

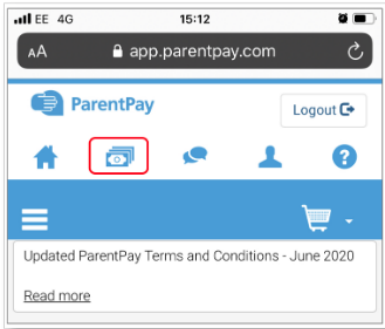
## Parentpay Refunds for Year 11 and Year 13 leavers

We are currently refunding Year 11 and year 13 meal balances back into Parent Account in ParentPay. The process is relatively simple, but if you have any problems please email: [finance@wilmslowhigh.com](mailto:finance@wilmslowhigh.com).

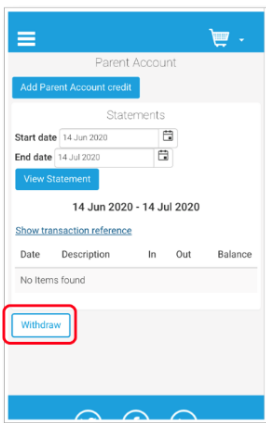
### TO WITHDRAW FUNDS USING A MOBILE DEVICE

Go to [www.parentpay.com](http://www.parentpay.com) and log into your ParentPay account.

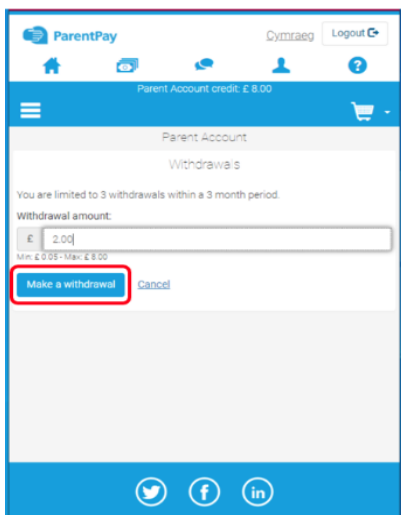
1. Select the *bank notes* icon.



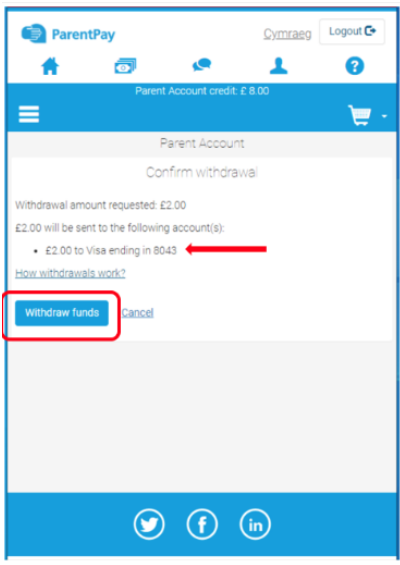
2. Select **Withdraw**.



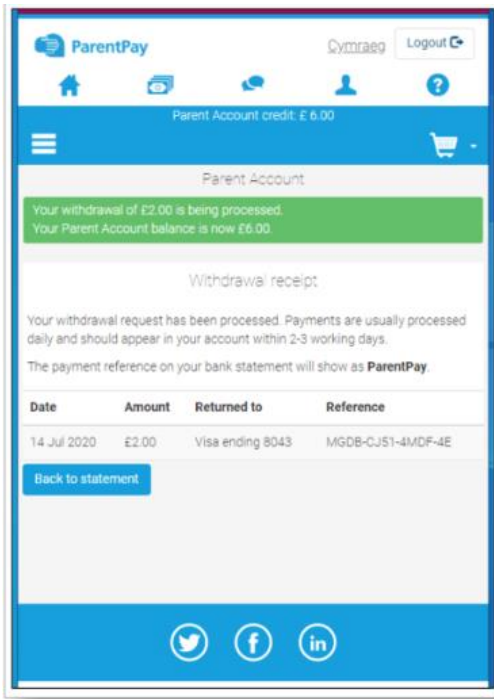
3. Enter the amount to be withdrawn. This can be a minimum of 5p, and a maximum of the total amount in your Parent Account. **Please note:** The number of withdrawals may be adjusted at times to assist payers with being able to withdraw allocated funds.
4. Select **Make a withdrawal**.



5. Confirm the details are correct and click **Withdraw funds**.

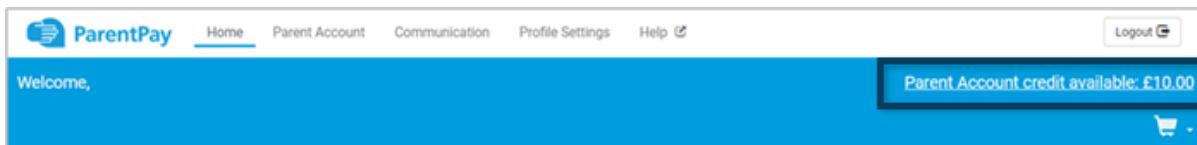


6. Confirmation of the withdrawal will be displayed.

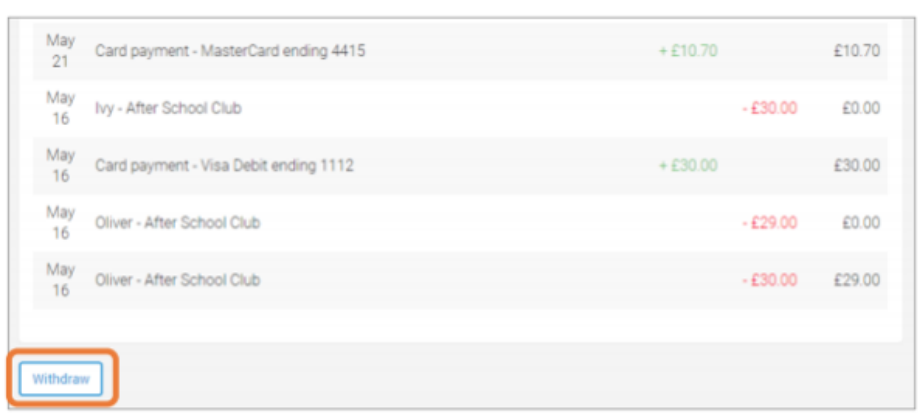


## TO WITHDRAW FUNDS USING ANY OTHER DEVICE

1. Go to [www.parentpay.com](http://www.parentpay.com) and log into your ParentPay account.
2. Select **Parent Account**, your statement will then be displayed.



3. Select **Withdraw** from beneath the statement.



The screenshot displays a list of transactions in a table format. The 'Withdraw' button at the bottom left of the table is highlighted with an orange border.

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

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

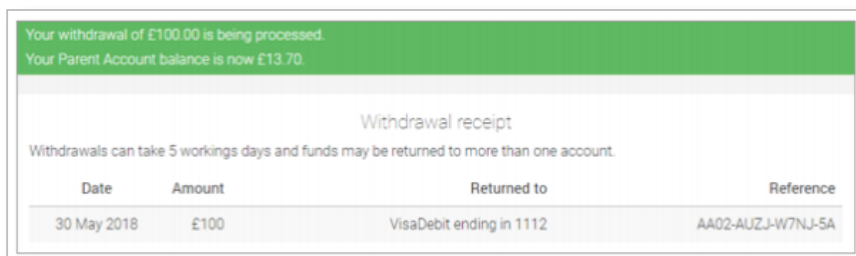
5. Select **Make withdrawal**.



The screenshot shows a form for entering the withdrawal amount. It includes a text input field with the value '£ 100.00' and a 'Make withdrawal' button. Below the input field, it states 'Min £2.00 - Max £113.70'. A message at the top of the form reads: 'You are limited to 3 withdrawals within a 3 month period.'

6. Confirm the withdrawal.

7. Confirmation of the withdrawal will be displayed.



The screenshot shows a confirmation screen for a withdrawal. It features a green header with the text: 'Your withdrawal of £100.00 is being processed. Your Parent Account balance is now £13.70.' Below this, the title 'Withdrawal receipt' is displayed, followed by the note: 'Withdrawals can take 5 working days and funds may be returned to more than one account.' A table provides details of the withdrawal.

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 shown.