

# KiddiVouchers

## Switching to KiddiVouchers



Simple, flexible and  
cost-effective  
childcare vouchers, from  
the **award-winning**  
voucher provider

Call us free on 0800 612 9015

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

# Why switch to KiddiVouchers?



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.

## Committed to quality

KiddiVouchers is committed to combining outstanding service with excellent value for money.

We were delighted to receive national recognition for this commitment in the 2009 Government Opportunities Awards.



## An ethical approach

KiddiVouchers is an ethical company which guarantees to donate at least 5% of profit to charities relating to children and childcare.

Our ethical stance is reflected in our pricing policy, with a standard administration fee of just 2.5% of the voucher face value. We offer a fully managed service with no minimum charge, no minimum number of scheme members, no tie-in period and no set-up fee.

## Personal Service

As a family business, we are committed to offering friendly personal service, with a high capacity on our telephone helplines.

Our in-house systems expertise and can-do attitude enable us to offer a truly bespoke service. We regularly adapt our systems to meet the exact needs of individual clients, usually at no extra cost.

We have a 100% client retention rate, despite most of our clients not being tied-in to a contract. We're also popular with parents - in a recent satisfaction survey, 99.7% of parents said they would recommend KiddiVouchers to friends and colleagues.

**“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

**KiddiVouchers**

# What difference will it make?

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## An improved service for employers . . .

### Do you find it easy to contact your existing voucher provider?

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 scheme reviews, including legislative updates and fresh scheme literature.

### Are you still having to process your employees' voucher orders?

With KiddiVouchers, your employees can order their vouchers from us direct. We handle all the associated administration, including requests for changes to voucher amounts. (But if you'd rather handle the voucher orders yourself, we have procedures in place to handle that too.)

### Do you have to submit a monthly voucher order?

Some voucher providers ask you to submit a voucher order each month, or even one order for paper vouchers and another order for e-vouchers. At KiddiVouchers, we collate your employees' voucher orders and send you a clear schedule, highlighting any changes. You still retain full control and you can override an employee's voucher order up to the day before payday . . . but we do all the day-to-day work for you.

### Are you still responsible for collating signed salary sacrifice agreements from your employees?

With KiddiVouchers, you can adopt our standard salary sacrifice wording or you can amend it to meet your own exact needs. Either way, we can ask your employees to accept the agreement when they order their vouchers, meaning one less job for you. Most employers allow their employees to accept the agreements electronically, but if you're happier with physical copies then we'll collect signed agreements on your behalf.

### Can you see live information about your scheme, whenever you want?

We'll provide you with a secure online voucher account, showing live information about all your scheme members. Your account also shows live management information, so you've got handy stats at your fingertips.

#### Testimonial – Northgate Information Solutions

**Before Northgate launched with KiddiVouchers, we needed to go through a transition process from the old provider to KiddiVouchers. We found KiddiVouchers not only flexible but very helpful in administering the transition. The transition of the scheme to KiddiVouchers was far easier than I had imagined.**

**KiddiVouchers also provided us with all the materials necessary to promote the changes within the business, which were received positively by our employees.**

**We find the team at KiddiVouchers very helpful and responsive. We chose KiddiVouchers because of the simplicity of their website and their ethical and environmental policy. I am pleased to say they have more than lived up to our expectations, so I would happily recommend KiddiVouchers.**

## An improved service for your employees

**Easy voucher facilities** – KiddiVouchers schemes are designed with busy parents in mind. 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. Parents can also purchase additional vouchers direct from us, enabling them to pay their full childcare bill with vouchers.

**Extra family discounts** – All voucher users are provided with free access to a wide range of family-friendly benefits, including money off high-street gift vouchers, discounts on travel and leisure and free health screening.

**Excellent customer service** – We make it easy for parents to contact us, with a high capacity freephone helpline and a fast-response email helpdesk. We regularly receive praise for the professionalism and friendliness of our customer service staff, and 99.7% of parents say they would recommend KiddiVouchers.

**“Your service is excellent and superb value for money. I wouldn’t be able to use childcare vouchers if it were more difficult or more expensive for my company.”**

**“I have found your customer service department excellent, it is nice to have that personal touch that everywhere seems to be lacking at the moment. Keep up the good work!”**

**“The service is a lot more user friendly and accessible than my previous provider and the staff are absolutely brilliant at dealing with my queries and are always really cheerful and friendly.”**

**“KiddiVouchers has consistently provided me with excellent service and support.”**

Comments received during our most recent satisfaction survey.

## An improved service for childcare providers

**Paying carers quickly** – We process most payment requests on the same working day, meaning carers receive their money as soon as possible. We have an excellent relationship with childcare providers and 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. We’ve also introduced a message facility, so parents can provide their carer with extra information about the payments. Carers can easily view all transactions and messages in their online voucher account, helping to keep their admin to a minimum.

**“My childcare provider has mentioned to me how impressed she is with KiddiVouchers. She thought that, based on her dealings with them so far, KiddiVouchers are the best company she’s dealt with.”**

**“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.”**

Comments received during our most recent satisfaction survey.

# And more ....

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## Improving your bottom line

Charging just 2.5% for a fully-managed service, KiddiVouchers has a reputation of offering exceptional value for money without compromising on service standards.

We also offer a price-match promise: if you receive a better quote from another voucher provider, we'll aim to match their fee.

We believe our service matches or exceeds all other voucher providers. If you'd like to challenge your voucher provider to explain why they charge more, call us on 0800 612 4395 and ask for a copy of our KiddiVouchers Challenge Checklist.

## Increasing take-up rates

When you switch to KiddiVouchers, we'll provide a full re-launch of your scheme. The extra publicity and the improved service are virtually guaranteed to increase 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 both 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, and we also offer quarterly seasonal marketing to all our clients.

We're proud of the quality of our marketing material, and we're happy to provide samples on request.

## Answering those niggling questions

Are you confused about maternity legislation? Have you received any guidance on minimising your organisation's maternity risk?

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 order?

Are you looking for clear information about how childcare vouchers can affect tax credits?

KiddiVouchers provides expert advice on these issues and more, offering a range of "plain English" information booklets and free personal advice on tax credits.

# Is it easy to switch?

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## It's so easy ...

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.

We make scheme transfers quick and easy both for your employees and their childcare providers. We provide all the scheme literature you need, including template letters or emails to explain any changes to your employees, and there's no extra charge for amending the literature to reflect your policies and branding.

## How to find out more ...

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 4395 or email [info@kiddivouchers.com](mailto:info@kiddivouchers.com).



**“KiddiVouchers have consistently maintained a high class of customer service and have continued to provide their support throughout the operation of the scheme. I would not hesitate to recommend KiddiVouchers to administer a childcare voucher scheme for any employer.”**

**The Highland Council**