

Cyclescheme Redemption Process



Here's everything you need to know about the new Cyclescheme redemption process. The whole process in-store should take less than 5 minutes.

1

2

3

4

THESE STEPS REMAIN UNCHANGED

5

6

7

8

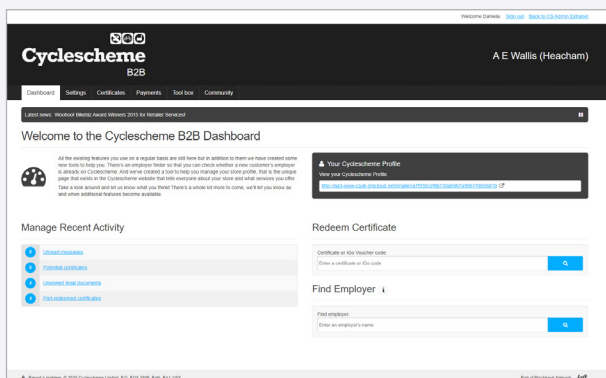
NEW STEPS

1

Log into your Cyclescheme B2B account at cycleschemeb2b.co.uk.

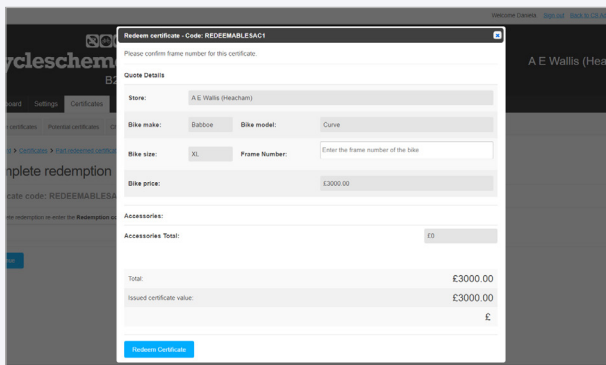
2

Enter the Certificate Number and Redemption Code.



3

Enter full and accurate details of the participant's Cyclescheme package – this must be done to complete the process and ensure you get paid.

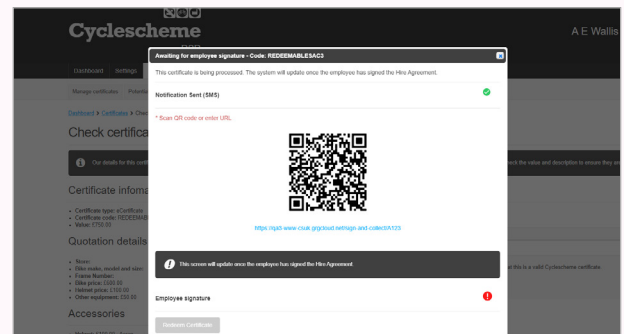


4

Once entered fully, select 'Redeem Certificate.'

5

A message will confirm that participant action is required before you can proceed.

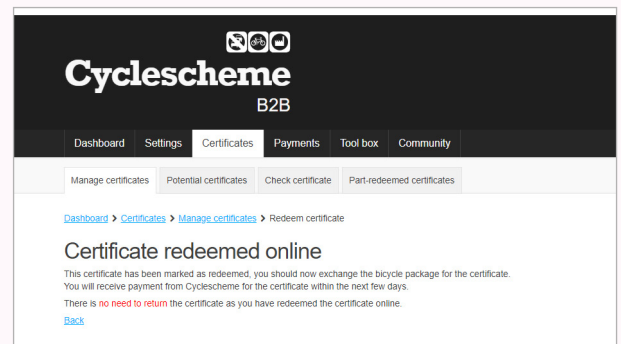


6

The participant instantly receives an SMS. This contains a link to their Hire Agreement which they need to review and sign.

7

Once the participant has signed their Hire Agreement, you'll be able to click 'Complete Redemption' and release the goods.



8

Cyclescheme will start the payment process for your store.

PART REDEEMED eCERTIFICATES

Once steps 1-4 are complete, the participant will receive a link to their Hire Agreement via SMS.

The participant is under no obligation to sign this instantly and may need time to review it. In this instance, the Certificate will be considered 'Part Redeemed' until the Hire Agreement has been signed. It is important that you do not release the goods to the participant at this stage.

Part Redeemed Certificates can be viewed in your B2B by following:

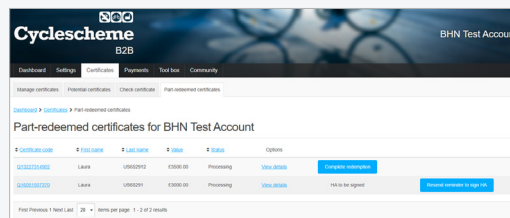


When the participant is ready to fully redeem, follow the process shown on the right.

COMPLETE REDEMPTION

Log into the Cyclescheme B2B, locate the participant's Certificate on the Part Redeemed screen and select '**Complete Redemption**'. This option will only appear once the Hire Agreement has been signed by the participant. Review the details previously entered and confirm the bike frame number if applicable.

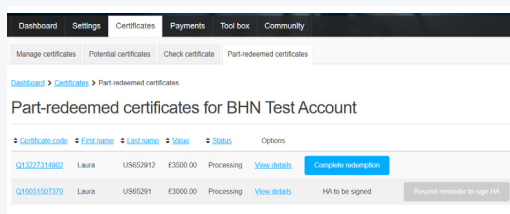
You will now see the successful redemption screen.



RESEND REMINDER

If the Hire Agreement has not been signed, you can send a reminder by clicking the 'Resend' reminder to sign. We recommend sending a reminder 3 days after Part Redemption.

If the Hire Agreement remains unsigned, you can send reminder again 3 days later.



SUCCESSFUL REDEMPTION

When confirmed as successful - you can release the goods to the participant. Cyclescheme will start the payment process for your store.

ONLINE RETAILERS

There will also be a process change for participant's who redeem their Cyclescheme eCertificate online.

The participant will be emailed a prompt to claim their Certificate and Redemption Code. During this process, they will confirm what cycling gear they are going to obtain from your online store. We recommend participant's build their basket and copy and paste this information across. Once confirmed, the participant will then sign their Hire Agreement and retrieve their Redemption Code. This can be used as normal to checkout on your site.



- **The participant should never access their authentication link from a store device. If a participant does not receive the link via SMS, you can supply them with the link details or QR Code shown on your screen.**
- **A Certificate must be redeemed fully before you release the goods to the participant.**
- **If you do not complete this process in full, your store will not get paid.**