



mySchoolBucks™ FAQs



Question: What items can Parents pay for on mySchoolBucks?

Answer: Any item which can be transacted between your Parent Community and the District or School can be paid for using mySchoolBucks. Including but not limited to: meals, transportation (if applicable), before and after school programs, fundraisers, school store items, field trips, athletic tickets, activity fees, etc. In addition, mySchoolBucks is not limited to Parents. Boosters, Alumni and other members of your Community can make online purchases using their credit card on mySchoolBucks. We often have Grandparents on one side of the Country helping to care for their grandchildren on the other side by making payments on mySchoolBucks.

Question: Is mySchoolBucks secure?

Answer: Yes! The mySchoolBucks program is owned and operated by Heartland Payment Systems, which is one of the largest and most trusted payment processors in the country. The system is fully compliant with all security regulations and card industry requirements. MySchoolBucks has been certified as PCI Level 1 by an independent third party.

Question: Which payment methods can you accept?

Answer: This is entirely up to you, but most Districts and Schools choose Visa, MasterCard and Discover and their associated Debit cards, plus electronic check payments. These options represent the majority of the payments in the United States. You can accept American Express as well if desired.



Question: How much will your Service cost us?

Answer: The mySchoolBucks solution is owned and provided by Heartland Payment Systems, one of the largest and most trusted payment processors in the United States. We've worked to make this service as affordable as possible and provide a simple set of options for you. There are three (3) standard options:

1. Parent-paid convenience fee – When parents pay the fees, we charge a fixed flat convenience fee that is based on the average load amount for your district. Under this approach the service is completely free to the school district.
2. District-paid transaction fee – If a district elects to cover the costs for mySchoolBucks, we charge a fee that is a percentage of the actual payment amount.
3. Split-fee option – With this option, the district is able to have the best of both worlds. Parents are charged a lower convenience fee that is used to offset the district transaction fee.

Heartland has absorbed all credit card processing and bank fees into these rate options. In addition, Heartland maintains all of the security compliance for the online solution.

Question: Do we need to purchase any hardware or software from your company to utilize mySchoolBucks?

Answer: No, mySchoolBucks is a fully hosted cloud-based solution. When you type www.myschoolbucks.com in your browser, you are accessing the Service directly. (NOTES: The mySchoolBucks Servers are located in our highly secure PCI Level 1 certified data center.) Access to all reports and services are cloud based.

Question: What are the benefits of using the mySchoolBucks Service?

Answer: Your Parent and Community benefit greatly from the *convenience, control, and safety* derived from the mySchoolBucks Service and for many Districts and Schools, Parents are demanding online payment capabilities be made available.

For Districts and Schools, your benefits may be substantial. Due to the obvious risks, costs, and inefficiencies of handling cash and checks, taking it out of the hands of children and employees, and the school "system" overall, may be of significant benefit to the District.

Plus, mySchoolBucks collects funds safely and securely with a complete audit trail. This allows you to keep a closer watch over the receivables and ensure that money arrives in the correct bank account. In addition, most schools are able to record their

daily transactions as a single cash receipt into their financial management system using our online reports that provide complete details on payments, deposits, and all other transactions.

Question: Can funds be deposited into separate bank accounts?

Answer: Yes! With mySchoolBucks you have complete control of the funds collected. All funds are deposited into your bank account on the second day after payment (“Next Day Funding”) and provided to you net of any fees. Funds may be deposited into a single bank account or divided by school, club, etc.

Question: Does mySchoolBucks communicate with my financial management system?

Answer: Unlike receiving individual checks and cash, there is no need to record each individual payment with a solution like mySchoolBucks. Rather, all payments received during a given day are deposited in a single batch into your designated bank account(s). You are then able to record this transaction as a single entry in the financial management system.

In addition, mySchoolBucks has already been integrated with several financial management systems, plus the online reporting facility provides the ability to download reports and data into Microsoft® Excel® and other similar programs.

Question: Does mySchoolBucks communicate with my SIS/student information system?

Answer: We have pre-integrated mySchoolBucks with most SIS systems, and have the ability to interface using a number of SIS-specific protocols as well as the Schools Interoperability Framework (SIF).

Question: Will mySchoolBucks work with my child nutrition management system?

Answer: The beauty of mySchoolBucks is that was designed to be secure and flexible. The solution has already been integrated to several popular child nutrition management systems. To determine if your system is supported or if we can easily integrate, please contact our Sales team at (866) 343-2594, ext. 205.

Need more information? Call our Sales team today at (866) 343-2594, ext. 205.