

August 5, 2020

Dear Arbor Families,

Many families have been asking us questions about how we would like purchase orders submitted for their Arbor classes. I'll answer some of these questions below.

- 1) When are charter Purchase Orders or Enrichment Certificates due?

We ask for POs/ECs to be submitted by August 13th. This enables us to have time to process them before classes begin. If your charter needs more time, please email us at TheArborReg@gmail.com so that we make note of your charter's timing.

POs/ECs or private payment must be received prior to a student attending classes.

- 2) Do you prefer monthly or session-long purchase orders?

Answer: It depends on the charter. Please see page 3 of the [Payment Policies](#) linked on our Registration page to see whether we prefer monthly or session-long POs from your charter.

If we request monthly POs for your charter, the monthly breakdown for four Fall and five Spring months are on the tables on page 3 of the [Payment Policies](#).

- 3) What about POs for year-long classes?

Answer: For year-long classes, please see page 3 of the [Payment Policies](#) for the monthly amounts. Then submit four months of POs for the Fall session. Five months of POs for the Spring session will be due on December 10th.

- 4) What if my POs were already submitted and I did it differently from #2 and #3?

Answer: Once the POs are received and processed, we will let you know if there are any issues. For example, we have received 50% POs for some of the year-long classes, which is fine. You can also log into your Parent Portal to see if we have received and processed your POs.

- 5) What if I submitted my POs before the change in class prices or what if I changed my classes since then? Do I need to resubmit POs?

When the price is reduced, as happened for most of our fall classes--yes, previously submitted purchase orders need to be rewritten. If the class has changed, please check with your charter. If your charter permits the original PO (for example for Chess) can be applied to a different class (for example Writing), please let us know.

6) What if my purchase orders are more or less than the balance in my Parent Portal?

Some families who pay with a combination of charter funds and private payments will find that with the lower prices for online classes, they can now use a greater proportion of charter funds than originally planned, and that they may be due a refund on prior payments. If this happens in your case, please email us at TheArborReg@gmail.com to initiate the refund.

Other families may find that they do not have enough charter funds to cover their balance. If this happens, please make a payment promptly, as private payment portions are due within 14 days of registration. To see payment options, please either review an emailed statement or refer to the [Payment Policies](#) on our Registration page.

More questions? Please email us at TheArborReg@gmail.com.

Thank you,

Kim

Kim Megyesi, Director

The Arbor Learning Community

(714) 340-3433

Office Hours Aug-May: Mon, Tues, Wed, Fri: 8:30-3:30; Closed Thurs

General Questions: TheArborOffice@gmail.com

Registration & Billing: TheArborReg@gmail.com