

Electrify MY RIDE

RETAILER GUIDE

1 Verify e-bike eligibility

Confirm that the e-bike being sold qualifies for an Electrify My Ride e-bike rebate by checking the list of qualifying e-bikes at sfpuc.gov/electrify-my-ride

2 Verify the coupon is valid

- Before offering the instant rebate, ask the customer for their coupon code and a form of valid identification.
 - ✦ State identification (ID) card
 - ✦ Driver license
 - ✦ US passport or passport card
 - ✦ US military card (front and back)
 - ✦ Military dependent's ID card (front and back)
 - ✦ Permanent Resident Card
 - ✦ Certificate of Citizenship
 - ✦ Certificate of Naturalization
 - ✦ Employment Authorization Document
 - ✦ Foreign passport
 - ✦ San Francisco City Identification (SF City ID Card)
- Open the [retailer portal web address](#) and complete the required fields:
 - ✦ Select your retailer's name from the drop-down menu
 - ✦ Type in the six-digit coupon code
 - ✦ Type in the customer's name from their identification
 - ✦ Click the **Redeem Coupon** button

If the website shows, "Coupon Redeemed", proceed to Step 3.

If the website shows one of the options below, do NOT provide the \$1,000 discount to the sale. Inform the customer of the reason that the coupon is not valid and direct them to the Electrify My Ride Customer Support Team.

- Coupon code is expired
- Coupon code is invalid
- Coupon code is already redeemed

Customer support email: cleanpowersf@sfgov.org



3 Complete the sale

- Apply sales tax to the pre-rebated cost of the e-bike.
- Ensure the invoice includes a line item specifying “SFPUC Electrify My Ride E-bike Rebate” and that the rebate amount is \$1,000.
- Complete the Acknowledgement of Rebate form with the customer.

4 Submit claim for rebate reimbursement

- Upload the Sales Claim excel file to your secure folder on SharePoint. Please include the following required information in the claim file:
 - ✦ Store ID
 - ✦ Date of Sale
 - ✦ Coupon Code
 - ✦ Invoice Number
 - ✦ Make
 - ✦ Model
 - ✦ Retailer Price
 - ✦ Sale Price (after discount)
- Refer to www.sfpuc.gov/electrify-my-ride for the claim template.
- Upload the Acknowledgement of Rebate form and the receipt for each sale to your secure folder on SharePoint.

Rebate claims are usually reviewed and approved within two to three business days. Electronic reimbursement is typically issued within 30 days of claim approval.

To learn more or get support,
call (415) 256-7750 or email
electrifymyride@energy-solution.com.

