



STATE OF NEW JERSEY

In the Matter of Brandon Neno,
Entry Level Law Enforcement
Examination (S9999A)

**FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION**

CSC Docket No. 2020-1208

Examination Appeal

ISSUED: April 17, 2020 (JH)

Brandon Neno requests that he be permitted to submit an application for the Entry Level Law Enforcement Examination (S9999A) after the application filing deadline.

By way of background, the subject examination was announced on July 1, 2019 with a closing date of August 31, 2019 and all completed on-line applications had to have been submitted by that date. It is noted that the Division of Agency Services was contacted regarding this matter and indicated that there is no evidence that the appellant filed a completed application for the subject test. A review of the record finds that 28,163 applications have been received for the subject test.

On appeal, Neno contends that he “filled out the application and printed out what I thought was the confirmation page. I had been waiting to receive an e-mail about the testing date but never received it.” He indicates that he contacted the Civil Service Commission and “they were able to locate my information but informed me that I did not hit the submit button.”

CONCLUSION

N.J.A.C. 4A:4-2.1(e) provides, in part, that applications for open competitive examinations shall be submitted no later than 4:00 p.m. on the announced application filing date. *N.J.A.C.* 4A:4-2.17 provides, in part, that a processing fee shall be charged for each open competitive and promotional examination application

and for online applications, the fee may be paid by using a credit card or e-check, or by sending a check or money order. *See N.J.A.C. 4A:4-2.17(a) and (b).* *N.J.A.C. 4A:4-6.3(b)* provides that the appellant in an examination appeal shall have the burden of proof.

It is noted that if a candidate is unclear as to how to proceed once he or she accesses an application, the Commission's website provides links to the "Online Application System (OAS) User Guide" in order to assist candidates in navigating the application process. Moreover, it is noted that the subject announcement, in the "Important Information" section, informed candidates:

If you are having difficulty submitting your application on-line, technical support and customer care are available during regular business hours, 8:00 a.m. to 4:00 p.m. EST, Monday-Friday, excluding holidays and emergency closings. Please email: OAS.support@csc.state.nj.us or call (609)292-4144. Please note that application support requests received outside of regular business hours on the closing date will not change the application filing deadline, so **PLEASE FILE EARLY.**

Thus, if a candidate has questions or concerns regarding the application process, there are available resources, *i.e.*, the OAS User Guide and/or technical support, to assist him or her.

It is noted that S9999A applicants were required to provide certain information on their applications such as their contact information, background data, title preferences and education. Upon reaching the screen requesting their education information, applicants were required to select their education level and then they could either click "Continue" or "Cancel and Exit." If an applicant selected "Continue," they were provided with the opportunity to "to view or print your application form before proceeding to the payment section." On this same page, candidates were to certify that "the information I have provided in this application is complete and accurate." If candidates selected "Yes," they were to click "Proceed to Payment." Next, candidates were required select their payment method:

Payment Method

You are almost finished! Please enter your payment information.

[Learn more about payment options.](#)

Application Summary

Title Name:	LAW ENFORCEMENT SERIES
Symbol:	S9999A
Closing Date:	08/31/2019
Department:	STATEWIDE
Application Fee:	\$50

Please select Payment Type

Credit Card ECheck Pay by Mail Fee Exemption

Once applicants completed the payment process and successfully submitted their applications, they were provided with a confirmation page which indicated:

Confirmation

This confirmation page has also been sent to your e-mail address, xxxxx@xxxxx.

[\[Print Confirmation\]](#)

[\[Print Application Form\]](#)

[\[Logout\]](#)

Application Summary

Applicant Name: xxxxxxxx
 Profile ID: xxxxxxxx
 Confirmation Number: S9999Axxxxxxx
 Title(s): MUNICIPAL POLICE OFFICER; COUNTY POLICE OFFICER;
 CAMPUS POLICE OFFICER RECRUIT; POLICE OFFICER
 RECRUIT HUMAN SERVICES; POLICE OFFICER PALISADES
 INTERSTATE PARK¹
 Symbol: S9999A
 Closing Date: 08/31/2019
 Department: STATEWIDE
 Date & Time Submitted: xxxxxxxx
 Fee Due Date: xxxxxxxx
 Application Fee: \$50

As indicated above, an email containing this information was also sent to applicants.²

As noted previously, the Division of Agency Services indicated that there is no record that the appellant filed a completed application for the S9999A examination by the closing date. In this regard, the appellant does not claim that he submitted payment, arrived at the above-noted confirmation page and/or received a confirmation email.

ORDER

Therefore, it is ordered that this request be denied.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

¹ The Municipal Police Officer title area is presented as an example.

² This process is thoroughly discussed in the OAS User Guide.

DECISION RENDERED BY THE
CIVIL SERVICE COMMISSION ON
THE 15TH DAY OF APRIL, 2020



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