Childcare Vouchers

Admin process update, post-upgrade

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

What's different?

Thanks to improved technology, the updated process is simpler and quicker to manage benefit selections.

- ✓ Effortless benefit selection for parents on the upgraded MyLifestyle hub.
- ✓ Clients can save time by using the bulk review feature to quickly approve, reject, or amend many applications in one upload
- ✓ The status of application changes since the last period is clearly outlined, allowing for quick identification of updates

The new process for admins

1. Parents can create, amend, and stop subscriptions until the benefit selection end date.

2. After the benefit selection end date, client admins receive an email notification about pending applications to review in the SmartPay benefit module before the cutoff date when the benefit selection report is generated.

3. In the applications dashboard, apply filters to these fields to view the pending applications
   a. Application status – Pending
   b. Product – Childcare Vouchers
   c. Payroll cycle

4. Pending applications can be reviewed individually or in bulk. The applications can be approved, rejected, or amended.

5. Client admins <u>must</u> approve pending applications before the cutoff date for them to be extracted from SmartPay and included in that period's order file. Otherwise, the applications will remain pending until the next review window.

6. Upon the cutoff date, approved applications are compiled and automatically generated into an order file.

7. Client Delivery places the order in the Edenred CCV portal.

8. Admins can view CCV reporting on the updated MyLifestyle hub and in the Edenred CCV portal.
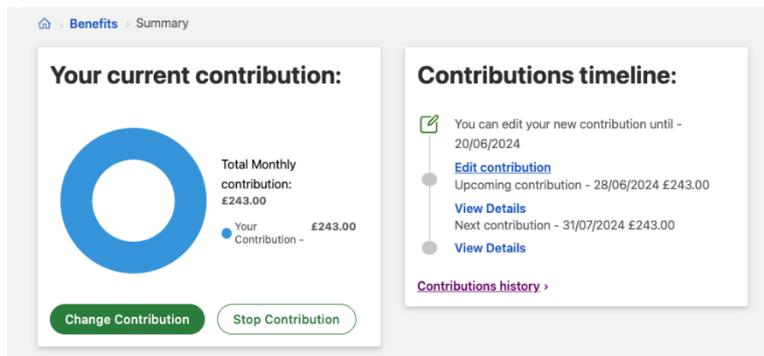
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Explanation of Payroll dates within the upgraded platform

Approvals Date	Cut-off date	Pay Days
04/06/2025	11/06/2025	18/06/2025

- *"Approvals Date"- parent election period ends, and pending applications are generated at 1am.*
- *"Cut-off date" - when the benefit selection report is generated. Pending applications must be approved by the client admin before this date to be included in the benefit selection report.*
- *"Pay days" - clients payroll cut off date*

The new process for employees

1. Employees can now view, change, and stop current contributions within the upgraded platform.

2. Contributions can be amended by clicking on 'Change Contribution' and submitting an application form for the amended contribution amount.
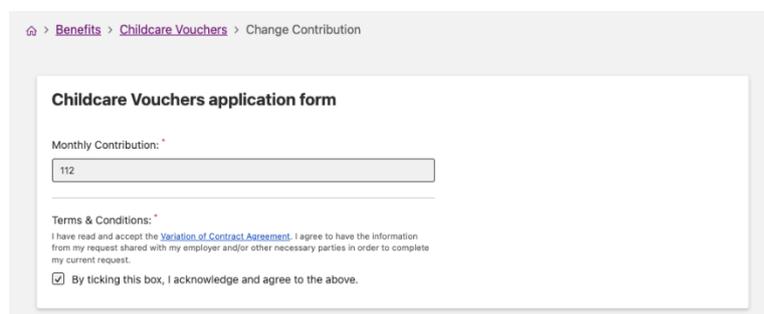
3. They can view and track their order history at any time.

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4. Employees still manage the actual payments to their Childcare Provider from the Edenred Childcare platform.