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 Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.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

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Updated Pa	arentPay Terms and C	onditions - June 2020
Read more		

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4.Enter the amount to be withdrawn.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.

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Parent Account	credit £ 8 00
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17978	1.83
You are limited to 3 withdrawals within a 3 Withdrawal amount £ 200 With ECC3-Mar EECO Make a withdrawal Cancel	i month period
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5. Select Make a withdrawal

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	Confirm witho	a. e	
Withdrawat amount reque	sted £2.00		
£2.00 will be sent to the fo	liowing account(s)		
£2.00 to Visa endin	gin 8043 🔶		
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Withdraw funds	ncel		
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- 6. Confirm the details are correct and click Withdraw funds
- 7. Confirmation of the withdrawal will be displayed.

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_	P	arent Account credit if	6.00
		Parent Account	
		s being processed noe is now £5.00	
		litndrawa rece	7.°
		s been processed. Pay our account within 2-3	ments are usually processed I working days
The payment n	eference on ;	our bank statement w	Il show as ParentPay
Date	Amount	Returned to	Reference
14 JUI 2020	£2.00	Visa ending 8043	MGDB-CJ5-4MDF-4E
Back to state	ment		
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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

Card payment - MasterCard ending 4415	-i£fà To		£10.70
F/y After School Club		-£30 00	£0.00
Card payment Visa Debit ending 1112	+,€30.00		£30.00
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		-£30 00	22
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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.

Contract of the state of the first of the state	3 withdrawals within a 3 month period
Withdrawal amour	n
£ 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.

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	t balance is now £13.70		
		uindia a receir	
hdrawals can ta	le 5 workings days and f	unds may be returned to more than one account	
Date	Amount	Returned to	Reference

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.

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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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