

Getting Started With Co-operative Flexible Benefits

0800 458 7929 Monday to Friday 8.30am – 5.30pm

E-mail info@flexiblebenefits.coop

Childcare Vouchers - Employee Sign up Process

Once registered with Co-operative Flexible Benefits you will have the following options available to you from your welcome screen:-

Childcare Vouchers
◦ Change Pin
◦ Sign Up
Logout

Hi (Forename)

If you are having problems with our new account layout, try the [Employee User Guide](#)

Welcome to your Co-operative Flexible Benefits account.

You are now logged into your account, and can apply for all Co-operative Benefits that are available to you, these are shown on the left hand side of this page. If you select childcare vouchers, you will need to be approved by your employer, following which we will send you a "Parent Pack" and user ID. This will enable you to manage your online childcare voucher account and make payments to your chosen childcare provider at your convenience.

To access the benefit, please select "Sign Up" from the relevant menu.

If you experience any problems whilst signing up, please refer to the [Employee User Guide](#) or contact the Co-operative Flexible Benefits Helpdesk on 0800 458 7929 or email info@flexiblebenefits.coop

Change Pin - Allows you to change PIN if required for your account.

Signup – Click this button to start your application to join your companies childcare voucher scheme. This option will only be available to employees of an organisation who have setup a childcare voucher scheme with Co-operative Flexible Benefits

From the signup page you will be asked to complete the below salary calculator. This calculator simply indicates which band you likely fall into and it is important to investigate this further with HMRC or your employer if you are unsure.

Signup

Salary Calculation

Basic Pay (e.g. 12000)	<input type="text" value="6000"/>
Personal Allowance	<input type="text" value="11850"/>
Contractual or guaranteed Bonuses	<input type="text" value="0"/>
London Weighting	<input type="text" value="0"/>
Taxable Benefits	<input type="text" value="0"/>
Shift Allowance	<input type="text" value="0"/>
Commission	<input type="text" value="0"/>
	<i>Based on the previous year's commission income or an average of the previous two years, if lower</i>
Guaranteed overtime payments	<input type="text" value="0"/>
Special Payments	<input type="text" value="0"/>
	<i>For specialist qualifications (e.g. first aiders)</i>
Other	<input type="text" value="0"/>

Estimate Tax Band

Once you have completed all fields (**Personal Allowance please change to £11,850 as this is the new personal allowance from the 6th of April 2018**) please click “Estimate Tax Band” this will display the maximum amount of childcare vouchers you are able to claim. The tax band selection depends upon the information you have provided. The amount of vouchers you are able to claim is dependant on your gross annual salary.

Once a pay period has been selected the system will indicate the maximum voucher amount you are able to claim. This will allow you to input a voucher amount in the box provided, please input numerical figures only in this box the £ sign is not required.



Voucher Details

Pay Period	Monthly
Tax Band	Basic
Voucher Amount	<input type="text"/>

Your maximum tax free allowance for selected pay period is £

You then have the option of choosing a childcare provider that is already registered with our scheme. If you can't find your childcare provider simply click the "I can't find my provider?" (as shown below) and fill in as many details as possible in order for us to get in contact

Childcare Provider Details

Provider's Name

I can't find my provider?

Both childcare providers and parents can check lost or forgotten account numbers, by emailing us at info@flexiblebenefits.coop or calling us on freephone 0800 458 7929. Should you have any additional providers you may wish to use that are not currently available please let us know so that we can contact them.

Once you agree with the disclaimer you will be able to select 'confirm' and ATC form will then be sent electronically to your employer for approval. You will not be required to provide your employer with a signed copy of the agreement as you have now provided the agreement to them with an electronic signature upon selecting 'confirm'. Your employer will be required to accept your sign up before further options become available in the main menu of your online account.

On the date agreed by your employer, your childcare voucher funds will be deposited into your online account. You will then need to setup payment to your chosen childcare provider. You can do this through your online account, or via our free phone Helpdesk on **0800 458 7929**.

Once you have been approved by your Employer

Once your application has been approved you will have the below options available:-



Childcare Vouchers
Statement
Payments
Pending Payments
Standing Orders
Contract Variation
Change Pin
Logout

Statement

When selecting 'Statement' a screen will appear giving you a full statement of all your Childcare Voucher transactions.

Payments

This option allows you to make a one off payment to your chosen Childcare Provider. The page that is presented will show any previous one off payments you may have made in order to allow for a quick payment to be completed if you do wish. To make a new payment click 'Make Payment to a new Childcare Provider' (as shown below)

Childcare Voucher Balance £0.00

Childcare Vouchers	Make Payment
Statement	Childcare Account No. <input type="text"/>
Payments	Unique Reference <input type="text"/>
Pending Payments	Please input your child's unique nursery reference number (if applicable) followed by the child's full name so that your childcare provider can accurately identify and allocate your payment
Standing Orders	Amount (£) <input type="text"/>
Contract Variation	<input type="button" value="Continue"/>
Change Pin	
Logout	

You will then be asked to complete three fields. The first is your Childcare Provider unique account number with Co-operative Flexible Benefits. There is a drop down menu showing all childcare providers registered with us. Simply search for your chosen childcare provider and upon a successful search your childcare providers Co-operative Flexible Benefits account number will be populated.

The second field will ask for a unique reference number – Please enter your child's name unless your childcare provider have stipulated a specific reference.

The final field is where you can enter the amount you wish to transfer to your chosen Childcare Provider.

Once you have completed all three field please press '**continue**'.

A Summary Screen will appear and if you would like to confirm the payment you simply enter your PIN number to complete your payment. Payments are made via a BACS transfer and will take 2-3 working days to clear into your childcare provider's bank account. Remittance advice notes for all transactions will be sent out to your childcare provider so that they are aware of payments made and dates.

Pending Payments

Once your payment has been made it will be available in the **Pending Payments** section. You will be able to cancel any one off payments up to an hour after your payment has been completed. Once a payment has been processed it will be available to view in your **Statement**.

Standing Orders

Setting up a standing order will allow regular payments to be processed to your childcare provider. When you have selected this option you will then be asked to enter several pieces of information.

Create Standing Order

Beneficiary Childcare Provider:

Amount to Transfer:

Unique Reference:

Payment Interval:

Start Date:

End Date:

Select for ongoing payments instead

Submit

The first field will allow you to search our database to find your chosen childcare provider that you wish to pay. Please complete all fields and press '**submit**' for your standing order to take affect. Please note that your start date this must be a date in the future and not the current date as well as funds being available on the selected date as your voucher account cannot go overdrawn.

Contract Variation

This document is to be completed when you wish to change the amount of childcare vouchers that are taken from your salary. Once the form has been completed please pass this to your HR team for approval.

Co-operative Flexible Benefits Helpdesk:
Freephone 0800 458 7929 Monday to Friday 8.30am – 5.30pm
Email: info@flexiblebenefits.coop