

Your guide to the Childcare Vouchers scheme

Childcare Vouchers are chosen by working parents to help them pay for their childcare costs and are available as paper or electronic vouchers.

This pack will explain how the scheme works for you.

If you have already joined the Edenred Childcare Vouchers scheme

If you have an Edenred Account Number then participating parents can pay you with paper or electronic Childcare Vouchers and you do not need to complete a further Application Form.

If you have not yet joined the scheme

Step 1:

You must be registered or approved with the appropriate body

To accept payment with Childcare Vouchers you will need to hold current and valid registration or approval certification. Some exceptions may exist when the parent's employer may allow informal childcare to be used - please contact the parent to confirm eligibility.

Your registration or approval certification must be provided when applying to receive payment in respect of Childcare Vouchers - see Step 2 (failure to do so will prevent the parent from using Childcare Vouchers.)

The registration or approval organisations include the following:

- **Ofsted Childcare Register - Compulsory (England)**
- **Care Commission (Scotland)**
- **Ofsted Childcare Register - Voluntary (England)**
- **Childcare Approval Scheme (Wales)**
- **Local Health and Social Services Trusts (Northern Ireland)**
- **Care and Social Services Inspectorate (Wales)**

Care that is not registered in its own right, but is provided by a school, is also eligible provided that it:

- **is optional for the children**
- **takes place outside of school hours**
- **takes place on school premises**
- **is invoiced separately to school fees**

Step 2:

Apply to receive payment in respect of Childcare Vouchers

Complete the enclosed Childcare application form and return it so that we can open your new account and provide you with your Edenred Account Number. You will need to give this number to any parent who wants to request payments to you in respect of electronic Childcare Vouchers.

You do not need to complete an application form for each parent as one form allows us to open an account for you and all payments will be processed through that one account.

When we have received your completed Application Form and copy of your registration certificate, we will send you a letter/email welcoming you to the scheme. This communication will include information about accessing your online Childcare Vouchers account which we will set up for you. The system is very easy to use and allows you to look at payments 24 hours a day, 7 days a week.

You should allow five working days for us to open your new account after we receive your Application Form.

Paper Childcare Vouchers

If a parent presents you with paper Childcare Vouchers you can now redeem them online through your Childcare Vouchers account. This can be accessed by clicking on 'Redeem Vouchers' in the Childcare Providers section of www.childcarevouchers.co.uk and entering your Edenred Account Number which you will receive when you join the scheme.

If you do not have internet access, you can redeem the vouchers via post. Simply sign and print your name on the front of the vouchers and send them with your completed Voucher Claim Form in the envelope provided. Claim Forms can be obtained by calling the Edenred Helpdesk on 0800 247 1233 Please do not send any paper vouchers unless accompanied by a Voucher Claim Form.

Each time we make a payment to you or send remittance advice, we will send you a further Voucher Claim Form for use with the next paper vouchers you receive. Simply advise us if you do not require a Voucher Claim Form. Remember, you can choose to redeem all Edenred Childcare Vouchers online, avoiding the need to complete a Voucher Claim Form and sending your vouchers to us by post.

Each voucher has a value printed on it and you will be reimbursed for that amount in full when you return valid vouchers to us.

Help us to process your paper voucher claims

If you are sending Childcare Vouchers by post, please always detach and retain the counterfoils from the vouchers. This will allow you to have a note of the serial numbers of any vouchers which might be delayed or lost in transit.



On each Voucher Claim Form there is a space for the 'Claim Identifier'. This is where you should write your own personal reference for that claim. The same reference will then be printed on our remittance advice to help you to identify which claim we are paying.

Electronic Childcare Vouchers

Some parents receive electronic Childcare Vouchers from their employer. The payments we make to you following a parent's request are efficient and simple to monitor. You do not need to take any action to receive this payment.

As soon as a parent requests a payment to you it will be visible on your online Childcare Vouchers Account, so you will be able to see exactly when payments have been processed (BACS payments will then reach your own bank account 3 - 4 working days later).

If you have selected to receive payment remittance advice by email, this will be sent to the email address you provide on your application



Childcare Provider Application Form

Please complete this short form in order to affiliate with Edenred and receive payment for Childcare Vouchers. If you are a registered or approved carer we will require a copy of your certification or other proof of your status in order to process your request. Once affiliated with Edenred you will receive details of your online Childcare Vouchers account, enabling you to monitor payments made to you. You only need to complete one form to receive payment from all parents who have Accor Services Childcare Vouchers.

Please note all fields marked with * are mandatory

Step 1 – About you

Type of childcare provided Tick ONE type only

- Nursery – please specify
 Private Workplace Community
- Childminder Nanny / Au pair
- Family / Friend Out of school club
- Holiday scheme Playgroup / Crèche

Are you part of a group (i.e multiple sites)? If yes, please specify.

Setting Name*

(The name of the establishment where the childcare is provided as held by the appropriate registration body)

Company Name

Title Mr Ms Mrs Miss

Contact Name*

Address*

Town/City*

County Postcode*

Telephone

Mobile

Fax

E-mail

- From time to time Edenred sends out information on service updates and promotional offers we feel will be of interest to you. If you would like to receive this information, please tick here.

Step 2 – Registration / Approval

If you wish to accept payment for 'Restricted' childcare vouchers (those for which tax and NI exemption has been applied and therefore created savings for the parent), please specify what registration or approval you hold for the childcare services you offer. **You must send us copy of your registration certificate or approval letter in respect of the service you provide.** Please note the approval body relates to the location where the childcare takes place.

Tick ONE box only

- OFSTED Childcare Register - Compulsory (England) Care Commission (Scotland)
- OFSTED Childcare Register - Voluntary (England) Childcare Approval Scheme (Wales)
- Care Provided by School Care and Social Services Inspectorate (Wales)

Registration or Approval number*

Expiry date*

(Childcare Approval Scheme only)

If the care is provided by a school and is not registered separately, your application should be accompanied by:

- Written confirmation of the type of care provided, that it is optional for the children, takes place on school premises, takes place outside of school hours, and is invoiced separately to school fees
- A copy of documentation that contains the school's registration number (DfE or alternate governing body). The covering page of an inspection report will usually suffice

Step 3 – Bank information

Please select your preferred method of payment (tick one box only):

BACS Cheque (If you have ticked 'Cheque' please complete the Payee details only)

Bank Account Holder* / Payee*

Name of Bank/ Building Society*

Sort code*

Account number*

(MAXIMUM 8 DIGITS CAN BE ACCEPTED)

Roll number or reference (if applicable)

Please ensure your bank or building society details are suitable for BACS payments directly into your account. If you are unsure of your account's suitability, then please contact your bank or building society directly. Many building societies have a general account number for BACS payments - you will need to give us your roll number as additional identification.

Edenred provide a reference for each payment made. Some banks do not print this reference on your bank statement. This reference is required to identify which parent has made a payment request and the associated amount. In most cases you are able to ask your bank / building society to switch on the "second reference field". This will then display the Edenred payment reference on the statement, however, this will also supply additional information for every single payment you receive.

Step 4 – Payment address

Same as business address

Title Mr Ms Mrs Miss

Contact Name*

Address*

Town/City*

County Postcode*

Telephone

Mobile

Fax

E-mail

Step 5 – Sending this Affiliation Request

- As a Childcare Provider named on this Application Form (the 'Provider') I/we agree to accept payments from Childcare Vouchers Ltd in respect of paper or electronic Childcare Vouchers presented by parents for whom I/we provide childcare services, as described in the Conditions overleaf to which I/we agree to be bound.
- I/we agree to promptly notify Childcare Vouchers Ltd in respect of changes to my/our details including, without limitation, details of registration or approval.
- I/we do not have an existing Edenred Account Number and have not previously sent an Application Form.
- I/we have retained a photocopy of this completed form.
- I/we agree that Childcare Vouchers Ltd may hold and process personal data relating to me/us for the purposes of administering the Childcare Vouchers scheme.
- I/we attach a copy of our registration or approval certification as required in Step 2. The address on the certification is the same as the address shown in Step 1.**

Signed

Print Name

Position

Date

Conditions of Voucher Payment

Responsibility for the provision of satisfactory childcare standards and the meeting of any relevant statutory regulations and registration rests with you the childcare provider ("you"/ "the Provider"). Upon request, the Provider will provide evidence to Childcare Vouchers Ltd trading as Edenred UK ("Edenred") confirming that the Provider is entitled to charge for childcare services and, if receiving vouchers which are restricted for use through a registered/approved childcare provider, that the Provider holds suitable registration or approval certification.

What you, the Provider, agrees to do

1. The Provider will accept Childcare Vouchers issued by Edenred, if presented by the Provider's customers, as part payment or full payment for childcare services only.
2. No cash exchange for either paper-format or electronic-format Edenred Childcare Vouchers will be made at any time by the Provider except with Edenred.
3. As the Provider, you confirm that you will accept payment or payments issued to you by Edenred in respect of Edenred Childcare Vouchers as part payment or full payment for childcare services you have provided to your customers. You agree to accept such payments in respect of either paper-format vouchers or electronic-format vouchers previously issued to your customers by their employers.
4. All paper-format vouchers sent by post by the Provider to Edenred for redemption will be despatched to be received at the offices of Edenred not later than 3 calendar months after the date of expiry shown on the voucher. Edenred will not accept any claims for paper-format vouchers (either sent by post or redeemed online) which are received after that date.
5. Responsibility for the safety and any insurance of paper-format vouchers either in the Provider's possession, or subsequently sent by courier, postal service or other method, rests with the Provider. The Provider will retain the counterfoil stubs from each voucher prior to posting, as proof of any loss. Redemption will not be made by Edenred without original vouchers or counterfoils, except in the case of online redemption. In the case of online redemption it is recommended that the Provider retains original vouchers until payment is received.
6. The Provider will ensure that all paper-format vouchers sent by post to Edenred for redemption are accompanied by a valid, completed Edenred Voucher Claim Form showing the Edenred account number, name, address and payment details of the Provider, or that an online claim is made using the Provider's online voucher account provided by Edenred.
7. The Provider will ensure that all original paper-format vouchers sent by post for redemption are invalidated for further use by writing a clear and distinct mark through the upper area of each voucher, or by using your company stamp. Edenred reserves the right to make an additional charge for the processing of non-invalidated vouchers received for redemption. Edenred will only accept vouchers which are in a satisfactory condition including a readable serial number.
8. The Provider will ensure that he/she is satisfied with the validity and authenticity of paper-format vouchers sent for redemption by using Edenred' printed instructions, available on request from Edenred, which describe and illustrate the vouchers issued by Edenred. Only valid and authentic paper-format vouchers originally issued by Edenred will be accepted for redemption.

9. The Provider will confirm to his/her own satisfaction that any bank or building society account details provided to Edenred in respect of BACS direct transfers of payment are suitable for that purpose.

Making Changes to the Provider's Name, Address, Contact and Payment Details

10. If the Provider wishes to make changes to any details held by Edenred relating to the Provider's bank, payee, name or address the Provider will :-
 - a) provide a request in writing to Edenred, either by post, fax or email, clearly marking the request "Helpdesk"
 - b) sign the request, if appropriate, and in all cases quote the related Edenred Account Number
 - c) give a minimum of 10 working days' notice
 - d) confirm to the Provider's own satisfaction that the request has reached Edenred and has been processed accordingly.
11. Edenred reserves the right to charge a service fee for the reissue of any payment initiated to the Provider by Edenred against the Provider's incorrect instructions. Edenred will not in any circumstances accept responsibility for any charges made to the Provider or any representative of the Provider by a bank or building society.

What Edenred agrees to do

12. Edenred will issue payment against -
 - a) valid voucher claims submitted by the Provider in respect of paper-format vouchers originally issued by Edenred, after receipt at our offices
 - b) payment requests, by parents for whom the Provider supplies childcare services, in respect of electronic Childcare Vouchers originally issued by Edenred - one working day after, respectively, voucher claim receipt or parent payment request. Alternatively, Providers may request, in writing to Edenred, that due payments will be accumulated by Edenred, and issued on a weekly or monthly cycle.
13. Claims in respect of paper-format vouchers will not be accepted for redemption unless an Edenred Account Number has already been issued to the Provider by Edenred.
14. Edenred will make payment by BACS direct transfer or by company cheque crossed A/C Payee and payable only to the person or organisation affiliated with Edenred as the Provider. Such payment method shall be notified to Edenred by the Provider. The bank details or payee name must be that of the Provider of childcare services, and not of any third party irrespective of the relationship of that third party to the Provider.
15. Edenred will create an online voucher account for the Provider and allow access to that account without charge to the Provider. Edenred does not provide or offer to provide general internet access to the Provider, and the Provider will be responsible for obtaining such access should he/she choose to utilise the online voucher account.

For Edenred Childcare Voucher queries, contact the Edenred Helpdesk on 0800 247 1233 / Fax 0845 330 4410.

Email helpdesk-uk-VBR@edenred.com (Telephone calls may be monitored or recorded for training & security purposes)

Childcare Vouchers Ltd trading as Edenred UK, 50 Vauxhall Bridge Road, London SW1V 2RS

Frequently asked questions

Q. What if I already have a Childcare Vouchers account with Edenred?

A. *You do not need to complete another Application Form, even if more than one parent wishes to pay with Edenred Childcare Vouchers.*

If a parent wishes to request Childcare Voucher payments to you electronically, simply give them your Edenred Account Number. If you have received and redeemed paper vouchers before, then you should continue to make claims as usual. You can now make a claim online by clicking on 'Redeem Vouchers' in the childcare providers section of www.childcarevouchers.co.uk.

If you do not have internet access, contact Edenred directly on 0800 247 1233 and they will provide you with a Voucher Claim Form. Please do not send any vouchers without a Voucher Claim Form.

Q. What happens when a parent tells me they have requested a payment to me through the electronic Childcare Vouchers scheme?

A. *The payments they request will be sent to you by Accor Services. You will either see a BACS transfer on your bank statement or you will receive a cheque in the post. Visit www.childcarevouchers.co.uk and click on 'Log In' in the Childcare Providers section to view your online account activity. If you provide your email address on your Application Form we can send your remittance advice by email.*

Q. Which is the quickest way to receive payment?

A. *BACS direct transfer is the recommended method of payment. Receipt of payment is assured, provided you have supplied accurate and valid bank details. The alternative is a cheque posted to your address but this may be subject to postal delay or loss. If you have previously been paid by cheque and want us to make future payments by BACS, please telephone the Edenred Helpdesk to obtain the relevant application form.*

Assistance

If you have any queries about the scheme please call the Edenred Helpdesk on 0800 247 1233 between 8.00am and 6.00pm on weekdays, excluding bank holidays in England.

Alternatively write to us at: Edenred Helpdesk, 50 Vauxhall Bridge Road, London SW1V 2RS.

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Carer Pack – important information for childcare providers