MY SCHOOL BUCKS

Dear Adria,

Thank you for trusting MySchoolBucks as your online payment portal for cafeteria payments. We are proud to partner with your program and thousands like yours, in delivering convenient and secure payment, communication, and account management services to busy families across the US.

Due to rising payment processing interchange fees and continued increases in operational costs, we're updating the MySchoolBucks program fee that parents and guardians pay at checkout to $3.25 for all cafeteria credit/debit card prepayments beginning on March 7th. If your district accepts e-checks, the program fee for electronic check payments will increase to $2.75 per meal payment on the same date. This adjustment to our program fee for school meals is necessary to continue providing you and your families with the best and most secure online payment experience, while continuing to maintain the highest levels of data privacy.

The program fee is designed to cover the costs of providing the optional MSB services and includes a variety of items, including payment processing

costs, live parent and school support, compliance and information security requirements, as well as the software used to manage meal payments.

We recognize that fee updates during the school year can be disruptive, but we can no longer absorb these cost increases without negatively affecting the service we provide. Our intent for increasing our program fee is to be less impactful to your families than a one-time fee. If you are interested in alternate payment options for your district's families, please click here.

Thank you for your understanding and continued partnership. Based on previous customer feedback, we plan to notify parents of the program fee update via email on February 29th. Please click here to view the communications that parents in your district will receive.

If you have any questions, please contact our MySchoolBucks Admin Support team at 800.803.6755.

Regards,

Jeremy Loch
President, Heartland School Solutions

Heartland