

Bentonville E-Bike Rebate Program

Portal Training for Retailers

SEPTEMBER 4, 2024



Agenda

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 - E-Bike/Equipment Eligibility
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Program Overview Refresher



Rebate Amounts

Income Tier	Standard E-Bike Rebate	E-Cargo Bike Rebate	Adaptive E-Bike Rebate	Equipment Rebate
Non-Income - Qualified	\$500	\$900	\$900	N/A
Income-Qualified	\$900	\$1300	\$1300	\$100

*The equipment rebate can **ONLY** be used to purchase qualified equipment – Locks and/or helmets.

Standard E-Bike Eligibility

Standard e-bikes must meet the following criteria:

- Class 1, 2 or 3 e-bikes.
- ➢ Have 2- or 3-wheels pedals and a functioning chain (or belt).
- > The electric motor delivers 750 watts or less of power.
- Battery power e-bikes only.
- > The battery must have one of the following UL or similar independent safety rating:
 - > ANSI/CAN/UL/ULC 2271
 - > ANSI/CAN/UL/ULC 2272
 - > ANSI/CAN/UL/ULC 2580
 - ➢ IEC/EN/UL 62133-2
 - ➢ BS/EN 50604-1:206+A1:2021

E-Cargo Bike Eligibility

Cargo E-bikes designed to carry 1 or more people in addition to the passenger or larger or bulkier loads than a standard E-Bike would. E-cargo bikes must also meet all the following criteria:

- > Meet all the qualifications of a standard E-Bike.
- > Has an extended frame (long tail, long john, Bakfiet, or box bike).
- > Extended frame has a published cargo load carrying capacity of at least 100 lbs.

Adaptive E-Bike Eligibility

The Adaptive E-Bike Rebate may be redeemed for Adaptive E-Bikes.

- Adaptive E-Bikes are designed to meet the specific physical needs or abilities of the operator or a passenger
- Adaptive E-Bikes must be sold as new.
- Must meet all the qualifications of a Standard E-Bike.
- > Aftermarket electrification kits are not covered.

Safety Equipment Eligibility

Equipment rebates are **ONLY** eligible to be used for eligible safety equipment.

Locks and/or helmets.

- > No other equipment can be purchased with the equipment rebate.
- Can not include taxes, shipping or other fees.

Retailer Requirements

- Must currently sell qualifying E-Bikes.
- > Must have a physical location within the City of Bentonville.
- > Must offer repair services on site OR must offer an extended warranty.
- Must agree to verify and enter the customers rebate information into APTIM's Rebate Portal website at the time of sale.
- Retailers will need to attend, or watch a recording of, the Rebate Program training sessions. These meetings will be conducted virtually using Microsoft Teams.
- > Retailers must provide a list of E-Bikes models that will be sold.

Retailer Requirements

- Portal Registration includes providing:
 - ≻ Legal and DBA name.
 - Contact info.
 - Business and mailing address (if different).
 - ≻ Upload a W-9.
 - <u>https://www.irs.gov/pub/irs-pdf/fw9.pdf</u> (For the form)
 - <u>https://www.irs.gov/forms-pubs/about-form-w-9</u> (For more info on W-9)
 - Select payment method Check or ACH (electronic payment).
 - > The ACH enrollment form will be emailed to you once you register in the online portal.

Rebate Redemption Guidelines

- Participating retailers are required to confirm the name on each E-Bike voucher matches the name of the E-Bike buyer by checking the customer's identification at the time of purchase.
- Rebates must be redeemed at the time of purchase.
- Rebates can only to be applied to the retail cost of the E-Bike or equipment, and cannot include tax, shipping or other fees.
- > The E-Bike serial number must be entered into the online portal at the time of the sale.
- An itemized receipt noting the City of Bentonville E-Bike Rebate must be uploaded to the portal.
- If an E-Bike is returned, participating retailers must notify and return the rebate amount within 30 days. This rebate policy does not supersede your return policy.
- > Equipment rebates are **ONLY** good for locks and/or helmets.

Reimbursement Process

- > APTIM will reimburse redeemed rebates within 10 business days.
- > The weekly cut-off to process rebates will be Monday at midnight.
- > APTIM program staff will start the reimbursement process every Tuesday.
- > Payments typically go out either Wednesday or Thursday.
 - > ACH payments typically take two days to transfer.
 - > Check payments via mail typically take between 5 to 10 days.
- Holidays may affect this payment process, and we may adjust when we process payments accordingly.
- Setting up ACH payments can take some time. Aptim's Accounts Payable Department does contact your bank to ensure that your bank routing information is correct. The first payment or two may be sent as a check, because we do not want to delay payment while verifying.

Return Process

- Should a bike be returned within 30 days, a new rebate can be issued to the customer.
- > This return policy does not supersede the retailers normal return policy.
- If an E-Bike is exchanged for a different model retailers should notify us of the change via email. We can adjust the model, serial number and if needed payment amount for that redemption.
- If a customer wishes to return an E-Bike, in accordance with the retailer's policy, the retailer must notify the program. Provide the customer's name and rebate details.
- > We will process the return in our system and issue a new voucher to the customer.
- The return rebate amount will be deducted from the retailers next payment. If no other rebate payments are expected the bike retailer will be required to return the amount via check to Aptim.

Proof of Purchase Requirements

- Participating retailers are required to submit a receipt or invoice for each rebate redemption as proof of purchase.
- > Each proof of purchase document should include:
 - > The make and model of the bike, or the name of the eligible safety equipment product.
 - > The extended price of bike or equipment before applying the rebate.
 - > The value of the rebate clearly applied to the sale.
 - > The dollar amount paid by the rebate holder.
- Most retailers choose to treat the rebate as a payment type, others choose to list it as a discount or a negative line item.

Example Receipt

Bob's e-BIKES

1234 Main Street Bentonville, AK 72712

479-123-4567

Sales Receipt

05/10/2024 3:26 pm

Ticket: 220000012443 Register: Register 1 Employee: Bob Customer: John Doe Mobile: 479-123-4567 Email: johndoe@rebate.com (Primary)

Items	#	Price
Bianchi E-Omnia Serial#: 123456789	1	\$1199.00
	Subtotal	\$1199.00
	Tax (\$1199.00 @ 8.715%)	\$104.49
	Total Tax	\$104.49
	Total	\$1303.49
PAYMENTS		
	Dabit Card	¢400.40

Debit Card \$403.49 Bentonville E-Bike Voucher \$900.00

Rebate Portal Registration

bentonvilleebikes.aptim.com/

This is the main portal page.

If there are any announcements, there will be a banner at the top of the picture.

FAQs are available here.

Click "Sign In" to begin registration.



Applicants

The Bentonville E-Bike Rebate Program demonstrates the commitment Bentonville has towards alternative forms of transportation by assisting its residents in purchasing bikes that best suit their needs. Rebates of \$500 to \$1300 (depending on eligibility) will be awarded via random selection. Please click the button below to register for the opportunity to receive a rebate.

Apply Here

If this is the first time you are signing into the portal, you will need to **Register**.

You will then enter an email address and select your profile type – **Bike Retailer** and click **Register.**

Note: Each vendor can have multiple employees create a sign-on. The first person to register will be the main contact.



Make sure the email listed is the correct and check the box to confirm and click **Confirm Email**.





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Registration Confirmed



You will get a message letting you know your registration is confirmed.



Home > Registration Confirmed

Registration Confirmed

An email will be sent to you from BentonvilleEbikes@aptim.com with a link to complete your account setup.

Powered by Google Translate FAQ | SIGN IN

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You will get an email with a link to complete the registration.

Bentonville E-Bikes Portal Invitation



bentonvilleebikes@aptim.com To • madeline.gulley+bikeshop@aptim.com



🛈 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Please redeem this invitation by clicking the link below.

https://bentonvilleebikes.aptim.com/Register?returnUrl=%2F&invitation=bf892cbb-7f71-45d2-8e20-33f9a4d05e4d

Thank you,

Do not reply to this email. If you need assistance, please contact the program administrator, APTIM, at <u>BentonvilleEbikes@aptim.com</u>.

You will be taken to this page and your invitation code will be auto populated. Click on Register.



Create your password and click **Register**.

Password must have 8 characters, at least one number and at least one letter.

ENTONVILL **Redeem invitation** Register Sign in Redeeming code: bf0c07a9-b34d-4565-8177-70fbadb22d09 Register for a new local account * Email madeline.gulley+bikeshop@aptim.com * Password * Confirm password Register

Fill out the Profile for your retail location.

For the first registration, the name and contact information should be for the primary contact.

Click on the search icon next to the account name.





Security

Change password

Change email

Please provide the required fields below to complete your portal user account and click Update to continue. You must save prior to navigating to another step.

✓Profile Instructions Profile Summary Address First name * Last name * Mobile Phone Provide a telephone number madeline.gulley+bikeshop@aptim.com

Account Name *

E-mail*

0

Please Select an existing Account or Create a new Account.

Q

Q

I would like to receive news and offers from the City of Bentonville via text (standard rates apply) Allow O Do Not Allow

Preferred language for Emails *

Save & Next 🔿

Select Language Powered by Google Translate

Acknowledgement

♠ | FAQ | Profile name -

If this is a new registration, select New. Then enter the ebike retailer name, phone number, and website.

For the Account, please use your DBA or your shops common name.

If this is an additional sign on, search and select your bike shop's name from the list.

Click Submit.

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	✓ Account Name ↑	Main Primary Phone Contact	<u>Address</u> <u>1: Street</u> <u>1</u>	<u>Address</u> <u>A</u> <u>1: Street</u> <u>1:</u> <u>2</u> <u>3</u>	<u>Street</u> Add <u>1: C</u>	dress <u>Dity</u>		
Profile name	Bentonville Bikes	(721) 988- Jan Retailer 8991	2404 S Promenade Blvd		Rog	ers	nd click Up	odate to continue.
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Select the e-bike retailer name (Account) and click **Select**.

Lookup records				×
i≣Account Lookup View -				٩
	5555	DOD DUINCI	Museum Way	Dentormine
Harvey E-Bikes	(555) 555- 5555	Steve Harvey	600 Museum Way	Bentonville
Maura08212024.2		Maura Sartwell.2	1500 Daline St	Springdale
Maura82124				
Razorback Bikes				
< 1 2 >				
New			Select	Cancel Remove value

Make sure the Profile is filled out and click **Save & Next**.

Please provide the required fields below to complete your portal user account and click Update to continue. You must save prior to navigating to another step.

♥Profile Instructions

Profile	Summary		Address	Acknowledgement
First name *			Last name *	·
Bob			Smith	
E-mail *			Mobile Phone *	
madeline.gulley+bikeshop@aptim.co	<u>m</u>		(216) 218-0742	
Account Name * Please Select an existing Account or o Razorback Bikes I would like to receive news and offer allow O Do Not Allow Preferred Language for Empile *	Create a new Account.	e via text	: (standard rates apply)	x Q
English	×	Q		
			·	
				Save & Next 🔿

Fill in the information.

Select your preferred payment method. We prefer ACH as it is quicker and easier once it is set up.

Enter your EIN number and Business Type.

Click **Choose Files** to upload your W-9.

Click Save & Next.

Profile

Change password

Change email

Bob Smith



Enter physical business address and mailing address if different. This is critical if you want payment via check and have a separate addresses.

		✓Profile Instructions			
▲ Security				Unverified	
Change password		Profile	Summary	Address	Acknowledgement
	v	Rusiness Address			
		Full Address *			
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		1101 SW Citizens Cir Bentonville 1101 SW Coventry Blvd Bentonv 1101 SC Ct Rogers, AR 72756 1101 S Caraway Rd Jonesboro, <i>I</i> 1101 S Catalpa St Pine Bluff, AR 1101 S Cedar St Stuttgart, AR 77 1101 S College Ave Fayetteville, 1101 S College Ave Fayetteville, 1101 S Conty Road 275 Osceol: 1101 S Crockett St Stuttgart, AR Address 1: Street Address 1: City	, AR 72713 ille, AR 72712 AR 72401 71603 i160 AR 72204 AR 72701 a, AR 72370 72160	Address 1: State/Province	
		Address 1: County		Address 1: ZIP/Postal Code	
		Mailing Address			

Read through the Terms and Conditions. Check Yes if you approve and then type your name as an electronic signature. Click Save & Next.

Note: The if you don't see a green check mark on each of the sections along the top you will not see the Submit button. Just click on the section header without a check mark to update that section and cycle through the remaining sections.

 Profile Instructions

 Unverified

 Profile

 Address

 Terms and Conditions

Terms and Conditions for the City of Bentonville E-Bike Program Retailers

City of Bentonville E-Bike Program Process Summary:

The City of Bentonville, AR ("City") residents may apply for a point-of-sale voucher for an electric bicycle ("e-bike") under the City of Bentonville's Community Access to Electric Bicycle Voucher Program (the "E-Bike Voucher Program"). Applicants that are awarded a voucher can take it to an approved participating bike retailer in Bentonville to apply the discount when purchasing an eligible e-bike. The bike retailer that redeems the voucher will apply for a voucher reimbursement from Aptim Environmental & Infrastructure, LLC ("APTIM"), the City's e-Bike voucher administrator for the E-Bike Voucher Program, to reimburse them for the discount

I/we understand that the information submitted will be verified prior to approval. *

® No ○ Yes



Please provide the required fields below to complete your portal user account and click Update to continue.

You must save prior to navigating to another step.

Registration Process – Additional Users

If you are the Primary Contact whenever one of your coworkers signs up under your bike shop, you will receive a notification email.

You will be required to approve anyone who signs up under your bikes shop before they are "Verified" to redeem vouchers.

If you don't recognize the person, you should reject them.



Applicants

The Bentonville E-Bike Rebate Program demonstrates the commitment Bentonville has towards alternative forms of transportation by assisting its residents in purchasing bikes that best suit their needs. Rebates of \$500 to \$1300 (depending on eligibility) will be awarded via random selection. Please click the button below to register for the opportunity to receive a rebate.

Related Contacts

<u>Full Name</u> ↑	Email	Company Name	Business Phone	Verified	Modified On.↓	
Bob Jr Smith	madeline.gulley+bikeshop22@aptim.com	Razorback Bikes		No	9/4/2024 9:47 AM	٢
						<u>Approve</u> <u>Reject</u>

Rebate Redemption Process

You must be signed in and click **Redeem Rebate** from dropdown menu.



Applicants

The Bentonville E-Bike Rebate Program demonstrates the commitment Bentonville has towards alternative forms of transportation by assisting its residents in purchasing bikes that best suit their needs. Rebates of \$500 to \$1300 (depending on eligibility) will be awarded via random selection. Please click the button below to register for the opportunity to receive a rebate.

Apply Here

Enter rebate number and click **Verify**.



	Select Language	*
	Powered by Google Translate	
FAQ	Bob Smith -	

Voucher Verification

Enter Voucher Number

99C219745E75E538

Verify

Details about the voucher will appear including the applicant's name, the status of the voucher (valid, redeemed or expired), and the expiration date.

You must validate that the person redeeming the voucher is the person listed here by verifying their ID.

Voucher Verification

Enter Voucher Number

99C219745E75E538

Verify

Voucher Details

Name:	Thom York
Voucher Status:	Valid
Product:	Standard E-Bike
Expiration Date:	10/25/2024
Amount	900

Redeem Cancel

If the applicant is ready to redeem their voucher, click Create.

Contact Bob Smith Account * Razorback Bikes Voucher * 99C219745E75E538	•
Contact Bob Smith Account * Razorback Bikes Voucher * 99C219745E75E538	~
Bob Smith Account * Razorback Bikes Voucher * 99C219745E75E538	~
Account * Razorback Bikes Voucher * 99C219745E75E538	
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Voucher * 99C219745E75E538	
99C219745E75E538	
Close	eate
Amount 900	
Redeem Cancel	

Details about the applicant and the voucher will appear again.

If you didn't confirm those details earlier, please confirm them now.

BARKS & RECREATION BENTONVILLE	↑ FAQ	Powered by Google Translate Bob Smith -
Voucher Redemption	Voucher Redemption Information	Chan 1 of 4
Voucher Redemption Information		Step 1 of 4
Voucher Redemption Product Details		
Voucher Redemption Requirements		
Submit Voucher	Contact Thom York Product Standard E-Bike Voucher Code 99C219745E75E538 Voucher Amount \$900.00	

Cancel Redemption

~

Save & Next 🕑

Select Language

Select the make and model of the e-bike sold from the dropdown menu.

PARTS & RECEIVATION BENTONVILLE	Aventon Pa Aventon Ra Aventon Si Aventon So Batch The I Benno Eioy	
	Benno Rem	
Voucher Overview:	Bianchi E-A	
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	Bianchi E-C	
	Bianchi E-C	
Voucher Redemption	Bianchi E-C	
	Bianchi E-I	
Voucher Redemption Information	Bianchi E-V	
Voucher Redemption Product Details	Bianchi E-V	
Voucher Redemption Requirements	Select	
Submit Voucher		



GBack Cancel Redemption

Save & Next 🔿

Answer the questions and upload a proof of sale.

Voucher Overview:		
/oucher Name:		Voucher Redemption Status:
99C219745E75E538		Draft
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Voucher Redemption	Voucher Redemption Requirements	Step 3 of 4
Voucher Redemption Product Details	Standard Voucher Redemption Questions	
Voucher Redemption Requirements	1. Select Class of the e-Bike *	
Submit Voucher		Please Select
	2. Upload Proof of Sale *	Upload Document(s)
	Gancel Redemption	Save & Next 🗢

Once you have submitted/redeemed vouchers you can track them from My Voucher Redemptions from the menu under your name.

If there are multiple employees with sign-ons for you retail location, you can filter to see just the vouchers you have redeemed or for the entire location by using the drop-down menu on the view.



Once you have submitted/redeemed vouchers you can also click on the voucher Name to view the voucher record or the click the down arrow on the far right to cancel or view details

▼ My ▼								Q
<u>Voucher</u> <u>Redemption</u> <u>ID</u>	<u>Voucher ID</u>	Product	Buyer	Voucher Amount	<u>Redemption</u> Date	Status		
<u>VR-001003</u>	99C219745E75E538	Standard E-Bike	Thom York	\$900.00		Cancelled		◙
<u>VR-001004</u>	99C219745E75E538	Standard E-Bike	Thom York	\$900.00		Draft	() View deta	on ails
							Cancel Rede	emption

Once you have submitted/redeemed voucher you can track which vouchers have been paid by selecting **My Payments** from the menu under your name.

Payment Status

New means that we have not reviewed the payment request yet.

Approved means we have reviewed the request, and the payment will be processed soon.

Completed means that a payment has been issued either via check or ACH.





Questions?

Contact Information

Aptim Helpdesk PHONE 888 267 5809 EMAIL BentonvilleEbikes@Aptim.com

Madeline Gulley Project Specialist PHONE 303 879 5392 EMAIL Madeline.Gulley@Aptim.com

Marcus Rozbitsky

Sr. Program Manager PHONE 407 537 3897 EMAIL Marcus.Rozbitsky@Aptim.com