Payment accounts and topping up the meal account on the Parent Portal or Arbor App

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You can manage accounts for any area of Arbor your school has set up to receive payments for. Here you can also make payments and top up accounts. For more information on making payments, see our articles on registering for a club and registering for a trip.

Please note that once you have topped up, you will need to contact your school if you would like to move money to a different account or would like a refund.

On the Parent Portal	On the Arbor App

To see all outstanding balances across all you children's' accounts, click the balance on your homepage.

Payments

Total outstanding - all students

-£718.71

Click to review accounts for all students and add a payment

Top Tip: This will show as £0 if the balances are all 0 or all positive.

Payments

Total outstanding

£0.00

Nicely done! Click to review any accounts running low

On this page you can see:

- Any trips with an amount outstanding (e.g. if instalments have been set up for the trip and only 1 out of the 3 instalments have been paid, so there is still an amount outstanding for that trip).

- Any clubs with an amount outstanding (if club sessions are booked but not yet paid for).

- Any top-up or prepayment accounts (such as Meals or Wraparound care) with a negative balance.

- Any top-up or prepayment accounts (such as Meals or Wraparound care) with a positive balance.

To see accounts for one of your children, you can either:

- Select **Payments** from your **Quick Actions**.

- Select the child from the drop-down in the top left, and select the account from your homepage.

- Click on the child's name to go to their profile, and select **Payments > Active Payments** from the left-hand menu. You can then select the account.

Student   [**Adam Allen** ▼]

Active Payments		
Christchurch Gang Show	**Trip date:** 31 Mar 2023, 18:00 - 21:00 **Account:** Adam Allen **Amount outstanding:** £8.00	*Click for details and to make a payment* ▶
Croatia Trip	**Trip date:** 19 Feb 2024, 08:42 - 22 Feb 2024, 08:43 **Account:** Adam Allen **Amount outstanding:** £200.00	*Click for details and to make a payment* ▶
Meals	**Account:** Adam Allen **Account balance:** -£502.71	*Click to top up account* ▶
Donations	**Account:** Adam Allen **Account balance:** £0.00	*Click to top up account* ▶
Uniforms	**Account:** Adam Allen **Account balance:** £0.00	*Click to top up account* ▶

When looking at the meals account, clicking on a meal will load a slide over with details of the lunches taken that day.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

To make a **Card Payment,** click on the **Top up account** button.

Autumn Term Total Payments: £2.71

Term   [**Autumn Term 2023** ▼]

[**Top up account**]

View   [**All Sections** ▼]

Week beginning 18 Sep 2023: £0.00		
Monday	£0.00	▶
Tuesday	£0.00	▶

Week beginning 11 Sep 2023: £2.71		
Monday	£2.71	▶
Tuesday	£0.00	▶
Wednesday	£0.00	▶
Thursday	£0.00	▶
Friday	£0.00	▶

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

You can choose to pay now or to add your payment to your basket to pay later.

Top Tip: Can't click the button? Follow this article: I can't click the button to pay?

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

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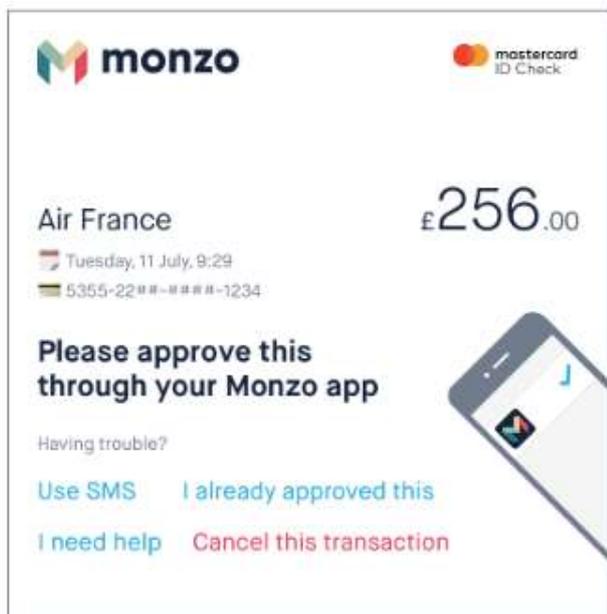
Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

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

The invoices page

The **Invoices** section on the parent portal will load a table with all invoices for the current term.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

You will be able to see details of the invoices and the status of each invoice - whether they have been Cancelled or Paid.

Adam Allen - Invoices

Student	**Adam Allen**	▼
Account	**All**	▼
Term	**Autumn Term 2023**	▲

> Autumn Term 2023
> Spring Term 2024
> Summer Term 2024

Invoices

19 Sep 2023	**Account:** Trips
	Amount: £250.00
	Items: Trip for Croatia Trip from 19 Feb 2024 to 22 Feb 2024
	Status: Issued
11 Sep 2023	**Account:** Meals
	Amount: £2.71
	Items: Hot Lunch Opt 2. - Mon, 11 Sep 2023
	Status: Issued

The Top-ups page

The **Top-ups** page on the parent portal will load the current terms top-ups made for that particular student.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

The page will show the type of top-up made, this can vary from Card (made by you or another Primary Guardian) to Cash or Cheque (logged by the school).

Adam Allen - Top-Ups

Student	**Adam Allen**	▼
Account	**All**	▼
Term	**Autumn Term 2023**	▼

Top-Ups

19 Sep 2023	**Account:** Meals	*Card Transaction*
	£20.00	

The Credit notes page

The **Credit Notes** page on the parent portal will load a table with all the credit notes for the current term.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page. A table will appear showing details of the credit notes.

Adam Allen - Credit Notes

Student	Adam Allen ▼
Account	All ▼
Term	Autumn Term 2023 ▼

Credit Notes

No credit notes found