

Cycle to Work – Cycle Solutions

What is Cycle to Work – Cycle Solutions?

This government approved employee benefit means employees can acquire bikes and accessories through their employer, with the cost deducted from their salary, pre-tax, over a fixed period – this is called salary sacrifice. It's cost-effective, promotes a greener commute and helps to build a healthier workplace!

- ✓ **Workplace Reach** – They partner with hundreds of organisations across the UK to deliver this benefit.
- ✓ **Extensive Network** – Over 1,300 bike shops are part of their network across the UK.
- ✓ **Flexible Access** – Employees can join anytime and use any device to manage their benefit.
- ✓ **24/7 Support** – Our helpdesk is available year-round to assist employees whenever they need help.

Who is this guide for?

This guide is aimed at employers with admin access.

Who is the Partner?

Our partner for **Cycle to Work** is **Cycle Solutions**. Cycle Solutions is an approved Cycle to Work Scheme provider, offering access to over 1,300 bike shops and a wide range of bikes, clothing, and accessories through local stores and an online platform. This partnership ensures employees can choose from a wide range of options, supporting healthier commuting and active lifestyles.

Employee Journey – Applying for Cycle to Work

Step 1 – Log In

Access your account via SmartHub or the Connect+ mobile app.

Step 2 – Find Cycle to Work

Navigate through the mega menu, or select the MyBenefits tile.

Step 3 – Start Application

Click Apply Now to begin the process.

Step 4 – Go to Cycle Solutions Portal

You'll be redirected to the Cycle Solutions portal.

Step 5 – Add to cart

Choose your bike and accessories.

Step 6 – Checkout cart

Checkout and confirm your order.

Step 7 – Confirmation email

Cycle Solutions will email the approver with instructions to review and approve the application.



Approval Process

Who approves applications?

Cycle Solutions sends application details to the employer by email for approval. The employer clicks the link in the email to open the Cycle Solutions approval portal, where they approve or reject applications. Employers must provide the correct distribution list for these email notifications.

Employer approval journey

Step 1: Log in to the Employer Portal

Go to cyclesolutions.info/login, select Employer Login, and enter your credentials.

Step 2: Access the Admin Dashboard

After logging in, open the Employer Dashboard and locate the Orders or Applications section.

Step 3: Review Pending Applications

Click Pending Orders to see all employee requests with details like name, order value, and salary sacrifice amount.

Step 4: Approve or Reject Applications

Select an application, review the details, and click Approve or Reject based on your company's policy.

Step 5: Confirm and Track Status

Approved orders trigger an email to the employee. Track progress under Approved Orders in the dashboard.



When are approvals done?

- **Approval Timing and Impact**

Approval emails are sent at 10 a.m. every day, but only when there are orders awaiting the employer authorisation. Employers can choose how often they log in to the Cycle Solutions portal to review and approve requests, but delaying approval also delays the delivery of the bike. Approved applications only appear in SmartPay once the cycle has been dispatched.

- **After Approval**

Once the application is approved, the employee is notified by email and Cycle Solutions can dispatch the order to the employee (subject to stock availability). For orders placed online Cycle Solutions will agree a date with the employee for the free dispatch of the goods. For orders placed via a bike shop a letter of collection is emailed instantly as soon as the order is authorised by the employer.

- **Outcome of Rejection**

If an employer rejects a Cycle to Work application in the Cycle Solutions portal, **the application is cancelled** and the bike is not delivered. The employee is notified that their request has been declined, and the process ends without any salary sacrifice deductions being applied. If the rejection was made in error, the employee must submit a new application for approval.

Approval Notifications

- **Pending Approval Email Alerts from Cycle Solutions**

Employers receive an email from Cycle Solutions at 10a.m. each day for pending approval requests.

- **Outcome Notification to Employee**

Once the employer approves or rejects the application within the Cycle Solutions portal, the employee receives an email from Cycle Solutions with the decision.

- **Approval messages**

If approved, the employee receives an approval email, confirming their order will be dispatched by Cycle Solutions.

If the employee wants to cancel

- **How to Cancel**

In all cases, employees (or next of kin in the event of death) must contact Cycle Solutions directly.

- **Cooling-Off Period**

You can cancel within the **14-day cooling-off period** with no issue. If an employee cancels within the 14-day cooling-off period, Cycle Solutions will notify SmartPay to change the status from “Approved” to “Cancelled.”

- **After 14 Days**

Once the cooling-off period has passed, cancellation may not be possible. This depends on the provider’s (Cycle Solutions exceptional circumstance) rules.

- **What Happens Next**

When Cycle Solutions confirms your cancellation with Reward Gateway Edenred, SmartPay will update your application **status to “Cancelled.”** Any cancellations reported will be reflected in the subsequent deduction report.

Cycle to Work – Invoicing Process

Who Invoices Who

Reward Gateway Edenred generates the invoice and sends it directly to the Employer. Employers will only ever receive invoices from Reward Gateway Edenred.

Frequency

Invoices are raised **monthly**, in line with the employers cut-off date.

How Invoices Are Generated

Invoices are created by our finance system and sent to the employer by email with the invoice attached. This is all based on an invoice that is received from Cycle Solutions.

Client Payment

The employer is responsible for settling the invoice within the agreed payment terms.

Invoice Enquiries

Employers should direct **all invoice-related queries** to the Reward Gateway Edenred Finance team only.

- Accounts Receivable-RG <accounts.receivable@rewardgateway.com>

Reporting

Application Backing data

Cycle Solutions prepares a monthly list of all **delivered** Cycle to Work applications and sends it to Reward Gateway Edenred, who upload the file to the employer's secure **GoAnywhere folder**. Employers can log in to GoAnywhere to download the data. The timing of the backing data and the invoice align and will reconcile with each other. As you are aware employees can purchase products that can attract VAT. To reconcile this, you will need to use the backing data provided on GoAnywhere.

Deduction Report

A deduction report provides the employer with the information needed to make Cycle Solutions deductions to an employee's payroll on a case-by-case basis. Details include employee name, benefits used, total deduction amount, the current deduction, and how much is left to pay off.

Employers can also filter the deduction report to show only new, continuous or closing applications, or they can choose to show them all together. The report can be downloaded into a CSV format where it can be formatted to meet each client's needs.

There are **two reports available** for you to choose from based on your requirements:

- **Detailed Report:** This report offers deduction information for each order made by an employee. This is our recommended report for deductions.
- **Summary Report:** This report presents the overall deductions for each employee. If an employee has more than one agreement, they will be combined. We recommend using the detailed report to view a clear breakdown for each bike.

Downloading a report

Check out this article and video for guidance on how to download a Deduction Report.

- [Smart Pay Deduction Report Article Link](#)
- [How to Download your Monthly Deduction report – Video](#)

End of hire period rules

When completing the online Hire Agreement, the employee can choose to keep using the equipment for up to five years after the salary sacrifice period ends. This extended usage agreement is free and directly between the employee and Cycle Solutions, so all savings from the hire period remain intact. At the end of the extended period, the employee can:

- Return the bike and equipment to Cycle Solutions.
- Purchase them for a one-off fair market value payment.
- To discuss these options or others that may be available, call Cycle Solutions on 0330 100 2480.

Partner Links

- [General FAQs](#) *(includes interactive chat)*
- Cycle Solutions Customer Service 0330 100 2480

C1 – Public

Document owner	Enablement
Author	Muhamin Choudary
Reference	Benefit Process
Version	V.1
Date	12/12/2025

Approvals

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