



BEFORE YOU BEGIN...

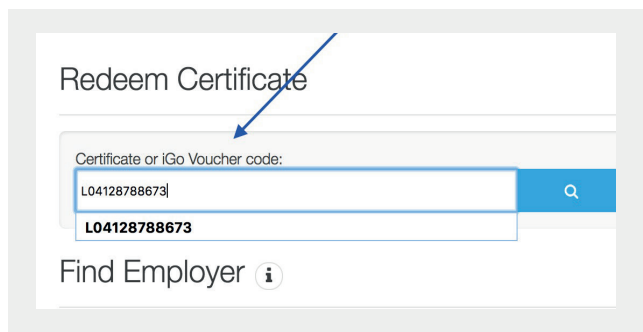
Ensure the Cyclescheme Certificate has both a Certificate Number (12- characters) and Redemption Code (6-characters).

STEP 1 Log in

Log into your **Cyclescheme B2B**.

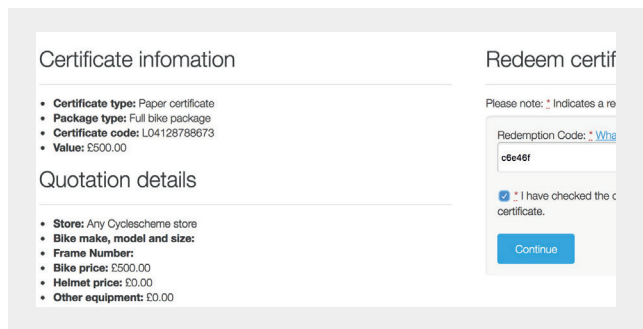
STEP 2 Enter certificate number

Go to the 'Redeem Certificate' box. Here, submit the customer's Certificate number and hit enter on your keyboard to continue.



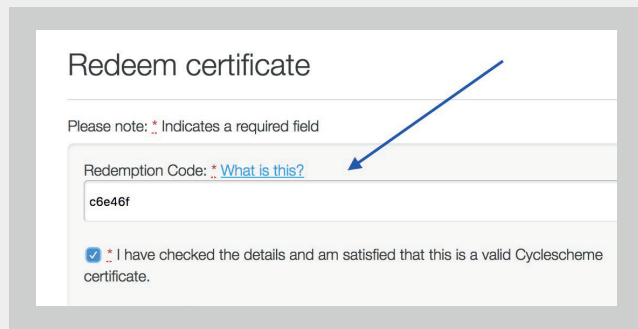
STEP 3 Check Certificate details

Next, check and confirm the Certificate details. Ask the customer for ID and compare this against the name on the Certificate. Then, check the value of the Certificate matches the value shown on your screen.



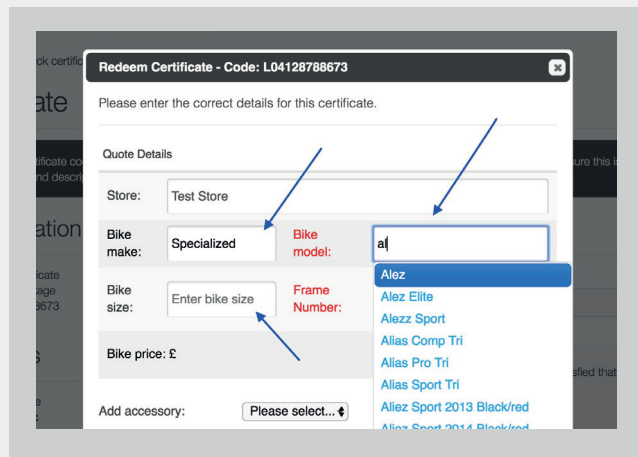
STEP 4 Enter Redemption Code

If you're satisfied that these details are correct, enter the 'Redemption Code'. Select 'Continue' to proceed.



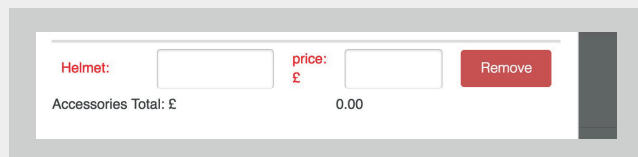
STEP 5 Add bike

Now confirm the items your customer is getting. If this includes a bike, enter the details of it here. This includes Make, Model, Size, Frame Number and Price. It's important that this info is correct as it links to Bike Register.



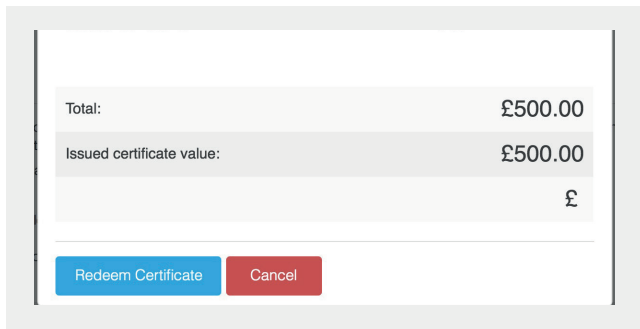
STEP 6 Add accessories

Next, add any accessories. Select the relevant accessory from the drop down list and enter the price.



STEP 7 Check certificate value

Once all items have been added, check that the total of the items matches the Certificate value. The Certificate cannot be redeemed if there's a difference in price. Once you're happy, hit the 'Redeem Certificate' button.



Total:	£500.00
Issued certificate value:	£500.00
	£

Redeem Certificate Cancel

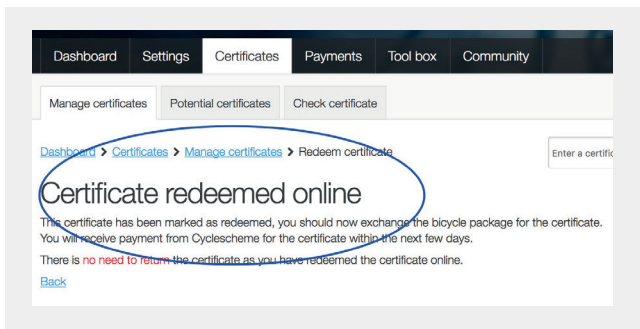


PLEASE NOTE

If the value of items is less than Certificate value, additional item(s) should be added. If the customer chooses not to, the full Certificate value will still be redeemed.

STEP 8 Certificate Redeemed

You have successfully redeemed a Cyclescheme Certificate! You can now give the items to the customer and look forward to receiving payment from Cyclescheme within 3 working days.



Dashboard Settings Certificates Payments Tool box Community

Manage certificates Potential certificates Check certificate

Dashboard > Certificates > Manage certificates > Redeem certificate

Certificate redeemed online

This certificate has been marked as redeemed, you should now exchange the bicycle package for the certificate. You will receive payment from Cyclescheme for the certificate within the next few days. There is no need to return the certificate as you have redeemed the certificate online.

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IF YOU HAVE ANY QUESTIONS,
EMAIL THE CYCLEScheme
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