

How to make a withdrawal from your Parent Account

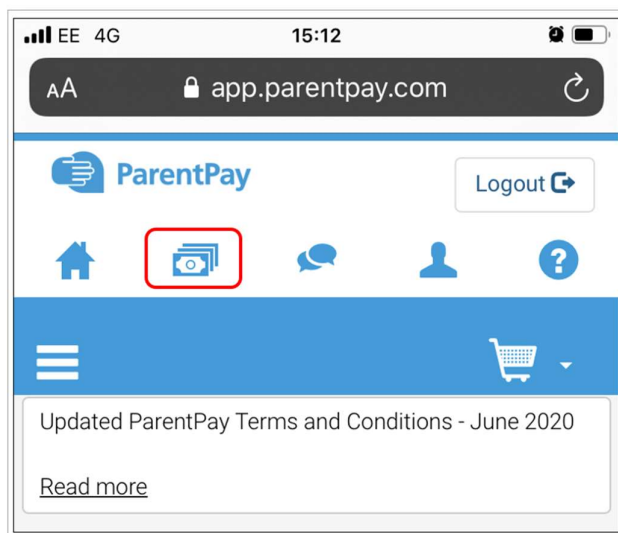
Your Parent Account enables you to maintain a balance within ParentPay which speeds up the process of making payments for items such as dinners or trips.

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 Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

To withdraw funds using a mobile device

1. Go to **www.parentpay.com** and log into your ParentPay account
2. Select the *bank notes* icon



3. Select **Withdraw**

Parent Account

Add Parent Account credit

Statements

Start date 14 Jun 2020

End date 14 Jul 2020

View Statement

14 Jun 2020 - 14 Jul 2020

[Show transaction reference](#)

Date	Description	In	Out	Balance
No Items found				

Withdraw

4. Enter the amount to be withdrawn. This can be a minimum of 5p, and a maximum of the total amount in your Parent Account

NOTE: The number of withdrawals may be adjusted at times to assist payers with being able to withdraw allocated funds.

The image shows a mobile application interface for ParentPay. At the top, there is a header with the ParentPay logo, a 'Cymraeg' language toggle, and a 'Logout' button. Below the header is a navigation bar with icons for home, account, chat, profile, and help. A status bar indicates 'Parent Account credit: £ 8.00'. The main content area is titled 'Parent Account' and 'Withdrawals'. It includes a message: 'You are limited to 3 withdrawals within a 3 month period.' and a label 'Withdrawal amount:'. A text input field contains '£ 2.00'. Below the input field, it says 'Min: £ 0.05 - Max: £ 8.00'. At the bottom of the form, there are two buttons: 'Make a withdrawal' (highlighted with a red box) and 'Cancel'. The bottom of the app features social media icons for Twitter, Facebook, and LinkedIn.

ParentPay Cymraeg Logout

Parent Account credit: £ 8.00

Parent Account

Withdrawals

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

Withdrawal amount:

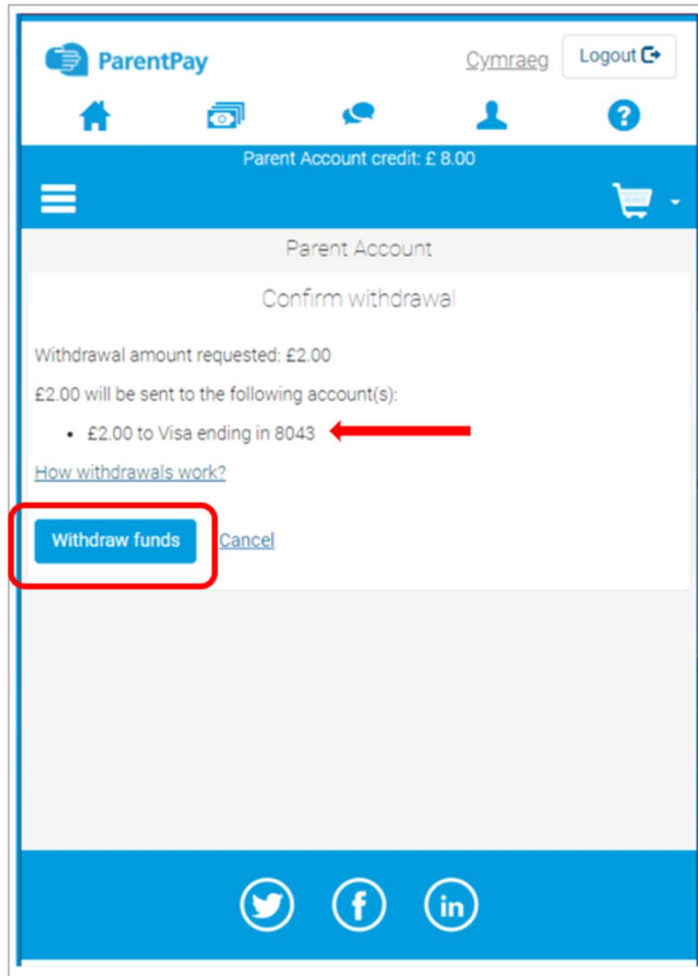
£ 2.00

Min: £ 0.05 - Max: £ 8.00

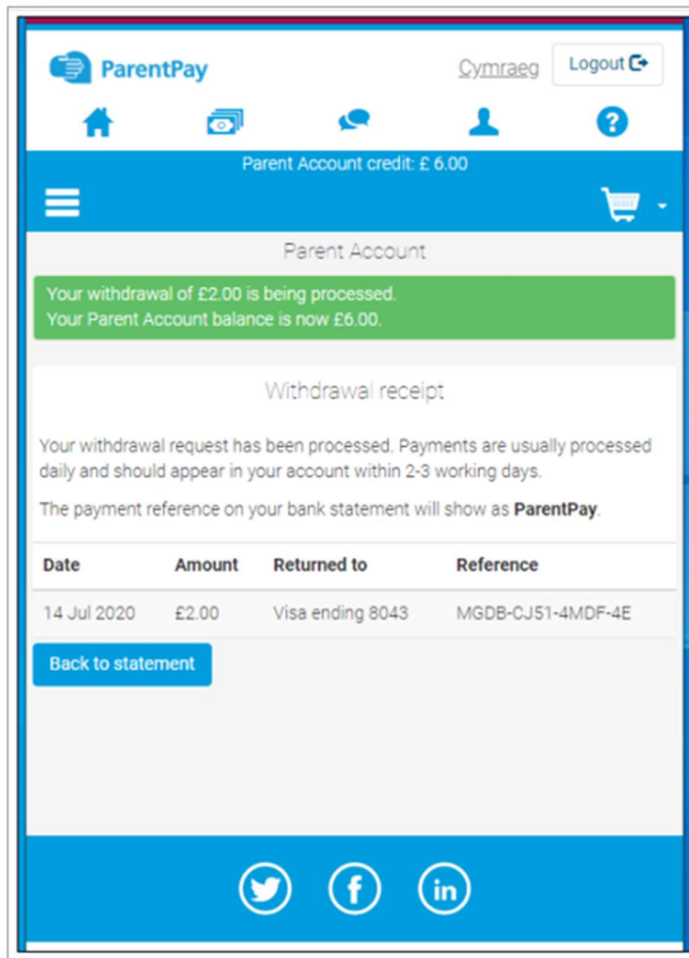
Make a withdrawal Cancel

Twitter Facebook LinkedIn

5. Select **Make a withdrawal**

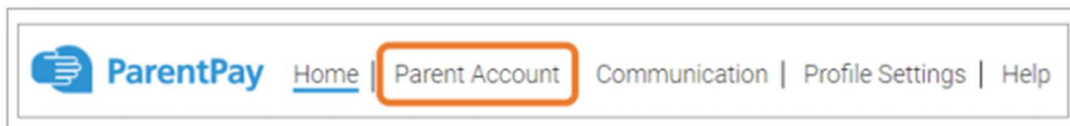


6. Confirm the details are correct and click **Withdraw funds**
7. Confirmation of the withdrawal will be displayed.



To withdraw funds using any other device

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

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

[Withdraw](#)

5. Enter the amount to be withdrawn. This can be a minimum of 5p, and a maximum of the total amount in your Parent Account

NOTE: The number of withdrawals may be adjusted at times to assist payers with being able to withdraw allocated funds.

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

Withdrawal amount

£ 100.00

Min £2.00 - Max £113.70

[Make withdrawal](#)

6. Select **Make withdrawal**

7. Confirm the withdrawal

8. Confirmation of the withdrawal will be displayed.

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

Note: The withdrawal may take up to 5 working days to be credited back to the card/bank account detailed on the withdrawal screen

Note: 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.