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NEW PROCESS FOR PARENT REFUNDS

There is a new process in place for processing refunds to parents.

ParentPay has to have received the full value of the refund BEFORE you will be able to process the refund.

Please follow the steps below:

1. View the Payment Item to calculate the total value of the refund you wish to process. Make a note of the Payment Item ID.
2. Retrieve the ParentPay Client Account Bank Details from the '>Files' area of your school's Manager Login
3. For your security, funds must only be sent using these bank details Do NOT send funds to any other details. We will not email bank details to you. Please be wary of potential scams.
4. Once you have sent these funds please let us know by completing this [form \(https://www.parentpay.com/refund-advice-form/\)](https://www.parentpay.com/refund-advice-form/).
5. Due to the significantly increased demand, please allow up to 48 hours after we receive your funds, before processing your refund.
6. Once your funds have been processed onto your account, the refund facility will be enabled for the Payment Item IDs for which we have been notified.

If refunding direct from school:

If you would like to refund parents directly (via cash, cheque or from the school's bank account) you can record the refund in ParentPay as a **manual adjustment** (https://www.parentpay.com/DOCH/school-support/index.html?page_id=7330.html). If you do process refunds manually to parents, please ensure that you retain a signed receipt or evidence of the payment having been made.

Further advice

- **Communicate with parents**

Timely updates will help minimise calls from parents and ensure they know what you are doing in relation to cancelled activities. If part of the payment is non-refundable, ensure parents know in advance and understand why.

- **Be clear on the timeline**




Explain to parents what steps you need to take before refunding payments (e.g. liaising with the airlines or travel companies). Schools cannot refund to parents what they do not have. Please ensure your school has sufficient funds available before commencing the process.

- **Allow time for transfers to ParentPay**

ParentPay has to receive **your funds before** the refund can be processed in your ParentPay Manager login. Due to the increased demand, schools must allow up to 48 hours after we receive funds for them to be available for refunds.

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