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1st July 2025

Dear Parents and Carers,

Subject: Important Update – Final Transition from Parent Pay to Arbor

Further to our previous letter in May 2025, this is an update on our transition from Parent Pay to the new Arbor Payments system.

The official switch-over to Arbor for all school-related payments will take place at the end of the current school year. The Parent Pay system will no longer be active for payments after **18th July 2025**.

Action Required: Outstanding Payments for the Current Academic Year

It is important that all payments for activities, clubs, and trips that have taken place during *this* academic year are paid in full on Parent Pay by **18th July**. Please log in to your Parent Pay account to check for any outstanding balances and clear them before this date.

Transfer of Balances and Future Payments

For your convenience, the following will be automatically transferred to the new Arbor system for the start of the next academic year:

- All current catering balances.
- All trip instalments and future payment schedules for the next academic year.

All new items for the next academic year, including school meals and trips, will be managed through the Arbor Parent Portal and App. This integrated system will allow you to manage your child's school information and payments in one place.

Getting Started with Arbor

You should have already received a welcome email with instructions on how to set up your Arbor account. If you have not yet activated your account, please do so as soon as possible.

We have attached the "MNSP Arbor Parent Portal, App and Payments Guide" again for your reference. This guide provides step-by-step instructions for logging in, navigating the portal, and making payments.

If you have not received a welcome email or are having trouble accessing the portal, please contact the school office immediately so we can assist you.

Thank you for your cooperation in helping us make this a smooth transition.

Sincerely,

School Payments Team