

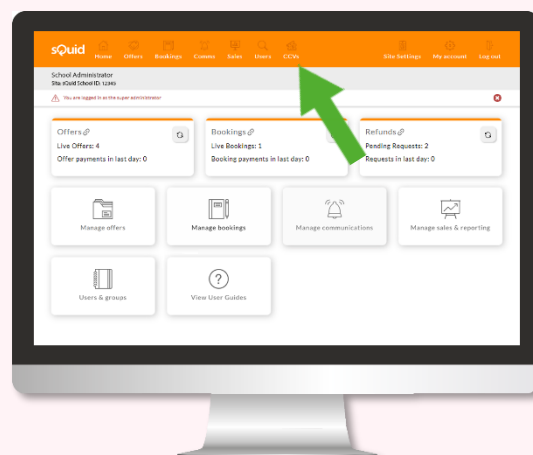
# Childcare Vouchers (CCVs)

## sQuid Trips & Offers User Guide

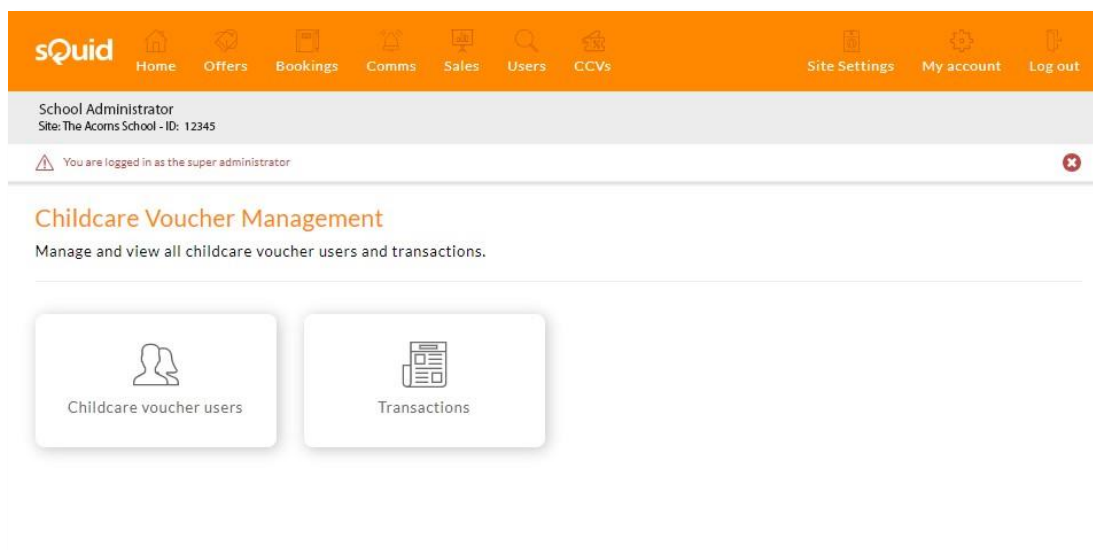
### Home page: MAIN MENU BAR

Select **CCVs** from the main menu bar to manage and view all CCV users and transactions.

**CCVs** can be used to pay for eligible purchases (such as some breakfast or after-school clubs), in entirety, or in combination with other payment methods, **via sQuid Trips & Offers**.



*\*Please note that the CCV function will only be visible if your school has been set up to accept them. Please contact sQuid if you would like to set this up.*



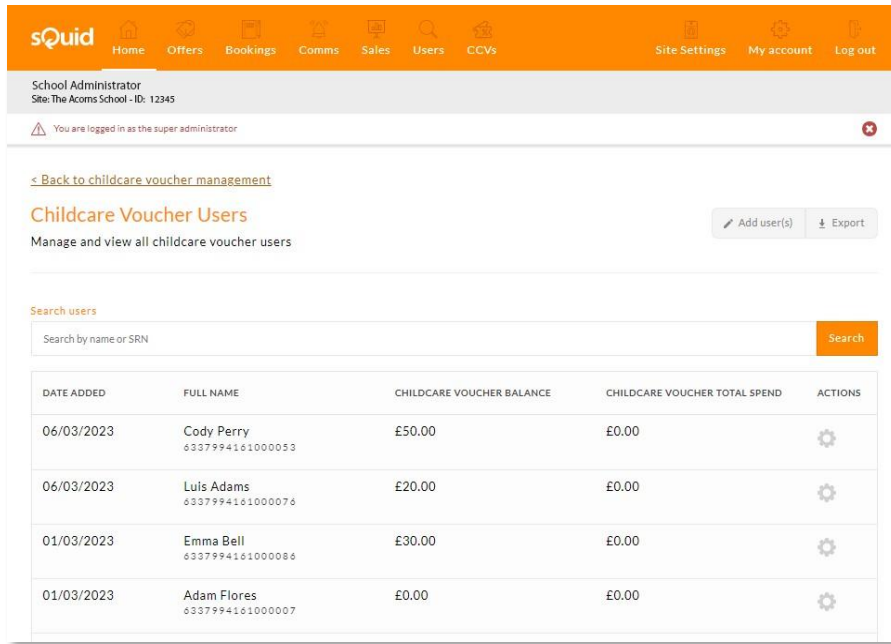
**Childcare vouchers (CCVs)** can be used to pay for **bookings** such as after-school or breakfast clubs, or for example, if the club is run during the school holidays, they can be used to pay for this as an **offer**. CCVs can be used as **part- or full-payment for an eligible booking or offer**.

### Childcare Voucher Management

Click on **CCVs** in the **main menu bar** at the top of your home screen to **manage and view all CCV users and transactions**.

# 01 Childcare voucher users

Click on the **Childcare voucher users** tile to manage and view **all CCV users**.

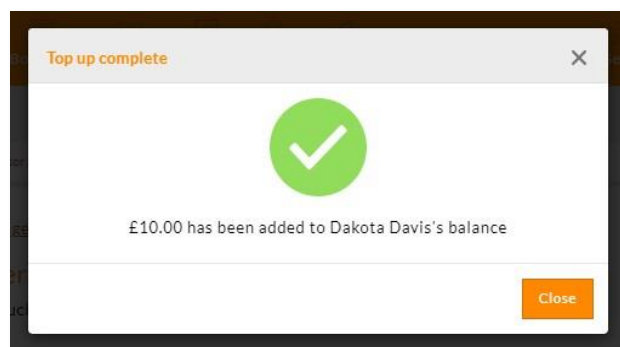
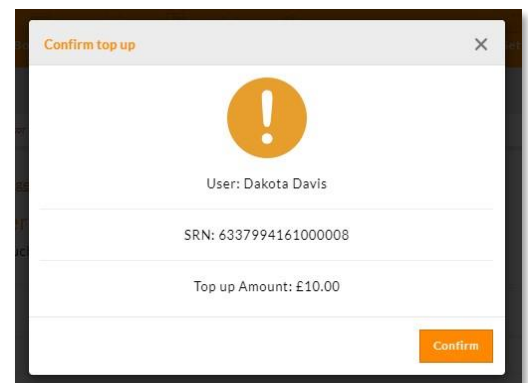
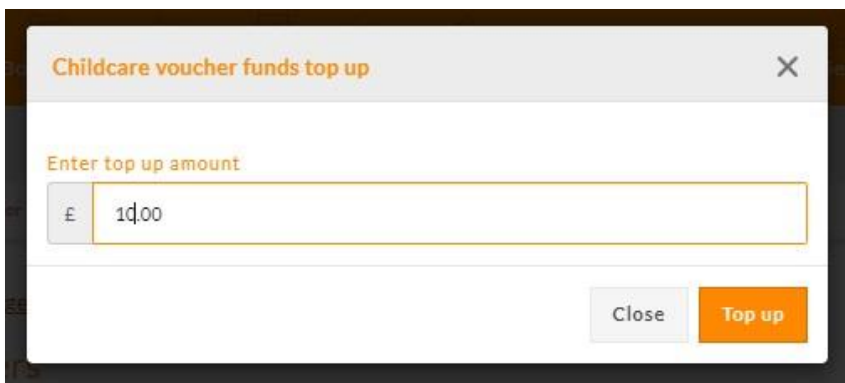


## 01.1 View CCV users

- Use the **search box** to search for **users who are set up for CCVs** by name or SRN.

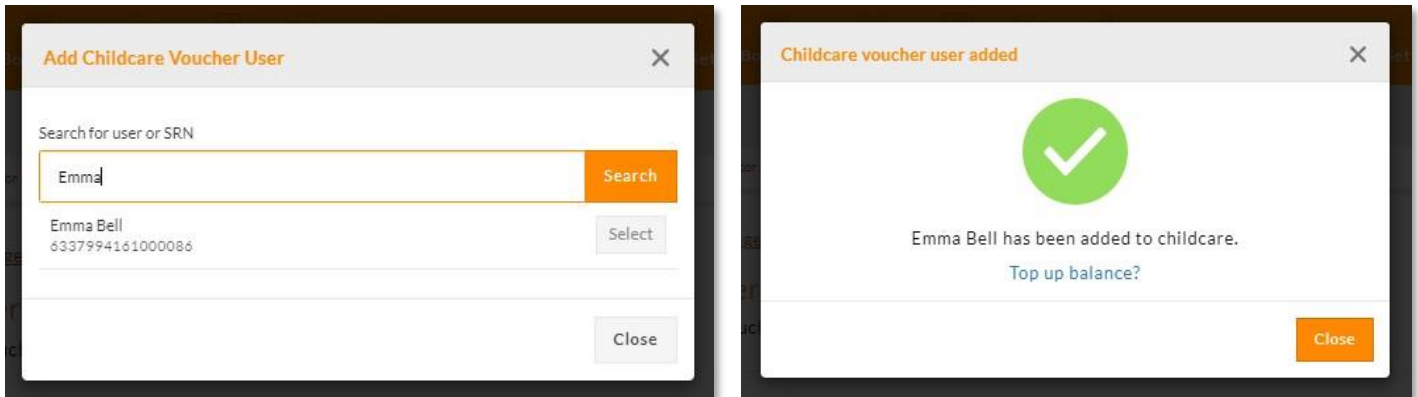
## 01.2 Top up CCV funds

- Click on the **action cog** for the **user** you want to top up.
- Enter the **amount** in the box when prompted, and click **Top up**, then click **Confirm** when prompted.
- You will then see the **confirmation screen**.



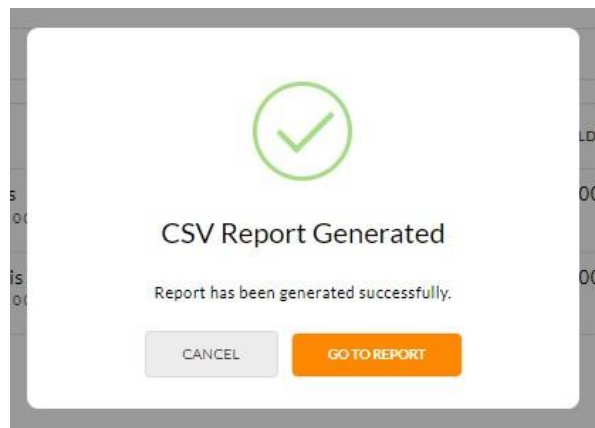
## 01.3 Add CCV user

- Click on the **Add user** button at the top right of the page to **enable CCVs for a specific user**.
- User the **search box** to search for the user **by name or SRN** when it pops up.
- Click **Select**, then **Confirm** when prompted.
- You will see the **confirmation box**, and also have the option to **Top up balance** (see 01.2) direct from here by clicking on the **link** in the box.



## 01.4 Export data

- Click on the **Export button** at the top right of the page to export a **CSV file** of your data.
- This exports an **Excel spreadsheet** of this data to your computer.
- Click on the **GO TO REPORT** button on the confirmation screen to **access the spreadsheet directly**.



## 02 Transactions

### 02.1 Export transaction data

- Click on the **Transactions tile** to **view all CCV transactions**.
- These are shown in **date order** with the most recent at the top. You can **filter to search by date**.
- For each transaction, you can see the **date** it was carried out, **description**, the **user name** and the **amount**.

DATE	DESCRIPTION	USER	AMOUNT
06/03/2023 11:45:10	Purchase for 'Summer breakfast club'	Adam Flores 6337994161000007	-£5.00
06/03/2023 11:45:10	Purchase for 'Summer breakfast club'	Adam Flores 6337994161000007	-£2.00
06/03/2023 11:43:20	Childcare funds top-up	Adam Flores 6337994161000007	£20.00
06/03/2023 10:19:53	Childcare funds top-up	Emma Bell 6337994161000086	£30.00
06/03/2023 10:19:35	Childcare funds top-up	Luis Adams 6337994161000076	£20.00

## 02.2 Export transaction data

- Click on the **Export button** at the top right of the page to export a **CSV file** of your data.
- This exports an **Excel spreadsheet** of this data to your computer.
- Click on the **GO TO REPORT** button on the confirmation screen to **access the spreadsheet directly**.

## 03 Childcare voucher (CCV) refunds

*\*Please note that customers are unable to request refunds of payments that have been made entirely or in part with CCVs (if the school is set up for this) via sQuid Trips & Offers.*

They will need to **request a refund directly to the school**, and the **refund can only be made into the user's Trips and Offers purse, for future CCV-eligible purchases**, and cannot be transferred into a Catering purse, nor refunded to a bank account or other payment method.