

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 **must** 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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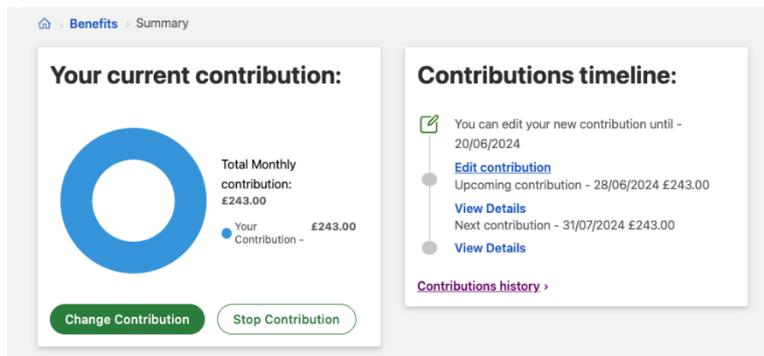
Explanation of Payroll dates within the upgraded platform

| 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

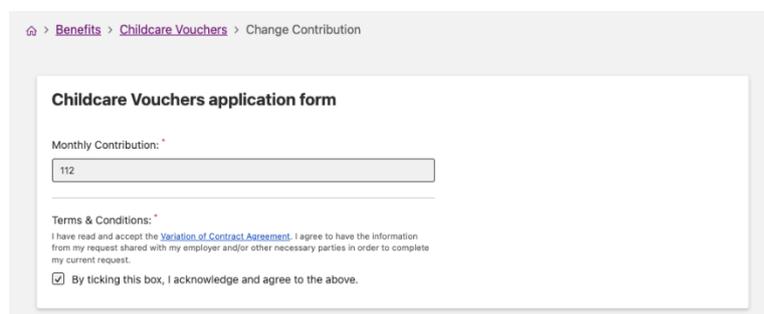
The new process for employees

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



The screenshot shows the 'Benefits Summary' page. On the left, under 'Your current contribution:', there is a donut chart and text indicating a total monthly contribution of £243.00, with the employee's contribution also at £243.00. Below this are two buttons: 'Change Contribution' and 'Stop Contribution'. On the right, under 'Contributions timeline:', there is a vertical timeline with three entries: 1) 'You can edit your new contribution until - 20/06/2024' with an 'Edit contribution' link; 2) 'Upcoming contribution - 28/06/2024 £243.00' with a 'View Details' link; 3) 'Next contribution - 31/07/2024 £243.00' with a 'View Details' link. At the bottom of the timeline is a 'Contributions history' link.

2. Contributions can be amended by clicking on 'Change Contribution' and submitting an application form for the amended contribution amount.



The screenshot shows the 'Childcare Vouchers application form' for changing a contribution. It includes a breadcrumb trail: 'Benefits > Childcare Vouchers > Change Contribution'. The form title is 'Childcare Vouchers application form'. There is a field for 'Monthly Contribution:' with the value '112'. Below this is a 'Terms & Conditions:' section with a paragraph of text and a checked checkbox: 'By ticking this box, I acknowledge and agree to the above.'

3. They can view and track their order history at any time.

Childcare Vouchers



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Home > Benefits > Childcare Vouchers > Order History

Your Childcare Vouchers Contributions

See information about your current and past contributions

| Current Contribution | | | |
|----------------------|--------------------|---------------------|-------------------------------------|
| Effective Date: | Your Contribution: | Total Contribution: | |
| 28/06/2024 | £112.00 | £112.00 | ⊘ Stop Contribution |

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