

CITY *of* BOSTON

HOW TO REDEEM E-BIKE INCENTIVES



This is a quick reference for participating retailers on how to redeem the vouchers. To request a full training or ask questions about the program, contact Ebikes.Boston@APTIM.com.

ABOUT THE DISCOUNT VOUCHERS

- Vouchers are applied at the point of sale, and the participating retailer is reimbursed by the program. Voucher may only be used to purchase eligible equipment.
- If the eligible equipment costs less than the value of the voucher, any unused value is forfeited.
- Vouchers cannot be applied to sales tax, assembly, or shipping costs.

E-BIKE ELIGIBILITY

STANDARD E-BIKE

- 2–3 wheels and fully operable pedals
- Battery powered, supplying 750 watts of power or less
- Full-suspension e-mountain bikes are ineligible
- Must meet UL 2849 and/or EN 15194 standards and have at least a one-year warranty on electric components
- Must be sold as new

CARGO E-BIKE

- Same eligibility standards as standard e-bike, plus:
 - Designed to carry one or more passengers in addition to the rider OR designed to carry heavier or bulkier loads than a traditional bicycle
 - Has an extended frame with a carrying capacity of at least 100 lbs

ADAPTIVE E-BIKE OR POWERED HANDCYCLE ATTACHMENTS

- Standard or cargo e-bike modified to meet the physical needs or abilities of the operator or a passenger
- Applicants pre-fitted for an adaptive e-bike or powered handcycle wheelchair attachment before receiving voucher



SAFETY EQUIPMENT ELIGIBILITY

- Eligible items include: helmets, bike locks, air pump, lights, high visibility gear, bells, bike mirrors, child bike seat (for e-bikes purchased through the program only), car bike racks.

	STANDARD	E-CARGO	ADAPTIVE	SAFETY EQUIPMENT
Non-income-qualified	\$800	\$1100	\$2000	\$150
Income-qualified	\$1200	\$1500	\$2400	\$150

THREE STEP VOUCHER PROCESS

STEP 1: VERIFY VOUCHER VALIDITY AND TYPE

- Before you complete the sale of the e-bike, verify the voucher details.
- Sign into voucher program portal (access below), enter the voucher code, and click **VERIFY** to see:
 - Voucher status (**VALID** means the voucher is unused and not expired.)
 - Name of voucher holder
 - Type of voucher (standard e-bike, e-cargo bike, adaptive e-bike, or safety equipment)
 - Dollar value of the voucher
- Do not press **REDEEM** yet.

STEP 2: COMPLETE SALE AND REDEEM VOUCHER

- Once the customer has selected their qualifying e-bike, complete the sale. Items should be discounted up to the value of the voucher.
- Press **REDEEM** in the portal. Double check the voucher details.
- Answer the questions in the voucher information section.

STEP 3: UPLOAD PROOF OF SALE AND SUBMIT

- Proof of sale should include:
 - Price of the e-bike before voucher
 - Voucher amount applied to the sale, clearly labeled (any other discounts and incentives should be listed separately)
 - Sales tax
 - Amount paid by voucher holder
- Be sure to press **SUBMIT** to complete the redemption.



ACCESS VOUCHER PROGRAM PORTAL

ebikes.boston.gov

