

# 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)
- Ofsted Childcare Register - Voluntary (England)
- Local Health and Social Services Trusts (Northern Ireland)
- Care Commission (Scotland)
- Childcare Approval Scheme (Wales)
- 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](http://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



## 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](http://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 Edenred. 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](http://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.

Telephone calls may be monitored and recorded for training and security purposes.