

Introducing 'Sign and Collect'

The new Cyclescheme redemption process.

What is 'Sign and Collect'?

Our new and improved redemption process for employees. Now involving a 2-factor authentication (email and SMS) process to confirm identity. This allows employees to sign a Hire Agreement with the items they are obtaining via the scheme and also provides their Certificate in a new, highly secure manner.

Why have we created the Sign and Collect process?

Cyclescheme is compliance led. We continually review our processes to ensure compliance and contract enforceability.

We identified an opportunity to improve our redemption process. We invested in the technology to deliver this for the benefit of our clients and their employees.

What are the key changes?

- The Salary Sacrifice Agreement and Hire Agreement will now be individual documents. The employee will sign their Salary Sacrifice Agreement at the point of application (this agreement is between the employer and the employee).
- When a Certificate is available to the employee, they will use 2-factor authentication (email and SMS) to confirm their identity and initiate the Sign and Collect process. The process requires the employee to confirm which retailer they are shopping with and the exact goods being obtained.
- Once employees have visited their chosen store or shopped online and redeemed their Certificate, their Hire Agreement (this Agreement is between Cyclescheme and the employee) is populated and they are required to sign it online to complete the redemption process.
- At this point the retailer will release their new cycle to work bike and/or accessories and the Certificate will appear on the Payroll Summary report in the Cyclescheme admin area via Extras. We will also send a weekly round-up email for your convenience.

