

Welcome to **Charly Cares Business!**

Great that you started using Charly Cares
Business! With it, you support the parents in your
organisation with an experienced, reliable
babysitter at home who takes over the care of the
children while they work. In this manual, you will
find all you need to know about how you can
further arrange Charly Cares Business for your
employees.





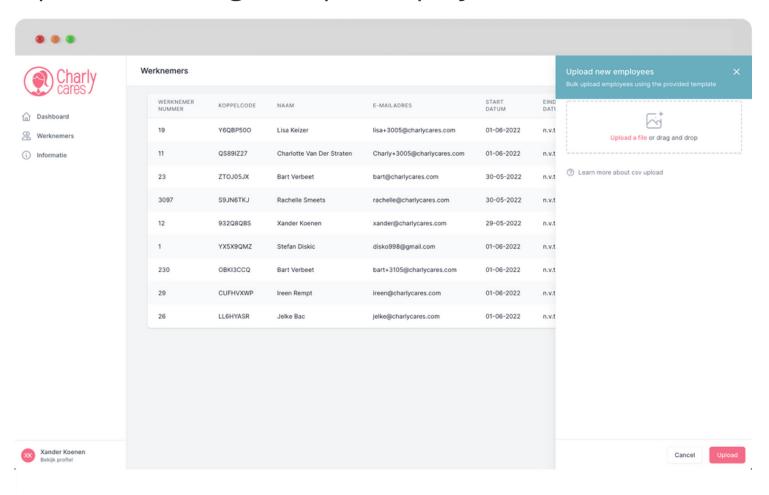
The Charly Cares Business Dashboard

In the Charly Cares dashboard, you can add employees that are allowed to use the service. You determine for how many hours per year they will get a business babysitter. In the dashboard, you can add employees by entering their details and the number of reimbursed hours. You can do so in two ways:

- 1. Add multiple employees simultaneously by uploading a CSV file.
- 2. Add employees manually.

Adding employees

Option 1: Adding multiple employees at once



You can add employees in two different ways. You can either upload a CSV file with multiple employees, or you can enter each employee's details manually.

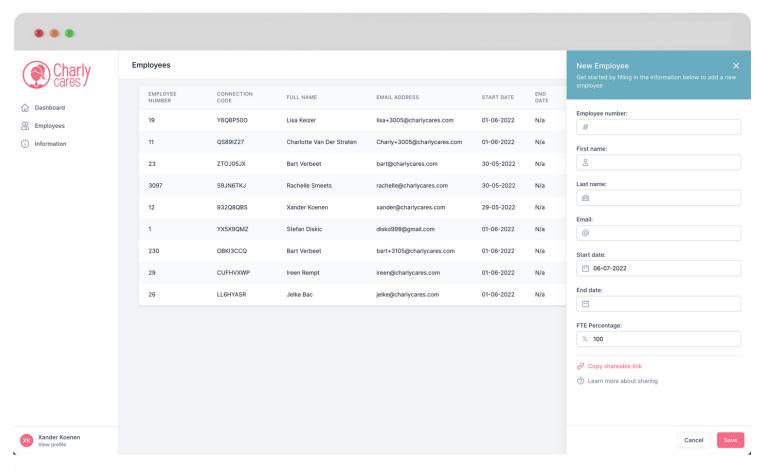
Option 1: Adding multiple employees at once

To add multiple employees at once, you can upload a CSV file in the dashboard containing the following elements:

- Personnel number (optional)
- Name (optional)
- Email address (optional)
 - Our advice is to add the email address, so that we can take over the communications after the empoyees have been added to the dashboard.
- Start date
- %FTE

Adding employees

Option 2: Adding each employee individually



Option 2: Adding each employee individually

You can also add each employee's details separately through the dashboard. You can also do this when you, for example, need to add new employees at a later date. Click 'Create'.

Then fill in the following employee's details:

- Personnel number (optional)
- Name (optional)
- Email address (optional)
 - Our advice is to add the email address, so that we can take over the communications after the empoyees have been added to the dashboard.
- Start date
- %FTE

The employee has been successfully added!

Please note: after your employees have been added to the dashboard, we will send them important information about their profile and how to book a babysitter. Therefore, it's important that your employees receive these emails and they don't end up in the spam folder. Please make sure the e-mail address **info@charlycares.com** is being put on the **whitelist** by the company. Thank you!

Frequently asked questions

Can I add employees at a later date?

If you add employees to the dashboard at a later date, they will received the number of hours in proportion to the start date and %FTE. For example: An employee has started on April 1st and works 100%-FTE. On July 7th, the employee is added to the dashboard. This employee will then get 75% of the total number of hours reimbursed (9 months out of 12 * 100%).

What should I do if an employee is leaving the company?

If an employee is leaving the company, you can enter the end date of the contract in the dashboard. That employee's business membership will then automatically be terminated on that date. We will inform the employee about this via email.



After adding employees **How does it work?**

Email address in dashboard

If you entered the email address while adding employees, we will take over communications. Every employee will receive a unique pairing code via email, using which they can then sign up for a business membership in the Charly Cares app.

Email address not in dashboard

We advise that you add your employees' email addresses in the dashboard, so that we can then take over communications. Haven't added any email addresses for the employees in the dashboard? We then ask you, as employer, to communicate the unique pairing codes to your employees. You can find these pairing codes after adding the employee in the dashboard; each pairing code is unique to that employee. After the employees have added their personal pairing code, they can start using Charly Cares Business.



Overview of the service

Insight into the usage

As employer, you will receive a monthly overview of the use of the reimbursed hours. You can use it to gain insight into the total usage per employee.

Monthly invoice

You will also receive an invoice containing the actual usage every month.

Questions?

If you have any questions, please send an email to business@charlycares.com or call 020-2102323 (Customer Care Team).

