



# CHILDCARE VOUCHERS PARENT PORTAL - HOW TO GUIDE





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If you access your childcare vouchers through your employer's benefits portal, please note that if you sign up for a benefit or make changes to the amount of childcare vouchers you require, you **MUST** continue to do so through your employer's portal.

Please therefore ignore sections 4.1 and 4.2 of this Parents' How to Guide.

# 1. Introduction

## Welcome to your personal Childcare Vouchers online account.

The childcare voucher portal has been created to help you easily manage your childcare vouchers.

This document helps you understand how the portal works by providing a 'step by step' guide.

This portal allows you to make payments to your childcare provider(s), add and remove childcare providers and change your voucher amount.

### Remember!

We are always here to help you, so please do not hesitate to call us on 0800 328 7411 or email [customer@br.uk@sodexo.com](mailto:customer@br.uk@sodexo.com)





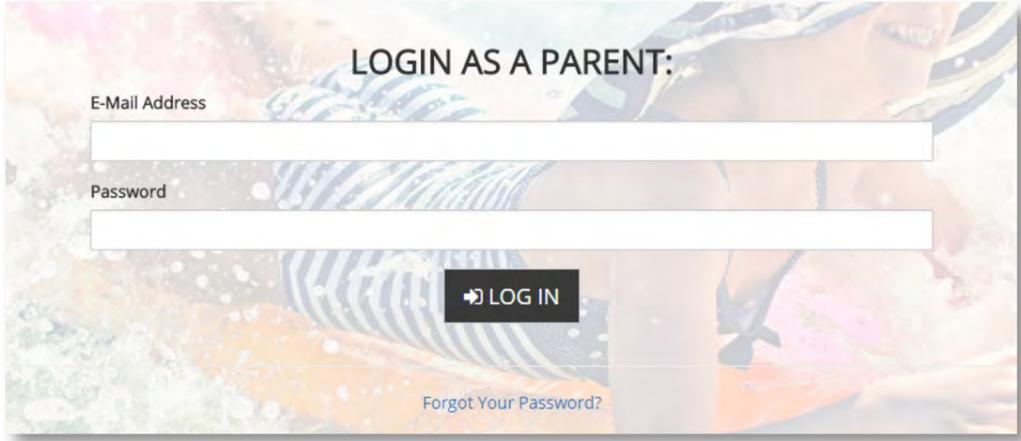
## 2. How to log in to the portal

### Step 1 - Go to the Childcare Voucher portal

Access the Childcare Voucher portal through your normal internet browser.

### Step 2 - Log into your account

Select 'Log in as a Parent', enter your Username and Password, and select 'Log in'.



### Forgotten your password?

If you've forgotten your password, just click on the 'forgot your password' link. You will then be prompted for your email address so we can send you a password reset link.

### 3. Overview of the portal

#### Below is your account home page

Key information about your account is visible on the home page, including your balance and your transaction history.

Sections you will regularly use are in the top navigation panel:

- My Vouchers
- Spend My Vouchers
- Top Up
- My Childcare Providers
- My Family
- Calculators
- My Offers



### 4. My Vouchers

This page provides a summary of your childcare voucher deductions for each payroll period. If you need to edit the amount or leave the scheme, you can do this from this page.

#### My Voucher Payroll Deductions

My Payroll Number : 1542

If you wish to change your voucher amount, please select the date that you wish to make the change effective from.

Please note that any changes you request will not take place until they are approved by your employer.

Please remember that your Childcare Vouchers will expire 30 months after they are added to your account. You can however request for expired vouchers to be re-issued by calling the Customer Care helpline.

| Payroll Date     | Current Amount | Requested Amount | Voucher Type | Event Type | Reason for Change      |
|------------------|----------------|------------------|--------------|------------|------------------------|
| 31 October 2016  | £243           | £243             | electronic   |            | <a href="#">CHANGE</a> |
| 30 November 2016 | £243           | £243             | electronic   |            | <a href="#">CHANGE</a> |
| 30 December 2016 | £243           | £243             | electronic   |            | <a href="#">CHANGE</a> |
| 31 January 2017  | £243           | £243             | electronic   |            | <a href="#">CHANGE</a> |
| 28 February 2017 | £243           | £243             | electronic   |            | <a href="#">CHANGE</a> |
| 31 March 2017    | £243           | £243             | electronic   |            | <a href="#">CHANGE</a> |
| 28 April 2017    | £243           | £243             | electronic   |            | <a href="#">CHANGE</a> |
| 31 May 2017      | £243           | £243             | electronic   |            | <a href="#">CHANGE</a> |
| 30 June 2017     | £243           | £243             | electronic   |            | <a href="#">CHANGE</a> |
| 31 July 2017     | £243           | £243             | electronic   |            | <a href="#">CHANGE</a> |



## 4.1. How to edit your childcare voucher amount

When editing your childcare voucher amount, please account for your BEA\* status.

\* Basic Earnings Assessment.

A BEA is used by your employer to identify the level of tax relief, and therefore childcare voucher amount, you are entitled to.

The assessment will identify you as either a 'basic rate', 'higher rate' or 'additional rate' earner.

| BEA Status      | Amount you can take |         |          |
|-----------------|---------------------|---------|----------|
|                 | Weekly              | Monthly | Annually |
| Basic Rate      | £55                 | £243    | £2,915   |
| Higher Rate     | £28                 | £124    | £1,484   |
| Additional Rate | £25                 | £110    | £1,325   |

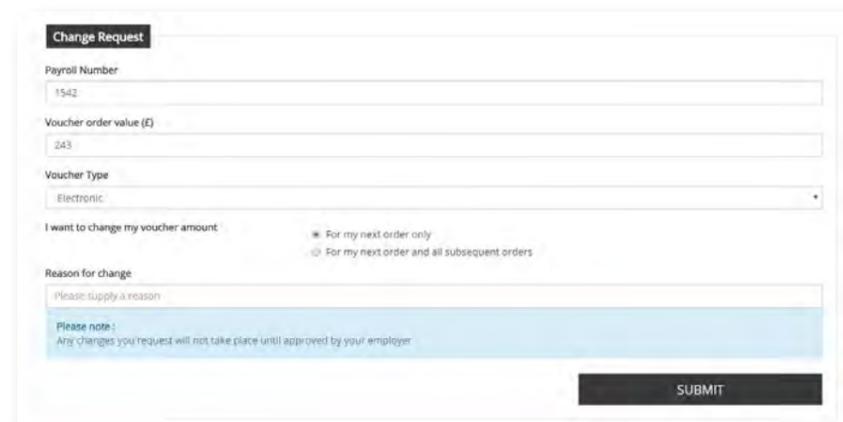
### Changing your childcare voucher amount:

- Select 'Change' against the relevant payroll date
- Enter your new voucher amount

### You can amend your voucher amount for:

- Next order only
- Next order and all subsequent orders

All changes to amounts will then be approved by your employer.



The screenshot shows a 'Change Request' form with the following fields and options:

- Payroll Number:** 1542
- Voucher order value (£):** 243
- Voucher Type:** Electronic
- I want to change my voucher amount:**  For my next order only,  For my next order and all subsequent orders
- Reason for change:** Please supply a reason
- Please note:** Any changes you request will not take place until approved by your employer
- SUBMIT** button





## 4.2 Leaving the scheme

Click on the 'My Vouchers' page.

Click the 'change' button next to the desired date that you wish to leave the scheme.

### My Voucher Payroll Deductions

My Payroll Number : 556677

If you wish to change your voucher amount, please select the date that you wish to make the change effective from.

Please note that any changes you request will not take place until they are approved by your employer.

Please remember that your Childcare Vouchers will expire 30 months after they are added to your account. You can however request for expired vouchers to be re-issued by calling the Customer Care helpline.

| Payroll Date | Current Amount | Requested Amount | Voucher Type | Event Type | Reason for Change |        |
|--------------|----------------|------------------|--------------|------------|-------------------|--------|
| 09-Mar-17    | £124.00        | £124.00          | electronic   |            |                   | CHANGE |
| 09-Apr-17    | £124.00        | £124.00          | electronic   |            |                   | CHANGE |
| 09-May-17    | £124.00        | £124.00          | electronic   |            |                   | CHANGE |
| 09-Jun-17    | £124.00        | £124.00          | electronic   |            |                   | CHANGE |
| 09-Jul-17    | £124.00        | £124.00          | electronic   |            |                   | CHANGE |
| 09-Aug-17    | £124.00        | £124.00          | electronic   |            |                   | CHANGE |

Go to the bottom of the page and click the red 'Leave the scheme' box

**Change Request**

Payroll Number \*  
556677

Voucher order value per month (£) \*  
124

Voucher Type  
Electronic

I want to change my voucher amount  
 For my next order and all subsequent orders  
 For my next order only

Reason for change (due to a lifestyle change e.g. marriage, divorce, redundancy, pregnancy, child reaching school age etc.)  
 Please supply a reason: Characters left: 100

**Please note:**  
Any changes you request will not take place until approved by your employer

**SUBMIT**

If you want to request to leave the voucher scheme please click this button [LEAVE THE SCHEME](#)

On the 'Request to leave the scheme' page enter the reason for leaving and click on the green 'Confirm' box.

**Request to leave the scheme**

You are about to request removal from the voucher scheme effective as of 15th February 2017

**Please note:**  
Any changes you request will not take place until approved by your employer

Once approved by your company / scheme administrator, no vouchers will be requested for you on this date, or any subsequent dates, unless you rejoin the scheme.

Reason for change  
Please select

CANCEL
CONFIRM

This request is sent to your employer's account and they will need to approve this before you can leave.

Please note: if you access your employee benefits through your employer's benefits site, you will need to action your leave the scheme request through your employer's site.

### Remember!

Childcare vouchers can be used to pay for more than just nursery fees. You can use them for registered childcare for older children, such as:

- Out of hours school clubs
- Sport, music and drama lessons
- Holiday clubs or schemes
- Activity holidays
- Certain elements of independent school fees

Childcare vouchers can be used for children under the age of 16 (vouchers can be used until 1st September following their 15th birthday, or 1st September following their 16th birthday if they are registered disabled). Childcare vouchers are valid for 30 months so you don't have to spend them immediately. You can save them for when you need them most, such as school holidays. When a childcare voucher expires after 30 months it can be simply re-issued by emailing the Customer Care team at [customercare.br.uk@sodexo.com](mailto:customercare.br.uk@sodexo.com).

**Please note:** if you change your employer, your account remains active until you have used up the value in your account.

## 5. My Childcare Providers

Before you can spend your e-vouchers, you'll need to provide details of your childcare provider(s).

### Step 1

Childcare Providers currently associated with your account will be displayed here.

We require details about your childcare provider to verify that they are Ofsted (or equivalent) registered.

Click 'Add Provider' to add your childcare provider.

### My Childcare Providers

The childcare providers shown below are linked to your account. To make a payment, please select the provider you would like to pay, or choose 'Add Provider' to add a new provider to your list.

[+ ADD PROVIDER](#)

| Sodexo ID | Name                                 | Address                 | Postcode |  |
|-----------|--------------------------------------|-------------------------|----------|--|
| 164236    | Redroofs Day Nursery ( Southampton ) | 338 Spring Road Sholing | SO19 2NX | <a href="#">REMOVE</a> <a href="#">PAY</a> |

No Transactions Found

## Step 2 - Adding a childcare provider

To add a childcare provider, enter their Childcare Provider ID and their postcode to establish whether they are saved on our database. Your childcare provider can provide you with this. They will have an ID number if they have already registered with our scheme.

If your provider isn't registered with us, you can get them to join the Sodexo childcare voucher provider network by completing the 'Invite a Childcarer' fields, where they will be sent a link so that they can register online.

Once we have verified their registration you will be able to add them to your account.

**Please note:** To comply with HMRC guidelines, for your childcare provider(s) to be linked to your account and receive vouchers as payment, they must be registered with an appropriate body, such as Ofsted.

### CHILDCARE VOUCHERS

Welcome Rebecca Pearce (Client: Test Company 15 Ltd)

My Details | Contact us | FAQs | Log Out

Home | My Vouchers | Spend Vouchers | Top Up | My Providers | My Family | Calculators | My Offers

### Find Carer

If your childcare provider is already registered with Sodexo, you can search and add them to your account below.

If your provider isn't registered with us, you can get them to join the Sodexo childcare voucher provider network by completing the 'Invite a Childcarer' fields below, where they will be sent a link so that they can register online.

Once we have verified their registration you will be able to add them to your account.

#### Search for a Childcare Provider

childcare Provider ID  Postcode

[SEARCH](#)

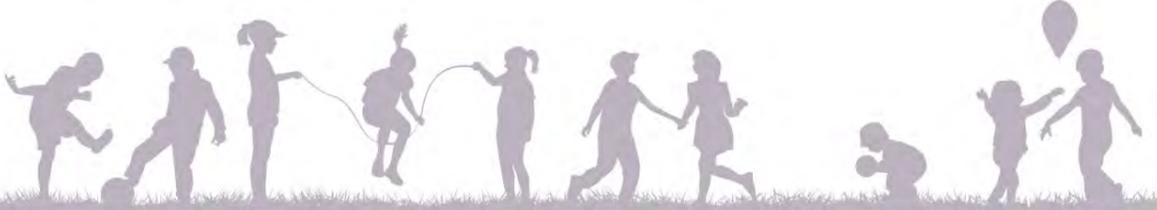
#### Invite a Childcare Provider

To invite a childcare provider to register please use the form below.

Provider Email Address

Provider Name

[SEND](#)



CVPA 

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part of the **sodexo** family  
p&mm | allsave

English



## 6. My Family

To meet HMRC guidance, we require basic details about the children you are using the vouchers for. In this section, you can view the children already associated with your account, and add to this list as your family gets bigger. From here you can:

- Add children
- Edit the details of the child(ren) already listed
- Remove the details of the child(ren) once they no longer qualify for the scheme e.g. over 16 years of age

### Remember!

1. Childcare vouchers can be used to pay for more than just nursery fees. You can use them to pay for registered childcare, i.e. Ofsted (England), Care Inspectorate (Scotland), Care and Social Services Inspectorate (Wales), Department of Health, Social Services and Public Safety (Northern Ireland), such as:
  - Out-of-hours school clubs
  - Sport, music and drama lessons
  - Holiday clubs or schemes
  - Activity holidays
  - Certain elements of Independent school fees
2. Childcare vouchers can be used for children under the age of 16 (vouchers can be used until 1st September following their 15th birthday, or 1st September following their 16th birthday if they are registered disabled).
3. You don't have to spend your vouchers immediately. Your vouchers are valid for up to 30 months so you can save for when you need them most, such as school holidays. Once they have expired you can simply email the Customer Care helpline to request any vouchers to be re-issued.

Please note: even if you leave your employer, your account remains active and you may still use your vouchers for qualifying care.

Before you can spend your vouchers, you need to provide details of your child or children that you wish to claim childcare vouchers for.

### 6.1. Add a Child

**Add a Child**

**Add Child Form**

This information is only used to ensure that your Tax/Ni exemption is in accordance with HMRC scheme rules.

First Name  Last Name

Day of Birth  Month of Birth  Year of Birth

Registered Disabled?

Relationship?

**ADD** >

### 6.2. Family accounts

You can create a 'Family Account' with your partner if they also have a Sodexo childcare voucher account. Having a family account makes it easier to make larger payments to your childcare providers, and makes it easier for them to reconcile your payments.

**Linked Family Accounts**

**Set Up Family Account**

Email address

Username of partner

**Link Family Accounts**

To create a family account, simply enter the following information of each additional family member that you want to add:

- Email address
- Username of partner you wish to invite

You will receive an email either confirming the accounts have been merged, or an email saying this request has been rejected. You can then log in as normal but will see a combined balance and account statement.

**Please note:** The family member(s) must be part of the Sodexo / p&mm / Allsave / My Family Care Vouchers Childcare Voucher Scheme to join your family account.



## 7. Spending my vouchers

### Step 1

Any payments you have already arranged for your childcare provider will be displayed here. If you need to set up a new payment, select 'create' at the top of this screen.

### Step 2

To set up a new payment, choose to create either a:

- Single payment to your childcare provider(s)
- Regular payment to your childcare provider(s)

Please note: If your voucher payment amount is consistent from one pay period to the next, then we recommend the regular payment option. If your circumstances do change, you can simply cancel your regular payment and set up a new single payment.

### Spend My Vouchers

Below are the payments you have arranged for your childcare provider. To set up a new payment click create payment

CREATE PAYMENT

#### Regular Payments

| Carer (Reference)                             | Schedule | Amount | Address                  | Status      | First Payment Date | Next Payment Date |
|---|----------|--------|--------------------------|-------------|--------------------|-------------------|
| REDROOFS DAY NURSERY ( SOUTHAMPTON ) (164236) | MONTHLY  | £243   | 338 SPRING ROAD,SO19 2NX | In Progress | 3 November 2016    | 3 November 2016   |

#### Pending one-off Payments

| Carer (Reference)             | Address | Amount | Status | Payment Date |
|-------------------------------|---------|--------|--------|--------------|
| No regular payment to display |         |        |        |              |

### Step 3

Whether you have decided to set up a regular payment or a single payment, you will need to complete the following steps to proceed with your payment:

- Add 'Your Reference' (this is what your childcare provider will see on their bank statement)
- Confirm Amount to Pay
- Select Payment Date
- Click Pay

**Please note:** The payment date displayed on the portal refers to the date the payment process starts<sup>1</sup>, and may not be the date the funds are credited to the provider. Payments can take up to three working days to clear in a bank account.

### Make a Regular Payment

If you would like to set up a regular payment to this childcare provider, simply fill in the payment details below and click create. The first payment date refers to the date the payment process starts. This starts the same day (providing payment is made before 2pm). Payments made after 2pm will be processed the following day. Payments can take up to four working days to clear in a bank account.

All fields are mandatory.

#### My Childcare Provider Details

Childcare Provider ID : 164236  
Childcare Provider Name : REDROOFS DAY NURSERY ( SOUTHAMPTON )  
Address : 338 SPRING ROAD SHOLING, SO19 2NX

#### Regular Payment Details

Your Reference

Amount to pay (£)

Payment Date

Payment Frequency

CANCEL REGULAR PAYMENT

CREATE >

<sup>1</sup> In accordance with the CVPA Code of Practice, we ensure all monies are banked within 1 working day of receipt.



## 8. Voucher top ups

Voucher top-ups allow parents to top-up their voucher account balance with their own money. This means that when your childcare costs exceed the value of your vouchers you can make a single payment (per month) to your child carer directly from your account. You can top-up via a direct debit if the top-up is a fixed regular amount or make a secure top-up payment using your debit or credit card.

TOP UP MY ACCOUNT

£0  
YOUR BALANCE

Select Top Up Type

Recurring Direct Debit -

Single Payment -

Your Direct Debit top ups

You do not have any direct debits set up

Select between a Direct Debit or single payment by Debit or Credit Card

TOP UP MY ACCOUNT

£0  
YOUR BALANCE

Select Top Up Type

Recurring Direct Debit -

Payroll Frequency

Select

Payroll Frequency Date

28

Amount (£)

30

Order Reference

Start Date

d/M/y

End Date

d/M/y

MAKE PAYMENT

Single Payment -



## 9. Calculators

There are two calculators to help you work out how much you can save by joining the childcare voucher scheme

### Childcare Voucher Saving Calculator

#### Childcare Voucher Saving Calculator

This calculator is for parents looking to join the Childcare Voucher Scheme for the first time.

Note: The maximum voucher value is determined by the tax rate you are taxed at:

| Maximum Childcare Voucher Value |                    |          |           |          |
|---------------------------------|--------------------|----------|-----------|----------|
| Band                            | Annual Pay Range   | Per Week | Per Month | Per Year |
| Pre-April 2011                  | £0 Upwards         | £55      | £243      | £2,916   |
| Basic Rate                      | £0 - £32,000       | £55      | £243      | £2,916   |
| Higher Rate                     | £32,000 - £150,000 | £28      | £124      | £1,488   |
| Additional Rate                 | £150,000 Upwards   | £25      | £110      | £1,320   |

**Savings Calculator**

Basic Pay (i.e. Annual Salary) \*

Amount of Childcare Vouchers (CVs) required per annum (Max £2,916 per year) \*

**CALCULATE**



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### Maternity Pay / Childcare Voucher Calculator

#### Maternity Pay / Childcare Voucher Calculator

##### Childcare Vouchers during pregnancy at work and SMP (Statutory Maternity Pay)

Should you wish to continue with childcare vouchers while you are pregnant then you will receive lower Statutory Maternity Pay (SMP) for the first six weeks of your maternity leave i.e. SMP will be based on your lower salary, not including childcare vouchers.

In order to receive full SMP you must withdraw from the scheme before you are 17 weeks pregnant. However in order to calculate whether you will be better off continuing to receive childcare vouchers while you are pregnant and still working, or withdrawing from the scheme before you are 17 weeks pregnant, use this calculator.

##### Childcare Vouchers and employer top up pay during maternity leave

Should you receive top up pay during at least the first six weeks of SMP, you will be better off continuing to receive childcare vouchers during your pregnancy, should you require them.

**Calculator**

Basic Pay (i.e. Annual Salary) \*

Amount of Childcare Vouchers (CVs) required per annum (Max £2,916 per year) \*

Enter the number of weeks pregnant that you will be when you intend to go on maternity leave e.g. 37

**CALCULATE**

## 10. My Offers

At Sodexo we are dedicated to improving your quality of life, which is why we have created the **My Offers** section of the portal – to help your money go further.

This section gives you handpicked offers and discounts on **childcare, family activities, holidays and more**, to save you money on the things that are important to you. Special monthly discounts will be promoted in this section so make sure you check back on a regular basis to ensure you don't miss out!



## 11. Editing my details

If at any point you need to edit your details or refer back to the terms and conditions, you can do this from the home page.

From the home page, select **'My Details'**

You will see that the data is already pre-populated. Simply change the relevant fields and click the **'Submit'** button.

Welcome Chloe Walsh (Client: Test Company 6 Ltd) Settings Contact us FAQs Log Out

Home My Vouchers Spend Vouchers Top Up My Providers My Family Calculators My Offers

### PARENT SETTINGS

**Parent Details**

Title: Mrs First Name: Chloe Last Name: Walsh

Phone Number: 023 8080800 Alternative Phone Number:

Date of Birth: 08-05-1989 NI Number: CD33333F

Address Line 1: 5 Castle Lane Town/City: Southampton

Address Line 2: Chandlers Ford County: Hampshire

Postcode: SO53 4TR GO!

## 12. Help section

At the top right of every page there is an FAQ section, where you will find:

- **User Guide**  
Step-by-step guide on how to use the Childcare Voucher website
- **FAQs**  
Containing useful information regarding Sodexo Childcare Vouchers

Welcome Chloe Walsh (Client: Test Company 6 Ltd) Settings Contact us FAQs Log Out

Home My Vouchers Spend Vouchers Top Up My Providers My Family Calculators My Offers

### CHILD CARE VOUCHERS

#### FAQs

##### Section 1: About childcare vouchers from the Sodexo family

- What are childcare vouchers? -  
Childcare vouchers are a Government initiative to help working parents. The most common method of offering childcare vouchers is through your salary; parents elect to take part of their existing salary as childcare vouchers. Your employer then orders your vouchers and you receive them electronically on the day specified, usually your payday. You then use these e-vouchers to pay your childcare provider directly online.
- How do I make the savings? -
- What is salary sacrifice? -
- How can the voucher scheme save me money? -
- How do I use the childcare voucher service? -
- What if I leave the organisation? -
- Who may receive childcare vouchers? -



## Customer care

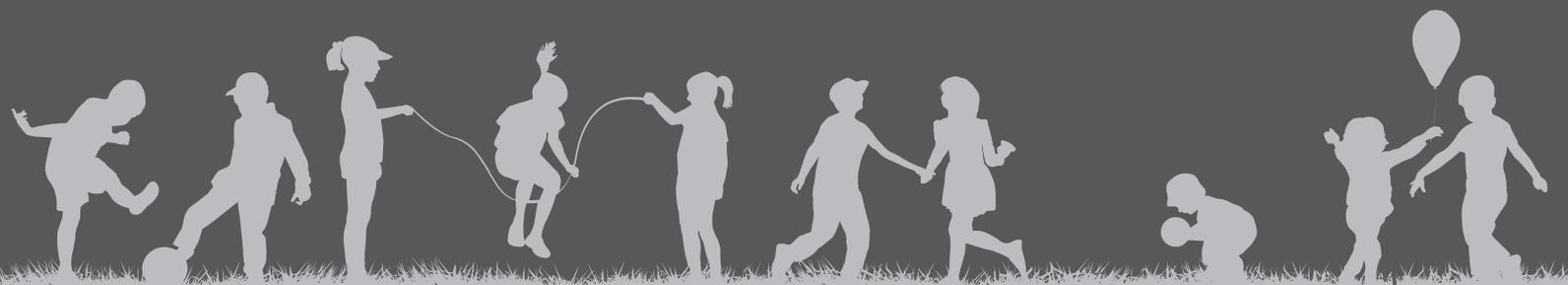
If you require further information, please call our friendly customer care team on:

**0800 328 7411**

between 08:00 - 18:00,  
Monday to Friday

Alternatively, you can email:  
[customercare.br.uk@sodexo.com](mailto:customercare.br.uk@sodexo.com)





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