

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 Accor Services Childcare Vouchers scheme

If you have an Accor Services Account Number then participating parents can pay you with paper or electronic Childcare Vouchers and you do not need to complete a further Childcare Provider Affiliation Request.

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)
- Self-Certified (England)
- Local Health and Social Services Trusts (Northern Ireland)
- The Care Commission (Scotland)
- Childcare Approval Scheme (Wales)
- The Care Standards Inspectorate (Wales)

If you are unable to register via the other Registration Bodies, you may be able to complete a self certified declaration. Please contact the Accor Services Helpdesk on 0845 330 4433 for more information.

Step 2:

Apply to receive payment in respect of Childcare Vouchers

Complete the enclosed Childcare Provider Affiliation Request and return it in the reply paid envelope so that we can open your new account and provide you with your Accor Services 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 a Childcare Provider Affiliation Request 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 Childcare Provider Affiliation Request, 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 three working days for us to open your new account after we receive your Childcare Provider Affiliation Request.

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 visiting the 'Carer Login' at www.childcarevouchers.co.uk and entering your Accor Services 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 printed from the 'Claims' page in your Childcare Vouchers Account or can be obtained by calling the Accor Services Helpdesk on 0845 330 4433. 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 Accor Services 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 'Carer's Reference Number'. 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.

The pre-printed envelope is only for use when returning vouchers. If you need to write to us, please send your letter separately from any vouchers.

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 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 the Childcare Provider Affiliation Request.

Please note: You will only be able to access the internet site if the following requirements are met. A PC with a minimum web browser of Version 5.5 (for optimum performance use Version 6)



Be part of it

We provide parents with an online Childcare Locator so they can search for registered or approved carers who accept Accor Services Childcare Vouchers.

The Locator can be found at www.childcarevouchers.co.uk and offers a useful database of childcare providers that are part of our scheme.

So join today and you too could be part of it!



Frequently asked questions

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

A. *You do not need to complete another Childcare Provider Affiliation Request, even if more than one parent wishes to pay with Accor Services Childcare Vouchers.*

If a parent wishes to request Childcare Voucher payments to you electronically, simply give them your Accor Services 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 visiting the 'Carer Login' at www.childcarevouchers.co.uk.

If you do not have internet access, contact Accor Services directly on 0845 330 4433 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 Carer Login under the Member Zone to view your online account activity. If you provide your email address on your Childcare Provider Affiliation Request we can send you 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 Accor Services Helpdesk to obtain the relevant application form.*

Assistance

If you have any queries about the scheme please call the Accor Services Helpdesk on 0845 330 4433 between 8.00am and 6.00pm on weekdays, excluding bank holidays in England.

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

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



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