

# Childcare Vouchers - Integrated

## What is Childcare Vouchers?

Childcare Vouchers are tax and NI exempt up to certain limits and are provided via salary sacrifice. These can be used to pay for the care of children up to 1st September following their 15th birthday (or 16th if disabled). Employees must be the parent, legal guardian, or have parental responsibility for any children whose childcare they wish to pay for. The vouchers can be used to pay for any childcare that is registered by Ofsted or the equivalent body in other parts of the UK, or activities that take place on school premises outside of school hours. Types of care include nurseries, nannies, childminders, out of school clubs and holiday clubs.

**PLEASE NOTE:** From October 2018 the existing Childcare Vouchers scheme closed to new joiners. If employees are already getting vouchers they can remain on the scheme indefinitely, until no longer have qualifying children, stop getting vouchers for more than a year, or start getting the Government Tax-Free Childcare (TFC) scheme.

## Who is this guide for?

This guide is aimed at employers with admin access.

## Who is the Partner?

Reward Gateway | Edenred

## Employee Journey

### Step 1 – Log In

Access your account via SmartHub or the Connect+ mobile app.

### Step 2 – Find Childcare Vouchers

Navigate through the mega menu, or select the MyBenefits tile.

### Step 3 – Start, Change or Cancel Application

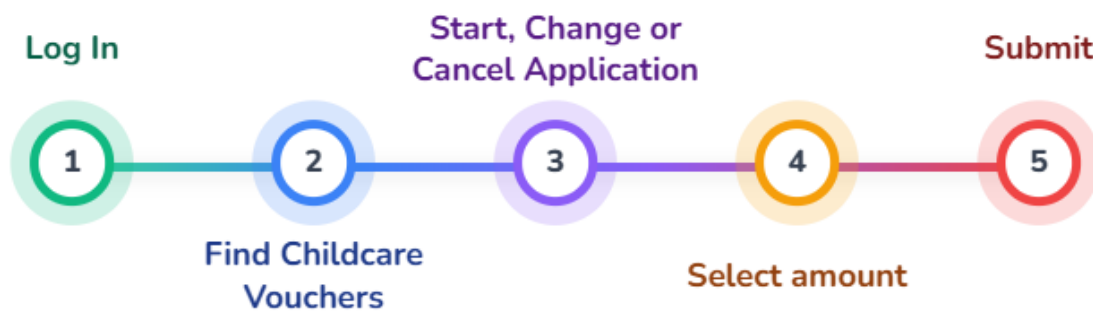
Click Apply Now to begin the process. For Changes or Cancellation Click the Change Contribution

### Step 4 – Select amount

Input the monthly amount of the voucher required

### Step 5 – Submit

Click the Submit button to approve



Employees can change their contribution as many times as they like and at any time during the month. The date of the current selection is applied for is detailed on the benefit page once the selection has been submitted.

Once the application has been approved this will then be released to the employees' own Edenred Childcare Vouchers account. From here the employees will be able to allocate payment to the relevant childcare supplier.

<http://www.mychildcarevouchers.co.uk/>

## Integrated Approvals

### Who approves applications?

Childcare Vouchers in SmartPay will notify the client admins via email that there's pending applications to review. To review these applications, the employer should click the link in the email to access SmartPay, where they can approve or reject the applications. To ensure the employer receives these approval emails, it's essential to designate an approver within the SmartPay system under the product.

Approvals can be done individually or on a bulk basis for a detailed guide on both processes [click here](#)

### When are approvals done?

- **Approval Timing and Impact**

Approvals can be completed after the Approvals date in Smartpay. You have until the day **before** the Cut-off date, also found in Smart Pay, to complete approvals. This is usually a 5 working days window. If you require different dates please email Client Support [client.support@rewardgateway.com](mailto:client.support@rewardgateway.com).

PLEASE NOTE If you miss your approvals window please contact [client.support@rewardgateway.com](mailto:client.support@rewardgateway.com).

## Employer Approval Journey

### Step 1: Sign in to SmartPay after the Approvals date

Go to Reward Manager and log in to the SmartPay Dashboard

### Step 2: Access the Applications title

Navigate to the Applications section to view pending applications.

### Step 3: Filter Applications in SmartPay

Use the filter functions for

1. The date range required
2. Application status = Pending
3. Product = Childcare Vouchers

### Step 4: Review all Selections

Check the list of applications awaiting your action.

- Will the value they have take them below minimum wage?
- Have you completed basic earning assessment based on HMRC guidelines to define maximum voucher eligibility?
- Does the employee have eligible children?
- Has the employee participated in the scheme in the last 12 months?

For more information please click [here](#)

### Step 5: Update the Action Status before the Cut-off date

Approve, Amend or reject application. This can be done individual or in bulk.

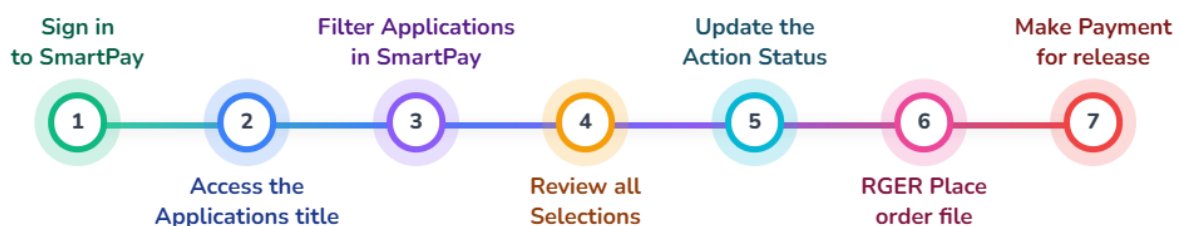
A guide on the options can be found [here](#).

### Step 6: RGER Place order file after the Cut-Off date

Client Delivery will receive the order file containing all approved applications and place this in the Edenred Childcare Vouchers platform.

### Step 7 : Make Payment for release

Pay the invoice on the Edenred Childcare Vouchers platform, and funds will be released on the agreed Pay Day each month.



## If the employee wants to cancel

### **How to Cancel**

Employees can cancel their benefits at any time by signing in and navigating to the Benefits Page. Please note that, depending on the timing of the cancellation request, there may still be one additional deduction. Payroll dates are provided on the employee page when they make their selection.

## Childcare Vouchers - Invoicing Process

### Who Invoices Who

Reward Gateway Edenred generates the invoice which is automatically generated as part of the ordering process. To access the invoice, log in to [www.childcarevouchers.co.uk](http://www.childcarevouchers.co.uk) and download their invoice from their client account.

### Frequency

Invoices are created once the order placed.

### Client Payment

The employer is responsible for settling the invoice within the agreed payment terms. This is usually 3 working days before the Pay Day date. Funds are not released to the employees account until the invoice has been paid.

### Invoice Enquiries

Employers should direct **all invoice-related queries** to the Reward Gateway Edenred Finance team only.

- Accounts Receivable-RG <accounts.receivable@rewardgateway.com>

# Reporting

## Deduction Report

A deduction report provides the employer with the information needed to make deductions to an employee's payroll on a case-by-case basis. Details include employee name, benefits used, total deduction amount, the current deduction, and how much is left to pay off.

Employers can also filter the deduction report to show only new, continuous or closing applications, or they can choose to show them all together. The report can be downloaded into a CSV format where it can be formatted to meet each client's needs.

There are **two reports available** for you to choose from based on your requirements:

- **Detailed Report:** This report offers deduction information for each order made by an employee. This is our recommended deduction report.
- **Summary Report:** This report presents the overall deductions for each employee. If an employee has more than one agreement, they will be combined. We recommend using the detailed report to view a clear breakdown for each bike.

## Help downloading a report

Check out this article and video for guidance on how to download a Deduction Report.

- [Smart Pay Deduction Report Article Link](#)
- [How to Download your Monthly Deduction report – Video](#)

## Partner Links

<https://admin-mychildcarevouchers.edenred.uk.com>



## C1 – Public

<b>Document owner</b>	Enablement
<b>Author</b>	Samantha Cleaver
<b>Reference</b>	Benefit Process
<b>Version</b>	V.1
<b>Date</b>	14/01/2026

### Approvals

<b>Name</b>	<b>Company</b>	<b>Title</b>	<b>Date</b>
Samantha Cleaver	Edenred – Reward Gateway	Consultant & Project Manager	12/12/2025
Richard Towers	Edenred – Reward Gateway	Product Manager	01/02/2026