

# How to transfer funds between sQuid purses & users

## A guide for parents & carers

Please be aware that you can only transfer money which is currently available on the purse balance. Any funds which are showing as pending **will not** be transferred.

### 01 Log in to your sQuid account

Enter your **username** and **password**, and click **Login** to access your **sQuid account**. Next, click on **Top up** in the top navigation bar and then select **Balance Transfer**.

If you are transferring funds from a **Catering** purse, **auto top-up will automatically be disabled**. Once the pending debit has cleared and the balance has been updated, **you may re-enable auto top-up** on this purse.

### 02 Select the user and purse

Use the **dropdown menu** to select the user and purse you want to transfer funds **from**, and then the user and/or purse you want to transfer the funds **to**.

### 03 Enter amount

You will have the option to either transfer the **entire** purse balance or **part** of the balance.

To transfer the **entire purse balance**, click the **Transfer All** button.

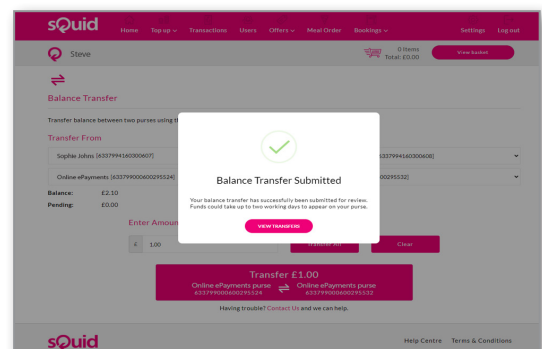
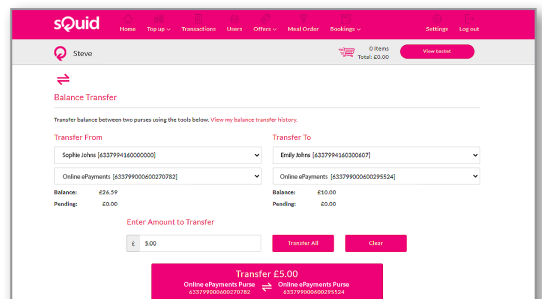
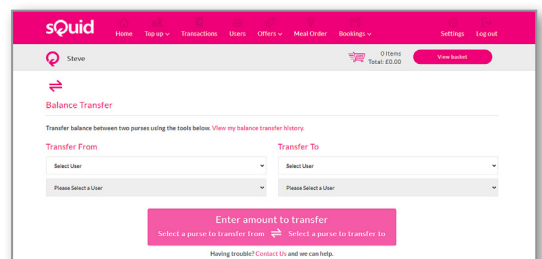
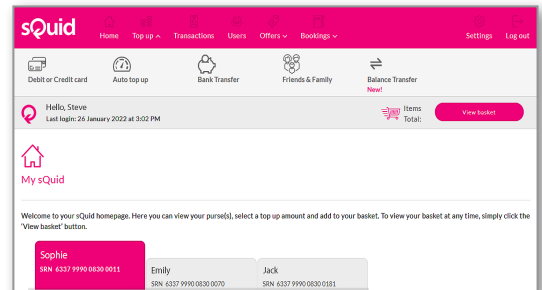
To transfer a **specific amount**, go to the **Enter Amount to Transfer** box and enter the required amount.

The **amount** to be transferred will be **displayed** in the Transfer box. To **confirm you want to proceed**, click the **Transfer** button.

### 04 Confirmation

A message will be displayed stating the **purses you are transferring funds from and to**, and the **amount**. Please check these details carefully before you click the **Confirm Transfer** button.

Please note, once your transfer request has been submitted, it may take **up to three days** to appear on your purse.



# Managing your balance transfers

## 01 View your transactions

To view your balance transfers, simply click on the **“View my balance transfer history”** link.

Here you will see all processed and pending transfers, together with the purse details, date and time the request was made and the date and time the request was processed.

**Balance Transfer History**

[← Back to Balance Transfer](#)

The table below shows information about any balance transfers you have made. Once a transfer has been made, it will display in one of the below statuses:

- **Processed** - This transfer has been completed successfully, and your balance will now be available to use on the target purse.
- **New** - This request will be processed soon.
- **Pending** - We're currently processing your transfer. For some purses, this will take a few minutes, but it can take up to two working days.
- **Cancelled** - This transfer has been cancelled and will not be processed.
- **Failed** - There was a problem processing your transaction. Please contact our customer service team.

Origin Purse	Target Purse	Transfer Dates	Amount	Status
633799000600295524	633799000600295532	Requested: 30/11/21 11:58 Processed: 30/11/21 11:21	£0.10	Processed
633799000600295524	633799000600295532	Requested: 30/11/21 11:14 Processed: 30/11/21 11:17	£2.00	Processed

**Transfer £5.00**

Online ePayments purse 633799000600270782 ⇌ Online ePayments purse 633799000600295524

Having trouble? [Contact Us](#) and we can help.

## 02 Need more help?

If you need any assistance in making a transfer or have any questions, please contact the **Customer Service team** via the **Contact Us** link at the bottom of the screen.