



St Mary & St Thomas

Church of England Primary School

Executive Principal: Mrs. Kirsty Haw B.Ed (Hons)
Headteacher: Mrs. Lyndsey Lewis BA (Hons), M.A.



9th September 2019

Dear Parents/Carers,

Re: Payments

We are now using Arbor to take online payments for the following:

- School meals
- Breakfast and After School Club
- Nursery
- Trips and activities.

This replaces ParentPay. All balances which were on ParentPay as at 3rd September 2019 have been transferred to your child's account in Arbor.

The move to Arbor for payments is part of an ongoing process to streamline office systems so that we eventually hold all information in the same program. Over the past 18 months we have already moved several systems to Arbor. All of your child's data (including assessments, contact information, parent/guardian details, SEN information and medical needs) is now held in Arbor, we are also now using Arbor to send text messages and last year we started using it to book parents evening.

Accessing Arbor

There are 2 ways to access Arbor:

1. On your phone or computer via this [link](https://st-mary-and-st-thomas.uk.arbor.sc/?/home-ui/index)
<https://st-mary-and-st-thomas.uk.arbor.sc/?/home-ui/index>
2. Via the **Arbor app** which can be downloaded from either the App Store (iPhone) or Play Store (android).

If you are accessing Arbor via your phone we recommend using the APP.

All **Primary Guardian's** were issued with login details for Arbor during the parents evening set up. If you haven't managed to login yet, or you have forgotten your login details please contact the school office.

Making Payments

Please be aware that payments for the following should all be made under **MEALS**.

Believe, Achieve, Shine



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Please DO NOT make payments onto NURSERY unless you are paying for additional nursery sessions.

A guide to making payments is attached.

Yours faithfully,

Mrs Lewis

Headteacher

Believe, Achieve, Shine

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Making a payment for Meals on the Parent Portal

On the Dashboard, you'll see a table called **Accounts**. The table shows the payments made to the school for the current term. Select the highlighted row labelled 'Meals' to get to the **Meal balance** page.

Accounts	
Sonia Adams : Meals	Balance: -£0.40 ▶
Sonia Adams : Morning Breakfast Club	Balance: £10.00 ▶

Alternatively, you can access the **Meals balance** page by selecting **Student Profile > Accounts > Meals**.

Once on the **Meals balance** page, you can select a specific Term using the **Term** drop-down menu at the top-right of the page.

Term Spring Term ▼

- Autumn Term
- Spring Term**

Above the table, the credit/debit amount of the student account will show. The **debit** amount will show in **red** the **credit** amount will show in **green**:

Meals Balance: £10.00

Meals Balance: -£10.00

Clicking on a **Payment Cell** will load a slide over with details of the lunches taken that day.

View

Week beginning 01 Jan 2019: £0.00

Week beginning 01 Jan 2019: £0.00

Tuesday	£0.00	▶
Wednesday	£0.00	▶
Thursday	£0.00	▶

To make a **Card Payment** follow the below steps:

Click on the **Top up account** button.

Meals Balance: -£0.40

Term

Summer Term

Top up account

Summer Term Total Payments: £146.20

View

All Sections

Week beginning 19 Aug 2019: £4.40

Monday	£2.20	▶
Tuesday	£0.00	▶
Wednesday	£2.20	▶

Week beginning 12 Aug 2019: £11.00

Monday	£2.20	▶
Tuesday	£2.20	▶

A slide over will load, where you can select the bill payer and payment amount. Please note the minimum payment amount is £2.

« Back

Top Up Account by Card

Top-Up Details

Customer account Sonia Adams (Meals)

Bill payer* Sonia Adams

Payment amount* £ 10.00

Narrative ⓘ

Cancel

Pay now

In the pop-up, add in your card details then click **Pay**.

Make Payment ✕

Card number	<input type="text" value="1234 1234 1234 1234"/>
Expiration date	<input type="text" value="MM / YY"/>
Name on card	<input type="text"/>
Security code (CVV/CVC)	<input type="text" value="CVC"/>

Cancel

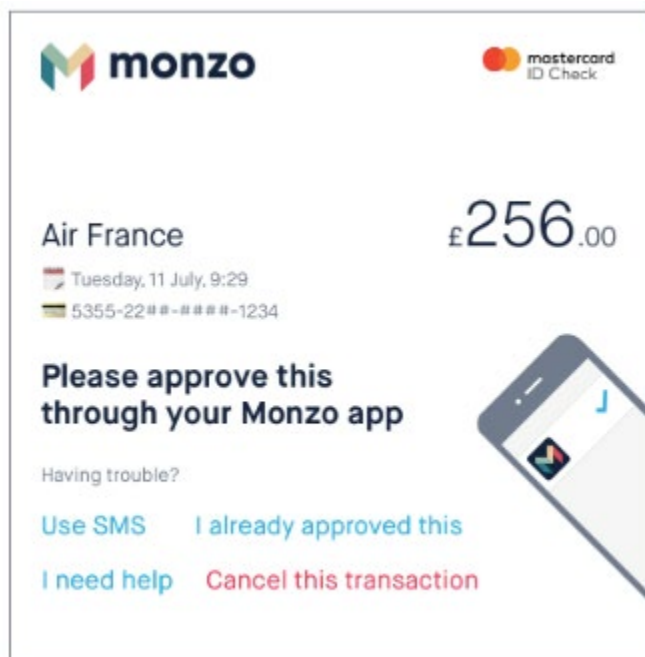
Pay £10.00

You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced [Strong Customer Authentication \(SCA\) regulations](#).

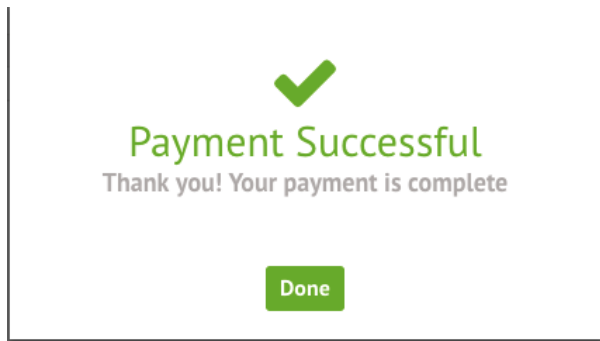
If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

- an SMS code,
- your mobile banking app
- another method

For example, here's what it may look like if you're using Monzo. (*Please note, we are not affiliated with Monzo, this is purely an example*)



Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.



The meals balance will be updated to reflect the top-up.

Meals Balance: £9.60

Term Summer Term