



HARROGATE  
GRAMMAR SCHOOL  
EXCELLENCE FOR ALL

30 January 2024

Dear Parent/Carer

**Cashless Catering moving to Arbor Pay from Monday 19 February**

The finance team are delighted to proceed with the next stage of transitioning products over to the payments system within Arbor.

We hope that since the roll out of the parent portal app over a year ago, and the more recent move to Arbor Pay of payments for 2023/2024 trips, that you have found the Arbor system easy to navigate and are growing increasingly familiar with the system.

Over February half term whilst the school is closed, the transition of cashless catering from SCOPay to Arbor will take place. **You will be unable to access your SCOPay account from 3pm on Friday 9 February, whilst we transfer the catering balances across in readiness for the start of the next half term.**

Once completed, the cashless catering option will be present in the Arbor parent portal and payments can be made with immediate effect. Historic catering transactions will not move across to Arbor, but you will still be able to see them within your SCOPay account should you wish to review these.

To aid the transition of balances across from SCOPay we would be grateful if any deficit balances for meals can be brought up to date before 1pm on Friday 9 February.

Please click on the link below to access a step-by-step guide to assist you whilst you become familiar with this particular new element of the system.

[Payment accounts and topping up the meal account on the Parent Portal or Arbor App – Arbor Help Centre \(arbor-education.com\)](https://arbor-education.com)

Please note there are two different tab options at the top of the link, depending on whether you are accessing through the web browser or through the app.

If you have not logged in to Arbor yet, not accessed your account for some time, or are having issues logging in please email [HGSgateway@hgs.rkt.co.uk](mailto:HGSgateway@hgs.rkt.co.uk), where our data team will be able to assist further.

The finance team will also be on hand to assist you with any queries which you may have and can be contacted through [HGSFinance@hgs.rkt.co.uk](mailto:HGSFinance@hgs.rkt.co.uk).

Thank you in advance for your cooperation and understanding, whilst we transition across to the new payments system.

Yours sincerely

**Mrs Louise Butterfield**  
Business & Operations Manager