

17 November 2023

Headteacher - Tony Head

## Payments via Arbor – important changes from 15 December 2023

Dear Parents,

As you know, the school has been using Arbor (Management Information System) for a while now. Adopting Arbor has allowed us to communicate with you more efficiently and bring all core school data and workflows into one system. The process has also involved setting up accounts for all parents to log into the Parent Portal either via the website or Arbor App. We are pleased to say that 93% of our parents are currently using the Parent Portal. It is important that we make you aware of some important changes that will be taking place before the end of this year.

At the moment if you are using the Parent Portal you are able to:

- Update your contact information and update emergency contact details.
- Book parent evening appointments.
- See and update the medical information we hold for your child.
- See attendance statistics.

In addition to this, we are planning to move all dinner and trip payments over to Arbor in December of this year.

## Payments for Trips and Meals – from 15 December 2023

The school currently uses scopay.com for meals and trip payments. As of **Friday 15 December 2023**, you will no longer be able to access Scopay for your child. Any future payments will need to be made via the Arbor Portal or App where you will be able to top up your child's account.

Further guidance on how to make payments through Arbor will be sent during the week commencing 27 November 2023.

All balances for meals and trips (credit and debt) will be transferred into Arbor during the Christmas holiday. Please do be aware that it may take **up to 3 working days** from Friday 15 December for your balance to be shown in Arbor.

If you are making payments for school dinners from now until December, please could we ask that you top up the correct amount on your child's account to take them to as close to zero balance as possible. This will help the Finance team to transfer balances across easily. Likewise, if you have a debt on your child's account, this must be paid before Friday 15 December.

If you have not yet set up your account on Arbor, please visit [Portswood Primary School - Arbor Parent Portal](#) for further guidance and helpful links.

As always, thank you for your continued support.



Tony Head  
Headteacher