

## 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, automation makes the updated process simpler and quicker.

- ✓ Effortless benefit selection for parents on the upgraded MyLifestyle hub.
- ✓ Rather than waiting until the end of an election period for the CCV report, it's automatically generated, and a notification is sent to admins.
- ✓ You won't need to notify our Client Delivery team when re-uploading the approved GoAnywhere report.
- ✓ Our Edenred CCV portal is integrated with your upgraded platform, and automatically updates reporting and employee contributions after offline validation and order fulfilment.

## The new process for admins

1. The benefit selection client report is **automatically generated after CCV election period has ended and the applications have been generated**. The report is transferred to the GoAnywhere outbound folder. Admins or a nominated third party are automatically notified via email.
  - a. Please note the MyLifestyle hub and SmartPay benefits applications dashboard will show a task indicating that there are pending applications to review. These applications are reviewed offline in the Client Report from GoAnywhere, not within the MyLifestyle hub.
2. Admins or a nominated third party payroll provider will need to download the report, make amendments where applicable and validate, **within 5 working days**.
  - a. The "Client Revised Monthly Value" column **must** include the final contribution value after any amendments for each user. Only numerical values are accepted.
  - b. NB Column "Amount" shouldn't be amended and should remain as originally supplied.
  - c. Subscriptions can be cancelled by changing one or more of these options:
    - i. Change the "Client Revised Monthly Value" column to "0"
    - ii. Change the "Client Amendment Type" column value to - "Leaver", "Career Break", "No Contributions", "OGD" or "Sickness"
    - iii. Change the Identifier column to "Ceased Cover"

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3. Rename validated client report to new naming convention and upload validated client report to the Go Anywhere inbound folder. Client Delivery is automatically notified once complete.

“{ClientName} Validated - CCV Report – (yyyymmdd\_hhmmss}.xls”

4. Client Delivery places the order in the Edenred CCV portal.
5. The Edenred CCV portal **automatically updates any changes** on the upgraded MyLifestyle hub for the employees to view.
6. Admins can **view CCV reporting on the updated mylifestyle hub** and in the Edenred CCV portal.

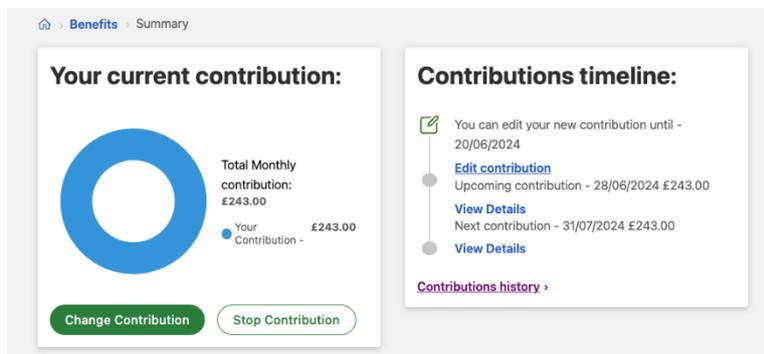
## Explanation of Payroll dates within the upgraded platform

Approvals Date	Cut-off date	Pay Days
02/06/2025	04/06/2025	11/06/2025

- “Approvals Date”- parent selection period ends for that payroll cycle period, and pending applications are generated at 1am.
- “Cut-off date” - when the benefit selection report is generated.
- “Pay days” - clients payroll cut-off date

## The new process for employees

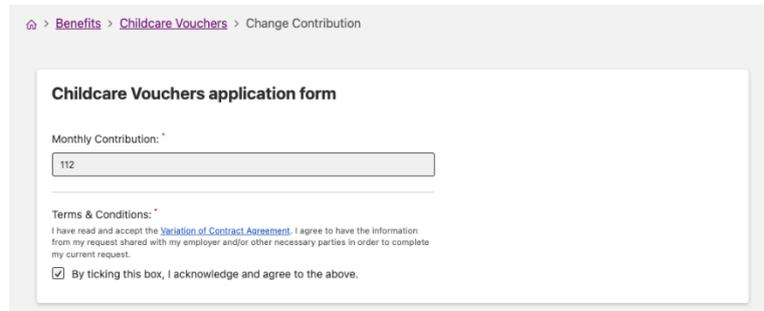
1. Employees will now view, change, and stop their current contributions within the upgraded platform. If they want to amend their monthly contribution they need to click 'Change Contribution'.



The screenshot shows the 'Benefits Summary' page. On the left, under 'Your current contribution:', there is a blue donut chart. Text next to it says 'Total Monthly contribution: £243.00' and 'Your Contribution - £243.00'. Below the chart are two buttons: 'Change Contribution' and 'Stop Contribution'. On the right, under 'Contributions timeline:', there is a vertical timeline with three points. The first point has a green checkmark and says 'You can edit your new contribution until - 20/06/2024' with an 'Edit contribution' link. The second point is a grey dot and says 'Upcoming contribution - 28/06/2024 £243.00' with a 'View Details' link. The third point is a grey dot and says 'Next contribution - 31/07/2024 £243.00' with a 'View Details' link. At the bottom of the timeline is a link for 'Contributions history'.

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2. They will need to submit an application form for a new amount. Following the payroll cutoff date, the selection will be included in the Client Report for admin validation, as per step 1 in the admin process.



The screenshot shows a web interface for changing the contribution. The breadcrumb trail is 'Benefits > Childcare Vouchers > Change Contribution'. The main heading is 'Childcare Vouchers application form'. There is a 'Monthly Contribution:' label followed by a text input field containing the number '112'. Below this is a 'Terms & Conditions:' section with a small paragraph of text and a checked checkbox with the label 'By ticking this box, I acknowledge and agree to the above.'

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



The screenshot shows a page titled 'Your Childcare Vouchers Contributions' with the subtitle 'See information about your current and past contributions'. Below this is a table with the heading 'Current Contribution'. The table has three columns: 'Effective Date', 'Your Contribution:', and 'Total Contribution:'. The first row contains the values '28/06/2024', '£112.00', and '£112.00'. To the right of the table is a 'Stop Contribution' button with a red circle icon. A '< Back' link is located at the bottom left of the table area.

Effective Date:	Your Contribution:	Total Contribution:
28/06/2024	£112.00	£112.00

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