

# KiddiVouchers

Switching to KiddiVouchers



The **easy** way to  
revive your Childcare  
Vouchers Scheme

Call us free on 0800 612 6110

[www.kiddivouchers.com](http://www.kiddivouchers.com)

# What makes **KiddiVouchers** different?

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KiddiVouchers is a specialist childcare voucher provider which offers employers a **simple, flexible** and **cost-effective** voucher solution.

Our childcare voucher schemes are designed to minimise administration for employers and provide maximum convenience for parents and carers.

We supply thousands of employers ranging from SMEs through to high street names and some of the largest public sector employers.

## **Act now!**

Childcare Voucher schemes are due to close to new entrants following the introduction of Tax-Free Childcare, the new Government scheme. Existing members will however be able to continue to use Childcare Vouchers, so switch to us today!

## **An ethical approach**

As an ethical company, we guarantee to donate at least 5% of profit to UK-based charities. We regularly respond to charity nominations from our clients, helping to support their local community.

## **Personal service**

KiddiVouchers has the infrastructure and internal controls of a large corporation yet remains a friendly family business at heart.

We are committed to offering a personal service, with a high capacity on our telephone helplines and a fast-response email helpdesk.

Our in-house systems expertise and can-do attitude enable us to offer a truly bespoke service, recognising that every employer has their own needs and priorities.



# Three good reasons to switch

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## Improving your bottom line

With market leading prices and a fully managed service provided as standard, KiddiVouchers has a reputation of combining excellent quality with unusual value for money. There's no minimum charge, no minimum number of scheme members, no tie-in period and no set-up fee. You can be sure you're getting the best value. To view our current fees, look online at [www.kiddivouchers.com](http://www.kiddivouchers.com).

## Increasing take-up rates

When you switch to KiddiVouchers, we'll provide a full re-launch of your scheme. In our experience, the extra publicity and the improved service will cause a substantial increase in your scheme's take-up. And that means more savings for your staff, more savings for your organisation and a greater impact on staff morale and retention rates.

We offer a comprehensive range of marketing materials, including traditional methods such as posters, flyers and tent-cards and electronic methods such as intranet material and global emails. We provide on-site roadshows where appropriate.

## Expert technical assistance

We know how hard it can be to get a clear answer to technical questions, especially when legislation is open to interpretation. At KiddiVouchers, we take a pro-active approach: highlighting any risks, alerting employers to topical issues and giving practical solutions to help with tricky areas.

- Do you need clearer advice about compliance with HMRC rules?
- Would you like to know the pros and cons of allowing your employees to back-date their voucher orders?
- Are you looking for clear information about Tax-Free Childcare?
- Would you find an earnings assessment calculator helpful?

KiddiVouchers provides expert advice on these issues and more, offering a range of information booklets and a fast response to technical queries.

“From the outset KiddiVouchers has more than lived up to expectations. We have formed an excellent working relationship. They fully administer the scheme, keeping the administrative impact on our HR department to a minimum.”

**Gloucestershire County Council**

# Better service for employers

## Active account management

We'll provide you with a designated account manager, making it easy for you to get a fast response to any queries. Your account manager will manage your scheme transfer and offer ongoing reviews, including legislative updates, management information and engaging scheme literature.

## Minimising your administration

We offer a fully-managed service, including handling voucher orders, cross-checking orders against earnings assessments and answering all queries from employees. You'll retain full control over your scheme, but we'll protect you from the day-to-day administration.

If your employees currently order vouchers through a benefits platform, this can stay unchanged when you switch to KiddiVouchers. We work with numerous benefits providers and our schemes easily slot into wider benefit packages.

## Managing your salary sacrifice agreements

We take responsibility for managing salary sacrifice agreements as part of our standard service. Unlike the voucher order forms used by some of our competitors, our salary sacrifice agreements are designed to act as a genuine variation to employment contracts, to give you peace of mind. You can choose to use electronic agreements or, if you prefer, we'll collect signed agreements on your behalf.

## Live management information at your fingertips

We'll provide you with a secure online account, showing up-to-date information about all your scheme members. Your account also shows live management information, so you've got handy stats whenever you need them.

## Help with earnings assessments

We make earnings assessments easy for employers, by

- Conducting preliminary screening when employees register
- Allowing employees to place a provisional voucher order, to avoid delays
- Notifying clients of all new members and highlighting employees who need an earnings assessment
- Providing an online calculator and online record-keeping facilities, plus hard copy calculation templates
- Providing details of all affected scheme members at the start of each tax year, for annual earnings reviews

We believe that KiddiVouchers does more than any other voucher provider to meet the needs of employers. We welcome all suggestions and would love to hear from you if there are other ways you would like us to help.



# Better service for employees

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We know how important it is for your employees to be happy with your chosen childcare voucher provider. So here are just a few of the ways in which we make life easier for parents:

## Simple, flexible and convenient voucher ordering

We make it really easy for parents to sign up for vouchers, with no need for paper forms. Parents can mix-and-match e-vouchers and paper vouchers, and they can change their voucher type as often as they like.

## Account top-up service

Parents can top-up their KiddiVouchers account by purchasing additional vouchers from us direct, enabling them to pay their full childcare bill with vouchers.

## Easy online access

All scheme members are provided with a secure online account regardless of whether they choose to receive paper or e-vouchers. Online accounts go live immediately after registration and allow parents to manage their vouchers at their convenience.

## Extra family discounts

Voucher users are provided with free access to Wider Wallet, offering discounts at a wide range of high-street stores and online retailers, with offers covering supermarket shopping, travel and leisure, health and family finance and much more.

## Clear information and expert advice

We help parents to understand how salary sacrifice works and how their other benefits could be affected. As well as offering plain English information leaflets we also offer online calculators to help parents check if they are better off with Childcare Vouchers or Tax-Free Childcare.

“The ability to top up the account either as a one off or with a regular amount is really useful.”

“KiddiVouchers staff have always been pleasant and helpful.”

“I’ve never had any problems and the site could not be easier to use.”

“I love being able to manage which child care provider I pay and when online, it allows me so much more flexibility to use the childcare when I need it.”



# Better service for childcare providers

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KiddiVouchers works with thousands of childcare providers nationwide, including all leading chains. We treat the needs of childcare providers as a priority, as a sign of our appreciation for their support of childcare vouchers.

## Paying carers quickly

We process most payment requests on the same working day, meaning carers receive their money as soon as possible. Our vouchers are accepted nationwide.

## Helping carers reconcile their payments

We quote a clear reference of the carer's choice against every payment and we send confirmation of payment to both the parent and the carer, by email or SMS. We also allow parents to add a message to each payment, so they can easily provide their carer with extra information.

## Easy online access

Carers can easily view all transactions and messages in their online voucher account, helping to keep their admin to a minimum. Carers can also use their online account to redeem any paper vouchers and to access our Wider Wallet discount package.

## Free books for carers

Childcare providers often encourage parents to sign up for childcare vouchers, so we offer a free books scheme as our way of saying thank you. Carers receive a free book every time they refer a parent to KiddiVouchers.

*"My childcare provider has mentioned to me how impressed she is with KiddiVouchers. She thought that KiddiVouchers is the best company she's used."*

*"As a registered childminder I deal with a number of voucher companies. Your registration process has been the most straightforward and welcoming I have come across."*

*"Having spoken to my childcare providers, they have both said that this is the best voucher company they have ever dealt with."*

# It's so easy to switch

## How it works

### 1. Setting up your scheme

Your account manager will discuss your requirements, set up your scheme to meet your needs and provide you with an online employer account.

### 2. Migrating your existing scheme members

#### Option 1 – Employees register direct

We'll provide you with a letter or email for your existing scheme members, explaining the change and asking them to contact us to register.

#### Option 2 – Registration from a data file

If you can provide us with a file of your existing members, we will set up their accounts automatically and write to them with their new login details. With your agreement, we can simply continue their current voucher order and pre-fill a salary sacrifice agreement for them to accept. Alternatively, we can ask employees to login or contact us to place their voucher order.

### 3. Relaunching your scheme

As well as providing a smooth transfer for your existing members, we'll provide marketing support to boost your scheme's take-up rate. Employers often see growth of 30% or more after switching to KiddiVouchers.

Our extensive experience in handling scheme transfers makes KiddiVouchers ideally placed for offering smooth scheme migrations.

You'll be provided with a dedicated account manager, who will work with you throughout your scheme launch and be your ongoing primary contact at KiddiVouchers. We offer a genuinely bespoke service and your account manager will go out of their way to ensure the migration plan meets your needs.



# KiddiVouchers

## At a glance

### Three good reasons to switch to KiddiVouchers:

- ✓ Savings in your administration fees
- ✓ Higher take-up rates
- ✓ Expert technical advice



### Our free switching service includes:

- ✓ A designated account manager, looking after your scheme throughout
- ✓ Letters or emails to promote the change to your existing scheme members
- ✓ Easy migration, with automatic account set-up for existing members
- ✓ A full scheme re-launch, with engaging marketing
- ✓ A commitment to quality, bringing benefits for you, your employees and their childcare providers

### How to start the ball rolling

To find out how much you could save by switching to KiddiVouchers, or to learn more about what makes our service stand out, call us free on 0800 612 6110 or email [business.enquiries@kiddivouchers.com](mailto:business.enquiries@kiddivouchers.com).

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