

Bikes for the NHS Cycle to Work Scheme Employee Ordering Process

Employee contacts Bikes for the NHS to request further details
www.bikebrochure.com

Bikes for the NHS supplies the employee with a brochure pack, either by email or post. The brochure pack contains:

- Mail order brochure with special offers
- List of participating local bike shops
- Examples of savings
- FAQ's
- Step by Step how to order
- Order forms (including Hire Agreement)
- Terms and Conditions

Local Bike Shop

Employee visits a local participating bike shop (refer to participating bike shop list in brochure pack) and obtains a written quote for a bike & accessories and forwards the quote to Bikes for the NHS

Mail Order Brochure

Employee selects a bike & accessories direct from the brochure

Other Mail Order

Employee gives details of bike and accessories they would like to order to Bikes for the NHS

Bikes for the NHS provides the employee with a full price breakdown & indication of savings

Employee completes hire agreement & order details forms and return them to Bikes for the NHS by freepost or fax or email

Employee is sent confirmation of receipt of order by email

Bikes for the NHS forwards details of the order to the organisation to be authorised

On receipt of authorisation from the organisation, Bikes for the NHS orders the bike

Local Bike Shop

Authorised employee is contacted by the bike shop to arrange collection with ID verification

Mail Order

Authorised employee is contacted to arrange delivery to a residential address

Staff should be in receipt of their bike within four weeks of Bikes for the NHS receiving their order. However, this is dependent on how quickly the organisation authorises the orders.

All staff queries should be directed to Bikes for the NHS

Email Help Desk: bikes@smehci.com

Telephone Help Desk: 01252 784544

Fax: 01483 811243

Post: FREEPOST RRAK-LLCA-TKYE
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