

How to withdraw refunded credit to your Payment card

ParentPay User Guide

When you login to ParentPay it will bring up this dialog box if you have any refunded credit

1. Click on button shown below

Refund issued

A refund has been issued to your [Parent Account](#)

Child	Description	Amount
Child 1 Name	School Lunches for School Name	-£8.91

The funds are available to spend from your [Parent Account](#)

Using Parent Account credit

With Parent Account credit you can pay for items faster with just one click

Keep funds in your [Parent Account](#) to pay for individual items or your whole basket.

Any available Parent Account credit will be deducted from your basket at checkout.

If you don't wish to spend this credit via ParentPay you can [withdraw the funds](#) .

2. Click on button shown below

ParentPay

Logout

Parent Account credit: £8.91

Child 1 Name

Child 2 Name

Add a child

Active Payment items

Historical Payment items

Transaction history

Add a child

View school and caterer

ParentPay support

3. Click on button shown below

Parent Account credit: £8.91

Rated Excellent

Get more for less – enjoy a family discount when you sign up with 2 or more children.

the pocket money card for 6 - 18 year olds

nimbl

Statements

Add Parent Account credit

Withdraw Parent Account credit

Help and guidance

Start date

25/12/2023

End date

24/01/2024

View statement

4. Input the amount you would like to withdraw in the box and click on button shown below

Parent Account credit: £8.91

Withdrawals

Help and guidance

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

Withdrawal amount:

£

Amount

Min: £ 0.05 - Max: £ 8.91

Make a withdrawal

Cancel

5. Click on button shown below

Parent Account credit: £8.91

Confirm withdrawal

Withdrawal amount requested: £8.91 will be sent to the following account(s):

• £8.91 to Visa ending in 1016

How do withdrawals work?

Withdraw funds

Cancel

6. The credit has been refunded to your Payment Card

✓ Your withdrawal of £8.91 is being processed.

×

Your Parent Account balance is now £0.00.

Withdrawal receipt

Your withdrawal request has been processed. Payments are usually processed daily and should appear in your account within 2-3 working days.

The payment reference on your bank statement will show as **ParentPay**.

Date	Amount	Returned to	Reference
24 Jan 2024	£8.91	Visa ending 1016	MOBT-BETQ-PN1K-46

Return to statement