Calculated Subsidy Amount: **\$3,000.00**'. At the bottom, there is a section titled '*Please choose an option' with two radio button options: 'Proceed with ZEV subsidy request?' (which is selected) and 'Save and exit application.'. A 'Next' button is located at the bottom right of the form.



Car sale details

- 1 Provide car sale details, details of finance leasing (if the vehicle is purchased under a leasing arrangement) and odometer for demonstrator models (if the vehicle purchased was a demonstration model). If the vehicle was purchased under a leasing arrangement select if it is a novated lease.

Certificate of Registration and Tax Invoice

- 2 Upload the Certificate of Registration followed by the Tax Invoice. Please ensure you itemise the 'Vic Gov ZEV Subsidy' and amount on the Tax Invoice. You will also need to upload the Transfer of Ownership Certificate if the vehicle is a demonstration model.

The screenshot shows the 'Please Enter Vehicle Information' form. The navigation bar at the top includes 'Home', 'Subsidy Request', 'Orders', 'Assessment', and 'Completed'. The left sidebar shows a progress indicator with 'About The Customer', 'About The Vehicle', 'Vehicle Details', and 'Finished'. The 'Vehicle Information' section is active, listing 'Certificate of Registration', 'Tax Invoice', 'Transfer Of Ownership', 'Additional Documents', and 'Application Review'. The main form area contains a 'VIN' field with a red border and a '1' inside, a 'Registration Date' field, checkboxes for 'Registered in Victoria?', 'Is the vehicle purchased under a leasing arrangement?', and 'Has the vehicle been held for less than 12 months after it has been initially registered?'. There are also fields for '* Final Purchase Price' and '* Odometer Reading'. A 'Continue' button is at the bottom right. A note at the bottom says 'Please do not navigate away from this page until you have completed the form.'

The screenshot shows the 'Please Upload a Certificate of Registration' form. The navigation bar at the top includes 'Home', 'Subsidy Request', 'Orders', 'Assessment', and 'Completed'. The left sidebar shows a progress indicator with 'About The Customer', 'About The Vehicle', 'Vehicle Details', and 'Finished'. The 'Certificate of Registration' section is active, listing 'Vehicle information', 'Certificate of Registration', 'Tax Invoice', 'Transfer Of Ownership', 'Remittance Statement', 'Additional Documents', and 'Application Review'. The main form area contains the instruction 'Please upload the Certificate of Registration document.' and 'This is a mandatory requirement. You may upload a single file, or multiple files of these types: PNG, JPG, JPEG, DOC, DOCX, and PDF'. There is an 'Upload Files' button and 'Or drop files' text. Below is a 'Title' field with the value 'ZEV008_User Guide_Standard User (6)'. A 'Continue' button is at the bottom right. A note at the bottom says 'Please do not navigate away from this page until you have completed the form.'

Confirm details

- 1 Check the box to confirm all details are correct, then click 'Submit for approval.'

You will then see in the status appear as 'Registration completed.'

No edits can be made after submitting.

Home Subsidy Request Orders Assessment Completed

Your Acknowledgements

- About The Customer
- About The Vehicle
- **Vehicle Details**
- Finished

Vehicle Information
Certificate of Registration
Tax Invoice
Transfer Of Ownership
Remittance Statement
Additional Documents
Application Review

You declare that the information collected to satisfy the Eligibility Criteria and all information disclosed to support the application for a ZEV Subsidy is true, complete, accurate and not misleading.
Terms and conditions can be found [here](#).

1 I declare that the information provided to confirm applicant eligibility and to support the application for a ZEV Subsidy is true, complete, accurate and in accordance with the ZEV Subsidy Program Terms and Conditions.

[Continue](#)

Please do not navigate away from this page until you have completed the form.

Resuming a Subsidy Application

- 1** If you know the Subsidy Request number (e.g. RBT-0001234), click the Subsidy request button on the top panel bar.
- 2** From the drop down select "Open an existing application"
- 3** Enter the **Subsidy Request number** and click begin
- 4** If you do not know the Subsidy Request number. Click the **Orders** button on the top panel bar.
The screen will bring up orders under the status Order Submitted (About the Customer and About the Vehicle screens submitted)
- 5** Select the applicable **Subsidy Request Reference Number**

Home **1** Subsidy Request Orders Assessment Completed

Welcome to the ZEV Trader Subsidy Request Process

Is this for a new or an existing application?

* Please Choose

2 Open an existing application

* Enter Reference Number **3**

Begin

Please do not navigate away from this page until you have completed the form.

Subsidy Request **4** Orders Assessment Completed

Rebate Requests

LMCT - Order

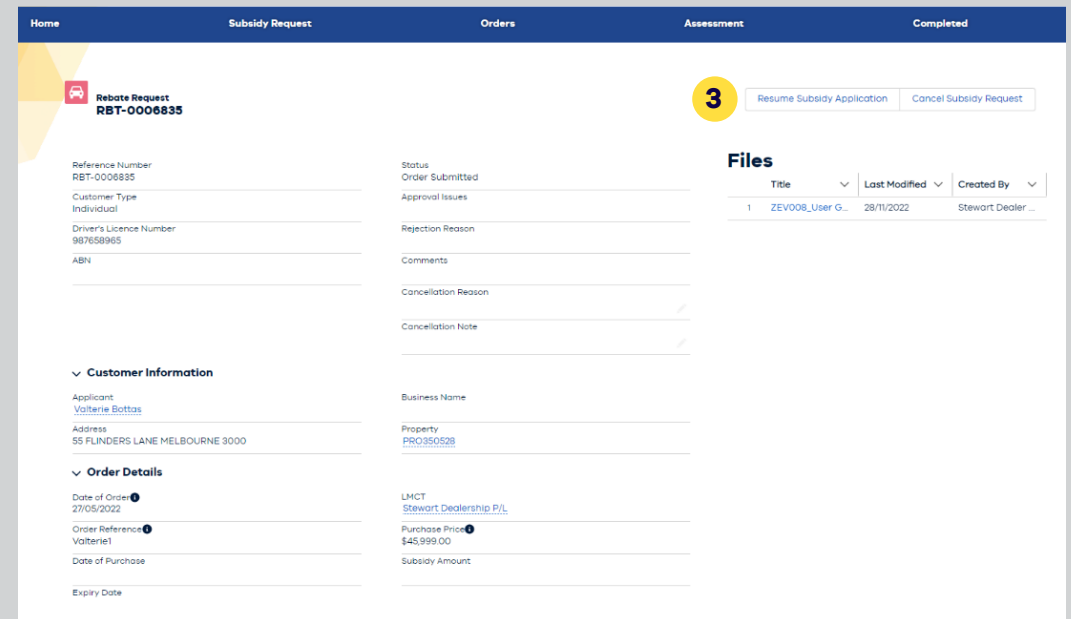
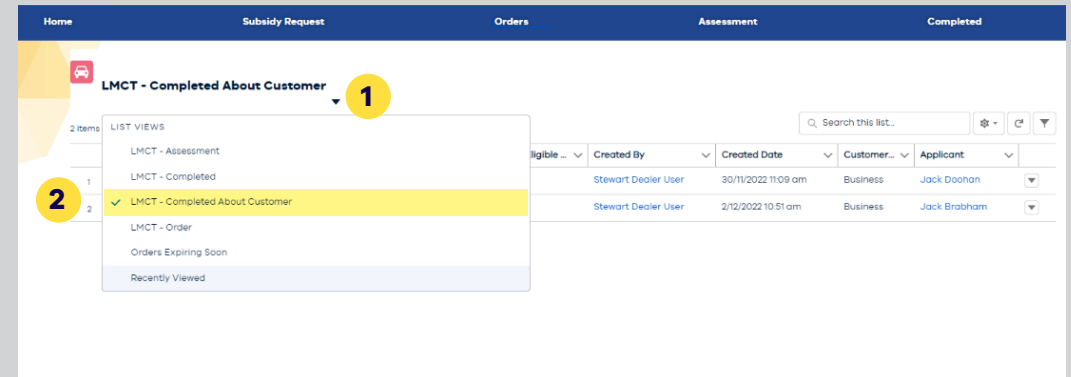
14 items • Search by Reference Number • Filtered by All rebate requests - Status • Updated a few seconds ago

Search this list...

	Refere...	Order Refe...	Date...	Status	Eligible ZEV Make and Model	Created Date	Cust...	Business Name	Applicant
1	RBT-0006463	123RomanHaas	1/01/2023	Order Submitted	BYD Alto 3 Extended	13/01/2023 12:18 pm	Individu...		Roman Grosjean
2	RBT-0006447	raif123	1/01/2023	Order Submitted	Hyundai Ioniq Electric Elite (BEV/S...	11/01/2023 10:59 am	Individu...		Ralf Schumacher
3	RBT-0006442	123Niki	1/01/2023	Order Submitted	MINI Electric Hatch (BEV/Subcom...	9/01/2023 10:22 am	Individu...		Kimi Raikkonen
4	RBT-0006426			Under Manual Review		23/12/2022 9:55 am	Business	Sydney Football Club Pty Ltd	John Longmire
5	RBT-0006419	Dusty4	1/10/2022	Order Submitted	Kia Niro EV (BEV/SUV)	22/12/2022 3:09 pm	Individu...		Dustin Martin
6	RBT-0006392	Yuki123	1/10/2022	Order Submitted	Polestar 2 - Long range single mot...	20/12/2022 2:49 pm	Individu...		Yuki Teunoda
7	RBT-0006389	Vettel123	1/01/2022	Order Submitted	Nissan Leaf (BEV/Small car)	20/12/2022 1:43 pm	Individu...		Sebastian Vettel
8	RBT-0006375	Kimi123	1/12/2022	Order Submitted	Kia Niro EV6	19/12/2022 9:44 am	Individu...		Kimi Raikkonen

Changing subsidy applications

- 1 To change subsidy applications with a status **Completed About Customer** (About the Customer screen submitted), click on the down arrow in top left-hand corner of screen and select **LMCT – Completed About Customer**.
- 2 Select the applicable **Subsidy Request Reference Number**.
- 3 Click the **Resume Subsidy** Application button in top right corner of page



Cancelling a Subsidy Application

You can cancel an order if you no longer wish to proceed.

- 1 On the 'Orders' screen, select the rebate reference number you wish to cancel and select '**Cancel Subsidy Request**'. You will only be able to cancel orders in the **Completed About Customer** and **Order Submitted** status.

If you wish to cancel an order in another status please contact Solar Victoria via: zevsubsidy@team.solar.vic.gov.au

The portal will seek a reason for cancellation.

- 2 Once a reason is selected/entered, the subsidy application will move to the 'Completed' tab, with the status now 'Cancelled'.

You can re-use the details to create a new application.

The screenshot shows the 'Orders' tab selected in the ZEV Subsidy Portal. A pink circle highlights the 'Orders' tab in the top navigation bar. A yellow circle with the number '1' highlights the 'Cancel Subsidy Request' button in the top right corner. The main content area displays details for a rebate request with reference number RBT-0006857. The status is 'Completed About Customer'. The screen is divided into sections: 'Customer Information' (Applicant: Jack Erabham, Address: 104-140 LITTLE LONSDALE STREET MELBOURNE 3000) and 'Order Details' (Date of Order, Order Reference, Date of Purchase, Expiry Date, Business Name, Property: PRO.350549, LMCT: Stewart Dealership P/L, Purchase Price, Subsidy Amount). There are also fields for 'Approval Issues', 'Rejection Reason', 'Comments', 'Cancellation Reason', and 'Cancellation Note'. A 'Files' section at the bottom right shows 'No files'.

The screenshot shows a modal form titled 'Cancel Subsidy Request'. The form has a white background and is overlaid on a grey background. At the top, it says 'Completed About Customer' and 'Approval Issues'. Below this, there is a dropdown menu with 'Other' selected. A yellow circle with the number '2' highlights the dropdown menu. Below the dropdown, there is a text input field with the placeholder text 'Please enter any additional information for this cancellation request.'. At the bottom right of the form, there is a blue button labeled 'Cancel Subsidy Request'. The background shows a 'Files' section with 'No files' and a close button.

Editing a Subsidy Application

You can edit a customer's address, should their address change since adding it to the portal.

- 1 On the 'Orders' screen, select the rebate reference number you wish to edit and click the pencil icon adjacent to the customers address

You will only be able to edit the customers address in the **Completed About Customer** and **Order Submitted** Status.

- 2 Manually enter full customers address then click **Save**.

The screenshot displays the 'Rebate Request' form for reference number RBT-0006376. The form is divided into several sections: Reference Information, Customer Information, and Order Details. The 'Address' field under 'Customer Information' is highlighted with a blue border and a pencil icon, and a yellow circle with the number '1' is placed next to it. The 'Save' button at the bottom right is also highlighted with a yellow circle and the number '2'. A 'Resume Subsidy Application' button is located in the top right corner.

Rebate Request
RBT-0006376

Resume Subsidy Application

Reference Number
RBT-0006376

Customer Type
Individual

Driver's Licence Number
987654486

ABN

Status
Completed About Customer

Approval Issues

Rejection Reason

Comments

Cancellation Reason

Cancellation Note

▼ **Customer Information**

Applicant
[Carlos Sainz](#)

Address
120 WILLIAM STREET MELBOURNE 3000

Business Name

Property
[PRO344495](#)

▼ **Order Details**

Date of Order

Order Reference

Date of Purchase

Expiry Date

LMCT
[Stewart Dealership P/L](#)

Purchase Price

Subsidy Amount

Cancel Save

Expiring and Expired Applications

You will see orders that are due to expire in the next four weeks on the home screen.

- 1 Each order should be completed with registration details within 6 months.

If this does not happen, the Application will be expired and move to the 'Completed' tab, with the status set to 'Expired'.

Subsidy Request Orders Assessment **1** Completed

Rebate Requests LMCT - Completed Printable View

10 items • Sorted by Reference Number • Filtered by All rebate requests - Status • Updated a minute ago

	Refere...	Order...	Da...	Status	Eligible ZEV Make and ...	Vehicle Identif...	Pa...	Created By	Created Date	Cust...	Applicant
1	RBT-0006357			Cancelled				Stewart Dealer User	16/12/2022 9:19 am	Business	Lewis Hamilton
2	RBT-0006359			Cancelled				Stewart Dealer User	16/12/2022 9:36 am	Business	Charles LeClerc
3	RBT-000636...			Lapsed				Stewart Dealer User	16/12/2022 9:44 am	Individu...	Lando Norris
4	RBT-0006362			Cancelled				Stewart Dealer User	16/12/2022 9:46 am	Individu...	Lando Norris
5	RBT-0006363	Piastri321	1/12/2022	Cancelled	Nissan leaf e+ (BEV/Small ...			Stewart Dealer User	16/12/2022 9:51 am	Individu...	Oscar Piastri
6	RBT-0006367	Tyrion123	1/12/2022	Payment Failed	Kia Niro EV (BEV/SUV)	987456321258852...		Stewart Dealer User	16/12/2022 12:21 pm	Individu...	Peter Dinklage
7	RBT-0006373	Lewis123	1/01/2022	Expired	BYD Atto 3 Extended	65474136985214755		Stewart Dealer User	19/12/2022 9:31 am	Business	Lewis Hamilton
8	RBT-0006374	DannyRic1	1/12/2022	Cancelled	Nissan leaf e+ (BEV/Small ...	98745632115975355		Stewart Dealer User	19/12/2022 9:35 am	Individu...	Daniel Riccardo
9	RBT-0006377	Alonso456	1/12/2022	Payment Processed	Kia Niro EV6	75395175395165482		Stewart Dealer User	19/12/2022 9:55 am	Individu...	Fernando Alonso
10	RBT-0006378	Valterie1	1/01/2022	Rejected	BYD Atto 3 Standard	95175365445685214		Stewart Dealer User	19/12/2022 9:59 am	Individu...	Valterie Bottas

Reviewing Applications

Solar Victoria receives your subsidy Application and validates the details.

The 'Assessment' screen lists a summary of your Applications. These Applications are currently being assessed for eligibility to receive the ZEV Subsidy.

- 1 The status for each Application is set to 'Registration completed' by default. There are two outcomes for every Application at this stage:
 1. Approved.
 2. Requires additional information.

Refere...	Order R...	Date o...	Status	Eligible ZEV Make and Model	Created By	Created Date	Cust...	Applicant
1	RBT-0006823	123redbull	1 Registration Completed	Kia Niro EV6	Stewart Dealer User	28/11/2022 10:56 am	Individu...	Max Verstappen
2	RBT-0006827	DannyRic1	2/08/2022 Registration Completed	Tesla Model Y - Rear Wheel Drive (BEV/S...	Stewart Dealer User	28/11/2022 1:05 pm	Individu...	Daniel Riccardo
3	RBT-0006828	chico28	2/06/2022 Registration Completed	Tesla Model 3 - Long Range (BEV/Sedan)	Stewart Dealer User	28/11/2022 2:11 pm	Individu...	Sergio Perez
4	RBT-0006829	Lewis123	1/07/2022 Registration Completed	MG ZS EV 2022 Essence	Stewart Dealer User	28/11/2022 3:02 pm	Business	Lewis Hamilton
5	RBT-0006830		Requires Additional Information		Stewart Dealer User	28/11/2022 3:22 pm	Business	George Russell
6	RBT-0006831		Requires Additional Information		Stewart Dealer User	28/11/2022 3:30 pm	Business	George Russell
7	RBT-0006832		Requires Additional Information		Stewart Dealer User	28/11/2022 3:44 pm	Business	Charles Le Clerc
8	RBT-0006842	123KRFerrari	1/09/2022 Registration Completed	BYD Atto 3 Extended	Stewart Dealer User	29/11/2022 10:08 am	Individu...	Kimi Raikkonen
9	RBT-0006843	12Pierre	20/09/2022 Registration Completed	Kia Niro EV6	Stewart Dealer User	29/11/2022 10:37 am	Individu...	Pierre Gasly

Approved applications

1 If all details are verified as eligible, Solar Victoria will set the subsidy Application to 'Approved' in the 'Assessment' screen and process the payment.

You can also filter and sort Applications on this screen.

2 Each Application will move through the portal process to the 'Completed' screen.

This screen lists the Applications that have been approved, as well as the status of the ZEV Subsidy payment.

Rebate Requests
LMCT - Assessment

6 items • Sorted by Reference Number • Filtered by All rebate requests - Status • Updated a few seconds ago

Referen...	Order...	Date a...	Status	Eligible ZEV Make and Model	Created By	Created Date	Cust...	Applicant
1	RBT-0006823	123reabull	9/11/2022	Approved	Kia Niro EV6	Stewart Dealer User	28/11/2022 10:56 am	Individual Max Verstappen
2	RBT-0006827	DannyRic1	2/08/2022	Registration Completed	Tesla Model Y - Rear Wheel Drive (BEV/SUV)	Stewart Dealer User	28/11/2022 1:05 pm	Individual Daniel Riccardo
3	RBT-0006830			Requires Additional Information		Stewart Dealer User	28/11/2022 3:22 pm	Business George Russell
4	RBT-0006831			Requires Additional Information		Stewart Dealer User	28/11/2022 3:30 pm	Business George Russell
5	RBT-0006832			Requires Additional Information		Stewart Dealer User	28/11/2022 3:44 pm	Business Charles Le Clerc
6	RBT-0006843	12Pierre	20/09/2022	Requires Additional Information	Kia Niro EV6	Stewart Dealer User	29/11/2022 10:37 am	Individual Pierre Gasly

Rebate Requests
LMCT - Completed

5 items • Sorted by Reference Number • Filtered by All rebate requests - Status • Updated a few seconds ago

Referen...	Order R...	Date ...	Status	Eligible ZEV Make an...	Vehicle Identifi...	Pa...	Created By	Created Date	Cust...	Applicant
1	RBT-0006828	chico23	2/06/20...	Payment Processed	Tesla Model 3 - Long Ra...	98745632112365478	Stewart Dealer User	28/11/2022 2:11 pm	Individu...	Sergio Perez
2	RBT-0006829	Lewis123	1/07/2022	Payment Failed	MG ZS EV 2022 Essence	98745632112345688	Stewart Dealer User	28/11/2022 3:02 pm	Business	Lewis Hamilton
3	RBT-0006833	88Lando	1/09/2022	Cancelled	Tesla Model Y - Rear Wh...		Stewart Dealer User	28/11/2022 3:55 pm	Individu...	Lando Norris
4	RBT-000688...	OP2001	2/11/2022	Cancelled	Kia Niro EV (BEV/SUV)		Stewart Dealer User	28/11/2022 4:11 pm	Individu...	Oscar Piastri
5	RBT-0006842	123KRFerrari	1/09/2022	Rejected	BYD Atto 3 Extended	98745632145698745	Stewart Dealer User	29/11/2022 10:08 am	Individu...	Kimi Raikkon...

Additional information required

If you are asked to provide more information, the Application status will be set to 'Requires additional information' in the 'Assessment' screen.

You will receive an email with the status, a short description and comments to explain the information required (if required).

This information will also be viewable when reviewing the application

- 1 To upload the additional Documents click the **Upload Additional Documents** button.

Upload the requested documentation. Once submitted, Status will change to Registration Complete. Solar Victoria will re-assess the information.

Refere...	Order...	Dat...	Status	Eligible ZEV Make and Model	Created Date	Cust...	Business Name	Applicant
1	RBT-000633...	Max123	1/12/20...	Approved	BYD Atto 3 Extended	15/12/2022 10:26 a...	Individu...	Max Verstappen
2	RBT-0006335	Lewis123	1/12/20...	Registration Completed	BYD Atto 3 Standard	15/12/2022 11:13 am	Business	TAYBUILT CONSTRUCTIONS PTY...
3	RBT-0006351	DannyRi...	1/12/20...	Registration Completed	MINI Electric Hatch (BEV/Subco...	16/12/2022 8:25 am	Individu...	Daniel Riccardo
4	RBT-0006352	Pierre123	1/12/20...	Registration Completed	Kia Niro EV6	16/12/2022 8:31 am	Individu...	Pierre Gasly
5	RBT-0006353	chico23	1/12/20...	Registration Completed	MINI Electric Hatch (BEV/Subco...	16/12/2022 8:48 am	Individu...	Sergio Perez
6	RBT-0006358			Requires Additional Information		16/12/2022 9:28 am	Business	JAC AND JACK PTY LTD
7	RBT-0006376	Sainz123	1/12/20...	Requires Additional Information	Kia Niro EV6	19/12/2022 9:49 am	Individu...	Carlos Sainz

Reference Number: RBT-0006376
 Customer Type: Individual
 Driver's Licence Number: 987654486
 ABN: _____

Status: Requires Additional Information
 Approval Issues: Document missing from application
 Rejection Reason: _____
 Comments: Please Attach Clear Invoice copy
 Cancellation Reason: _____
 Cancellation Note: _____

Title	Last Modified	Created By
1 Contract of Sale	19/12/2022	Stewart Dealer...
2 Certificate of Re...	19/12/2022	Stewart Dealer...
3 Tax Invoice	19/12/2022	Stewart Dealer...

Please upload the list of documents: Tax Invoice

Upload Files Or drop files

Title: Tax Invoice

Next

Payment

Payment will be processed and paid to your dealership's nominated bank account.

If the payment fails, Solar Victoria will ask your Admin user to update bank details and reprocess the payment.

- 1 The status of the Application will now be 'Payment processed' or 'Payment failed' in the 'Completed' screen.

Payment rejected

- 2 If you are unable to provide the additional information, or if Solar Victoria assesses that details provided do not qualify for subsidy, the application will be rejected and no payment will be made.

The status of the Application will now be 'Rejected' in the 'Completed' screen.

You will receive an email to confirm this status, along with a short description and comments (if required).

Refere...	Order R...	Date	Status	Eligible ZEV Make an...	Vehicle Identifi...	Pa...	Created By	Created Date	Cust...	Applicant
1	RBT-0006828	chico23	2/06/20...	Payment Processed	Tesla Model 3 - Long Ra...	9874563212365478	Stewart Dealer User	28/11/2022 2:11 pm	Individu...	Sergio Perez
2	RBT-0006829	Lewis123	1/07/2022	Payment Failed	MG ZS EV 2022 Essence	9874563212345688	Stewart Dealer User	28/11/2022 3:02 pm	Business	Lewis Hamilton
3	RBT-0006833	88Lando	1/09/2022	Cancelled	Tesla Model Y - Rear Wh...		Stewart Dealer User	28/11/2022 3:55 pm	Individu...	Lando Norris
4	RBT-000688...	OP2001	2/11/2022	Cancelled	Kia Niro EV (BEV/SUV)		Stewart Dealer User	28/11/2022 4:11 pm	Individu...	Oscar Piastri
5	RBT-0006842	123KRFerrari	1/09/2022	Rejected	BYD Atto 3 Extended	98745632145698745	Stewart Dealer User	29/11/2022 10:08 am	Individu...	Kimi Raikkon...

Refere...	Order R...	Date	Status	Eligible ZEV Make an...	Vehicle Identifi...	Pa...	Created By	Created Date	Cust...	Applicant
1	RBT-0006828	chico23	2/06/20...	Payment Processed	Tesla Model 3 - Long Ra...	9874563212365478	Stewart Dealer User	28/11/2022 2:11 pm	Individu...	Sergio Perez
2	RBT-0006829	Lewis123	1/07/2022	Payment Failed	MG ZS EV 2022 Essence	9874563212345688	Stewart Dealer User	28/11/2022 3:02 pm	Business	Lewis Hamilton
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4	RBT-000688...	OP2001	2/11/2022	Cancelled	Kia Niro EV (BEV/SUV)		Stewart Dealer User	28/11/2022 4:11 pm	Individu...	Oscar Piastri
5	RBT-0006842	123KRFerrari	1/09/2022	Rejected	BYD Atto 3 Extended	98745632145698745	Stewart Dealer User	29/11/2022 10:08 am	Individu...	Kimi Raikkon...

Viewing payment details

- 1 On the home screen click the **View Report** button under the dealership activity bar graph
- 2 To correlate your payments received, to your subsidy requests, refer to the 'Payment Date' column.
- 3 You are able to export this data as an .xls or .csv file, by clicking on the 'Export' button in top right hand corner.

Home Subsidy Request Orders Assessment Completed

Welcome to the ZEV Portal, Stewart Dealer User

Tell me more about...
[Information for ZEV Traders](#) →
[How to contact Solar Victoria?](#) →
[I want to access ZEV sale resources](#) →

Within this self service portal you can review or manage your ZEV subsidy applications, and access resources to support you.

Dealership Activity
 Status values as labels inside the bars
 Order Submitted: 10
 Registration Completed: 5
 Requires Additional Information: 0
 Cancelled: 2
 Completed About Customer: 0
 Lapsed: 5

Sum of rebates remaining
 108.8%
 CTA0104

View or Edit My Account
 Click on the button to view or edit your account information.

View My Account

1 View Report

Subsidy Request Orders Assessment Completed

Report: Rebate Requests
My Dealership Activity
 Report for Rebate Request object on the ZEV Community

MEB091-0001-20

10
 6
 3
 2
 2
 5

Status	Reference Number	Address	Order Reference	Payment Date
Order Submitted (10)	RBT-0000780	150 Lonsdale Street Melbourne VIC 3000	123abc	-
	RBT-0000788	150 Lonsdale Street Melbourne VIC 3000	123car	-
	RBT-0000793	PANORAMA AVENUE HIGHETT 3190	brook123	-
	RBT-0006836	80 COLLINS STREET MELBOURNE 3000	Ocon23	-
	RBT-0006774	150 LONSDALE STREET MELBOURNE 3000	sale123	-

Row Counts: Detail Rows Subtotals Grand Total

2

3 Export



Solar
Victoria



For more information, visit
solar.vic.gov.au/zero-emissions-vehicle-subsidy