



August 2025

Dear Families,

Important Update: Change to Our Cashless Payment System Arbor Pay

We are writing to inform you of an important change to our school's cashless payment system. From Monday, 11 August, Shireland Collegiate Academy will begin the transition from ParentPay to Arbor Pay.

This change is part of our ongoing efforts to streamline school communications and payments, offering a more integrated experience for families. Arbor Pay will be accessible via the Arbor Parent App, which many of you are already using for other school-related updates. This means you will now be able to manage payments for school meals, trips, clubs, and other items all in one place.

Key Information:

- **Accessing your ParentPay account:** You can access your ParentPay account until Friday, 29 August. You will not be able to make any payments on your account
- **What you need to do:**
 - You are not required to make any withdrawals from your ParentPay account. The funds will automatically be transferred on Monday, 11 August to your Arbor Pay account.
 - Please ensure you check your child's dinner money balance is in credit before the start of term on Wednesday, 3 September.
- **How to top up your account:**
 - From the menu icon (bottom left), click "Payments".
 - Select the relevant account to view details or top up.
 - Click the green button to top up the account.
 - Enter the amount you wish to add and your card details.
 - Click "Pay". You may need to authenticate the payment. Once complete, you will be notified of the successful payment.

We understand that changes to systems can raise questions, and we are here to support you through this transition. Our team will be available to assist with any queries and ensure a smooth switchover.

If you require any assistance, please do not hesitate to contact the Academy on 0121 558 8086.

Yours sincerely,

Mr T Daly
Principal