

# CHILDCARE VOUCHERS

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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 make changes to the amount of childcare vouchers you require, you MUST continue to do so through your employer's portal.

Please therefore ignore section 4.1 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 [Customercare.engage.uk@sodexo.com](mailto:Customercare.engage.uk@sodexo.com)



The screenshot shows the 'Childcare Vouchers by sodexo' website. At the top right is a green 'Help' button. The main heading is 'Welcome to Childcare Vouchers by Sodexo'. Below this is a notice: 'As of the 5th October 2018 the childcare voucher scheme has closed for parents to join, however childcare providers can enroll to accept vouchers and employers looking to move their existing schemes can set up an account.' This is followed by a paragraph: 'Employees who have temporarily opted out of Childcare Vouchers, for example due to maternity leave or a career break, can re-join the Childcare Voucher scheme and will remain eligible provided they:' and a bulleted list: '• joined the scheme prior to 4 October 2018', '• make at least one salary sacrifice (more than £0) within each 52 week period', '• do not leave the scheme in order to use Tax-Free Childcare, and', '• do not change employer'. Below the list is a note: 'If you select your benefits through your employer's benefits site, you will only be able to re-join through that site'. At the bottom, there are three columns: 'Employer' with buttons 'Set up a Scheme' and 'Login as an Employer'; 'Parent' with a button 'Login as a Parent'; and 'Childcare Provider' with buttons 'Join Voucher Network' and 'Login as a Childcare Provider'.





## 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.

<https://uk.childcare-vouchers.sodexo.com/>



### Step 2 - Log into your account

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

### Log in as parent

Please enter your username and password.

Username  ?

Password

Remember me?

Have you [forgotten your password?](#)

### 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

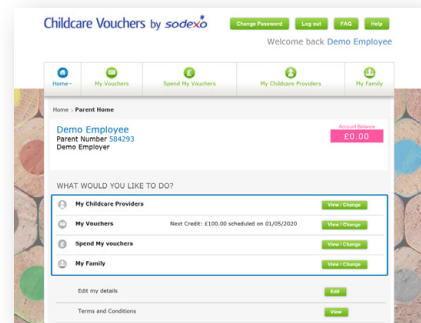
Below is your account home page

Key information about your account is visible on the home page:

- My Vouchers
- Spend My Vouchers
- My Childcare Providers
- My Family

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

- My Vouchers
- Spend My Vouchers
- My Childcare Providers
- My Family



# 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: 22222

Select a payroll date from which you wish your deduction to take effect

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

Please be reminded that your Childcare Vouchers will expire up to 18 months after they're added to your account.

Payroll Date	Current amount	Requested amount	Current gifting	Requested gifting	Voucher type	Reason for change
01/05/2020	£100.00	£0.00	£0.00	£0.00	electronic	<a href="#">Change</a>
01/06/2020	£100.00	£0.00	£0.00	£0.00	electronic	<a href="#">Change</a>
01/07/2020	£100.00	£0.00	£0.00	£0.00	electronic	<a href="#">Change</a>
03/08/2020	£100.00	£0.00	£0.00	£0.00	electronic	<a href="#">Change</a>
01/09/2020	£100.00	£0.00	£0.00	£0.00	electronic	<a href="#">Change</a>

# 4.1. HOW TO EDIT YOUR CHILDCARE VOUCHER AMOUNT OR LEAVE THE SCHEME

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:

Click on the 'My Vouchers' page.

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

### My Voucher Payroll Deductions

My Payroll Number: 22222

Select a payroll date from which you wish your deduction to take effect

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

Please be reminded that your Childcare Vouchers will expire up to 18 months after they're added to your account.

Payroll Date	Current amount	Requested amount	Current gifting	Requested gifting	Voucher type	Reason for change
01/05/2020	£100.00	£0.00	£0.00	£0.00	electronic	<a href="#">Change</a>
01/06/2020	£100.00	£0.00	£0.00	£0.00	electronic	<a href="#">Change</a>
01/07/2020	£100.00	£0.00	£0.00	£0.00	electronic	<a href="#">Change</a>
03/08/2020	£100.00	£0.00	£0.00	£0.00	electronic	<a href="#">Change</a>
01/09/2020	£100.00	£0.00	£0.00	£0.00	electronic	<a href="#">Change</a>

Enter your new voucher amount

You can amend your voucher amount for:

- Next order only
- Next order and all subsequent orders

Your current BEA is **Basic rate**

Payroll Number

Current voucher order value (£) \*

New voucher order value (£) \*

Current gifting amount

Requested gifting amount

Voucher type

I want to change my voucher amount

For my next order only  
 For my next order and all subsequent orders

Reason for change \*

**Please note:** If you access your employee benefits through your employer's benefits site, you will need to action your change voucher amount request through your employer's site.

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

## 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.

**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 New' to add a new provider to your list.				
Sodexo ID	Provider Name	Address	Postcode	
148100	BUSY BEES DAY NURSERY	ROSEHILL	CA28 6SF	<a href="#">REMOVE</a> <a href="#">PAY</a>
189557	BRIGHT HORIZONS FAMILY - SOLUTIONS	ALTENS NURSERY	AB12 3GZ	<a href="#">REMOVE</a> <a href="#">PAY</a>
843322	Melanie Hill	33 Springdale Close	GL2 4JD	<a href="#">REMOVE</a> <a href="#">PAY</a>
158639	DEAN PARK NURSRY	56 BEANSBURN	KA3 1RN	<a href="#">REMOVE</a> <a href="#">PAY</a>
842887	Rocketeers	Kingslea Primary School	RH13 5PS	<a href="#">REMOVE</a> <a href="#">PAY</a>
859532	Cedars Pre-School (Exhall)	Tranance Road	CV7 9FJ	<a href="#">REMOVE</a> <a href="#">PAY</a>

1 2 >

[CANCEL >](#) [ADD NEW >](#)

## 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 they have not registered, your childcare provider will need to complete a form. Simply click on the 'print registration form' link to download a copy. Pass this to your childcare provider, and ask them to complete and return.

**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.

### Add a Childcare Provider

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

Fields marked with \* must be completed

Childcare provider ID \*  ?

Post Code \*

[CANCEL >](#) [SEARCH >](#)



# 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.

**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

**Your child's details**

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

Fields marked with \* must be completed

Initial \*

Month of Birth \*

Year of Birth \*

Registered Disabled \*

Relationship to Child \*

## 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.

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.

**Request new Family Account**

You can create a Family Account with your partner if he/she also has a Sodexo childcare voucher account. Having a family account makes it easier to make larger payments to your childcare provider(s), and makes it easier for them to reconcile your payments.

To combine your accounts, just enter the email address and username of your partner and click the submit button. They will then be asked to confirm whether they would like the accounts to be combined. You will receive an email either confirming the accounts have been merged, or an email saying this request has been rejected. You then log in as normal but will see a combined balance and account statement.

Fields marked with \* must be completed

Email Address \*

Username of partner you wish to invite \*

**Please note:** The family member(s) must be part of the Sodexo / p8mm / 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, select 'create'.

**Regular Payments** ?

No regular payments have been set up.

**Pending One-off Payments** ?

No pending one-off payments found.

[CANCEL >](#) [CREATE >](#)

## 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.

### Regular payment details

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.

Fields marked with \* must be completed

Your Reference \*

Amount to pay \* (GBP)

First payment date (dd/mm/yyyy) \*

Payment frequency \*

[CANCEL >](#) [CREATE >](#)

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

# CUSTOMER CARE

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

**0800 328 7411**

Between 09:00 – 18:00, Monday to Friday

Alternatively, you can email:

**[customercare.engage.uk@sodexo.com](mailto:customercare.engage.uk@sodexo.com)**

