Employer Online User Guide



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Introduction

Computershare Voucher Services (CVS) is pleased to introduce Employer Online (EOL), a new web-based service for employers. Our innovative solution gives you the hands on ability to control and manage your childcare voucher scheme, so you can benefit from the same secure online access already enjoyed by parents and carers.

Now that your account has been switched to EOL, we hope that you will enjoy using the new features, and they prove to be beneficial to your business.

This User Guide will introduce you to the key benefits of EOL, give step-by-step instructions to walk you through the main processes that you will want to carry out, and to act as a quick reference resource in future.

The main features of EOL are:



These features allow you to enjoy the following benefits:

- > You now have direct control of your orders, giving you peace of mind that any amendments have been completed as required.
- > You can delegate responsibility for the account to any number of colleagues, helping delegate responsibility effectively.
- > Reduction in time spent on the telephone to or emailing CVS, when requesting amendments or copy documentation, is reduced.
- > You can use backdated vouchers to maximise the NI savings made by your business.
- You now have direct web access to the aforementioned documentation, making it quicker than ever before to access information.



Overview

Employer Online gives you, as an employer, complete direct control over your voucher account. To this end, in addition to the single main Primary Contact, there are different access levels available for additional users.

Payroll users have access to the payroll schedule documents, and have the ability to amend orders and add backdated vouchers. Finance users are able to log on once the order has been agreed, and download the invoice for payment. They are also able to add any required purchase order number to the invoice.

The table below shows which specific tasks can be performed by which level of user.

	Primary		Payroll and	
Employer Online task	Contact	Payroll	Finance	Finance
Add additional user	\checkmark	х	х	х
Reset password for all additional users	\checkmark	х	х	Х
Reset own password	\checkmark	\checkmark	\checkmark	\checkmark
Delete additional user	\checkmark	х	х	Х
Lock and unlock additional user	\checkmark	х	х	Х
Agree order	\checkmark	\checkmark	\checkmark	х
Backdate voucher	\checkmark	\checkmark	\checkmark	Х
Change voucher value	\checkmark	\checkmark	\checkmark	Х
Exclude parent from order	\checkmark	\checkmark	\checkmark	Х
Include parent on order	\checkmark	\checkmark	\checkmark	х
Print payroll schedule	\checkmark	\checkmark	\checkmark	Х
Print invoice	\checkmark	\checkmark	\checkmark	\checkmark

Online account setup

When your account is switched to EOL, your Primary Contact will receive two emails on the same day. One will contain the Primary Contact ID (or User ID), which is the same as your scheme ID number, and the other will contain a randomly generated password.

Logging in

Once you have your User ID and password, you can then access your EOL account at:

www.computersharevoucherservices.com

User ID and password

The first time the Primary Contact logs in, they will be prompted to change their password to something more memorable, and answer three security questions, which will be required in the event of the password being forgotten. Should this happen, follow the 'Forgotten Password?' link underneath the log in details, and enter the answers to the security questions as prompted. They will then be able to enter a new password.

If you are the Primary Contact, and cannot answer your security questions, please email transactionprocessing@computershare.co.uk and we will be happy to help. If you are an



additional user and are unable to answer your security questions, please speak to your Primary Contact, they will be able to manually send a new password to your email address.

Emails

The Primary Contact will receive all email notifications sent with regards to the scheme. In addition, payroll users will receive all payroll notifications, and finance users will receive all finance notifications.

For security purposes, these emails will not contain the documents themselves, but will alert the user to the availability of new documentation available on EOL.

Please note, the only difference between a payroll and payroll/finance user is regarding the email notifications received. A payroll contact will only be notified when a payroll schedule is available to view and amend. A payroll/finance contact will be emailed regarding the payroll schedule *and* when the invoice is ready.

As such, if one person is responsible for all aspects of scheme administration, but they are not the Primary Contact, please register them as a 'payroll and finance'.

Payroll cut-off dates

Now that you are using EOL, it is important that you are aware of the window available to you in which you are able to amend your orders after they have been raised. If you do not agree an order in EOL before this window closes, then we assume that there are no problems with the order and agree it automatically. This ensures that your parents are not inconvenienced by a late voucher release.

As standard, this window is 72 hours. This means that, for example, an order raised on Monday morning will be agreed on Thursday morning, regardless of whether or not you have made any necessary amendments. In case you are unsure when your orders are raised, the Primary Contact and payroll contacts will be automatically notified by email when an order is raised.

This does not affect any existing agreement otherwise that you may have with CVS regarding payroll cut-off dates. Switching to EOL will not change your current cut-off dates in any way.

Once your order has been agreed, automatically or otherwise, we are unable to re-open it, so any parents you have not added will need to have one month backdated on your next order.

An important note on privacy

Computershare takes your privacy seriously. Employers who are given passwords to Employer Online will have access to sensitive, non-public personal information about your parents.

We advise you to exercise reasonable care in providing staff access to your parents' records and ensure that those with access understand the confidentiality of that information.

We also encourage you to ensure that your employees are fully aware of the requirements to the Data Protection Act 1998 before they access EOL.



Employer Online User Guide CVSUG0001v1F This version 25.03.11



April 2011 tax level changes

As of 6 April 2011, the Government is reducing the level of tax relief on childcare vouchers for Higher and Additional rate tax payers who sign up on or after the 6 April. They are doing this to ensure that the amount of tax relief on childcare vouchers will be the same regardless of what tax band the parent comes under.

Higher and Additional rate tax-payers joining a scheme from 6 April would see their tax free voucher entitlement reduced, and therefore see their tax savings reduced to come into line with Basic rate taxpayers at around \pounds 600.

Basic rate tax-payers will not be affected and, due to the higher rate of National Insurance (NI) they are also saving, will still be able to save around £933 a year. In addition, anyone who signs up for childcare vouchers before 6 April 2011 will have protected rights, and will still benefit from the maximum amount of tax relief, regardless of their income.



Tax bands

For the purposes of childcare vouchers, there are three different tax bands that parents may fall into, dependent on their annual salary.

Personal Allowance = $\pounds 00.00$ to $\pounds 7,475$ Basic rate = $\pounds 7,475$ to $\pounds 42,475$ Higher rate = $\pounds 42,475$ to $\pounds 150,000$ Additional rate = $\pounds 150,000$ and above

Please note these tax bands are for the 2011/2012 tax year and are liable to change in future years.

As previously mentioned, parents in different tax bands are entitled to different tax free voucher values. This ensures that all parents save an equal amount of tax regardless of their income.

Please note, savings on NI contributions are not considered, meaning that Basic rate taxpayers, who pay a higher rate of NI, save more overall than Higher and Additional rate taxpayers.

	Basic Rate	Higher Rate	Additional Rate
Weekly	£55	£28	£22
Fortnightly	£110	£56	£44
4 Weekly	£220	£112	£88
Monthly	£243	£124	£97
Bi-Monthly	£486	£248	£194
Quarterly	£729	£372	£291

For the 2011/2012 tax year, the tax-free voucher allowances are as follows:

It is your responsibility as an employer to ensure that each parent on your scheme is claiming the correct value of vouchers with respect to their tax band. As such, CVS cannot be held liable for any HMRC action brought against you, or your employees, as a result of these tax bands being incorrect.

To ensure the parent is in the correct tax band, a Basic Earnings Assessment for each parent must be carried out once every 12 months.



Basic Earnings Assessment

Employers must carry out a Basic Earnings Assessment to determine the tax band of any employee who joins a scheme on or after 6 April 2011. This assessment must be carried out when they first join the scheme, and once every tax year thereafter.

The value of vouchers that the employee can receive is determined by the result of the Basic Earnings Assessment. Once completed, the assessment remains valid for the remainder of the current tax year.

When assessing an employee's earnings, the following should be considered:

- > Basic pay as stated in the employee's contract of employment
- > Contractual or guaranteed bonuses> London weighting or other regional allowances
- > Taxable benefits
- > Shift allowances.

The following earnings and benefits should be excluded from the Basic Earnings Assessment:

- > Performance related or discretionary bonuses
- > Overtime payments
- > Earnings and benefits which are exempt from tax such as pension contributions, employee share schemes and payroll charitable donations.

There is no need to make an assessment for any parent currently enjoying Protected Rights.

Please note:

The above information should be used as a guide only. Please refer to HMRC or your company tax advisor for full details of your responsibilities as an employer.



Effect of amending a parent's tax band

Please be aware that increasing a parent's tax band (for example, from Basic rate to Higher rate) could result in the tax-free contribution for the parent being reduced.

This will occur if the current tax free contribution is greater than the tax-free limit for the new tax band. For example, a parent claiming \pounds 243 vouchers a month as a Basic rate taxpayer is changed to Higher rate. They cannot continue to claim \pounds 243 of vouchers as this is greater than their new tax band's limit of \pounds 124.

When this happens, the tax-free voucher order will be automatically reduced to the cap amount for the new tax band. In the example above, the parent's voucher order will automatically be reduced to £124 on the current, and every subsequent, order.

This reduction will affect any voucher denominations that the parent had set up, so they will need to check these.

Decreasing a parent's tax band (for example, from Higher rate to Basic rate) will not change the parent's tax-free contribution. Computershare Voucher Services will never automatically increase any parent's childcare voucher order.

However, the change will mean that the parent is eligible to make a higher tax-free contribution if they so desire, and you will be able to amend the order in the usual way if this is the case.



Protected Rights

What does Protected Rights mean?

- > If a parent qualifies for Protected Rights they will be able to continue purchasing the maximum tax-free amount of vouchers, regardless of their income, unless the deductions from their salary cause them to fall below the national minimum wage.
- > They will continue to be entitled to the maximum tax-free allowance, regardless of their earnings, until they are no longer eligible to purchase childcare vouchers (for example, the children are all over 16) or until they lose their Protected Rights.

Who is eligible for Protected Rights?

- > All parents registered in a scheme on or before 5 April 2011, as long as they have an ongoing order on the system or have purchased childcare vouchers within the past twelve months.
- > Parents who join a scheme on or before 5 April 2011, but do not receive their first order until 6 April 2011 or later, **will** be given Protected Rights.

How can a parent make sure they keep their Protected Rights?

- > A parent may temporarily stop purchasing childcare vouchers (for example, during school holidays).
- > However, to retain their protected rights they **must** purchase childcare vouchers at least once every twelve months.

What would cause a parent to lose their Protected Rights?

- > They stop purchasing vouchers for more than 12 consecutive months.
- > They change employer (**unless** this is a TUPE transfer and they have continuous service, **or** it is as a result of a business merger or reorganisation).

Can a parent take a break from childcare vouchers and retain Protected Rights?

- > A parent can take a temporary break from vouchers whilst remaining in a scheme, for example during school holidays, or whilst they are on maternity leave.
- > When the parent ends this break, they will not be treated as a new joiner unless the overall period in which childcare vouchers have not been taken exceeds 12 months. If it does, they will have lost their Protected Rights.

What if an employer changes voucher provider?

> Details of employees with protected rights will be transferred to the new voucher provider, and parents will continue to enjoy Protected Rights.

What about parents who join a scheme on or after 6 April 2011?

> A parent who signs up to buy childcare vouchers for the first time from 6 April 2011 onwards will **not** have Protected Rights.

What happens when an employer is taken over by or merges with another firm?

> If your company has merged with or been taken over by another company, or if your employer changes due to a business reorganisation, then any parents that originally enjoyed Protected Rights will continue to do so, unaffected by the change. Any transfer of staff under a TUPE arrangement is also covered by this exemption.



Step-by-Step Guides

Setting up additional users

- Log in to your account.
 Select 'Contacts' tab at top of screen.
- 3. Select the 'Additional' tab.

Voucher Se	are rvices cheppens		TIM ON CHU	LD CARE VOUCHERS CLICK HERE >
000000076 SCH	EMD T	Orders Security Employer Assistan		Log Out
ST MODE	Me Additional	Ind fire.		
ST MODE	Additional	Email	Access Level	View Details
Login ID 0800001917	Martie Name Psyroll	Email financescheme1@cvs.co.uk	Access Level Finance	View Details Select
ST MODE Login ID 0800001917 0800002354	Additional Name Peyroll Peyroll 1	Email financescheme1@cvs.co.uk finance2@test.co.uk	Access Level Finance Finance	View Details Select Select
ST MODE Login ID 0800001917 0800002354 0800002952	Additional Name Peyroll Peyroll 1 Peyroll 2	Email financescheme1@cvs.co.uk finance2@test.co.uk payrol@test.com	Access Level Finance Finance Payroll	View Details Select Select Select
ENDINE 10 Login ID 0800001917 0800002354 0800002952 0800002792	Name Payrall Payrall 1 Payrall 2 Payrall 3	Email financescheme1@cvs.co.uk finance2@test.co.uk payroll@test.com p@test.co.uk	Access Level Finance Finance Payroll Payroll	View Details Select Select Select Select

- 4. Select 'Add'.
- 5. The 'New Additional User' screen will appear, prompting you to enter the details and access level of the new additional user.

Moucher Services		E TO ACT LDCARE VOUCHERS CLICK HERE >
me My Details Contacts	Orders Security Employer Assistance	
00000076 SCHEME 1		Log Out
ST MODE		
w Additional User		
Name : *	(m	
	(Payroli 5	
Email address:*	Payroll5@test.com	
Confirm email:*	Payroll5@test.com	
Access level:*	Payroll	
denotes a mandatory field		\sim
Cancel Back		Next
	Having problems? Click here for help!	

- 6. Click 'Next'.
- 7. Review the details given, then click 'Confirm', and 'Finish'.



Voucher Services company: voucher_mig		ON CHILDCARE VOUCHERS
Home My Details Contacts	Orders Security Employer Assistance	1.0.0.1
EST MODE		
confirm Details	tact you with to add	
lease comminue declina or the com	act you man to doo.	
Name:	Payroll 5	
Email address:	Payroll5@test.com	
Access level:	Payroll	
Cancel Back		Confirm
	Having problems? Click here for help!	

- 8. The new additional user will now receive two emails on the same day, one containing their User ID, and another containing their password.
- 9. You will be returned to the list of additional users. Check that the new additional user is now listed.
- 10. The first time the new user logs on, they will be prompted to change their password and set some security questions. These may be required to verify the user's identity in the future.



Resetting the password of an additional user

- 1. Select the 'Contacts' tab at top of screen.
- 2. Select 'Additional' tab.
- 3. Click 'Select' alongside the relevant contact's name.

Voucher S COMPANY: VO Home My De	ervices UCLER_MIG ails Contacts	Ord irs Employer Assistance Admin	TIME ON CHILD	CLICK HERE >
0800000105 SC	HEME 19- FOUR TH	EKLY		Log Out
TEST MODE				
Employer Sc	eme Additional	Inactive		
Login ID	Name	Email	Access Level	VIEW Details
0800002936	finance payroll	finaroll@scheme10.test.co.uk	Payroll and Financ	Select
0800001968	Finance	financetest@scheme10.co.uk	Finance	Stillet
0800001933	Payroll	payrolltest@scheme10.co.uk	Payroll	Select
0800002522	Payroll two	payroll.two@scheme10.test.co.uk	Payroll	Select
				Add

- 4. Select the 'Contact Activity' tab.
- 5. Click 'Reset password'.

Computershare Voucher Services COMPANY: VOUCHER_MIG	Orders Employer Assistance	TIME ON CHILDO	TO ACT ARE VOUCHERS CLICK HERE >
0800000105 SCHEME 10 - FOUR WE	EEKLY		Log Out
Account status:	Active		
First online date:	31/01/2011 11:18:17		
Last online date:	01/02/2011 12:45:21		
Last locked date:	N/A		
Last reset date:	31/01/2011 11:18:48		
Security questions set up:	Yes		
Login failures:	0		
		Reset p	bassword Lock
Back	Upuing problems? Cli	ick hore for help!	
	Having problems? Cli	ск nere tor help!	
Home Careers News & Media Contact Us S	ite Map Corporate Site Help	© Computershare Technology Services Limi	ited 1996 - 2010. All right reserved.

6. A new password will be emailed to the additional user, and they will be prompted to change it when they next log in.





Locking and unlocking additional users

- 1. Select 'Contacts' tab at top of screen.
- 2. Select 'Additional' tab.

Voucher Se	rvices CHER MIC	_		DIME TO ACT ON CHILDCARE VOUCHERS CLICK HERE >	
ome My Deta	s Contacts	Crders Security Emp	loyer Assistance		
00000169 SCH	EME 5			L	og Out
ST MODE	Carrowski	and and a state of the state of			
	Additional				
ngloyer Sche	Additional			\frown	
Login ID	Name	Email	Access Level	View Detail	
Login ID 8500001671	Name Payroll 6	Email payfin@test.com	Access Level Payroll and Finance	View Detail Select	
Login ID 8500001671 8500001647	Name Payroll 6 Payroll 7	Email payfn@test.com payrol@test.com	Access Level Payroll and Finance Payroll	View Detail Select	
Login ID 8500001671 8500001647	Name Payroll 6 Payroll 7	Email payfin@test.com payroll@test.com	Access Level Payroll and Finance Payroll	View Detail Select	Add

- 3. Click 'Select' alongside the additional user's name which needs to be locked.
- 4. Select 'Contact Activity' tab.

Omputershare Voucher Services COMPANY: VOUCHER_MIG Iome My Details Contacts	Orders Security Employer Assistance	DN CHILDCARE VOUCHERS
500000169 SCHEME 5		Log Out
EST MODE Contact Details Contact Activity		
Account status:	Active	
First online date:	23/02/2011 10:02:57	
Last online date:	23/02/2011 10:02:57	
Last locked date:	24/02/2011 11:10:20	
Last reset date:	23/02/2011 10:04:01	
Security questions set up:	No	
Login failures:	0	\sim
		Recet parsword Lask
		Reset password Lock

- 5. Click on 'Lock'. This will disable access to the user's online account.
- 6. When the user needs to be unlocked, repeat the process. The 'Lock' button will be replaced with an 'Unlock' button.



Deleting an additional user

In order to delete an additional user, follow the steps below. Please note that once a user has been deleted you cannot reinstate them.

- 1. Select 'Contacts' tab at top of screen.
- 2. Select 'Additional' tab.

voucher Se	rvices			TIME TO ACT
COMPANY: VOU	CHER MIG			CLICK HERE >
ome My Deta	s Contacts	Olders Security Emp	aloyer Assistance	
500000169 SCH	EME 3			Log Out
CT HODE				
SI MODE				
STMODE	Additional	A setting		
aphyser Scher	Additional	1 ether		
Login ID	Additional	Email	Access Level	Mine for falls
Login ID 8500001671	Additional Name Payroll 6	Email payfin@test.com	Access Level Payroll and Finance	Main Details Select
Login ID 8500001671 8500001647	Additional Name Payroll 6 Payroll 7	Email payfin@test.com payrol@test.com	Access Level Payroll and Finance Payroll	Select
Login ID 8500001671 8500001647	Additional Name Payroll 6 Payroll 7	Email payfin@test.com payrol@test.com	Access Level Payroll and Finance Payroll	Select Select Add

3. Click 'Select' alongside the additional user's name which needs to be deleted.

🔏 Computershare Voucher Services - Windows Internet Explor	er	
COO - Attps://myaccount-st.emea.cshare.net/Employer/Cor	itacts.aspx	💌 😵 Certificate Error 🛛 🐓 🗙
😭 🏟 🌈 Computershare Voucher Services		🏠 👻 🔜 👻 🖶 🔹 🔂 Page 👻 🎯 Tools 👻
Computershare Voucher Services COMPANY: VOUCHER_MIG Home My Details Contacts Orders	Security Employer Assistance	N CHILDCARE VOUCHERS
8500000169 SCHEME 5		Log Out
Contact Details Login ID:	8500001647	
Name:	Payroll	
Email address:	payroll@test.com	
Access level:	Payroll	
		Edit
Back	Having problems? Click here for help!	
Home Careers News & Media Contact Us Site Map Co	rporate Site Help © Computers	hare Technology Services Limited 1996 - 2010. All right reserved.

- 4. Select 'Contact Details' tab.
- 5. Click 'Delete'.



6. You will see a confirmation screen. Ensure that this is the correct user, click 'Confirm', then 'Finish'.

With the services of the service	ts Orders Security Employer Assistance	ON CHILDCARE VOUCHERS
500000169 SCHEME 5		Log Out
ST MODE		
lease confirm that you wish to	remove this contact. Note that this action cannot be reversed.	
Login ID:	8500001647	
Name:	Payroll	
Email address:	payroll@test.com	
Access level:	Payroll	
Cancel Back		Confirm
	Having problems? Click here for help!	

7. You will then be returned to the list of remaining additional users. The deleted users will have moved to the 'Inactive' tab.



Changing your password

1. Select 'Security Details' from your home screen.

1	Home My Details Contacts Orders Security Employer Assistance	
	850000097 SCHEME 4	Log Out
Т	EST MODE	
	Welcome to Computershare Voucher Services	
	These pages are to assist you in the administration of your Childcare Voucher Scheme. You can view and amend your order details, view or print order and invoice information or use our Employer Assistance screen to find the answers to many freque asked questions.	ntiy
	What would you like to do?	
	Employer Details Scheme Details Orders View your employer details View your scheme details View and amend your orders View and amend your orders Co Co Co Co Co	
	Security Details View and amend your security details Co Co Co Co Co Co Co	
	Having problems? Click here for help!	

2. Enter your new password twice and your Security Questions and click 'Next'.

Home My Details Conta	cts Orders Security Employer Assistance	
8500000097 SCHEME 4		Log Out
TEST MODE Update Security Details - Step	1 of 2	
Update Details	Confirmation	
Your new password must:		
 be a minimum of 8 charact contain at least 2 numeric 	ers long characters	
Password		
New password		
Confirm new password		
Security Questions		
Question 1	Mothers maiden name 💌	
Answer 1	abc	
Question 2	First pets name	
Answer 2	abc	
Question 3	Eathers given name	
Answer 3		
	Jabe	
Cancel		Next
	Having problems? Click here for help!	

3. Your security details have now been changed and you will need to use the new details next time you log into your account.



Viewing a payroll schedule online

- 1. Log in to your account.
- 2. Click on the 'Orders' tab.

				Ú.		CLICK	
Home My	Details Cont	cts Orders Emp	lo er Assistance	Admin			
850000097	SCHEME 4						Log Out
TEST MOI	DE						
Your Orders	5						
Scheme ID:	850	0000097			Sch	eme name:	SCHEME 4
Invoice prefer	rence: Con	nbined Voucher Fundi	ng and Service Cha	arge Invoice	001	une numer	DOTLINE I
Payroll Date -	From:		[dd/MM/y	(YYY)			
Payroll Date - Payroll Date - Order Number	· From: · To: :		Edd/MM/y	лууу] Лууу]			_
Payroll Date - Payroll Date - Order Number	From: To: : ncelled orders		☐ [dd/MM/s	(YYY) (YYY)			Search
Payroll Date - Payroll Date - Order Number	From: To: ncelled orders Invoice Number	Voucher Order Number	Idd/MM/y	/yyy] /yyy] Order Status	Payroll Schedule	Voucher/: Invoice	Search
Payroll Date - Payroll Date - Order Number Include ca Payroll Date 21/04/2011	From: To: ncelled orders Invoice Number C000000024	Voucher Order Number 000000021	I (dd/MM/y (dd/MM/y Mumber of Parents 5	vyyy] vyyy] Order Status Closed	Payroll Schedule View	Voucher/: Invoice View	Search

3. Click 'View' in the Payroll Schedule column of the order which you wish to view.

Payroll frequency:	25TH OF EAC	H MONTH		
Payroll date:	25/03/2011			
Assumed agreed date:	18/03/2011			
Order status:	Closed			
Tax Band Approval				
There are 0 employees in this order w	ho must have their	tax band approved.		
				View / Amend
Order Details				
Order number:	000000003			
Number of parents:	3			View / Amend
Pay Period Breakdown				
The table below compares your order(s) in the current pa	y period against orders	from your previous pays	oll period.
Category		No of Employees	Differences (£)	Total Amount (£)
New parents		3	686.00	686.00
Parents voucher value increased		0	0.00	0.00
Parents voucher value decreased		0	0.00	0.00
No change to parents voucher value		0	0.00	0.00
Cancelled / expired parents orders		0	0.00	0.00
Excluded parents		0	0.00	0.00
Total		3	686.00	686.00

4. You have now reached the payroll schedule screen. This screen is the start page for all of the following processes.



Printing payroll schedules and invoices

To print a payroll schedule:

- 1. Navigate to the payroll schedule screen by selecting the 'Orders' tab.
- 2. Click 'View/Amend'.

Home My Details	Coltacts Orders S	er rity Employer Assistance		
8500000097 SCHEME 4				Log Out
TEST MODE				
Payroll Schedule Sur	nmary			
Scheme ID:	850000097	Scheme name:	SCHE	ME 4
Order ID:	000000003			
Below is a summary of t	his navroll schedule			
selon is a saminary or a	nis payron senedaler			
Scheme-Payroll Detail	5			
Payroll frequency:	25	TH OF EACH MONTH		
Payroll date:	25	/03/2011		
Payroll date: Assumed agreed date:	25 18	/03/2011 /03/2011		
Payroll date: Assumed agreed date: Order status:	25 18 Cle	/03/2011 /03/2011 osed		
Payroll date: Assumed agreed date: Order status: Order Details	25 18 Cl	/03/2011 /03/2011 Ossed		
Payroll date: Assumed agreed date: Order status: Order Details Order number:	25 18 Ck	/03/2011 /03/2011 osed		
Payroll date: Assumed agreed date: Order status: Order Details Order number: Number of parents:	25 18 Ck 00 3	/03/2011 /03/2011 ssed		View / Amend
Payroll date: Assumed agreed date: Order status: Order Details Order number: Number of parents: Pay Period Breakdown	25 18 Ck 00 3	/03/2011 /03/2011 osed		View / Amend
Payroll date: Assumed agreed date: Order status: Order Details Order number: Number of parents: Pay Period Breakdown The table below compa	25 18 Ck 00 3 res your order(s) in the	/03/2011 /03/2011 osed 00000003 current pay period against orders	rom your previous payr	View / Amend
Payroll date: Assumed agreed date: Order status: Order Details Order number: Number of parents: Pay Period Breakdown The table below compa Category	25 18 Ck 00 3 res your order(s) in the	/03/2011 /03/2011 osed 000000003 current pay period against orders No of Employees	rom your previous payr Differences (£)	View / Amend oll period. Total Amount (£)

3. You then have a choice. You can either click 'Download as PDF' to download a printable summary and parent-by-parent breakdown of your order, or you can click 'Download as CSV' to download an Excel file containing the order information.

Order ID:		000000	1921	3	Paynill date:		21/	04/2011		
Filter Options										
# Catagory			P :	ew Pincrea	eed P Decre	and Pho	Change 🛛 🖻 Ca	incided/Exp	red P Er	cluded
C Gerral ID										
< AL NUMBER			1						-	opty -
Voucher Type R	ary: E = a	e-Voucher /	p = Paper /	R = Redeem	Direct					
Parent Name	Payroll ID	MI Number	Tax bend	Tax band Approval	Veucher Type	Amount	Backdated Amount	Status .		
Parent One	A999	33878787A	Additional Rate	APPROVED		£97.50	00.03	Included Auto	Exclude	Amend
Parent Two	14	AB000177A	Protected Rights	APPROVED	6	\$243.85	60.00	included Auto	Exclude	amend
Parent Three	3.3	A80001748	Protected	APPROVED		\$243.00	60.00	Discluded Auto	Exclude	Amend
Parent Four	1625	CC666666C	Basic Rate	PENDING		60.00	\$0.00	Encluded	biclude	Amint
Parent Five	13	A8000176A	Protected Richts	APPROVED	А.	£100.00	\$0.03	included	Exclude	Amend
Parent Sta	12	A8000175A	Protected Rights	APPROVED		£243.00	80.00	Included Auto	Exclude	Amend



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To print an invoice

- 1. Agree your order, or wait for it to be agreed (see below).
- 2. Click the 'Orders' tab at the top of your screen.
- 3. Click 'View' in the invoice column, next to the order for which invoices are required.

Computer Voucher company: Home My	rshare Services voucher_мig Details соге	acts Orders Sec	ity Employer A	ssistance	TIN	ME TO ACT HILDCARE VOUCHERS CLICK HERE >
850000097	SCHEME 4					Log Ou
TEST MOI Your Orders	DE 3					
Scheme ID: Invoice prefe	850 rence: Cor	0000097 nbined Voucher Fund	ing and Service Cha	rge Invoice	Sch	eme name: SCHEME 4
These are the o	rders for your so	heme.				
Filter Option	5					
Payroll Date -	From:		[dd/MM/y	ууу]		
Payroll Date -	To:		[dd/MM/y	ууу]		
Order Number						Search
		Voucher Order Number	Number of Parents	Order Status	Payroll Schedule	Voucher/Service
Payroll Date	Invoice Number				View	Manu
Payroll Date 25/03/2011	Number C0000000002	000000003	3	Closed	VIEW	View
Payroll Date 25/03/2011 Back	Invoice Number C0000000002	000000003 Hav	3 ing problems? Click	closed	VIEW	view

4. Click 'Download as PDF'.

8500000097 SCHEME 4				Log C
TECT MODE				
Your Invoice				
Scheme ID:	850000097	Scheme name:	SCHEME 4	
Order ID:	000000003			
Combined				
Invoice Number	C000000002	Company Name	EMPLOYER 3	
Invoice Address	UNIT 6	Scheme ID	850000097	
	FANGTASIA BUISNESS PARK B78 1BP	Scheme Name	SCHEME 4	
		Order Number	000000003	
Order Position Code	Closed	Payment Date	25/03/2011	
Invoice Date	18/03/2011	Payment Terms	N/A	
Payment Method	т	Bank Code	N/A	
Bank Account Number	N/A	Bank Account Name	N/A	
Bank Acc Roll Number	N/A	BACS Reference	N/A	
CHAPS Reference	N/A	Direct Debit Reference	N/A	
WorldPay Id	N/A	Tax Free Voucher Total (£)	686.00	
Taxable Voucher Total (£)	0.00	Service Charge (£)	58.31	
VAT (%)	15.00	Adjustment Amount (£)	0.00	
Download as PDF Downloa	d as CSV			
Back				
	Having problem	ns? Click here for help!		



5. If you require a Purchase Order Number on the invoice, enter it in the pop up box. Otherwise, leave the box blank and click 'Confirm'.



6. A printable PDF will then download.



Adding a parent to an open order

1. Navigate to the 'View Payroll' screen by selecting the 'Orders' tab.

Home My Details	Corracts Orders Sec. r	ity Employer Assistance		
8500000097 SCHEME	4			Log Out
TEST MODE				
Payroll Schedule Su	ımma ry			
Scheme ID:	850000097	Scheme name:	SCHEM	E 4
Order ID:	000000003			
Below is a summary of	this payroll schedule.			
Scheme-Payroll Deta	ils			
Payroll frequency:	25TH 0	F EACH MONTH		
Pavroll date:	25/03/	2011		
· ·				
, Assumed agreed date:	18/03/	2011		
, Assumed agreed date: Order status:	18/03/ Closed	2011		
Assumed agreed date: Order status: Order Details	18/03/ Closed	2011		
Assumed agreed date: Order status: Order Details Order number:	 18/03/ Closed 000000	2011		
Assumed agreed date: Order status: Order Details Order number: Number of parents:	 18/03/ Closed 000000 3	2011		View / Amend
Assumed agreed date: Order status: Order Details Order number: Number of parents: Pay Period Breakdow	18/03/ Closed 000000 3	2011		View /Amend
Assumed agreed date: Order status: Order Details Order number: Number of parents: Pay Period Breakdow The table below comp	n n n n n n n n n n n n n n n n n n n	2011 100003 ent pay period against orders	from your previous payrol	View / Amend
Assumed agreed date: Order status: Order Details Order number: Number of parents: Pay Period Breakdow The table below comp Category	18/03/ Closed 000000 3 m	2011 100003 ent pay period against orders No of Employees	from your previous payroll Differences (£)	View / Amend period. Total Amount (£)

2. Select 'View/Amend'.

Scheme ID: 8500000126 Scheme name: SCHEME 1 Order ID: 0000000011 Payroll date: 08/04/2011	Excluded
Order ID: 0000000011 Payroll date: 08/04/2011 Filter Options Category Increased IP Decreased IP No Change IP Cancelled/Expired C Payroll ID Category	Excluded
Filter Options © Category © New P Increased P Decreased P No Change P Cancelled/Expired C Payroll ID	Excluded
C Category R New R Increased R No Change R Cancelled/Expired C Payroll ID	K Excluded
C Payroll ID	
C NI Number	
	Apply
Backdated order	d participant
Parent Name Payroll ID NI Number Voucher Type Amount Backdated Amount Status	
PARENT FOUR 4 AB000165A e-Voucher £55.00 £0.00 Included Auto Exc	de Amend
PARENT ONE 1 AB000161A Paper £0.00 £0.00 Excluded CVS Incl	de Amend
PARENT THREE 3 AB000164A e-Voucher E75.00 E0.00 Included Auto Exc	de Amend
PARENT TWO 2 AB000163A Redeem Direct £55.00 £0.00 Included Auto Exc	de Amend
Participants 3 Voucher Value £185.00	

3. Select 'Add participant'.



4. Search for the parent you wish to add onto the order, by using one of the search fields, and then click on 'Search'.

			mployer Assis	tance		
8500000126 SCH	EME 1				Lo	g Out
TEST MODE						_
Add Parent to F	Payroll Schedule.					
Scheme ID:	850000	0126	Scheme I	name:	SCHEME 1	
 Name: Payroll ID: NI Number: Email Address Postcode: 		parent one			Sear	ch
Name:	Employee Status	Payroll Reference	Ni Number	Email Address:	Postcode:	
	Live	1	AB000161A	PARENTONE@TEST.COM	WS13 8SL Add To Or	der

5. Once you find the relevant parent, select 'Add To Order' next to their name.

Computershare Voucher Service COMPANY: VOUCHER Home My Details	S MIG Contacts Orders Security	Employer Assistance	DIN CHILDCARE VOU	CT CHERS (HERE)
8500000126 SCHEME 1	1 Cabadula			Log Out
Scheme ID:	850000126	Scheme name:	SCHEME 1	
Add Parents to Payroll Sc Search Criteria	hedule Are you sure you wa order?	ant to add this participant to th	e	_
© Name: C Payroll ID:	Name: MR Amount: £55	PARENT ONE		
C NI Number: C Email Address:	Cancel		hfirm	Sauch
C Postcode:	ovee Status – Pavroli Referen			
MR PARENT ONE Live				Add To Order
Back	Having pr	oblems? Click here for help!		

6. A pop up box will appear. Check and select 'Confirm'. The parent has now been added to the order.



Open orders

Whilst your order is open on the system you can carry out the following actions; Amendments, tax band approvals, and tax band edits.

Amending an open order

- 1. Navigate to the 'Payroll Schedule Details' screen of the order you wish to amend.
- 2. Click 'View/Amend'.

Below is a summary of this p	payroll schedule.			
Scheme-Payroll Details				
Payroll frequency:	EVERY FRID	AY		
Payroll date:	08/04/201	1		
Assumed agreed date:	N/A			
Order status:	Open			Agreed
Order Details				
Order number:	00000001	1		
Number of parents:	3			View / Amend
Pay Period Breakdown				
Pay Period Breakdown The table below compares	your order(s) in the current p	bay period against orders	from your previous payr	oll period.
Pay Period Breakdown The table below compares Category	your order(s) in the current p	ay period against orders No of Employees	from your previous payr Differences (£)	oll period. Total Amount (£)
Pay Period Breakdown The table below compares Category New parents	your order(s) in the current p	oay period against orders No of Employees 0	from your previous payr Differences (£) 0.00	oll period. Total Amount (£) 0.00
Pay Period Breakdown The table below compares Category New parents Parents voucher value increa Daments voucher value increa	your order(s) in the current p ased	Day period against orders No of Employees 0 0	from your previous payr Differences (£) 0.00 0.00 0.00	oll period. Total Amount (£) 0.00 0.00
Pay Period Breakdown The table below compares Category New parents Parents voucher value incre Parents voucher value decre No channe to narents vouch	your order(s) in the current p ased sased	bay period against orders No of Employees 0 0 3	from your previous payr Differences (£) 0.00 0.00 0.00	oll period. Total Amount (£) 0.00 0.00 185.00
Pay Period Breakdown The table below compares Category New parents Parents voucher value increa Parents voucher value decre No change to parents vouch Cancelled / expired parents	your order(s) in the current p ased tased ter value orders	No of Employees 0 0 0 1 1	from your previous payr Differences (£) 0.00 0.00 0.00 -55.00	oll period. Total Amount (£) 0.00 0.00 185.00 0.00
Pay Period Breakdown The table below compares Category New parents Parents voucher value decre No change to parents vouch Cancelled / expred parents Excluded parents	your order(5) in the current p ased tased er value orders	No of Employees No of Employees 0 0 3 1 0 0	from your previous payr Differences (£) 0.00 0.00 0.00 -55.00 0.00	oll period. Total Amount (K) 0.00 0.00 185.00 0.00 0.00
Pay Period Breakdown The table below compares Category New parents Parents voucher value increa. Parents voucher value decre No change to parents vouch Cancelled / expired parents Excluded parents Total	your order(s) in the current p ased cased er value orders	No of Employees 0 0 3 3 1 0 3 3 3 3 3 3 3 3	from your previous payr Differences (£) 0.00 0.00 0.00 -55.00 -55.00	oll period. Total Amount (£) 0.00 0.00 185.00 0.00 185.00

- 3. You will then see an online list of all the parents included on the order. They are listed in alphabetical order by first name.
- 4. Navigate to the parent that you wish to amend, and click 'Amend' next to their name.

Scheme ID:	85000001	26	Scheme par		SCHEME 1		
Order ID:	00000000	11	Payroll date:		08/04/2011		
			,				
Filter Options							
Category			and Rose		E Concelled/Eu	dend F	and a start
		Re New Re Incr	eased in Decr	eased Re No Change	R. Cancelled/Ex	pired in e	excluded
C Payroll ID							
C NI Number							
							Apply
				-			
					Backdated orders	Add par	ticipant
Parent Name P	ayroll ID NI Numb	er Voucher Type	Amount	Backdated Amount	Status		
PARENT FOUR 4	AB000165	5A e-Voucher	£55.00	£0.00	Included Auto	Exclude	Amend
PARENT ONE 1	AB000161	LA Paper	£0.00	£0.00	Excluded CVS	Include	Amend
PARENT THREE 3	AB000164	IA e-Voucher	£75.00	£0.00	Included Auto	Exclude	
PARENT TWO 2	AB000163	SA Redeem Direct	£55.00	£0.00	Included Auto	xclude	Amend
Participants 3	Voucher Value £185	.00					



5. In the pop up box, enter the new Voucher Value, a reason for the amendment, and click 'Apply'.

TEST MODE						
Payroll Schedu	ıle Details					
	8	500000126		SCHEM	E 1.	
	0	Amend Employe	ee's Vouchers	8/04/	2011	
Filter Options	_	Please AMEND t will not AMEND	the Voucher Value you are order any Backdated voucher value y	ing. This bu have	_	
 Category 		Voucher Type	e-Voucher	Cancel	led/Expired 🔽	
C Payroll ID		Voucher Value ((£):			
C NI Number		55.00 Reason for amer	ndment:	dated or	ders Add ps	Apply articipant
Parent Name	Payroll ID	N This transaction	will only AMEND the employee's vo	icher value		
PARENT FOUR	4	A for the current o	order.	iluded .	Auto Exclude	
		A To AMEND the en	mployee's voucher value for ongoin	g orders, cluded		
PARENT THREE		A their preference	online.	cluded -		Amend
		Cancel		Apply		
Participants 3	Voucher Va	lue £185.00				
				Download as	PDF Down	load as CSV

- 6. If you wish to remove a parent from an order altogether, click 'Exclude' next to the parents name, instead of 'Amend'. Please note that this will remove them from <u>this</u> <u>order only</u>, and they will be back on the next order. To remove the parent from all future orders, please email <u>transactionprocessing@computershare.co.uk</u> to request this.
- 7. Repeat this process for all the parents that need amending.
- 8. Once the amendments are complete, you can agree the order as above.



Approving parent's tax bands

1. Click 'View and Amend'

eneme rei	0079004070	Scheme name:	MONTHLY - TAXABLE CAPPED	
Order ID:	000002650			
ow is a summa	y of this payroll sched	ule.		
Scheme-Payroll	Details			
Payroll frequency:		25TH OF EACH MONTH		
Payroll date:		25/02/2011		
Assumed agreed o	late:	23/02/2011		
Order status:		Open		Agreed
Tax Band Approv	tal			
	ployees in this order w	ho must have their tax ban	d approved.	View / Ame
There are <mark>12</mark> em				I view / Airie

2. Parents can be selected for approval one at a time by checking the individual checkboxes, or you may select all the parents on a page by clicking 'Select all'.

3. Where the unapproved parents span more than one page, you can move forward and back, using the 'Back' and 'Next' buttons/arrows.

Approval Required P	reviously Approved				
Name	National Insurance	Payroll ID	Tax Band	Change Band	Approve Select All
MR PARENT ONE	MB000000A	1	BASIC RATE	Edit	
MRS PARENT TWO	MB22222A	2	BASIC RATE	Edit	
MR PARENT THREE	MB030303A	3	BASIC RATE	Edit	
MRS PARENT FOUR	MB040404A	4	HIGHER RATE	Edit	
MR PARENT FIVE	MB060606A	5	HIGHER RATE	Edit	
MRS PARENT SIX	MB666666A	6	HIGHER RATE	Edit	
MR PARENT SEVEN	MB070707A	7	ADDITIONAL RATE	Edit	
MRS PARENT EIGHT	MB080808A	8	ADDITIONAL RATE	Edit	
MR PARENT NINE	MB090909A	9	ADDITIONAL RATE	Edit	
MRS PARENT TEN	MB101010A	10	PROTECTED RIGHTS	Edit	
<< Back	Next >>				Page 1 🖌 of 2
					Confirm

4. Once all tax bands have been approved click 'Confirm'. Once approved, these parents will then appear on the 'Previously Approved' tab.



Editing parent's tax bands

- 1. Clicking the 'Edit' link will make the tax band editable.
- 2. Choose a new tax band from the drop down list and click 'Change' to update the tax band. Click 'Cancel' to close the edit function
- 3. Once all changes have been made click 'Confirm' to update all changes.

Approval Required	Previously Approved				
Name	National Insurance	Payroll ID	Tax Band	Change Band	Approve Select All
MR PARENT ONE	MB000000A	1	Additional Rate 💌	Change Cancel	
MRS PARENT TWO	MB22222A	2	Basic Rate Higher Rate	Edit	
MR PARENT THREE	MB030303A	3	Additional Rate	Edit	
MRS PARENT FOUR	MB040404A	4	Personal Allowance	Edit	
MR PARENT FIVE	MB060606A	5	HIGHER RATE	Edit	
MRS PARENT SIX	MB666666A	6	HIGHER RATE	Edit	
MR PARENT SEVEN	MB070707A	7	ADDITIONAL RATE	Edit	
MRS PARENT EIGHT	MB080808A	8	ADDITIONAL RATE	Edit	
MR PARENT NINE	MB090909A	9	ADDITIONAL RATE	Edit	
MRS PARENT TEN	MB101010A	10	PROTECTED RIGHTS	Edit	
< Back	Next >>				Page 1 💌 of 2
					Confirm

When changing a tax band, a warning message will be displayed before an update is processed:

	×
Are you sure you want to change th band from Basic Rate to Additional sacrifice amount for the employee b guidelines.	is tax band? Changing the tax Rate may result in the salary eing reduced in line with HMRC
	OK Cancel

Clicking 'OK' will prompt the following warning message to be displayed:



Click 'OK' if you are happy to proceed.





Updating a previously approved tax band

Full Search

1. The full search will retrieve all parents on the order with a previously approved tax band.

Advanced Search

2. One or more of the search criteria can be used to locate a parent or parents with a previously approved tax band.

Approval Required Previously Approved		
Full Search		
Search for all previously approved parents of	n this order	Search
Advanced Search		
Name:		
Payroll reference:		
National insurance number:		
Email address:		
Postcode:		Search

3. Parents matching the search criteria will be displayed at the bottom of the page:

ull Search				
Search for all previous	sly approved parents on this	order		Search
dvanced Search				
Name:				
Payroll reference:				
National insurance nur	mber:			
Email address:				
Postcode:				Searc
Results				
Name	National Insurance	Payroll Reference	Tax Band	Change Band
MR PARENT FIVE	MN677666A	12	Additional Rate	Edit
OR TEST THIRTY	NM767777A	367287	Additional Rate	Edit

4. Click the 'Edit' link next to the relevant parent. A list of tax bands will be displayed in the dropdown list:

- Jan andress (* *	a survey a surl		and a start of	Same and the
Postcode:	[Search
Results				
Name	National Insurance	Payroll Reference	Tax Band	Change Band
MR PARENT FIVE	E MN677666A	12	Higher Rate 💌	Update Cancel
DR TEST THIRTY	Y NM767777A	367287	Higher Rate	Edit
			Protected Rights	
			Personal Allowance	

5. Click 'Update' to confirm the change or 'Cancel' to close the edit function.



Ordering backdated vouchers

If a parent wishes to add any backdated vouchers to the order, follow the process below.

- 1. Navigate to the 'Payroll Schedule Details' screen via the 'Orders' tab.
- 2. Select 'Backdated orders'.

Payroll Schedu	ile Details							
Scheme ID:		8500000126		Scheme nam	e:	SCHEME 1		
Order ID:		000000011		Payroll date:		08/04/2011		
Filter Options								
Category			New P Incr	eased 🖻 Dec	reased 🛛 No Change	Cancelled/Ex	pired 💌 I	Excluded
C Payroll ID								
C NI Number								
								Apply
					_			
					C C	Backdated orders	Add pa	rticipant
Parent Name	Payroll ID	NI Number	Voucher Type	Amount	Backdated Amoun	t Status		
PARENT FOUR	4	AB000165A	e-Voucher	£55.00	£0.00	Included Auto	Exclude	Amend
PARENT ONE	1	AB000161A	Paper	£0.00	£0.00	Excluded CVS	Include	Amend
PARENT THREE	3	AB000164A	e-Voucher	£75.00	£0.00	Included Auto	Exclude	Amend
PARENT TWO	2	AB000163A	Redeem Direct	£55.00	£0.00	Included Auto	Exclude	Amend
Participants 3	Voucher V	alue £185.00						
						Download as DDE	Downi	and as CSV
						Download as PDF	Downle	oad as CSV

- 3. Search for the parent using one of the fields provided, and then click 'Search'.
- 4. When you have found the parent for whom you intend to add backdated vouchers, click Select' next to their name.

CSACILLAR C					
iearch Criteria					
Unique Search					
Employee ID:	8	00000340			Search
Advanced Search					
Name:	0				
Payroll Ref:	E				
NI Number:	E				
Email Address:	Г				
Postcode:	Γ				Search
Search Results					
¥ame	Payroll Ref	NI Number	Postcode	Status	
MR PARENT ONE	1	AB000161A	W513 85X	Live	Select



- 5. On the next screen, enter the value of backdated vouchers you wish to add. This must not exceed the total value to which the parent is entitled.
- 6. Click 'Next'.

			and our
EST MODE			
d Backdated Order - Step 2 of 4			
lect Parent Order Details	Confirm Detaile	> Finish	
Employee Details			
Employee ID:	0800000340		
Employee Name:	MR PARENT ONE		
NI Number:	A8000161A		
Payroll Ref:	1		
Email Address:	PARENTONE@TEST.CO.UK		
Backdated Vouchers:			
Non taxable voucher value taken under	£0.00		
scheme 0800000076 in current tax year.			
Non taxable voucher value available as backdated vouchers, for the current tax year.	£385.00		
Please enter the backdated voucher value (E) you wish to order,			
		_	
Cancel Back		$\boldsymbol{\mathcal{C}}$	Next
	and the second sec		

- 7. You will then be asked to confirm the value of backdated vouchers you have entered. Ensure that the value is correct, and then click 'Confirm', then 'Finish'.
- 8. You will then be able to see the backdated amount in the on-screen summary, as below, and it will also be detailed on the payroll schedule.

'ayroll Schedu	ule Details							
Scheme ID:		0800000113		Scheme name:		SCHEME 2		
Order ID:		000000081		Payroll date:		27/05/2011		
Filter Options								
Category			P New P Incr	eased P Decreased	P No Change	Caricelled/Ex	pired 🛛 🖻 i	Excluded
C Payrol ID								
Sector and								
and the second sec								
C NI Number			1				-	
 NI Number 							-	Apply
C NI Number			1				-	Apply
C NI Number			1			eckdated orders	Add per	Apply ticpant
C NI Number	Payroll ID	NI Number	Voucher Type	Amount Back	dated Amount	ackdated orders	Add per	Apply ticipant
C NI Number Parent Name PARENT FIVE	Payroll ID 5	NI Number AB000445A	Voucher Typo e-Voucher	Amount uback	e idated Amount £3.00	ackidated orders softus cluded CV5	Exclude	Apoly ticipant Amend
C NI Number Parent Name PARENT FIVE PARENT FOUR	Payroll ID 5 4	NI Number AB000445A AB000444A	Voucher Type e-Voucher e-Voucher	Amount 6ac	edated Amount £3.00 £0.00	ack dated orders Solutus Cluded CVS Included CVS	Ald per	Apply ticipant Amend Amend
Parent Name PARENT FIVE PARENT FOUR PARENT ONE	Payroll ID 5 4 1	NI Number AB000445A AB000444A AB000441A	Voacher Type e-Voucher e-Voucher Paper	Amount that £240.00 £200.00 £243.00	E3.00 £0.00 £0.00	ack dated orders Souturs Cluded CVS Included CVS Included CVS	Exclude Exclude Exclude	Apply togent Amend Amend Amend
Parent Name Parent Flve PARENT FOUR PARENT ONE PARENT SIX	Payroll ID 5 4 1 6	NI Number AB000445A AB000444A AB000444A AB000446A	Voucher Type e-Voucher e-Voucher Paper e-Voucher	Amount back £240.00 £300.00 £243.00 £243.00	E0.00 £0.00 £0.00 £0.00	Solutus cluded CVS Included CVS Included CVS Included CVS	Add per Exclude Exclude Exclude Exclude	Apply ticipant Amend Amend Amend Amend
Arent Name.	Payroll 1D 5 4 1 6 3	NI Number AB000445A AB000444A AB000443A AB000443A	Voucher Type e-Voucher e-Voucher Paper e-Voucher Redeem Direct	Amount fiact £240.00 £200.00 £243.00 £243.00 £243.00	edated Amount 53.00 50.00 50.00 50.00 50.00 50.00	Solute cluded CVS Included CVS Included CVS Included CVS Included CVS	Exclude Exclude Exclude Exclude Exclude	Acoly Ecigant Amend Amend Amend Amend
Parent Name ARENT FIVE ARENT FOUR PARENT ONE PARENT ONE PARENT THREE ARENT TWO	Payroll ID 5 4 1 6 3 2	NI Number A8000445A A8000444A A8000441A A8000443A A8000443A	Vosicher Type e-Voucher e-Voucher Paper e-Voucher Redeem Direct Paper	Amount back E240.00 E250.00 E243.00 E243.00 E243.00 E243.00 E240.00	E0.00 E0.00 E0.00 E0.00 E0.00 E0.00 E0.00	s otas cluded CVS Included CVS Included CVS Included CVS Included CVS Included CVS	Exclude Exclude Exclude Exclude Exclude Exclude Exclude	Apply topent Amend Amend Amend Amend Amend



Agreeing an order

If you do not need to make any amendments, or have made all the required amendments, you will need to agree your order before you can download your invoice.

Please note once an order has been agreed no amendments can be made until your next order.

1. Navigate to the 'View Payroll' Screen by selecting the 'Orders' tab.

	000000011			
elow is a summary of this pa	yroll schedule.			
Scheme-Payroll Details				
Payroll frequency:	EVERY FRI	DAY		
Payroll date:	08/04/20	11		
Assumed agreed date:	N/A			
Order status:	Open			Agreed
Order Details				
Order number:	00000000	11		
Number of parents:	3			View / Amend
Pay Period Breakdown				
Pay Period Breakdown The table below compares y Category	rour order(s) in the current	pay period against orders	from your previous pays	oll period. Total Amount (£)
Pay Period Breakdown The table below compares y Category New parents	rour order(s) in the current	pay period against orders No of Employees 0	from your previous pays Differences (£) 0.00	oll period. Total Amount (£) 0.00
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2. Select the 'Agreed' button, and then confirm the pop up that appears. The order status will change to 'Awaiting Payment'.

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selow is a summary of this payroll sche	dule.			
Scheme-Payroll Details				ì
Payroll frequency:	EVERY FRIDAY	r		
Payroll date:	08/04/2011			
Assumed agreed date:	01/04/2014		_	
Order status:	Schedule Agre	ed / Awaiting Paymen	t	
Invoice status:	Awarung rore			
Order Details				
Order number:	000000011			
Number of parents:	3			View / Amend
Pay Period Breakdown The table below compares your order(s) in the current pay	/ period against orders	from your previous pay	roll period.
Category		No of Employees	Differences (f)	Total Amount (f)
New parents		0	0.00	0.00
Parents voucher value increased		0	0.00	0.00
Parents voucher value decreased		0	0.00	0.00
No change to parents voucher value		3	0.00	185.00
Cancelled / expired parents orders		1	-55.00	0.00
		0	0.00	0.00
Excluded parents				



Reference Guides

Setting up additional users

You may wish to add additional users to your account, especially if you are not going to be directly administering the account yourself.

- 1. Log in to your account.
- 2. In the 'Contacts' tab at top of screen, select 'Additional'.
- 3. You will see all of your current additional users, if any. Select 'Add'.
- 4. The 'New Additional User' screen will appear and you will be prompted to enter the additional user's name, email address, and access level.
- 5. Once this information is entered, click 'Next'.
- 6. A confirmation screen will appear. Check the details, click 'Confirm', and then 'Finish'.
- 7. You will return to the list of additional users, which should now include the new additional user.
- 8. Two emails will then be sent to the new additional user's email address, one containing their User ID, and the other their password.
- 9. The first time the new user logs on, they will be prompted to change their password and set some security questions. These may be required to verify the user's identity in the future.

Resetting a password for an additional user

If an additional user needs to reset their password, they need to follow the steps below.

- 1. In the 'Contacts' tab at top of screen, select 'Additional'.
- 2. Find the contact you require. Click 'Select' alongside their name.
- 3. Select 'Contact Activity' tab.
- 4. Click 'Reset password'.
- 5. This will automatically generate a new password, which is then sent to the additional user's email address.

Forgotten password

If you have forgotten your password and are unable to log in, please follow the steps below.

- 1. Click on 'Forgotten Password' on the EOL log in screen.
- 2. Enter your User ID and click 'Next'.
- 3. Answer the security questions you set when you first signed up and then click 'Next'.
- 4. Enter your new password or security questions and click 'Next'.
- 5. Your security details have now been changed.





Locking and unlocking additional users

You may wish to lock an additional user's account if they are on long term sick or maternity leave and will be returning to their post.

- 1. Log in to your online account.
- 2. In the 'Contacts' tab at top of screen, select 'Additional'.
- 3. Click 'Select' alongside the additional user's name which needs to be locked.
- 4. Select 'Contact Activity' tab.
- 5. Select 'Lock'.
- 6. This will automatically disable access to the online account for this user.
- 7. If the user tries to log in, they will not be allowed, and instead be directed to speak to their Primary Contact to discuss the status of their account.
- 8. To unlock the user, repeat the process. You will find the 'Lock' button replaced by 'Unlock'.

Deleting an additional user

You may wish to delete a user if they no longer work for your company. Please note that once a user has been deleted, you are not able to reinstate them. If you wish to do this, you will have to create a new user.

- 1. Log into your online account.
- 2. In the 'Contacts' tab at top of the screen, select 'Additional'.
- 3. Click 'Select' alongside the name of the contact to be deleted.
- 4. Select 'Contact Details' tab.
- 5. Click 'Delete'.
- 6. The next screen to appear will be the 'Confirm Removal' screen. Check that this is the correct user, then click 'Confirm' and 'Finish'. You will then be returned to the list of remaining additional users.
- 7. You can see which users have been deleted by checking the 'Inactive' tab on the list of users.

Changing your password

- 1. Select 'Security Details' from your home screen.
- 2. Enter your new password and security questions and click 'Next'.
- 3. Your security details have now been changed.

Viewing a payroll schedule online

- 1. Log into your online account.
- 2. Click on the 'Orders' tab.
- 3. Click 'View' in the payroll schedule column of the order which you wish to view.
- 4. You have now reached the payroll schedule screen.



Printing payroll schedules and invoices

To print a payroll schedule, once you have been notified that it is ready for review:

- 1. Navigate to the payroll schedule screen.
- 2. Click 'View/Amend'.
- 3. You then have a choice. You can either click 'Download as PDF' to download a printable summary and parent-by-parent breakdown of your order, or you can click 'Download as CSV' to download an Excel file containing the order information.

To print your invoices

- 1. Agree your order, or wait for it to be agreed (see below).
- 2. Click the 'Orders' tab at the top of your screen.
- 3. Click 'View' in the invoice column, next to the order whose invoices you require.
- 4. Click 'Download as PDF'.
- 5. You will be prompted to enter a purchase order number if none is required leave this box blank. Click 'Confirm'.
- 6. You will then download a printable PDF of your invoice.
- 7. If you have a split invoice, you can switch between your voucher and service invoice via the relevant tabs towards the top of the screen.

Adding a parent to an open order

Follow the below steps to add a parent onto your order.

- 1. Navigate to the payroll schedule screen.
- 2. Click 'View/Amend'.
- 3. Click 'Add Participant'.
- 4. Search for the parent you wish to add onto the order, and select 'Add To Order' next to their name.
- 5. Review the value of voucher they are ordering and then click confirm.
- 6. The parent will then be listed on the payroll schedule.

Amending an open order

- 1. Navigate to the payroll schedule screen of the order you wish to amend.
- 2. Click 'View/Amend'.
- 3. You will then see an online list of all the parents included on the order. They are listed in alphabetical order by first name.
- 4. Navigate to the parent that you wish to amend, and click 'Amend' next to their name.
- 5. In the pop up box, enter the new voucher amount, a reason for the amendment, and click 'Apply'.
- 6. If you wish to remove a parent from an order altogether, click 'Exclude' next to the parents name, instead of 'Amend'. Please note that this will remove them from this order only, and they will be back on the next order. To remove them from ongoing



orders please email <u>transactionprocessing@computershare.co.uk</u> who will cancel the parent's ongoing order.

- 7. Repeat this process for all the parents that need amending.
- 8. Once the amendments are complete, you can agree the order.

Approving tax bands

Any new parents who join your scheme after 5 April 2011 will require their tax band to be approved.

- 1. Navigate to the payroll schedule screen.
- 2. Click 'View/Amend' under tax band approval
- 3. Parents can be selected for approval one at a time by checking the individual checkboxes.
- 4. Where the unapproved parents span more than one page, you can move forward and back.
- 5. You also have the option to 'Select All' this allows you to select all parents on the page for approval. This does not select Parents on any other page.
- 6. Once all parents have been approved click 'Confirm'
- 7. Any parents unapproved on your open order will prevent you being able to agree your order.
- 8. In addition, if you allow your payroll cut-off date to elapse, your order will be agreed automatically and approve all unapproved tax bands. You must ensure all tax bands are correct if you are allowing your order to automatically agree.

Edit tax band

- 1. Navigate to the payroll schedule screen.
- 2. Click 'View/Amend' under tax band Approval
- 3. Parents can be selected for approval one at a time by checking the individual checkboxes.
- 4. Click 'Edit' and choose a new tax band from the drop down list and click 'Change' to update the tax band.
- 5. Once all changes have been made click 'Confirm'

Updating a previously approved tax band

- 1. Navigate to the payroll schedule screen.
- 2. Click 'View/Amend' under tax band Approval.
- 3. Click 'Previously Approved' tab.
- 4. Search for parent one or more of the search criteria can be used to locate a parent or parents with a previously approved tax band.
- 5. Click the 'Edit' link next to the relevant Parent.
- 6. Choose new tax band from the drop down box.
- 7. Click 'Update' to confirm the change or 'Cancel' to close the edit function.



Ordering backdated vouchers

If a parent wishes to add any backdated vouchers to the order, follow the process below.

- 1. Select 'Backdated orders' on the payroll schedule details screen.
- 2. Search for the parent using the fields provided.
- 3. Locate the parent for whom you intend to add backdated vouchers. Click 'Select' next to their name.
- 4. On the next screen, enter the value of backdated vouchers you wish to add. This must not exceed the total value to which the parent is entitled.
- 5. Click 'Confirm'.
- 6. You will then be asked to confirm the value of backdated vouchers you have entered.
- 7. Ensure that the value is correct, and then click 'Confirm'.
- 8. The backdated vouchers have now been added. Click 'Finish' to return to the payroll schedule screen.
- 9. You will then be able to see the backdated amount in the on-screen summary, and it will also be detailed on the payroll schedule.

Agreeing an order

If you do not need to make any amendments, or have made all the required amendments, you will need to agree your order before you can download your invoice.

- 1. Navigate to the payroll schedule screen.
- 2. Select the 'Agreed' button.
- 3. Please note, this step cannot be undone, so please ensure that all required amendments have been made before you do this.
- 4. In addition, if you allow your payroll cut-off date to elapse, your order will be agreed automatically.

Questions?

If you have any questions or feedback on our Employer Online service, please contact your usual Account Management team or:

EOL@computersharevoucherservices.co.uk.

Tel: 0845 002 1111

