Tax Free Childcare (TFC) Voucher Process

Parent/ Carer pays into their TFC Voucher Account	
Same day	We recommend choosing an amount that covers any exisiting negative balance, plus, however much you will need for 2 weeks childcare due to timescales

Parent / Carer emails Hillside Primary (HPN) details	
Ideally same day as payment	Let office@hillsideprimary.com know your childs name, and how much you would like applied to which club once payment clears.

TFC provider sends payment to Flying Hight Trust (FHT) bank account	
2-5 working days	GOV.UK is generally quicker than EdenRed, Care4, Comp Vouchers, Pluxee, KiddiVouchers, Fidelity etc

FHT Finance add payment details to HPN payment list once cleared	
1-3 working days	Once TFC payments clear in the Trust's bank account the FHT Finance Team notify school so we can process via booking systems (ParentPay)

HPN applies funds to ParentPay	
1-3 working days	We apply funds to negative balances first. We then look at emails recieved and apply as requested. If no email is sent we apply generally-we can transfer later

The whole process can take between 3-10 working days.

With new finance processes (relating to bank transfers) now in place we have recently noticed quicker updates on the FHT payment list, so hope to be able to apply funds within a few days of them first being processed - we appreciate parents rely on funds being credited ASAP.

Please note that it may take the longer time scale during month crossovers (end/start of month).