

How to view adjustments and notes that have been applied in ParentPay

When adjustments are applied to payer accounts, the payer can see the adjustment by looking at the **Balance history** from the Home page:

David

Tommy

Paul

Calum

Alphie

+

Add child

Active Payment items

Historical Payment items

Transaction history

Payment history

Balance history

Add a child

View school and caterer

ParentPay support

Transaction history

Balance history

Please select the child, item(s) paid for and dates you would like to search.

Name:

David

Account:

Forest Primary School TEST SITE:School meal

Selected month:

June

2021

Search

Report

Service provider: Forest Primary School TEST SITE

Total paid in during period: £10.00
Total paid out during period: £0.00

Date	Description	Paid out	Paid in	Balance
01 Jun 2021	Opening balance			£-16.40
29 Jun 2021	Other adjustment		£10.00	£-6.40
30 Jun 2021	Closing balance			£-6.40

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Then click on 'Other adjustment'. The receipt page will open and the payer will see the note that has been entered.

Payment method
Manual

Paid date
29 Jun 2021 10:40

Processed date
29 Jun 2021 10:41

Line items
1

Total credit
10.00GBP

Total debit
0.00GBP

Processed credit
10.00GBP

Processed debit
0.00GBP

Receipt code
MANL:663879518

Payment ID
663879518

Payment details

Transaction details

Date	Paid for	Payment item	Notes	Quantity	Amount	Status
29 Jun 2021 10:40	David Beckham	School meal	transferred from sibling account		£10.00	Paid