

# Employers For Childcare Trading

## Parents' Guidance to Using the E-Vouchers Service

### To access your account

You need your log in details to access your personal on-line account and to instruct us to pay your childcare provider. These will have been emailed to you.

If you wish you can change your password to something more memorable (select 'Change Password' at the top right hand side of screen). If you do not have internet access, you may use the telephone redemption service.

### Confirmation of Details

When you first log on please check that the details are correct and complete any missing information. Please remember to save any changes you make.

### Reviewing your Account

Funds will be credited into your Childcare Voucher account from your salary so you should regard it as an additional bank account. It is important to log on to your Childcare Voucher account on a regular basis to make sure that funds are being credited by your employer.

### Making Payments

Your account will be credited within two business days of your employer forwarding payment to us and having processed the order. You may then instruct us to make full or part payment as and when you wish. It is your responsibility to make payments to your childcare provider.

Payments can be made by 3 methods.

- Online transfer
- Telephone transfer
- Standing order

#### 1. Online Transfer – [www.efcvouchers.com](http://www.efcvouchers.com)

- To make a payment go to the payments screen and enter in the amount you wish to pay
- You can also set up a Standing Order facility within the Payments Screen. Please ensure the date you set for your Standing Order is at least two business days following the date your employer forwards payment to us. To confirm this date you should check with your employer.

#### 2. Telephone Transfer – 028 9266 0479

- Enter your registration number and PIN. Your balance will be confirmed, simply follow the instructions given.

Once you have instructed us to make payment to your provider we will endeavor to do this on the same day and payment will be in your childcare provider's account within 3 banking days by BACS.

Your childcare provider will still receive a remittance advice by email informing them of payment.

### **3. Standing Orders**

Standing orders can be set up in your Childcare Voucher account to automatically pay your childcare provider on a set day each week or month. It is important to remember that if you change your childcare provider you must log on to your account and cancel the standing order or payments could still be made to them from your account.

If you amend your salary sacrifice amount with your employer you will need to check that the amount paid out to your childcare provider by the standing order is still correct.

### **Childcare Providers**

You can have several childcare providers attached to your Childcare Voucher account. If you stop using the services of any of your childcare providers it is important that you ask for them to be removed from your account. This will ensure that they are not paid by you in error.

### **Additional Features**

- You can set up reminders to remind you to make payments on certain dates
- Help section for Frequently Asked Questions
- You can send a message to us

### **Further Information**

If you have any queries or would like further information on our services, contact us at [hello@employersforchildcare.org](mailto:hello@employersforchildcare.org) or call 028 9267 8200.