


Payment accounts and topping up the meal account on the Arbor App

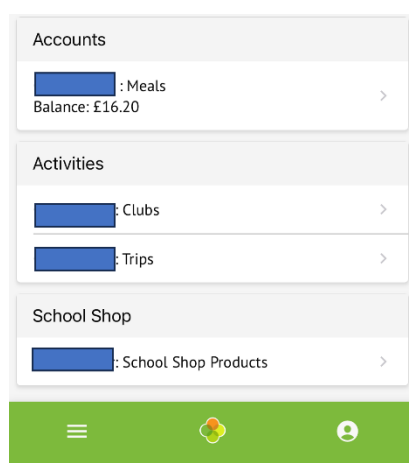
You can manage accounts for any area of Arbor your school has set up to receive payments for. Here you can also make payments and top up accounts.

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.

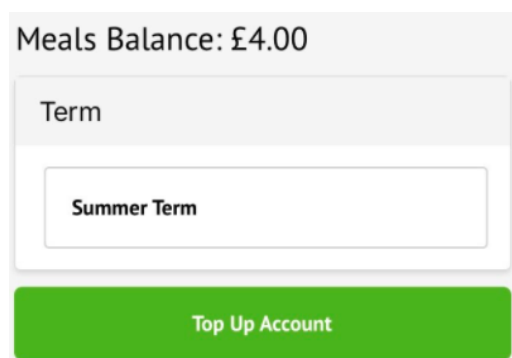
Via the Arbor App

On the Arbor dashboard page (click on this icon ) , you can see your children's accounts.

Click on the 'Meals' account to see more information, or top up.



Click the green button to top up the account by inputting your card details.



Input the amount to top up, then click to pay.

Payment amount

£ 10.00

Narrative

Dinner money

Cancel

Pay Now

Next, you'll be able to input your card details.

Make Payment ✕

Card number

4000 0027 6000 3184

Expiration date

08 / 23

Name on card

Miss G Mayo

Security code (CVV/CVC)

111

Cancel

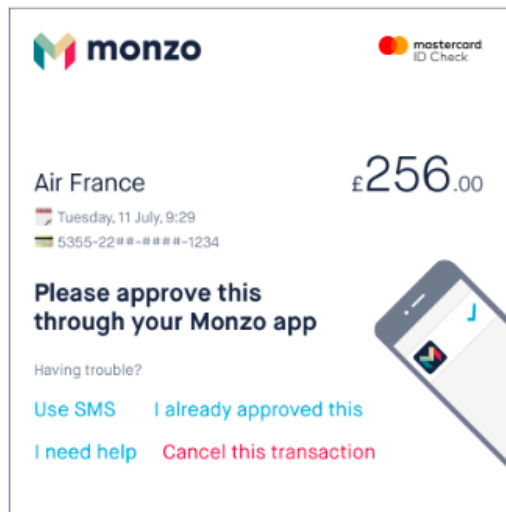
Pay £30.00

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 (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.



Paying via the Parent Portal (website)


[Payment accounts and topping up the meal account on the Parent Portal or Arbor App](#)

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.

Quick Actions ▾

Adam Allen ▾



Adam Allen

Form 6LJ

View Student Profile

You have no unread messages

Notices

You have not consented to Social media image publication for Adam Allen - click to correct ▶

Statistics

Attendance (2023/2024) 73.3% <small>73.3% Year 73.3% Last 4 weeks</small>	Golden Time - this term 0 <small>This year: 0 points Last term: 202 points</small>	Summer - Grade Average 3 <small>Summer: 3 Previous Term: 2</small>
Summer - 'On Track' Progress 66.7% <small>66.7% Summer 66.7% Previous Term</small>	Positive Behavioural Incidents - this term 3 <small>This year: 3 incidents Last term: 6 incidents</small>	Negative Behavioural Incidents - this term 2 <small>This year: 2 incidents Last term: 0 incidents</small>

Guardian Consultations
 No guardian consultations for Adam Allen

Accounts (All Students)
Adam Allen : Meals Balance: -£502.71 ▶

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Adam Allen - Active Payments

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.

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	▶

Input the amount to top up, then click to pay.

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Top Up Account by Card

Top-Up Details

Customer account Molly Allen (Meals)

Bill payer* ✖ ▼

Payment amount* ▲ ▼

Narrative ⓘ

[Cancel](#)
[Add to basket](#)
[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"/>

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