

Topping up a payment account in Arbor

To book paid clubs or trips on Arbor, you will need to pay for these through the Arbor Parent Portal.

We have set up the following payment accounts for your child:

- **Breakfast Club** – For paying for Breakfast Club
- **After School Club** – For paying for After School Club
- **Trips** – For paying for paid trips

To book a Breakfast Club or After School Club session, you will need to have enough money in your payment accounts.

If you do not have enough balance in your account to cover the cost of your sessions, you will not be able to complete the booking.

Therefore, it is essential that parents ensure that their payment accounts are kept in credit. The Payments feature on Arbor allows for easy top up and management of your accounts. Parents are easily able to see the money that they have spent and any amounts that are outstanding.

Please be aware that each child has a separate payment account. If you have more than one child, you will need to top up their accounts separately.

How to top up a payment account

The screenshot shows the 'Payments' section on the home page. It features a 'Total outstanding' of -£5.00 with a blue arrow pointing to the amount. Below this is a 'Previous lesson' and 'Next event' section, and a 'Calendar' section with two events: '09:00 - 09:10 Year 1: Form 1HL' and '12:00 - 12:10 Year 1: Form 1HL'.

On the home page of the Arbor Parent Portal, on the left-hand side you will see a 'Payments' section. This will give you a quick indication of the current balance for all of your payment accounts.

The screenshot shows the 'Active Payments' page. It has a navigation bar with a home icon and a notification icon. Below the navigation bar, there is a 'Payments / Active Payments' breadcrumb. The main heading is 'Active Payments' with a 'Back' button. The content area lists three payment accounts:

Active Payments	
Football Club (2023/2024)	Club membership dates: 08 Jan 2024 - 19 Feb 2024 Account: Sally Allen Amount outstanding: £5.00 <i>Click for details and to make a payment</i>
After School Club	Account: Sally Allen Account balance: £0.00 <i>Click to top up account</i>
Breakfast Club 2	Account: Sally Allen Account balance: £0.00 <i>Click to top up account</i>

Selecting Payments on the home screen will take you to the 'Active Payments' page.

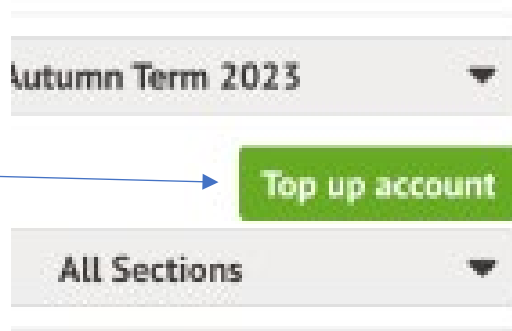
Here you will see all the payment accounts available for you to top up and the current balance you have for each.

Selecting an account will take you to a summary screen that displays your previous payments on that account:

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	▶

To top up your account, select the green 'Top up account' button.



« 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

Select the amount that you are going to top up by and press 'Pay now'.

If you have multiple children and want to top up all of their accounts in one go, you can use the 'Add to basket' button.

See help article [here](#).

Add your card details and then click 'Pay'.

Make Payment

Card number

Expiration date

Name on card

Security code (CVV/CVC)

Cancel

Pay £10.00

Once your payment has been verified, you'll see confirmation that the transaction has been successful.



Payment Successful

Thank you! Your payment is complete

Done