

2 June 2026

Dear Parent/Carers

Firstly, thank you for your support during our transition from SIMS to Arbor. We are pleased to see such a positive uptake of the Arbor Parent App, currently at 92%.

As we continue to develop our use of the Arbor system, we are now ready to introduce Arbor Pay for school dinners, educational visits and school shop purchases. This means that ScoPay will no longer be used from **12pm on Thursday 18 June**. During the transition phase you will not be able to make payments until the transfer to Arbor Pay is complete. The anticipated completion date is 19 June 2026. You will be notified when the transfer is complete.

Please read the information below carefully, which outlines the process for this change and answers some frequently asked questions.

MOVING TO ARBOR PAY – WHAT YOU NEED TO DO

1. Make Final Payments on ScoPay

Please apply any final canteen account top-ups and ensure any trip or shop payments are made via ScoPay before Thursday 18 June at 12 noon. After this time, you will not be able to make any payments until the transfer to Arbor Pay is complete.

2. Download the Arbor App

If you haven't already, please download the Arbor App to access payments and school information. If you haven't received your Arbor Welcome email, please contact us via enquiries@ecclesfield-mlt.co.uk.

If you have already downloaded and are using the Arbor App you do not need to do anything further until you receive confirmation the transfer is complete.

3. Look Out for Confirmation

You will receive communication from the school once the transfer to Arbor Pay is complete. We are assured this will be complete by close of business on Friday 19 June. If you experience any issues, please refer to point 9 in the FAQs below.

4. Check Your Arbor Pay Access

Once notified that Arbor Pay is live, please log in to the Arbor App/Portal to ensure everything is working correctly.

5. Start Using Arbor Pay

Enjoy a quicker and easier way to make payments to the school through Arbor Pay.

ARBOR PAY – FREQUENTLY ASKED QUESTIONS

Full details on Arbor Parents App and Arbor Pay can be found here; <https://support.arbor-education.com/hc/en-us/categories/22645174482845-Students-and-Guardians>

1. What is Arbor Pay?

Arbor Pay is an online payment system that allows parent/carers to pay for school items (e.g. trips, meals, club fees) securely through the Arbor Parent App or Portal.

2. Why are we moving to Arbor Pay?

- To bring payments into the same system as student records.
- To simplify processes for staff and parent/carers.

- To improve reporting and reduce manual admin.
- To provide a more seamless parent/carers experience.

3. When will Arbor Pay go live?

The intended go-live date is **Friday 19 June 2026**. Communication will be sent to parents/carers when the transfer is complete and ready to use. **Parents/carers should ensure they have access to the Arbor Parent App before this date.**

4. How do parents access Arbor Pay?

Parents/carers can:

- Log in via the **Arbor App** (highly recommended), *or*
- Use the **Arbor Parent Portal** via a web browser.

5. What payment methods are available?

- Debit cards.
- Credit cards.
- **CASH LOADERS ARE STILL AVAILABLE IN SCHOOL (located on Core 1 & 2)**

6. Will my existing balance transfer over?

- Balances **will** transfer from ScoPay to Arbor Pay.
- Payments in ScoPay will cease on Thursday 18th June at 12 noon, no further payments can be made after this time.

7. Can I pay in instalments?

For educational visits, dependent upon cost, the school will offer instalment plans and communicate this to parent/carers on an individual basis for students who are attending each visit.

8. How will I know when something needs paying?

You'll receive a notification through the Arbor App or Parent Portal when a new payment is available. (Please ensure you enable push notifications)

9. What happens if I have trouble logging in?

If you can't access your account:

- Try resetting your password.
- Check you're using the correct email address.
- Email enquiries@ecclesfield-mlt.co.uk and a member of Student Services will make contact to support.

10. Is Arbor Pay secure?

Yes, Arbor Pay uses secure payment processing to keep your personal and financial details safe.

11. How do refunds work?

If a refund is needed, the school will process it through Arbor. This will go back to your original payment method or be held as credit on your account.

12. Who do I contact if I need help?

Email enquiries@ecclesfield-mlt.co.uk and a member of Student Services will make contact to support.

As always, thank you for continued support.