



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. For more information on making payments, see our other guidance 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 Arbor App

On the main Arbor page, you can see your children's accounts. The accounts you can view and top up 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 | |
| <input type="text" value="Summer Term"/> | |
| Top Up Account | |

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

Payment amount

Narrative

Cancel

Pay Now

Next, you will 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

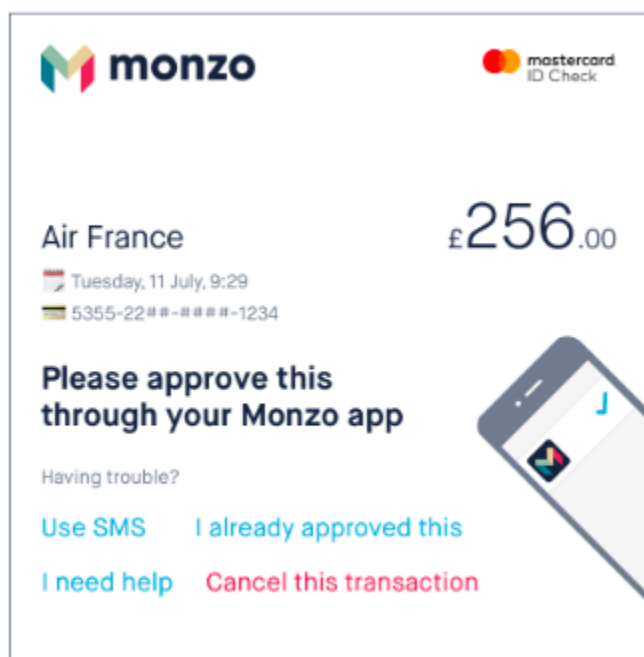
Pay £30.00

You may have to authenticate your identity for the payment to go through..

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 is what it may look like if you're using Monzo (this is purely an example).




Once they have been able to confirm your identity, the payment will be completed and your card will be charged. You will see confirmation that the transaction has been successful.



On the Parent Portal- Lap tops / Computers.

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

Quick Actions ▾



Chloe Adams ♀
Form 9GU

View Student Profile

Guardians of Chloe Adams

Harley Adams ▶
Charlotte Adams

Notices

Chloe Adams does not have a transportation method recorded - click to correct ▶

Chloe Adams does not have a religion recorded - click to correct ▶

Chloe Adams's lunch requirement has not been set. Please contact the school to arrange this.

Chloe Adams does not have any details on hearing tests - click to correct ▶

Chloe Adams does not have any details on vision tests ▶

Statistics

Attendance (2018/2019)

91.5%

91.5% Year

70.7% Last 4 weeks

Behaviour Points - this term

0

This year: 0 points
Last term: 0 points

Guardian Consultations

No guardian consultations for Chloe Adams

Overdue Assignments

early test4 (Due 24 Oct 2018) Extended

Accounts

| | |
|----------------------------------|--------------------|
| Chloe Adams: Meals | Balance: -£61.36 ▶ |
| Chloe Adams: Snacks for students | Balance: £3.40 ▶ |
| Chloe Adams: Breakfast Club | Balance: £0.00 ▶ |

Activities

Chloe Adams: Clubs ▶

Chloe Adams: Trips ▶

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.

« 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 1234 1234 1234 1234

Expiration date MM / YY

Name on card

Security code (CVV/CVC) CVC

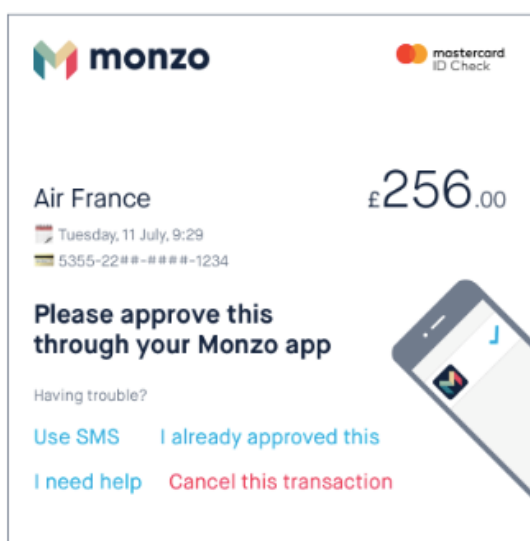
Cancel Pay £10.00

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.

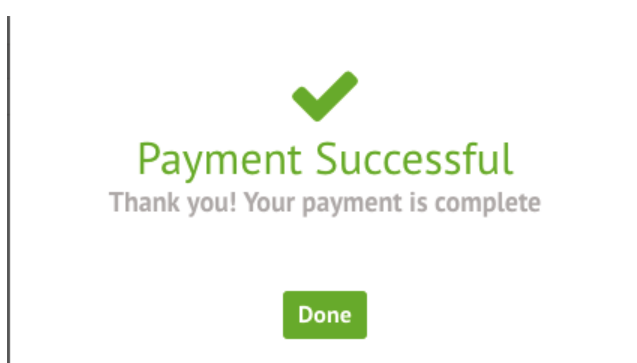
If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

- an SMS code,
- your mobile banking app
- another method

For example, here is what it may look like if you're using Monzo. (*Please note, we are not affiliated with Monzo, this is purely an example*)



Once they have been able to confirm your identity, the payment will be completed and your card will be charged. You will 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

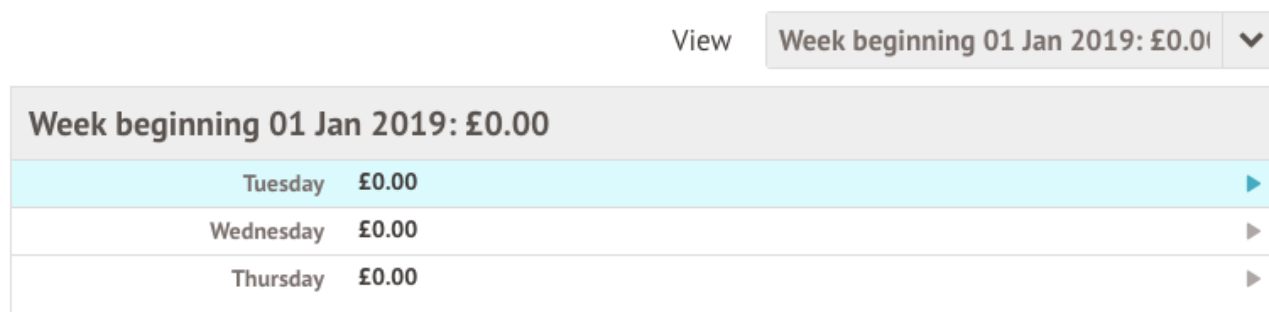
What can you see on each page?

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.



A screenshot of a web interface showing a 'View' button and a drop-down menu. The drop-down menu is set to 'Week beginning 01 Jan 2019: £0.00'. Below this is a table with the following data:

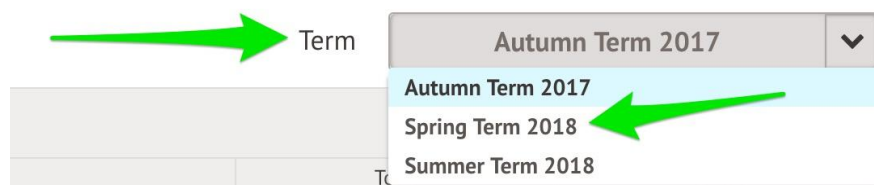
| Week beginning 01 Jan 2019: £0.00 | |
|-----------------------------------|-------|
| Tuesday | £0.00 |
| Wednesday | £0.00 |
| Thursday | £0.00 |

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 |

If you need further assistance, please email the school admin@wren.excalibur.org.uk