

Monday 07th July 2025

Dear Parents/Carers,

Arbor Payments

As we approach the end of the academic year, I am writing to advise that we are winding down the use of Scopay/Tucasi.

Following the successful move to Arbor and the more recent transfer to their communications module, over the next few weeks we will now be moving club bookings, trips, wrap around care, meals and all payments to the Arbor MIS. This move is to help reduce the number of apps that we ask parents to use on a daily basis.

The system does depend on parents being signed up to the Arbor Parent Portal. Log in details have been re-sent today to those parents who have not yet completed their registration.

To ensure the accurate transfer of credit/debit balances, please could I ask that **no payments/purchases/bookings are made on Scopay for the following modules after midnight on Tuesday 8th July;**

- Meals
- Owls Nest Before and After school club
- Toast & Milk
- Uniform (Ties)

These modules should then be available on your Arbor Parent Portal/App from Thursday 10th July. You may notice new tiles becoming visible in the Arbor Parent Portal/App, but please do not use any of these until we switch these modules over on Thursday 10th July.

Parents making payments for Alton Castle 2025, please be assured that your existing credit balances will be transferred to Arbor over the summer. Trips will not be transferred over until we finish for summer. If you are making card payments, please do not make any payments from **18th July**, until you see the trip activate on Arbor.

Please check your child's account for outstanding balances for all other clubs, meals and trips, and ensure that **payments are made and cleared by 18th July**. Payments not made will appear as debits on your accounts in September.

I thank you in advance for your patience as myself and other staff members familiarise ourselves with Arbor payments.

If you have any difficulties in registering or using Arbor Parent Portal, please contact the school office.

Yours sincerely

Mrs K Howard
Academy Office Manager

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