



PARENTPAY SUPPORT FOR SCHOOLS



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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.

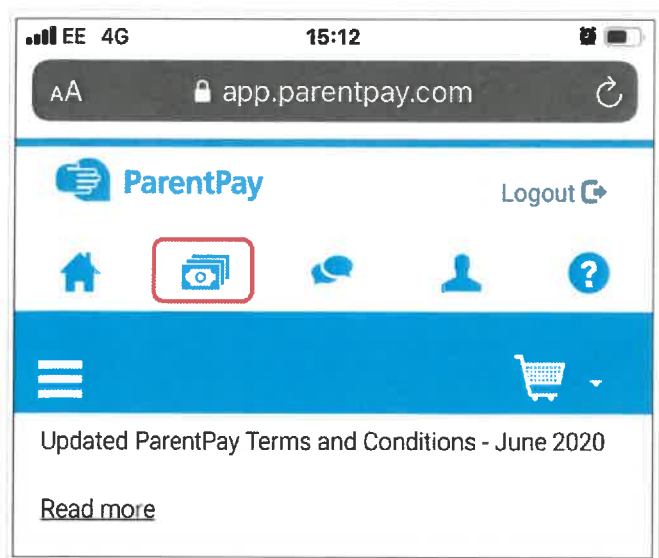
There may be occasions where it is necessary to make a withdrawal from your Parent Account, such as when a high-value school trip is refunded, or when you no longer have a child attending a ParentPay enabled school.

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 Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

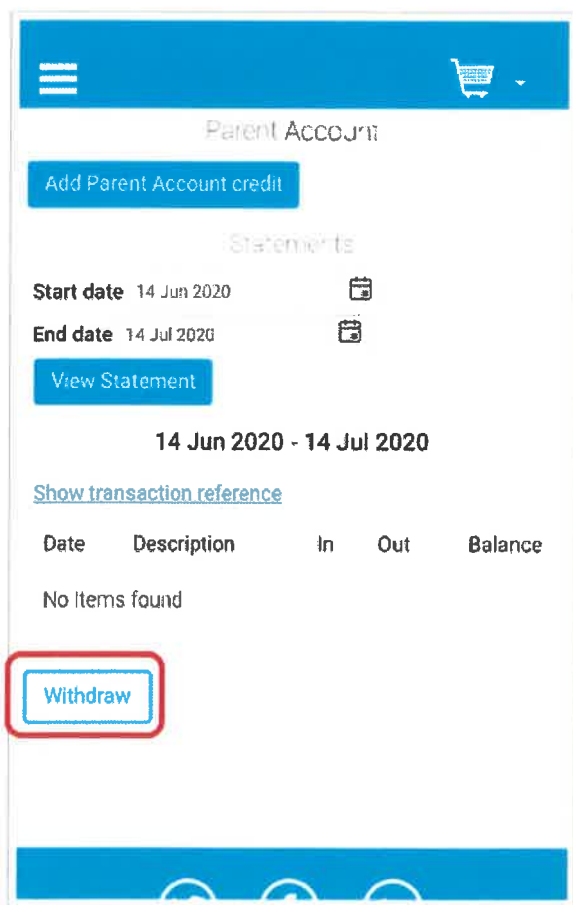


To withdraw funds using a mobile device

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

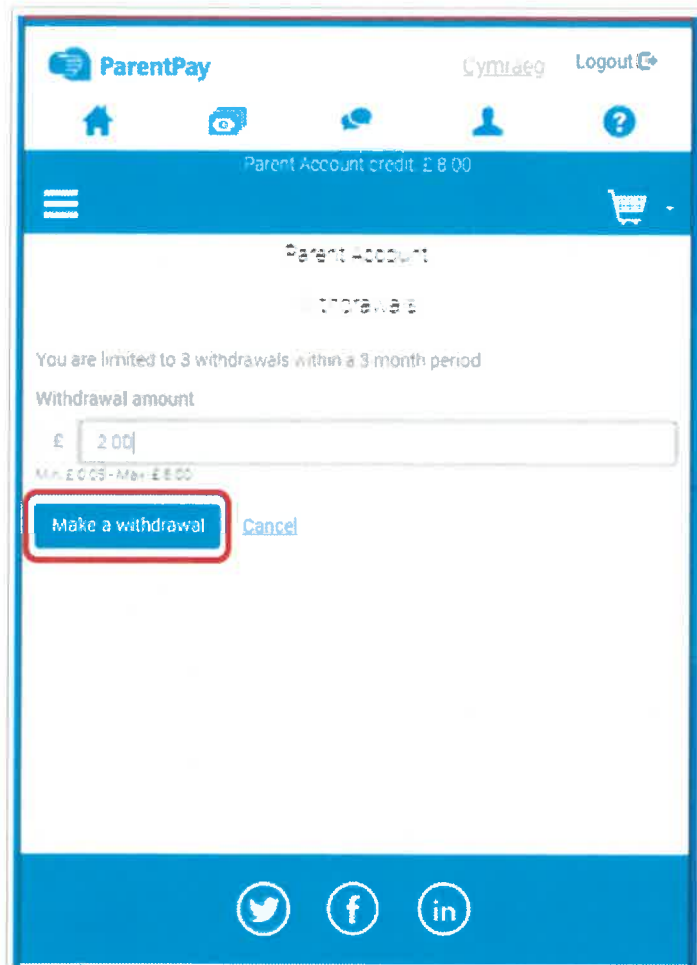


3. Select **Withdraw**



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 Enter the amount to be withdrawn.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.



ParentPay Cymraeg Logout

Parent Account credit: £8.00

Parent Account

Withdrawals

You are limited to 3 withdrawals within a 3 month period

Withdrawal amount

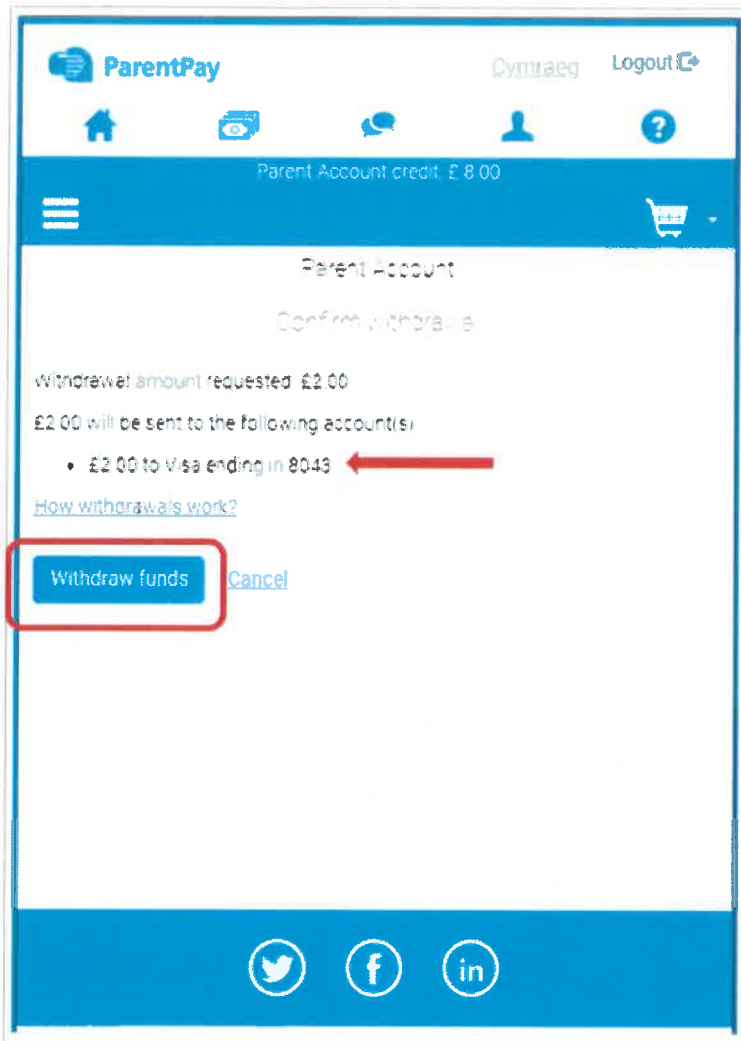
£ 2.00

Min: £0.05 - Max: £8.00

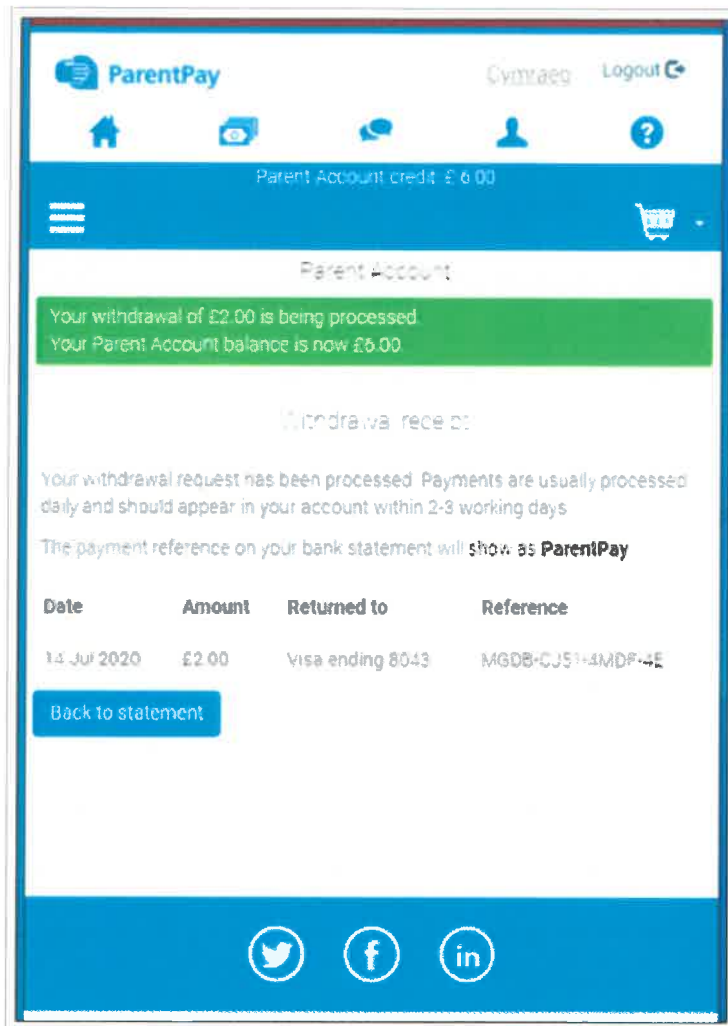
Make a withdrawal Cancel

Twitter Facebook LinkedIn

5. Select **Make a withdrawal**

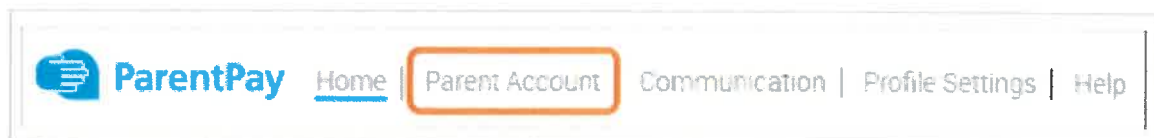


6. Confirm the details are correct and click **Withdraw funds**
7. Confirmation of the withdrawal will be displayed.

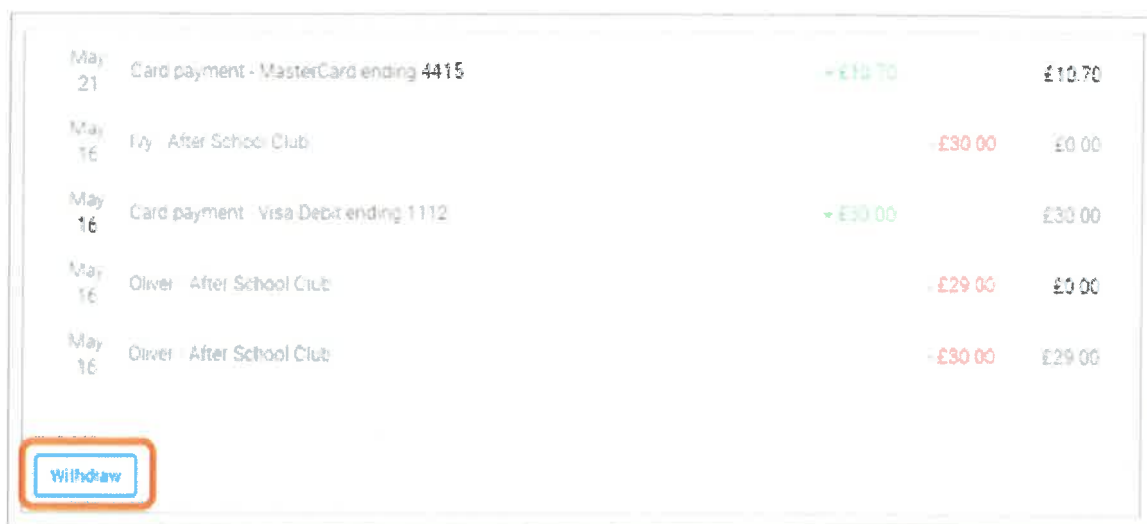


To withdraw funds using any other device

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

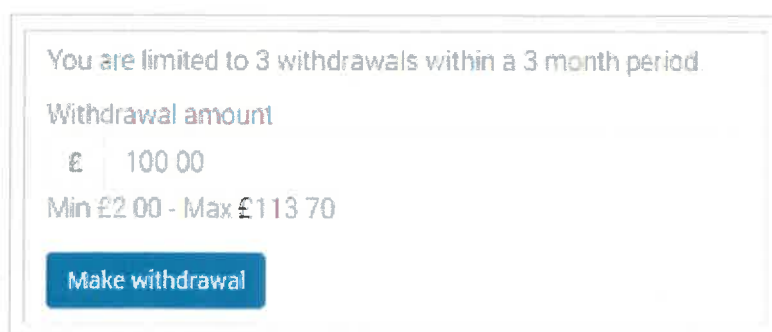


The screenshot shows a list of transactions with a 'Withdraw' button highlighted in a red box at the bottom left.

Date	Description	Amount	Balance
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

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.



The screenshot shows the withdrawal confirmation screen with the following details:

You are limited to 3 withdrawals within a 3 month period

Withdrawal amount

£ 100.00

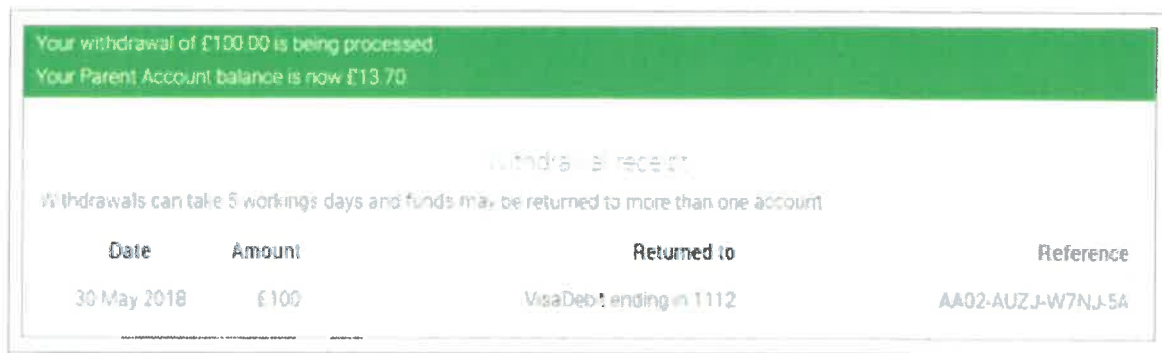
Min £2.00 - Max £113.70

Make withdrawal

6. Select **Make withdrawal**

7. Confirm the withdrawal

8. Confirmation of the withdrawal will be displayed.



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.



RELEASE ARCHIVE

- [How to amend the VAT rate on Staff or Visitor meals](#)
- [January 2019 \[103\]](#)
- [January 2019 \[102\]](#)
- [December 2018 \[101\]](#)
- [November 2018 \[100\]](#)

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