

Frequently Asked Questions – Employers

How do Childcare Vouchers work?

- You provide Childcare Vouchers to your beneficiaries (the employees on your scheme) by placing an order online each time vouchers are due to be provided. This should be done at least five working days before each intended release date - the release date should, generally speaking, be your employees' pay day.
- When you place an order, a printable invoice is generated immediately. Payment for each order should be received by Edenred at least three working days before the release date you set. If you pay by Direct Debit, payment will be taken automatically.
- Any beneficiaries on an order who have not received vouchers before will be sent a Welcome Letter by Edenred, which provides their login details.
- Provided payment has reached us on time, the vouchers on your order will credit your employees' accounts on the release date you have set.
- Beneficiaries can then transfer the vouchers to their chosen carer(s) how they wish – manually or by standing order. Beneficiaries do not have to use their vouchers straight away or with any pre-determined childcare provider, so they can also accrue a balance of vouchers for use at a later date if they wish.

How do I order Childcare Vouchers for my employees

Orders are placed using the “Create Order” function on the left hand menu of your account. There is a detailed guide to placing an order than can be obtained within that section, as well as an instructional video which can be found just below the menu on the left hand side of your account.

What happens if an order is not paid on time?

Voucher orders are not released to beneficiaries if full payment has not been received. If a payment is received on or after the intended release date, the order will release on the day after it is received and allocated to your online statement.

How do employees join our Childcare Voucher salary sacrifice scheme

To join your scheme, employees should complete a Salary Sacrifice Agreement which acts as a variation to their contract of employment. A template Salary Sacrifice Agreement for your consideration can be [downloaded from Edenred's website](#) should you require one. The completed agreements should be stored by you, and do not need to be returned to Edenred.

What is the Basic Earnings Assessment?

When an employee joins your Childcare Voucher scheme, you need to carry out an assessment of their earnings to establish which tax category they fall into, as the maximum value of tax

exempt vouchers an employee can receive differs based on this. For employees who joined the scheme after 6 April 2011, this needs to be carried out at the start of each tax year. Employees who joined the scheme before April 6 2011 are exempt from this requirement.

More information about the tax exemption limits and Basic Earnings Assessment can be found in the [HMRC Employer Guidance](#)

What type of care can Childcare Vouchers be used for

Childcare Vouchers can be used for any care that is registered with an appropriate body. The main registration bodies are:

- Ofsted (England)
- Social Care and Social Work Improvement Scotland
- Care and Social Services Inspectorate Wales
- Local Health and Social Services Trusts (Northern Ireland)

Care that is run by schools outside of school hours may also be eligible. Full details of what is classed as registered care can be found in [HMRC's E18 helpsheet](#).

How do we notify Edenred that our contact details have changed?

Click on 'Childcare Vouchers' at the bottom of your 'Profile' page to view the contact details we currently hold. To amend those details, click on the EDIT button at the bottom of that page.

How do we notify Edenred that an employee has changed their address?

If you order by file upload, simply amend their address details on your next order and the details will update automatically. If you need to update an employee address manually you may do so from the 'Beneficiaries' option on your online account.

What happens if an employee wants to leave the scheme

If an employee no longer wishes to receive vouchers you should stop including them on voucher orders. Any vouchers they have previously accrued will remain and not expire. You should also ensure they have completed suitable paperwork to terminate their Salary Sacrifice Agreement. A template form ('Amendment of Terms form') for your consideration can be obtained from Edenred should you require one.

Can we give employees refunds for unused vouchers?

This is based on your own policy on the matter. If you choose to allow an employee to surrender their accrued vouchers and receive a cash salary alternative, Edenred can raise a credit note to your online statement for the face value of the vouchers. This will incur a charge of £10 + VAT as

standard. Please email your request to helpdesk-uk-vbr@edenred.com quoting your account number, the employee name, and the value of vouchers you would like credited back to you.