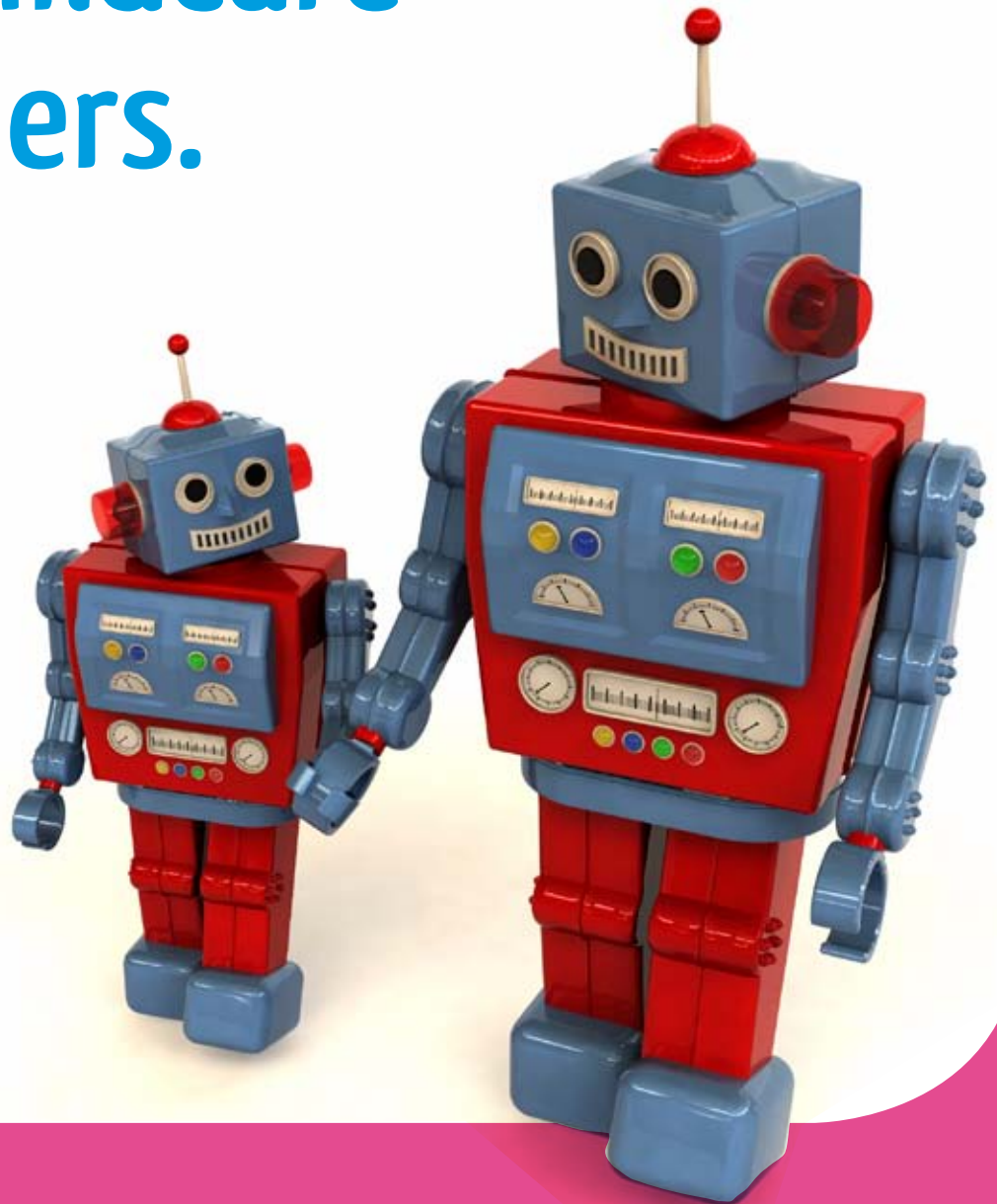




**Early Years Vouchers**  
*Making childcare affordable*

Carer Guide

# Accepting our childcare vouchers.



**This pack contains all the information you need to know about accepting and receiving money for Early Years childcare Vouchers.**



Once parents have given you an Early Years voucher it is quick and simple to get the money into your bank account.

Call us on Freephone **0800 781 1652** to set up an on-line account with us.

To create this account we need your trading name, contact name, telephone number, email address (or a mobile number if you don't have an email) and your registration number. You will be asked to choose a password for your on-line account.

Finally we will ask you whether you wish to be paid by cheque or straight into your bank account. Once we have all these details, your account will be verified either by us using the Ofsted website or by asking you to send us a copy of your registration certificate. Once verified, you will receive a welcome letter confirming your on-line account details.

Vouchers can be redeemed with us in a number of ways:

1. Ring our Freephone 0800 781 1652. Press Option 1 for our automated answer service. Leave your postcode along with the first five digits of all the voucher numbers you have received from the parent. All redemption messages are processed throughout each working day and payments are made at 3.00pm.
2. If you would rather speak to one of our customer team, please call us on the freephone number and press Option 2.



3. Log into your on-line account with us at [www.childcare-vouchers.net](http://www.childcare-vouchers.net). Go to the “Redeem a voucher” page and follow the online instructions. Requests are processed each working day at 3.00pm. Using your on-line account, vouchers can be redeemed at any time of day or night.

If you would rather have payments made into your account automatically without you having to redeem the voucher, then just ask the parent to have their account marked as “automatic payment”. Simple!

Payment for each voucher you redeem with us is made to you individually – not as part of a bulk payment. Each payment is referenced with the child’s name and voucher number. This means you can see straight away where the money has come from and whose bill you should credit. Monies for vouchers redeemed by 3.00pm each working day are usually in your bank account within 3 working days.

Once we have made a payment to you, we then send you a remittance advice by email or text message.

Your on-line account allows you to view all the payments that have been made to you. A statement facility is also available.

**By registering with us, you are making childcare more affordable for the parents who use your service.**

**Please Call 0800 781 1652**





**Louise Sandell, a Cheshire based registered childminder said:**

“ As I look after quite a few children and have to deal with about six other voucher providers on a regular basis, I can honestly say that EYV is by far the most professional and efficient. I hate dealing with call centres as you are often just a number to them, but with EYV you can always speak to a friendly voice who knows you and your individual situation – and after you have spoken to someone they automatically send out an email confirming the details. Another bonus is that payment is almost immediate with EYV– where as with other providers you have to often wait about 4-5 working days. ”





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## About Early Years Vouchers

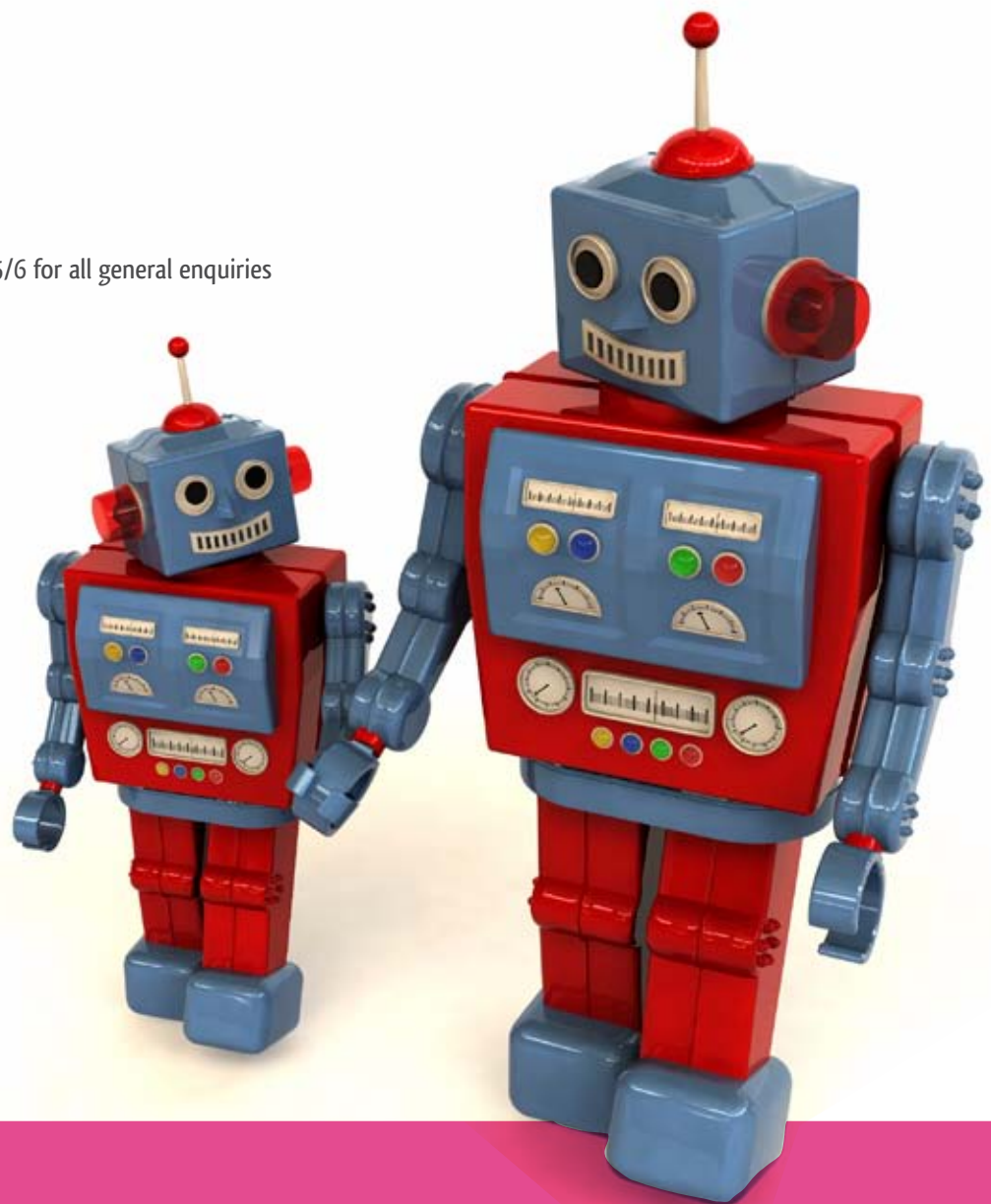
Early Years Vouchers is a privately owned company working in the niche market of childcare vouchers enabling parents, carers and employers to benefit financially from current childcare legislation. The company entered the childcare voucher arena in early 2005 when the new voucher legislation came into force. Early Years Vouchers work with all sizes and types of clients, from large nationwide organisations with staff of thousands down to small companies with only two or three employees.

### Early Years Vouchers

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