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Subject: Important update regarding school payments

Dear parents/carers,

We're excited to announce that over the May Half Term break we will be enabling the Payments feature on the Arbor App and Arbor Parent Portal. This upgrade is aimed at reducing the number of different platforms that families need to access, while also providing you with a more efficient way to manage school payments.

Please note that as of 2.30pm on Friday 24th May 2024 you will no longer be able to use ParentPay for school payments. We anticipate that you will be able to access Arbor Pay from Thursday 30th May 2024. Rest assured; we will communicate its availability on the day of launch. From this date, topping up your child's lunch balance or paying for trips must be done via the Arbor App or Arbor Parent Portal.

Your existing ParentPay balances for your child will be automatically transferred onto Arbor Pay during the May Half Term break.

More information will follow, at this time we kindly ask you to check that you can access the Arbor App or Arbor Parent Portal before the May Half Term break. We recommend using the Arbor App where possible as this allows you to make payments quickly and easily on your phone using Apple Pay or Google Pay.

We have attached guidance on how to access the Arbor App and Arbor Parent Portal, further guidance on making payments will be shared closer to the time. Should you have any questions or problems with access, please email arbor@miltonkeynesacademy.org.uk

If you need any clarity on the information above, or if a translation is required, please use the link: <https://translate.google.com/>. Please note that this tool is for assistance, and that MKA is not responsible for this translation service.

Yours sincerely,

Mr Billington, Vice Principal