



Evouchers

Evouchers

Service definition document



Evouchers Ltd

"...The team at Evouchers have provided exemplary service to BCP Council. The support and training we have required has been minimal due to the easy functionality and design of the Evouchers platform..."

Debra Jones - Children's Commissioning Manager - Bournemouth, Christchurch and Poole Council

"...The Evouchers platform was so easy and user friendly. It has changed our behaviour in how we issue vouchers. We are quicker, more flexible and targeted..."

Dorset County Council

What are Evouchers?

Evouchers is a UK-hosted, cloud-based platform that enables public sector bodies, charities, and regulated organisations to distribute financial support and welfare payments at scale. The platform supports:

- Prepaid cards
- Direct-to-bank transfers
- Energy vouchers (electricity, gas, and multi-fuel)
- Cash-out vouchers redeemable at approximately 40,000 locations
- Retail vouchers across 130+ national and local brands
- Grant Management workflows, including application, eligibility assessment, fund allocation, and audit reporting

Evouchers served as the DfE Free School Meals contingency provider, guaranteeing uninterrupted voucher delivery during emergency school closures, and now supports 150 Local Authorities, 100+ national charities, and 15,000+ educational establishments.

The system is built for:

- Household support and welfare schemes
- Emergency payments
- Hardship funds
- Grant programmes
- Cost of Living and Energy Poverty schemes
- Employee and resident benefit programmes



- School rewards, incentives, and transport initiatives
- The platform delivers funds in seconds, with full tracking, auditability, and spend control.

Voucher and Payment Types

Prepaid Cards

Evouchers issues reloadable and single-load Mastercards/Visa cards for:

- Welfare payments
- Household Support Fund distributions
- Discretionary support
- Cost-of-living grants
- Care leaver payments
- Refugee/asylum support
- Unaccompanied minors (proxy-managed cards)

Key features:

- Cards dispatched same-day or next-day, depending on urgency
- Can be locked to specific merchant categories (MCC-locking)
- Optional restrictions for alcohol, gambling, tobacco, betting, or cash withdrawals
- Real-time transaction visibility for administrators
- Lost or stolen cards can be paused or replaced instantly
- Cards can be delivered to residents, support workers, or central hubs
- Full audit trail for each load, spend, and expiry
- Accessible PIN management

This model reduces the admin cost and fraud risk associated with petty cash and paper processes.

Direct-to-Bank Transfers

Evouchers allows organisations to send instant or scheduled bank transfers using secure pay-out rails.

Capabilities:

- Bulk uploads or API initiation

- Payments to any UK bank account (FPS supported)
- Automatic verification and fraud-checking of account details
- Real-time status updates (sent, received, failed, retrying)
- Optional supporting document upload for audit evidence
- Configurable approval workflows (single or dual control)
- SOC/ISO-aligned antifraud monitoring

This is used widely for:

- Crisis payments
- Household Support Fund payments
- Cost-of-living payments
- Hardship grants
- Reimbursements
- Direct disbursement in large-scale national schemes

2.3 Energy Vouchers

Evouchers provides digital energy codes across all major UK suppliers, including:

- British Gas
- E.ON Nex
- OVO
- Scottish Power
- EDF
- Utilita
- So Energy
- And independent PAYG suppliers

Capabilities include:

- Bulk ordering via CSV or API
- Integration with energy suppliers where available
- Full reconciliation reporting
- Differentiated workflows for credit meters and PAYG meters
- PayPoint energy top-ups for gas/electric keys and cards
- Support for emergency credit and safety-net payments
- Ability to filter and track redemption location (supplier dependent)
- Wallet functionality for residents receiving repeated support

Evouchers has delivered millions of pounds in energy vouchers, including for Fuel Poverty and Warm Spaces Programmes, the Energy Savings Trust, and LA hardship schemes.

2.4 Cash-Out Vouchers

Evouchers supports cash redemption at 28,000+ PayPoint and Payzone outlets, enabling:

- Emergency cash
- Homeless support
- Domestic abuse safe exit payments
- Social worker emergency disbursements
- Section 17 and Section 23 payments
- No-bank-account payments

Key features:

- Single-use codes valid for immediate cash-out
- Real-time confirmation that cash has been collected
- Non-transferable and fraud resistant
- Configurable expiry
- Full financial reconciliation

This provides a secure alternative to petty cash while ensuring immediate access to funds.

2.5 Retail Vouchers

Evouchers supports 120+ national brands, including:

- Tesco, Asda, Aldi, Sainsbury's, Morrisons, M&S
- Amazon, Currys, Primark
- Just Eat, supermarkets, home goods, clothing
- Local shops and independents via custom local vouchers

Voucher choice can be:

- Pre-selected by the organisation
- Chosen by the recipient each time (voucher wallet model)

3. Grant Management Capabilities

Drawing on your work for **Save the Children UK** and **Local Authority grant programmes**, Evouchers now includes a modular end-to-end **Grant Management System**.

3.1 Application and Eligibility

- Online application forms (mobile-friendly)
- Document upload (evidence, payslips, utility bills)
- Automatic eligibility scoring
- Integration with MIS systems for education-based eligibility
- Manual review with caseworker notes
- Decision logging (approved, declined, seek further info)

3.2 Award and Payment

Once eligibility is confirmed, the administrator can choose:

- Prepaid card load
- Direct-to-bank transfer
- Cash-out voucher
- Energy top-up
- Retail voucher
- Multi-stage/milestone payments
- Recurring disbursement schedules

3.3 Case Management

- Full timeline of actions
- Evidence tracking
- Workflow assignment to caseworkers
- Approval chains and escalation routes
- Messaging and request-for-information via portal

3.4 Reporting and Audit

- Complete financial trail for every transaction
- Exportable spreadsheets and dashboard views
- Cross-matching using unique identifiers

- Spend-by-category, spend-by-resident, spend-by-caseworker
- Fraud detection and anomaly alerts

For organisations:

The Evouchers platform is a full end to end voucher management system designed to significantly expedite voucher provision by providing a centralised platform from where all aspects of the service can be managed and reported on:

- Organisation logs in
- Selects the value of the voucher and number of vouchers required
- Selects types of vouchers to be sent (retail / utility / clothing etc)
- Adds recipient contact details (name, email/mobile number). This can be done either by csv upload or direct MIS integration (if a school or education institution)
- Sends vouchers immediately or schedules for a later date
- Uses the order summary page to see the progress of each voucher (e.g delivered, accessed by recipients etc)
- Reviews the order summary page to watch progress and offer additional support to recipients if required

For recipients:

- Vouchers received immediately upon being sent to the recipient
- All vouchers received in one place
- Retailer/Utility provider can be chosen each time a voucher is received
- Free mobile app on Apple/Google stores, used by 400k recipients nationally
- Full first line support

In the last 24 months Evouchers has sent over £350m worth of vouchers to 1 million+ families.

Further information is available at <https://www.evouchers.com/>

Data backup, restore and disaster recovery

Data backup and restore:

Evouchers maintain point-in-time backups of all data processed by the Evouchers software.

If there is a change such as an organisation reducing permissions for the Evouchers software or revoking the Evouchers connection, then service data will be deleted within 18–24 days. From the point of when the data is deleted, Evouchers will hold the data for a further 17 days in backups at which point it is then permanently deleted.

Evouchers automatically delete any data that is not being processed under an active contract, as per the above timescales.

Disaster recovery:

Evouchers employ business continuity and disaster recovery processes that have been independently audited and certified to meet the internationally recognised ISO27001 standard.

Following a disaster, the typical response life-cycle would be:

- Stage 1: Emergency response to assess level of damage, decide whether to invoke the plan and at what level, to notify employees etc
- Stage 2: Provision of an emergency level of service
- Stage 3: Restoration of key services
- Stage 4: Recovery to business as normal

Target times have been established for the above stages:

- Stage 1: To be completed within 1 – 2 business hours of the disaster
- Stage 2: Within 4 business hours of the disaster
- Stage 3: Within 8 business hours of the disaster – 1st Day
- Stage 4: Within one week of the disaster and beyond if required

Onboarding and offboarding support

Evouchers provide full onboarding and offboarding support, covering all stages from order, to deployment, ongoing management and any subsequent offboarding. Full communication with customers, order status updates and aftercare service are provided, all of which meet mutually agreed KPIs. Furthermore, buyers are given a secure login whereby they can see the order status, communicate with the Evouchers team, and access all required documentation.

Service constraints and customisation

The Evouchers software can only be utilised via desktop systems for the ordering and management of vouchers. Recipients can access their vouchers via mobile and the free Evouchers app.

Any system maintenance is conducted outside of normal working hours and with due notice.

Service levels; performance and availability

Evouchers provides a 99.95% service availability.

Evouchers is a cloud-based service utilising high-spec, high-capacity, fully-flexible cloud hosting services from Amazon Web Services. Any demand peaks placed on the service automatically triggers a temporary expansion of our data processing capacity, ensuring no disruption to service users.

Service levels shall be agreed by us and service credits may be available under certain conditions.

Full support

Evouchers software is supported at all stages by the UK based in-house support team, including: Partnership Managers, Account Managers and Support Advisors. The team has vast experience, having helped thousands of Public Sector organisations utilise Evouchers software to date.

Omnichannel support is provided at every step of the process, with customers and voucher recipients being able to access support by telephone, email, Whatsapp and web chat*. 24/7 regularly updated "self-service" support for all products is available online at <https://www.evouchers.com/support/>. When required Evouchers is able to integrate with school Management Information Systems to ensure administrators are able to access up to date data for the desired voucher recipients.

*Buyers can choose from Basic (free) or Enhanced (paid for) support to suit their needs.

Technical requirements

Evouchers is a cloud based system and can be accessed from any browser on Android, MacOS and Windows operating systems; Chrome, Microsoft Edge, Firefox or Opera. There are no further technical requirements.

Security

Evouchers is ISO27001 and Cyber Essentials Plus certified. To achieve this standard, Evouchers' processes and procedures are independently audited and certified to follow international standards of information security management as well as quality control, change management and risk management.