

1 December 2023

Headteacher - Tony Head

Payments via Arbor – important changes from Friday 15 December 2023

Dear Parents,

We wrote to you recently to notify you that as of Friday 15 December 2023 we are changing the way payments will be made for school meals, trips, and other accounts. We also informed you that we will send out further information regarding the changes this week. Therefore, alongside this letter, please find attached guidance on:

1. Making meal choices for your child
2. Payment accounts and topping up the meal account.

To get a better understanding of the process so that we can resolve any issues ahead of time, we strongly urge you to read the above guidance as soon as possible.

Making meal choices for your child

This guide will explain how to make meal choices in advance by using the Parent Portal either via the website or Arbor App.

At the moment, children make their meal choice on the dinner register during morning registration. Starting in the new year, and on the first day back Tuesday 2 January 2024, parents will be responsible for making their child's meal choices through Arbor. This also includes children who normally bring a packed lunch to school.

As of now, all parents who currently use the Parent Portal will be able to log in and select meal choices for their child. We have populated meal options for you to select, starting from Tuesday 2 January 2024 up until Friday 9 February 2024.

We would like parents to select at least 2 weeks' worth of meal choices for their child before Friday 8 December 2023. This includes selecting packed lunch, if that is what your child has. This will ensure a smooth transition at the start of the new year and will help us to identify any issues that need to be rectified beforehand.

Meal choices for your child can only be made if you have logged on to the Parent Portal. 94% of our parents are now using the portal, but we still have a few parents who must log in. 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.

Payment accounts and topping up the meal account

This guide will explain how to manage your accounts for any area of Arbor that the school has set up to receive payments for. Payments will be made using the Parent Portal either via the website or Arbor App.

The school currently uses scopay.com for meals and trip payments. **From Friday 15 December any future payments will need to be made via the Arbor Portal.**

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.

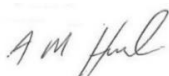
If you are making payments for school dinners from now until December, please could we ask that you top up the correct amount on your child's account to take them to as close to zero balance as possible. This will help the Finance team to transfer balances across easily. Likewise, **if you have a debt on your child's account, this must be paid before Friday 15 December 2023.**

All guidance attached to this letter and helpful links can be found on the school website.

[Portswood Primary School - Arbor Parent Portal](#)

Please contact the school office if you require any further assistance.

Yours sincerely,



Tony Head
Headteacher