

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

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](#).

To manage a meal account, go to **Accounts** and click **Meals**.

The screenshot shows the Parent Portal for Chloe Adams. The left-hand menu includes 'Quick Actions', 'View Student Profile', 'Guardians of Chloe Adams' (listing Harley Adams and Charlotte Adams), and 'Notices' (listing several notices about transportation, religion, lunch requirements, and hearing tests). The main content area is titled 'Statistics' and includes 'Attendance (2018/2019)' showing 91.5% for the year and 70.7% for the last 4 weeks, and 'Behaviour Points - this term' showing 0 points. Below this are sections for 'Guardian Consultations' (none), 'Overdue Assignments' (one due Oct 2018), 'Accounts' (listing Chloe Adams: Meals with a balance of -£61.36, Snacks for students with a balance of £3.40, and Breakfast Club with a balance of £0.00), and 'Activities' (listing Clubs and Trips).

Topping up a meal account

Above the table on the **Meal 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

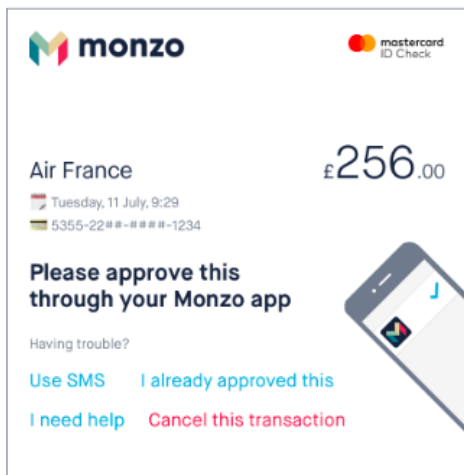
Cancel Pay £10.00

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](#).

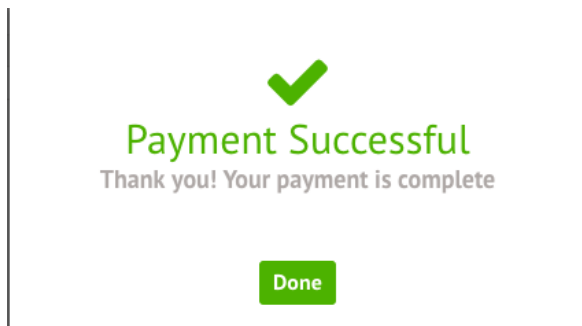
If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

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

For example, here'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.

Term Spring Term ▼

- Autumn Term
- Spring Term

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.

Term Autumn Term 2017 ▼

- Autumn Term 2017
- Spring Term 2018
- Summer Term 2018

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