

ParentPay refund/withdrawal quirks!

With ParentPay's refund/withdrawal system being used more than ever, we thought it would be worth helping you along with it, as it can be a little confusing! Please read the below to insure you understand how this will work for you.

1. Rule lifted - '3 withdrawals in 3 months'

You can make as many withdrawals as you wish up to the value of the available credit on your account. The rule allowing you to only make 3 withdrawals within a 3 month period has been lifted.

2. What if more than one person contributed to the trip?

Payments are literally reversed back to the Parent Account that paid it. You will therefore only see a credit for the amount that you paid, and you will see this credit as reversals of the payments you made. Other payments will have been reversed back to the other payers and will be visible on their Parent Accounts.

3. Which card will my withdrawal go to?

When you make a withdrawal, your payments are reversed back to the card on which they were paid. If you made payments using more than one card then you will need to check those cards as the withdrawal will be split between them.

4. What if the card I paid with has expired?

If it's a debit card, then the withdrawal will still go to into the account from which you paid. If you paid with a now expired credit card, you must get in touch with ParentPay at parent-support@parentpay.com

5. I've checked my account and only part of my withdrawal has gone in, why?

This is normal, you just need to wait for the rest. If, for example, you made 4 payments of £50 towards the trip, you will have seen 4 credits of £50 in your Parent Account. When you withdraw these funds you will see 4 payments of £50 in your bank account but they may not arrive at exactly the same time so don't panic if you can't see them all yet.

Finally, if you try to make a withdrawal and it fails, please read what it says and follow the instructions. Between the information here and on ParentPay you should be able to withdraw all your funds stress free.

If you are still having problems, please get in touch at jpt@snhs.kirklees.sch.uk