

How to make a withdrawal from your Payer Account

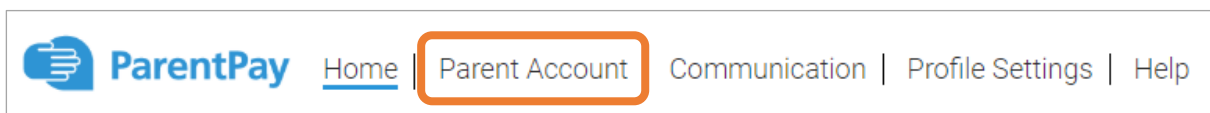
Your Parent Account enables you to maintain a balance within ParentPay which speeds up the process of making payments for items such as dinners or trips.

There may be occasions where it is necessary to make a withdrawal from your Parent Account, such as when a high value school trip is refunded, or when you no longer have a child attending a ParentPay enabled school.

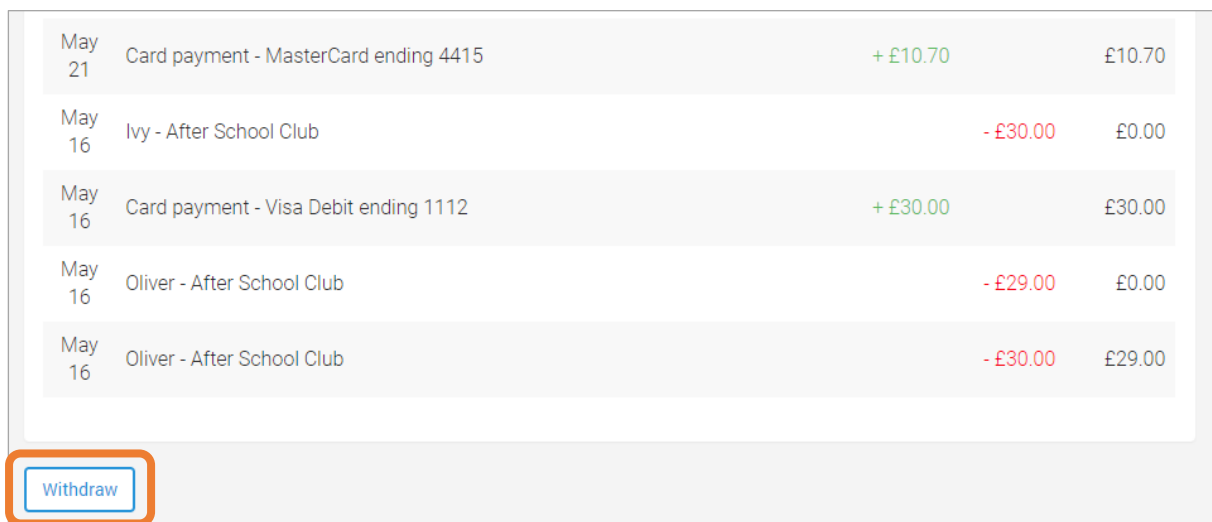
NOTE: This process only allows withdrawals of funds already in your Parent Account. Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

Making a withdrawal

1. Go to www.parentpay.com and log into your ParentPay account
2. Navigate to **Parent Account**



3. Your statement will then be displayed
4. Select **Withdraw** from beneath the statement



The screenshot shows a statement with the following transactions:

May 21	Card payment - MasterCard ending 4415	+ £10.70	£10.70
May 16	Ivy - After School Club	- £30.00	£0.00
May 16	Card payment - Visa Debit ending 1112	+ £30.00	£30.00
May 16	Oliver - After School Club	- £29.00	£0.00
May 16	Oliver - After School Club	- £30.00	£29.00

Below the statement, the 'Withdraw' button is highlighted with an orange box.

5. Enter the amount to be withdrawn. This can be a minimum of £2.00, and a maximum of the total amount in your Parent Account
6. Select **Make withdrawal**
7. Confirm the withdrawal
8. Confirmation of the withdrawal will be displayed.

The withdrawal may take up to 5 working days to be credited back to the card/bank account that the original payment was taken from.

You are limited to 3 withdrawals within a 3 month period.

Withdrawal amount

£ 100.00

Min £2.00 - Max £113.70

Make withdrawal

Your withdrawal of £100.00 is being processed.
Your Parent Account balance is now £13.70.

Withdrawal receipt

Withdrawals can take 5 working days and funds may be returned to more than one account.

Date	Amount	Returned to	Reference
30 May 2018	£100	VisaDebit ending in 1112	AA02-AUZJ-W7NJ-5A

Things to be aware of

- If the withdrawal will result in amounts being credited to multiple cards/bank accounts, the confirm withdrawal notification will display what will be refunded to which cards. Select **Why is my withdrawal going to multiple cards?** for further advice.

Confirm withdrawal

Withdrawals can take 5 working days and will be refunded back to the original card(s) used.

Are you sure you want to withdraw the following:

- £20.00 to Amex ending in 1234
- £4.00 to Delta ending in 4321

[Why is my withdrawal going to multiple cards?](#)

Yes No

- If the withdrawal is declined, an error message will be displayed informing you that the system has been unable to process the withdrawal. You will be prompted to contact ParentPay Support.

Sorry, we are unable to process a withdrawal back to your card automatically. Please contact [ParentPay support](#).

- Only 3 withdrawals can be made against each Parent Account every 3 months.
- Withdrawn funds will always be credited back to the card/bank account the original payment was made from.
- Payments made via cash, cheque, PayPoint, or manual adjustments (such as childcare vouchers) cannot be refunded back to the Parent Account, and therefore cannot be withdrawn. The refund must be processed by the school.