

CCV UPGRADE ADMIN APPLICATIONS REVIEW INTEGRATED SERVICE



Following the upgrade of your benefits platform, there are a few changes to the Childcare Vouchers (CCV) employee benefit selection and admin validation process.

Employee benefit applications will now be on the upgraded Reward Gateway SmartPay platform, however, orders are still fulfilled via Edenred's CCV platform. Employee benefit selections must now be reviewed within the upgraded platform by client admins.

What's different?

1. Simplified benefit selection for parents on the enhanced platform, more intuitive experience.
2. Client administrators can streamline their workflow with the bulk review feature, enabling them to approve, reject, or modify multiple applications in a single upload.
3. Clear visibility into application status changes since the previous period allows for quick and easy identification of updates

Childcare Vouchers key stages and actions

Throughout the application selection and approval process there's a few key Payroll Date stages to be aware of, please familiarise yourself with the below information and actions required by the client admins.

Payroll Date	Definition	Timing	Application Status	Client Admin Action Required
<u>Approvals date</u>	<ul style="list-style-type: none"> End of employee selection period for that payroll period. System generates pending applications. Client admins receive an email notification advising to review pending applications. 	On this date	Pending	Review pending applications
<u>Cut-off date</u>	<ul style="list-style-type: none"> Final deadline to approve applications for inclusion in the payroll periods order. The system generates the benefit selection and CCV order report. <u>You must ensure that you have approved all the pending applications before this date</u> to ensure that they are included in the CCV order file. Client Delivery will place your order as soon as the CCV order file is generated, and your invoice will be available the following day on the Edenred CCV portal. 	Before this date	Pending → Approved/ Rejected	Ensure all applications are approved or rejected <u>before this date</u>
	<ul style="list-style-type: none"> System processes approved or rejected applications and transitions them to the “Closed” application status. If approved, it remains closed until the next approval date when a new application is created using the previous application amount 	On this date	Approved/ Rejected → Closed	No action required – late approvals will apply to the next period
<u>Pay days</u>	<ul style="list-style-type: none"> Date vouchers are paid to employees. Please note we are in the process of amending the Pay Days date to show the date vouchers are due to be paid to employees. 	On this date		No action required
<u>Before Approvals Date</u>	<ul style="list-style-type: none"> Employees can create, amend applications, or stop contributions. 	Before this date		No action required

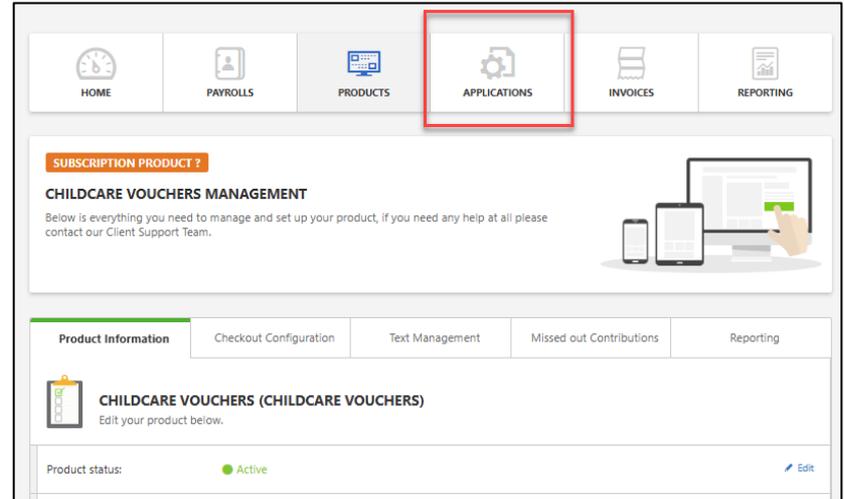
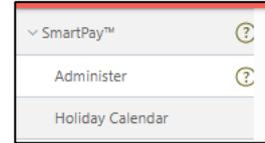
 **YOUR PAYROLL DATES - MONTHLY**
You can add or edit your dates

Include closed payroll dates

Approvals Date	Cut-off date	Pay Days
09/07/2025	16/07/2025	23/07/2025

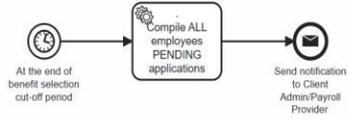
How to access pending applications after login

1. Click “Account” in the top right
2. Click “My Account”
3. Click “SmartPay” in the left hand menu
4. Click “Administer”
5. Click “Applications”

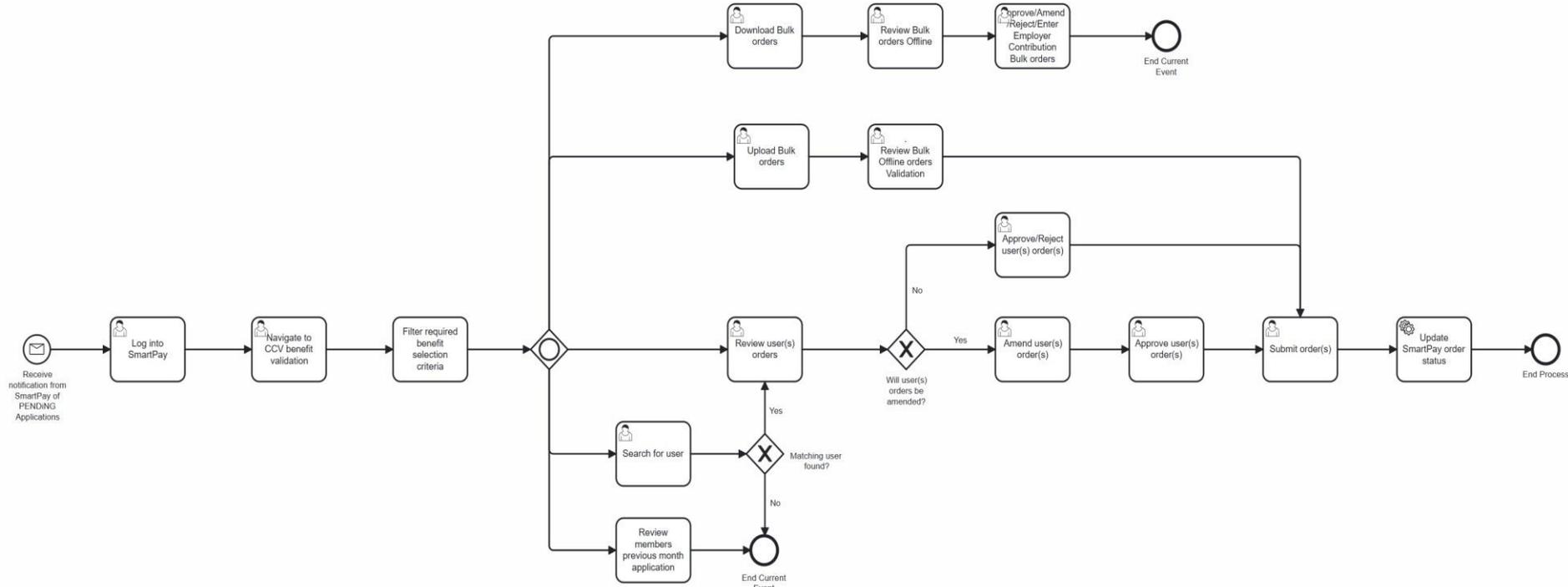


Client pending application review process flow

RG SmartPay



Client Admin



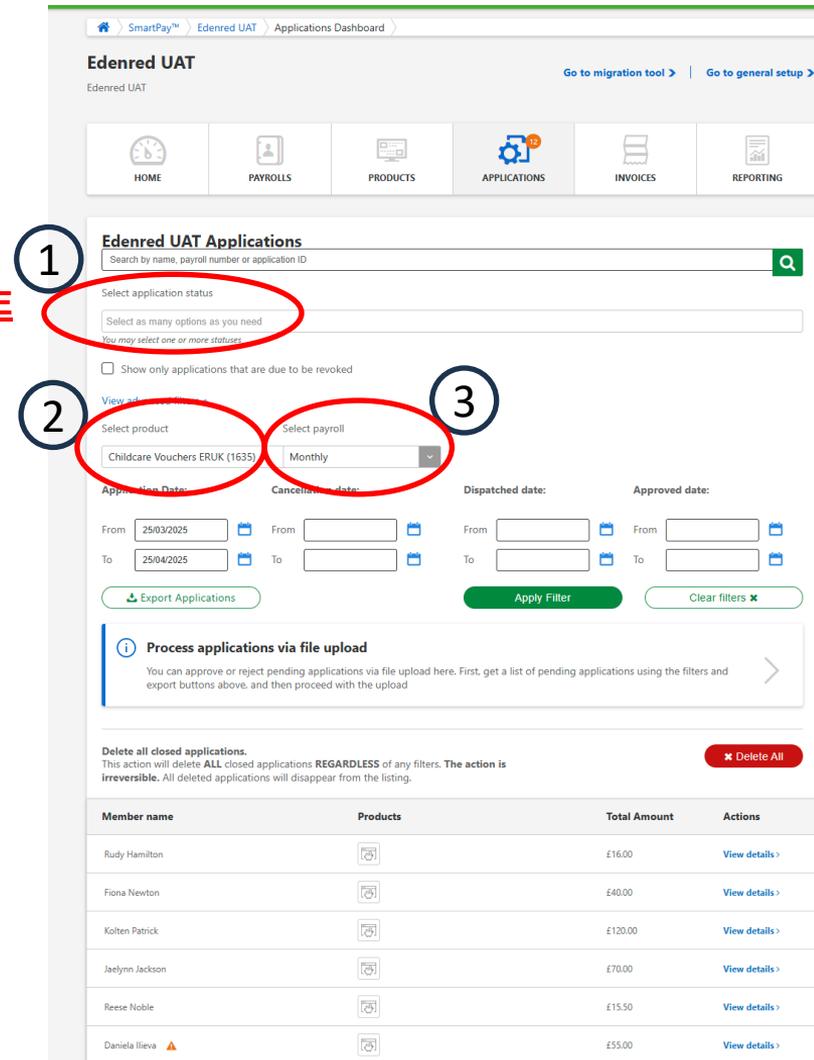
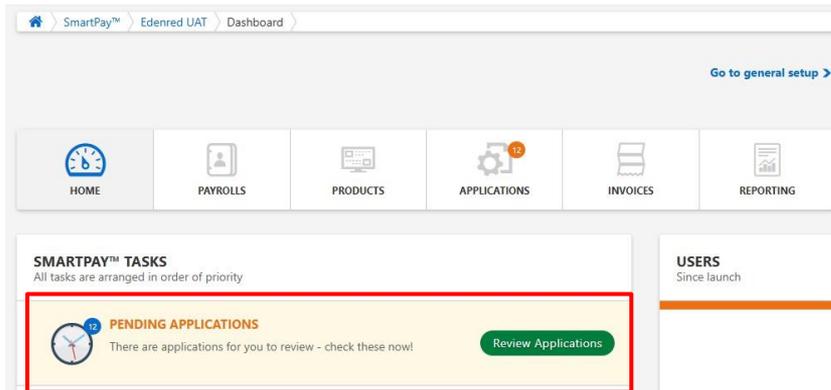
View pending applications

Important

For applications to be extracted from Reward Gateway - SmartPay into the CCV order file, pending applications **MUST BE APPROVED BY THE CLIENT BEFORE THE CUT-OFF DATE**

To view pending applications, ensure the applications page is filtered by:

1. Application status = Pending
2. Product = Childcare Vouchers
3. Payroll Cycle



Individual application review

1. Approve or reject individual applications from here, or select multiple in the tick box to approve or reject many at once from this page
2. Click “Manage Deductions” to change the amounts
3. “Application type” details if the application has changed cover, no change, a new joiner, or cancelled

Member name	Products	Total Amount	Actions
<input type="checkbox"/> Reese Noble		£15.00	View details

Employee ID	Gross Annual Eligibility	Payroll
ID08	£0.00	Monthly

Date of birth	Annual salary	Weekly hours	Weeks worked	Other gross deductions	SmartPay limit
--	--	40	--	--	£5,000.00

Childcare Vouchers No EmpContr			
Application ID	Application date	Applying for	⌚ Pending
26251947	23 Apr 2025	£ 15	View details
Cost to employee	Your percentage contribution	Deduction type	
£15.00	0	Net	
Is auto enrolled	Application type		
no	Joined cover		
Period			
-			
Dispatched Date	Notes & reasons		
--	--		
Is migrated			
no			

[View Electronic Signature](#) [View Application History](#) [Manage Deductions](#)

Individual application review - APPROVE

Member name	Products	Total Amount	Actions		
<input type="checkbox"/> Ashley Phelps		£45.00	View details ▾		
Employee ID ID18					
Gross Annual Eligibility £0.00		Payroll Fortnightly ▾			
Date of birth --	Annual salary --	Weekly hours --	Weeks worked --	Other gross deductions --	SmartPay limit --
 Childcare Vouchers No EmpContr				✔ Approve	✘ Reject
APPROVE APPLICATION					
Are you sure you want to approve this application?					
< Cancel				Approve Application	
Application ID 26252022	Application date 23 Apr 2025	Applying for £ 45	 Pending	View details >	

Individual application review - REJECT

Member name	Products	Total Amount	Actions
<input type="checkbox"/> Ashley Phelps		£45.00	View details ▾

Employee ID	Gross Annual Eligibility	Payroll			
ID18	£0.00	Fortnightly ▾			
Date of birth	Annual salary	Weekly hours	Weeks worked	Other gross deductions	SmartPay limit
--	--	--	--	--	--

Please select a reason

- Application will take employee below the National Minimum Wage.
- Employee is leaving the company.
- Other
- Employee is leaving the company. ▲

[Cancel](#)

✓ Approve ✗ Reject

Reject Application

Application ID 26252022	Application date 23 Apr 2025	Applying for £ 45	⌚ Pending	View details >
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Amend application amount

The original application amount field is un-editable, however, you will be able to amend changes when you first click on the “Manage deductions” and then in the “**Updated application amount**” field and change the application amount:

Manage deductions ✕

Below you can update the subscription amount and employer contribution. The change will affect the application for the current and future payroll periods. Please note that any adjustment to the application amount must be agreed upon by the employee.

Application amount:

Updated application amount

Bulk review – pending applications

Bulk Approval/Rejection: Applications can be processed in bulk through a file upload.

- **Exporting:** Click “Export Applications” to create a CSV file with the selected applications.
- **File Upload Navigation:** Click “Process applications via file upload” to reach the upload page.

The screenshot shows the Edrenred UAT Applications Dashboard. At the top, there are navigation links for SmartPay™, Edrenred UAT, and Applications Dashboard. The main header includes the title "Edrenred UAT" and links for "Go to migration tool" and "Go to general setup". Below the header is a navigation bar with icons for HOME, PAYROLLS, PRODUCTS, APPLICATIONS (highlighted with a red circle and the number 1), INVOICES, and REPORTING.

The main content area is titled "Edrenred UAT Applications" and features a search bar. Below the search bar, there are several filter sections:

- Select application status:** A dropdown menu with the text "Select as many options as you need" and "You may select one or more statuses".
- Show only applications that are due to be revoked
- View advanced filters** (dropdown arrow)
- Select product:** A dropdown menu showing "Childcare Vouchers ERUK (1635)".
- Select payroll:** A dropdown menu showing "Monthly".
- Application Date:** From: 25/03/2025, To: 25/04/2025.
- Cancellation date:** From: [empty], To: [empty].
- Dispatched date:** From: [empty], To: [empty].
- Approved date:** From: [empty], To: [empty].

At the bottom of the filter section, there are three buttons: "Export Applications" (highlighted with a red circle and the number 1), "Apply Filter", and "Clear filters".

Below the filters is a section titled "Process applications via file upload" (highlighted with a red circle and the number 2). It contains an information icon, the title, and the text: "You can approve or reject pending applications via file upload here. First, get a list of pending applications using the filters and export buttons above, and then proceed with the upload".

At the bottom of the dashboard, there is a section titled "Delete all closed applications." with a warning icon and the text: "This action will delete ALL closed applications REGARDLESS of any filters. The action is irreversible. All deleted applications will disappear from the listing." and a "Delete All" button.

Below this is a table of applications:

Member name	Products	Total Amount	Actions
Rudy Hamilton		£16.00	View details >
Fiona Newton		£40.00	View details >
Kolten Patrick		£120.00	View details >
Jaelynn Jackson		£70.00	View details >
Reese Noble		£15.50	View details >
Daniela Ilieva		£55.00	View details >

Bulk review – CSV export file

1. Actions - **“approve”** or **“reject”** must be entered in the “Action” column upon file upload
2. Column “Application amount” shows the value prepopulated from the pending application
3. Enter a new value in the “Updated Application amount” column to update the application amount
4. “Application type” (change identifier) summarises the employees application changes

Application ID	Employee Number	Name	Product	Application amount	Deduction type	Number of units	Deduction period	Current status	Reason	Action	Application type	Earnings Cap	Previous Amount	Application date	Dispatched date	Approved date	Updated Application amount
26252102	ID18	Ashley Phelps	Childcare Vouchers	£45.00	Net			1 pending		Approve	No change			19/05/2025			
26252099	ID12	Slade Byrd	Childcare Vouchers	£121.00	Net			1 pending		Approve	No change			19/05/2025			124
26252096	ID02	Shaun Foley	Childcare Vouchers	£15.00	Net			1 pending		Approve	No change			19/05/2025			20
26252081	ID18	Ashley Phelps	Childcare Vouchers	£45.00	Net			1 pending		Approve	No change			16/05/2025			
26252075	ID02	Shaun Foley	Childcare Vouchers	£15.00	Net			1 pending		Approve	No change			16/05/2025			
26252052	ID12	Slade Byrd	Childcare Vouchers	£121.00	Net			1 pending		Approve	No change			29/04/2025			
26252049	ID02	Shaun Foley	Childcare Vouchers	£15.00	Net			1 pending		Approve	No change			29/04/2025			
26252019	ID12	Slade Byrd	Childcare Vouchers	£121.00	Net			1 pending		Reject	No change			23/04/2025			
26252016	ID02	Shaun Foley	Childcare Vouchers	£15.00	Net			1 pending		Approve	Joined cover			23/04/2025			
26251995	ID04	Asher Everett	Childcare Vouchers	£15.00	Net			1 pending		Approve	Joined cover			22/04/2025			
26251986	ID19	Lilianna Hickman	Childcare Vouchers	£29.00	Net			1 pending		Reject	Joined cover			23/04/2025			
26251980	ID13	Vance Branch	Childcare Vouchers	£56.99	Net			1 pending		Approve	No change			23/04/2025			
26251977	ID07	Jessie Russo	Childcare Vouchers	£60.99	Net			1 pending		Approve	Changed cover			23/04/2025			
26251974	ID03	Malakai Gordon	Childcare Vouchers	£15.00	Net			1 pending		Approve	Changed cover			23/04/2025			
26251947	ID08	Reese Noble	Childcare Vouchers	£15.00	Net			1 pending		Approve	Joined cover			23/04/2025			
26251911	ID12	Slade Byrd	Childcare Vouchers	£121.00	Net			1 pending		Approve	Changed cover			17/04/2025			

2

1

4

3

Bulk review – File upload

1. The upload description instructs how to approve/ reject applications
2. The prepopulated mandatory column headers must be included

1

Process applications in bulk

Through file upload you can **approve/reject** in bulk applications as long as they are still **pending**. Make sure you have the correct list of pending applications using the export functionality in 'Applications' section in SmartPay. Note that you'll be able to apply various filters before exporting the list of applications you want to review - e.g. status, date range, product and more. Remember you can only **approve/reject pending applications**.

Upload data

Review data

Complete the upload

Select file from your computer

Supported file formats:

csv

What columns to add?

Please note you can only **approve/reject** applications that are still pending.

The file must contain the columns listed below:

Application ID
Employee number
Name
Product name
Application amount
Number of units
Deduction period
Current status
Application date
Reason
Action

2

Where is my template?

You can **export a ready to fill in list** of applications by clicking Applications section on top, filter by application status pending, click on Apply filters and export the list.

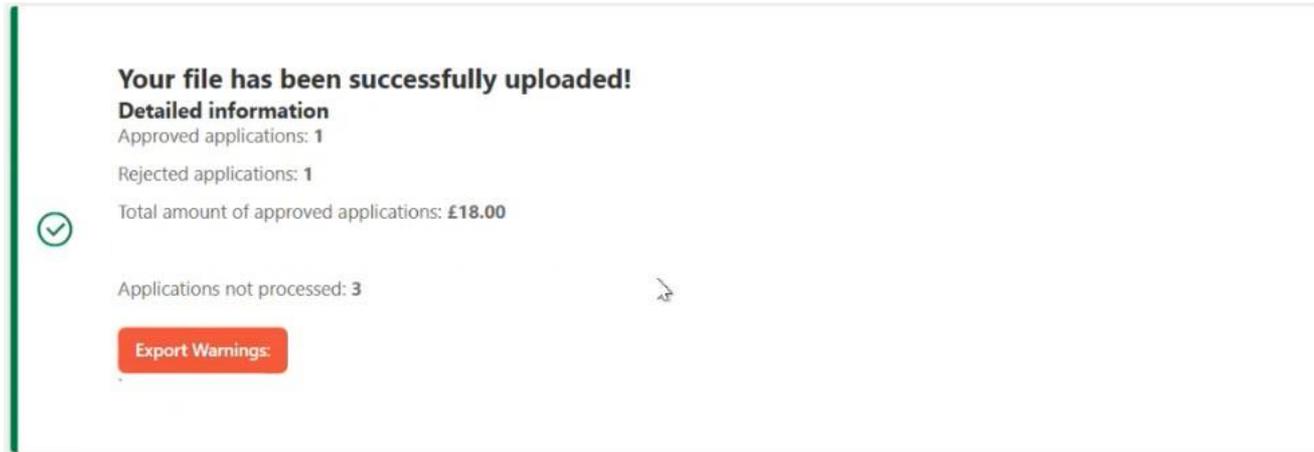
Review the list of applications by entering the decision "approve" or "reject" in the "Action" column.

< Back

Continue

Bulk review – Successful upload

When uploaded successfully, information is given on the changes and approvals made in this upload



Your file has been successfully uploaded!

Detailed information

Approved applications: **1**

Rejected applications: **1**

Total amount of approved applications: **£18.00**

Applications not processed: **3**

[Export Warnings](#)

A green checkmark icon is located to the left of the 'Approved applications' and 'Total amount' lines. A small handwritten checkmark is visible next to the 'Applications not processed' line.

Bulk review – Exceptions

1. Errors processing the file are detailed line by line
2. If you click on “Skip warnings and continue”, this will leave those applications in a pending status

Review your changes

Applications to be approved: **7**
Applications to be rejected: **2**
Application amendments made: **3**
Total amount of applications to be approved: **£334.99**

Upload data Review data Complete the upload

#	Application ID	Employee Number	Name	Product Name	Amount	Updated Amount	Reason	Action
<p>✘ 1 errors occurred while trying to upload the data. Please review them below and re-upload valid data. Hide all^ Error on line 1: You have not entered Action on row #1.</p>								
1	26252022	ID18	Ashley Phelps	Childcare Vouchers No EmpContr	£45.00	£50.00		

[← Back](#) Skip warnings and Continue

Approved application handling

- On the cut-off date, approved or rejected applications are processed and transitioned to the closed application status.
- Client Delivery will receive the order file containing all approved applications and place this in the Edenred Childcare Vouchers platform.
- To generate a report detailing all CCV orders for a payroll period, go to the SmartPay applications dashboard. Set the "From" and "To" dates in the "Approved Date" filter to match the date range for which the orders were approved. Then, click "Export Applications" to generate a report containing the application details.

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The 'Edenred UAT Applications' section features a search bar, a 'Select application status' dropdown, and a checkbox for 'Show only applications that are due to be revoked'. There are also 'View advanced filters' and 'Select product' and 'Select payroll' dropdowns. The 'Application Date', 'Cancellation date', 'Dispatched date', and 'Approved date' filters are visible, with the 'Approved date' filter highlighted by a red circle. Below the filters are buttons for 'Export Applications', 'Apply Filter', and 'Clear filters'.

A notification box states: 'Process applications via file upload. You can approve or reject pending applications via file upload here. First, get a list of pending applications using the filters and export buttons above, and then proceed with the upload.'

At the bottom, there is a 'Delete all closed applications' warning and a 'Delete All' button. Below this is a table of applications:

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Reese Noble		£15.50	View details >
Daniela Ilieva		£55.00	View details >



Enrich
connections.
For good.