

ParentPay Refunds for Year 11 and 13 leavers

We will be refunding Year 11 and 13 leavers meal balances from 15 June 2024 onwards, back into your Parent Account in ParentPay.

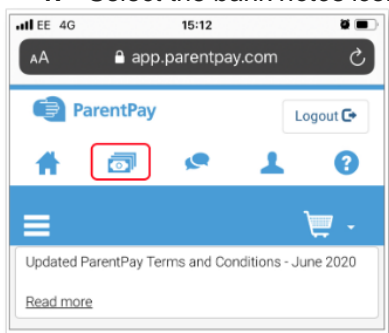
Please keep periodically checking your Parent Account in ParentPay, as it will take some time to process all these transactions.

The process is relatively simple, but if you have any problems please email: finance@wilmslowhigh.com.

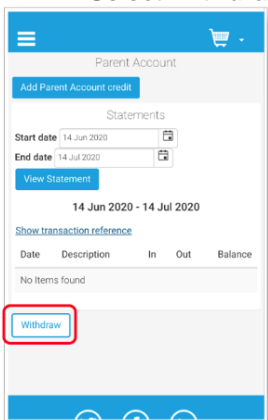
To withdraw funds using a mobile device

Go to www.parentpay.com and log into your ParentPay account.

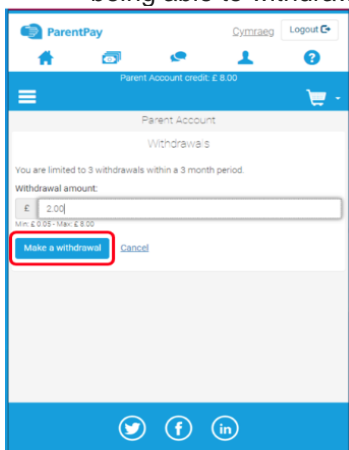
1. Select the *bank notes* icon.



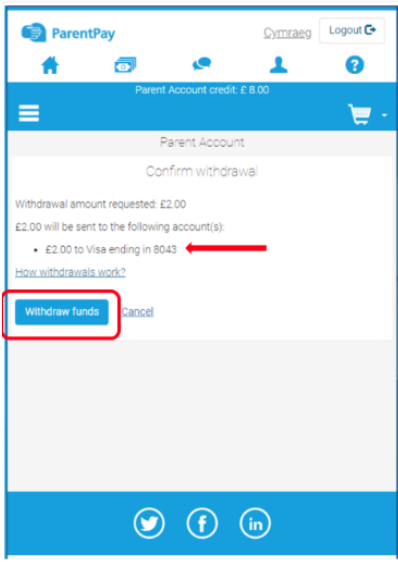
2. Select **Withdraw**.



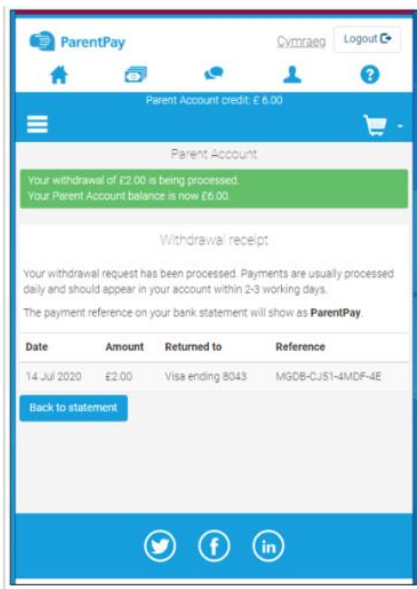
3. Enter the amount to be withdrawn. This can be a minimum of 5p, and a maximum of the total amount in your Parent Account. **Please note:** The number of withdrawals may be adjusted at times to assist payers with being able to withdraw allocated funds.



4. Select **Make a withdrawal**.

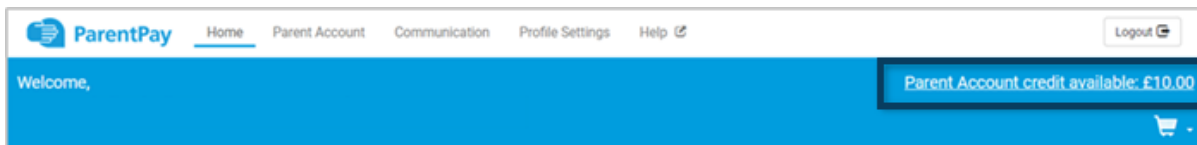


5. Confirm the details are correct and click **Withdraw funds**.
6. Confirmation of the withdrawal will be displayed.



To withdraw funds using any other device

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



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

The screenshot displays a statement with the following transactions:

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

At the bottom left of the statement, a 'Withdraw' button is highlighted with an orange box.

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.

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

The screenshot shows a form for entering the withdrawal amount. It includes the following text and elements:

- Message: "You are limited to 3 withdrawals within a 3 month period."
- Label: "Withdrawal amount"
- Input field: Contains "£ 100.00"
- Range: "Min £2.00 - Max £113.70"
- Button: "Make withdrawal"

6. Select **Make withdrawal**.
7. Confirm the withdrawal.
8. Confirmation of the withdrawal will be displayed.

The screenshot shows a confirmation screen with a green header bar containing the following text:

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

Below the header, the text reads: "Withdrawal receipt" and "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

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