

Cycle to Work - Halfords

What is Cycle to Work - Halfords?

Cycle to Work is a salary sacrifice benefit that gives employees access to bikes and accessories through a nationwide network. As a salary sacrifice benefit, employees agree to give up part of their gross salary in exchange for this benefit, which reduces the amount of tax and National Insurance employees pay. The scheme is easy to manage and fully supported by our team.

- Direct Partnership with Halfords** – We work closely with Halfords to deliver a reliable and well-established Cycle to Work scheme..
- Wide Retail Network** – Employees can shop at over 1,250 retailers, including Halfords, tredz.co.uk, and 800+ independent bike shops.
- 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 Halfords**. Halfords works with a large network of cycling retailers, including tredz.co.uk and over 800 independent bike shops, to provide employees with access to bikes and accessories. 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 Halfords Portal

You'll be redirected to the Halfords portal.

Step 5 – Continue

Click Continue to proceed.

Step 6 – Enter Details

Provide your personal information as requested.

Step 7 – Verify Email

Halfords will send a One-Time Password (OTP) to your email for verification.

Step 8 – Confirm and Access

Enter the OTP to validate your email and access the Halfords site.

Step 9 – Place Your Order

Select your bike and accessories to calculate how much to request and place an order for the exact valuation.



Please note – the amount applied for is the amount that the employee's salary deductions are based on, regardless of what the employee actually spends on the Letter of Collection. The balance can be used for multiple purchases during the voucher validity period (4 months from release). Employees' can request a n extensions of this period to within 12 months of release with the Halford Support team (details in Partner Links below). After 12 months no extensions are granted.

Approval Process

Who approves applications?

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

Employer approval journey

Step 1: Sign in to Halfords for Business

Go to <https://www.halfordsforbusiness.com/SignIn> and log in.

Step 2: Access the Applications Screen

Navigate to the Applications section to view pending requests.

Step 3: Review Pending Approvals

Check the list of applications awaiting your action.

- Is this an employee of my organisation?
- Are they working their notice?
- Have they provided all the information correctly which I need to set up deductions? e.g. payroll number
- Will the value they have take them below minimum wage?

Step 4: Open a Record

Select an individual request to view its details.

Step 5: Check the Request Details

Verify the information provided by the employee before making a decision.

Step 6: Update the Action Status

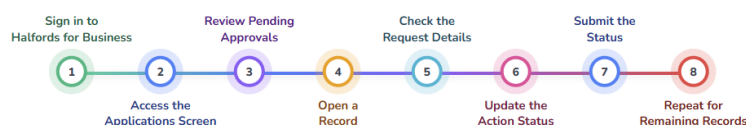
Choose either **Approved** or **Rejected** based on your review.

Step 7: Submit the Status

Click **Submit** to save your decision.

Step 8: Repeat for Remaining Records

Move to the next pending application and follow the same steps.



When are approvals done?

- **Approval Timing and Impact**

Approval emails are sent as soon as the employee completes their application. Employers can choose how often they log in to the Halfords portal to review and approve requests, but delaying approval also delays the release of the **Letter of Collection (LoC)**, which is the voucher employees need to purchase their bike and accessories. Once the application is approved within the Halfords portal it will show in SmartPay, this is also the point at which the letter of collection is issued.

- **LoC Delivery After Approval**

Once the application is approved in the Halfords portal, the Letter of Collection (LoC) is automatically and instantly emailed to the employee directly by Halfords.

- **Outcome of Rejection**

If an employer rejects a Cycle to Work application in the Halfords approval portal, **the application is cancelled** and no Letter of Collection (LoC) is issued. 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 Halfords**

Employers receive an email from Halfords for every pending approval request.

- **Outcome Notification to Employee**

Once the employer approves or rejects the application, the employee receives an email with the decision.

- **Letter of Collection Issued**

If approved, the employee receives a Letter of Collection (LoC) by email, allowing them to purchase the bike and accessories for the approved value.

If the employee wants to cancel

- **How to Cancel**

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

- **Cooling-Off Period**

You can cancel within the **14-day cooling-off period** with no issue. The 14-day cooling-off period begins when the letter of collection is issued. If the amount remains unspent in the 14 cooling-off period, it can be cancelled. In SmartPay, to stay aligned with Halfords, applications are not included in deduction reports until the 14-day period has passed. This timing should also match when Halfords issues the invoice.

- **After 14 Days**

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

- **What Happens Next**

When Halfords confirms your cancellation with Reward Gateway Edenred, SmartPay will update your application **status to "Cancelled."**

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** on your SmartPay 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. For the order data this can be found on the monthly deduction reports or under the finance area in SmartPay.

Client Payment

The employer is responsible for settling the invoice within the agreed payment terms. Importantly, employees can still use their Letter of Collection (LoC) **before the invoice has been paid**.

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

Deduction Report

A deduction report provides the employer with the information needed to make Halfords 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 deduction report.
- **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.

Help 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 your Hire Agreement ends, Halfords will contact you about transferring ownership of your bike and accessories. This is required to keep the scheme compliant. You'll have **three options**:

- **Extend the Hire Agreement**

Continue the agreement at no cost. At the end of the extension, you can take ownership for free. (Most popular option)

- **Return the Goods**

Return your bike and accessories to a local Halfords store with nothing more to pay.

- **Take Ownership Immediately**

Pay a one-off charge based on the fair value of the goods. Bikes under £500 have an 18% residual value after 12 months, reducing to zero after 4 years. Bikes over £500 have a 25% residual value after 12 months, also reducing to zero after 4 years.

Partner Links

- [General FAQs](#) (includes interactive chat)
- Halfords Cycle2Work support team for employees Monday-Friday 8:45-17:00, call: 0345 504 6444 or email: c2wcustomerenquiry@halfords.co.uk
- For employers, contact RGER@halfords.co.uk

C1 – Public

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

Approvals

Name	Company	Title	Date	Change
Samantha Cleaver	Edenred – Reward Gateway	Consultant & Project Manager	12/12/2025	Created
Emma Meville & Sharon Beford	Halfords	Partnership & Client Success Executive	09/01/2026	Reviewed
Samantha Cleaver	Edenred – Reward Gateway	Consultant & Project Manager	19/06/2026	Edit to invoicing process from 10 th month to cut off