

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

To manage a meal account, go to **Accounts** and click **Meals**. For other accounts, select the account name.

Account Name	Balance
Chloe Adams: Meals	Balance: -£61.36
Chloe Adams: Snacks for students	Balance: £3.40
Chloe Adams: Breakfast Club	Balance: £0.00

Above the table on the **balance** page, the credit/debit amount of the student account will show. **Debt** amounts will show in **red**, **credit** amounts will show in **green**.

Meals Balance: £10.00

Meals Balance: -£10.00

Clicking on a Payment 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**, 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.

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?](#)

« Back

Top Up Account by Card

Top-Up Details

Customer account	Molly Allen (Meals)
Bill payer*	Carly McKelvey
Payment amount*	£ 10
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"/>

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](#).

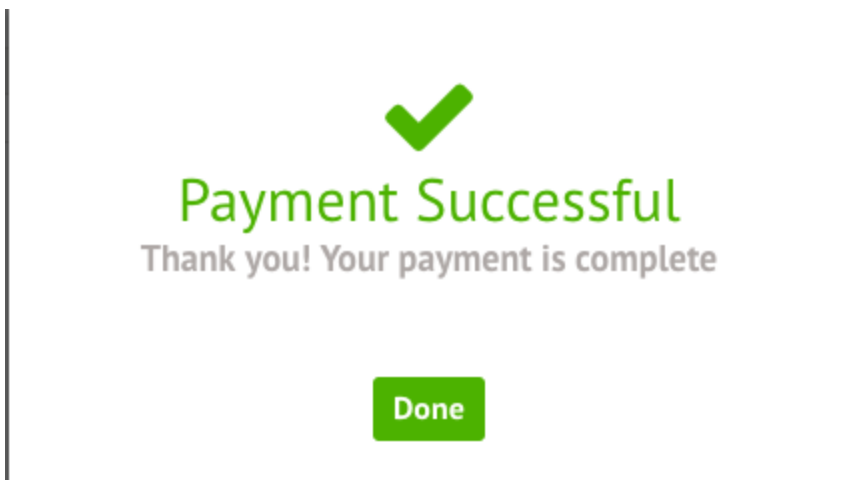
If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

- 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 right away.

Meals Balance: £9.60

Term Summer Term

Top up account

What can you see on each page?

Payments

This will load a table with all the payments that have been made for the account. 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 payments.

View Week beginning 01 Jan 2019: £0.00 ▼

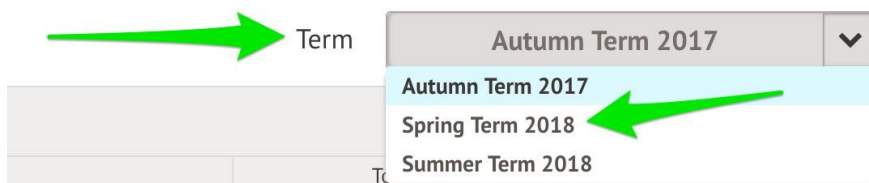
Week beginning 01 Jan 2019: £0.00	
Tuesday	£0.00
Wednesday	£0.00
Thursday	£0.00

Invoices

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.



Top-ups

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.

Term Spring Term ▼

- Autumn Term
- Spring Term

The page will show the type of top-up made, this can vary from Cash, Cheque to Card.

Meals Balance: -£13.76

Term Spring Term 2019 ▼

[Top up account](#)

Topups		
02 Jan 2019	£12.00	Card Transaction
20 Dec 2018	£500.00 Bulk cancel	Cash
14 Dec 2018	£15.60 Lunch money	Card Transaction
14 Dec 2018	£20.00 Lunch money	Card Transaction
10 Dec 2018	£20.00 Mum has paid in school with Sharon	Cash
10 Dec 2018	£1.00	Card Transaction
06 Dec 2018	£10.00 Lunch money	Card Transaction

Credit notes

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.

Meals Balance: £8.00

Term Autumn Term 2020/2021 ▼

Credit Notes	
17 Nov 2020	Amount: £8.00 Items: Narrative: Discount - voucher

On the Arbor App

On the main Arbor page, you can see your children's accounts. The accounts you can view and top u here will depend on what accounts your school has chosen to show and enable card payments for. You can also select the menu icon then click **Payments**.

Click an account to see more information, or top up.

Accounts	
Sonia Adams : Meals Balance: £4.00	>
Sonia Adams : Morning Breakfast Club Balance: £10.00	>

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

Meals Balance: £4.00

Term

Summer Term

Top Up Account

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

Top Tip: Can't click the button? Follow this article: [I can't click the button to pay?](#)

Payment amount

Narrative

Cancel

Pay Now

Next, you'll be able to input your card details. **Please note that you must use a Visa or Mastercard.**

Make Payment ✕

Card number

Expiration date

Name on card

Security code (CVV/CVC)

Cancel

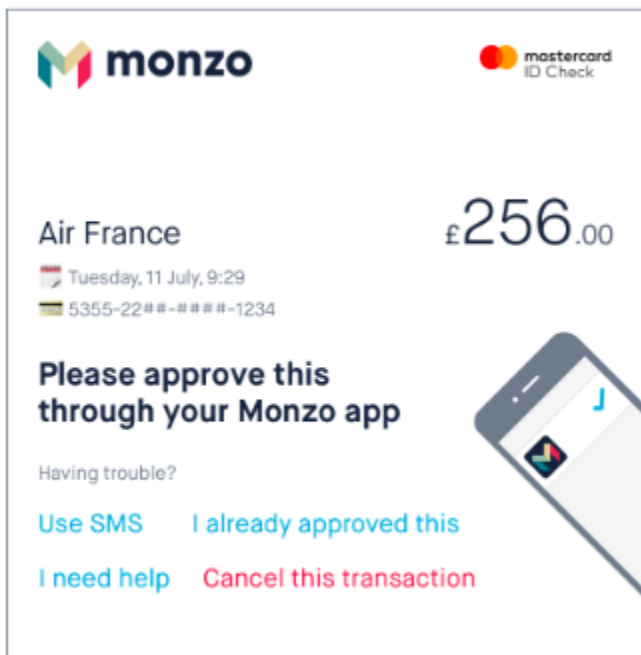
Pay £30.00

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](#).

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- 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.


Payment Successful
Thank you! Your payment is
complete

Done