



Brayton  
Academy

**Head of School: Al Moon BSc MEd NPQH**

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Dear Parents/Carers

July 2020

I sincerely hope that you, your families and friends are well during this exceptionally challenging time.

As we approach the end of the Summer Term, we are completing some administration for all year groups and especially our Year 11 leavers cohort. More information will follow regarding arrangements for results day directly from Miss Davis.

In the meantime, we are responding to some enquiries we have had regarding credit remaining on your ParentPay account. Under normal circumstances, we would return this directly to students on results day but given that arrangements may be a little different that day and contact with staff may be minimal, there is a system in place for you to be able to withdraw the money direct from ParentPay back into your own account.

Details are below. If you need any further help, please do not hesitate to get in touch via email to [info@braytonacademy.org.uk](mailto:info@braytonacademy.org.uk) as reception is not staffed to take phone calls over the Summer break but email will be checked regularly.

Kind Regards

Sophie Addison

Office Administrator

Part of



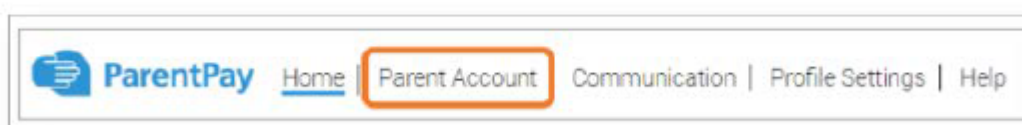
## How to make a withdrawal from your Parent Account

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 Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

1. Go to [www.parentpay.com](http://www.parentpay.com) and log into your ParentPay account
2. Navigate to **Parent Account**



3. Go to [www.parentpay.com](http://www.parentpay.com) and log into your ParentPay account
4. Navigate to **Parent Account**



A screenshot of the Parent Account transaction history. A 'Withdraw' button is highlighted with an orange box at the bottom left of the table.

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

5. Enter the amount to be withdrawn. This can be a minimum of £2.00, and a maximum of the total amount in your Parent Account



A screenshot of the withdrawal amount input form. The form shows a withdrawal amount of £100.00, with a minimum of £2.00 and a maximum of £113.70. A 'Make withdrawal' button is visible at the bottom.

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

Withdrawal amount

£ 100.00

Min £2.00 - Max £113.70

[Make withdrawal](#)



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

Date	Amount	Returned to	Reference
30 May 2018	£100	VisaDebit ending in 1112	AA02-AUZZJ-W7NJ-SA

**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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