



MySchoolBucks
Parent User Guide

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MySchoolBucks Parent User Guide

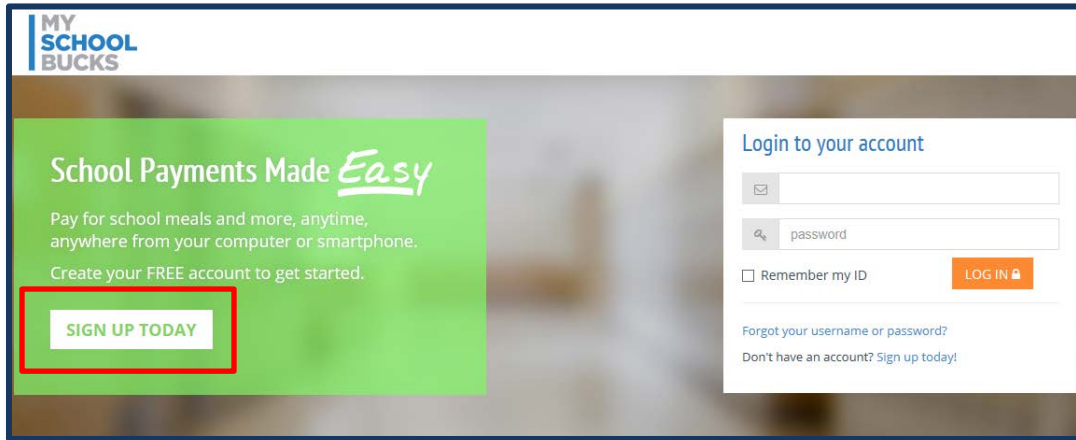
MySchoolBucks is an award-winning service offered by Heartland Payment Systems, Inc. Heartland Payment Systems is known for fair, fully disclosed pricing and empowering our customers to take control of their payment processing costs.

Since being introduced a number of years ago, MySchoolBucks has become the product of choice for thousands of schools throughout the United States. Whether paying for chemistry lab fees, purchasing books, buying athletic tickets, or simply paying for school lunch, MySchoolBucks gives parents the peace of mind when it comes to their children's school purchases.

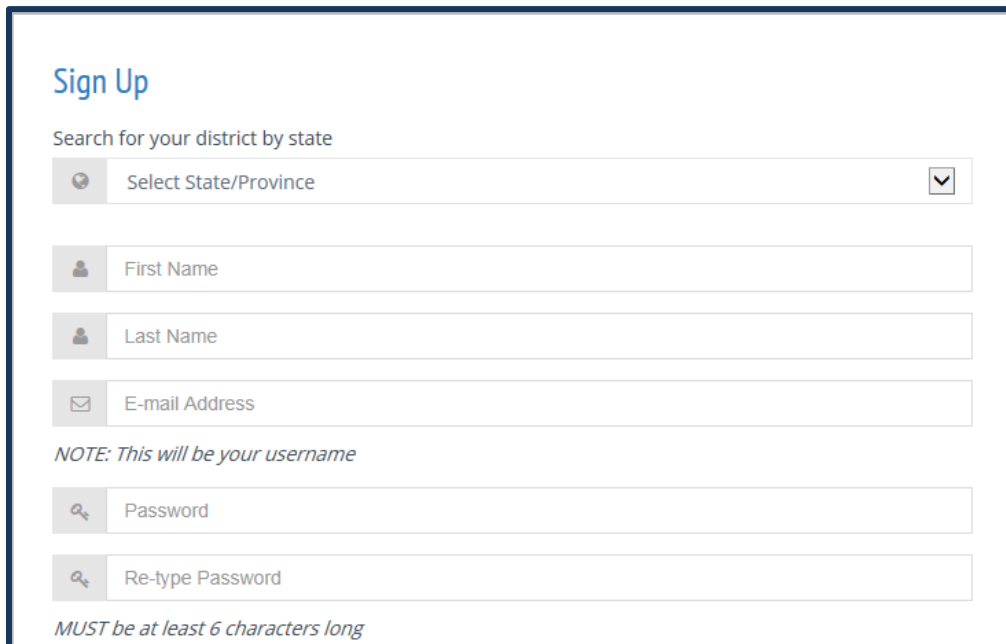
With MySchoolBucks, parents are able to register for an account and view information for free. Parents are also able to view account balances or recent purchases in the school cafeteria, add money to their student's account, and set up low balance alerts through this award-winning, parent friendly system.

Creating a Parent Account in MySchoolBucks

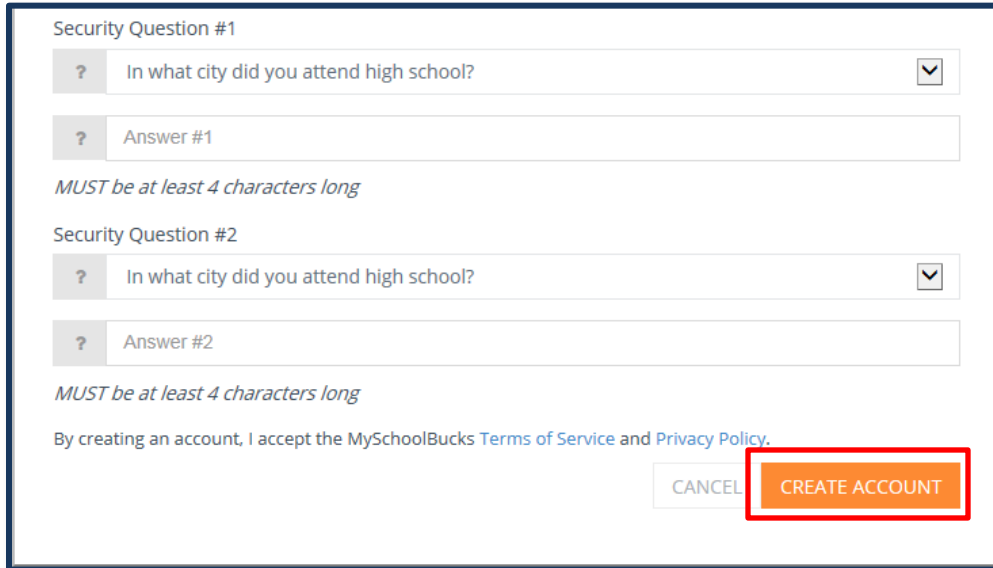
All new parent users must click **SIGN UP TODAY** and follow the on-screen instructions to establish their account.



The registration process will require you to select the state, followed by the district, in which your students attend, your first and last name, email address, and password. Your email address will be your username when logging in.

A screenshot of the "Sign Up" form. It includes a dropdown menu for "Select State/Province" with a search icon. Below are input fields for "First Name", "Last Name", and "E-mail Address". A note states "NOTE: This will be your username". There are also input fields for "Password" and "Re-type Password", with a note below stating "MUST be at least 6 characters long".

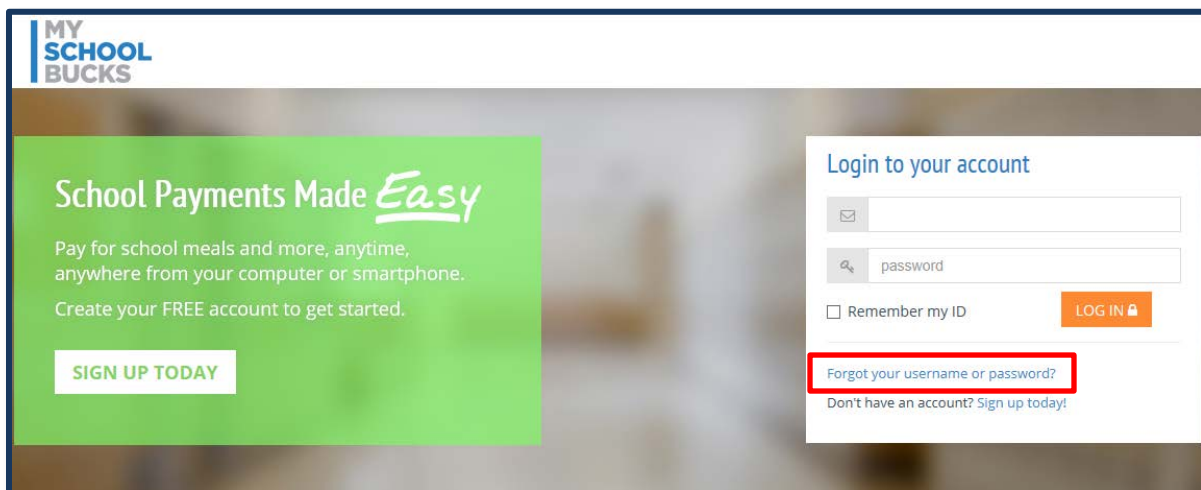
You are also required to select two security questions and fill out the answers. Once all information is entered, click **CREATE ACCOUNT**. A welcome email will be sent to the email address confirming that your profile was created.



The screenshot shows a form for creating an account. It contains two sections for security questions. Each section has a dropdown menu for the question (both set to "In what city did you attend high school?") and a text input field for the answer. Below each answer field is a note: "MUST be at least 4 characters long". At the bottom of the form, there is a checkbox for "Remember my ID" and a "LOG IN" button. A red box highlights the "Forgot your username or password?" link, which is located below the login fields. Below the form, there are two buttons: "CANCEL" and "CREATE ACCOUNT". The "CREATE ACCOUNT" button is highlighted with a red box.

Username and Password Recovery

If you have already created an account but have forgotten your login credentials, you can recover your profile either by entering the email address associated with your account or the mobile phone number associated with the account. To recover your profile, first click **Forgot your username or password?**



The screenshot shows the My School Bucks login page. On the left, there is a green banner with the text "School Payments Made *Easy*" and "Pay for school meals and more, anytime, anywhere from your computer or smartphone. Create your FREE account to get started." Below the banner is a "SIGN UP TODAY" button. On the right, there is a "Login to your account" form. The form has two input fields: one for email (with an envelope icon) and one for password (with a magnifying glass icon). Below the password field is a "Remember my ID" checkbox and a "LOG IN" button. A red box highlights the "Forgot your username or password?" link, which is located below the login fields. Below the link is the text "Don't have an account? Sign up today!".

If you would like your information sent to you via text message, click **Mobile Phone #**, enter the phone number associated with the account, and click **Continue**. If you would like your information sent to you via email, click **Email Address/Login ID**, enter the email address or login ID associated with the account, and click **Continue**.

Note: You must validate your mobile number before it may be used for password recovery.

Forgot Your Username or Password?

Just enter your mobile phone number or email address/login ID below and we'll help you retrieve your username or create a new password.

If you enter your mobile phone number, we'll text you a code to retrieve your username or create a new password.

If you enter your email address or login ID, we'll email you a link to retrieve your username or create a new password. If you don't receive the link soon, try checking your spam or junk folder. Adding MySchoolBucks to your email address book or safe list is the best way to ensure fast delivery.

MOBILE PHONE NUMBER

OR

EMAIL ADDRESS / LOGIN ID

CANCEL **CONTINUE**

A text message or email will be sent to you. Click **Finish** to return to the login screen.

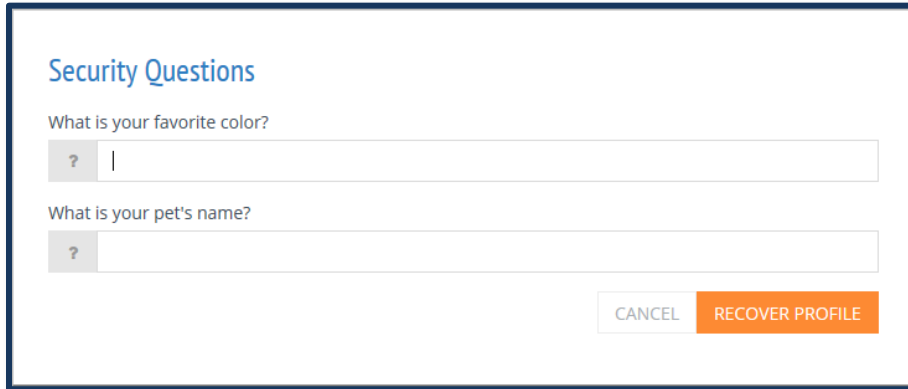
Recover Credentials

HOME > RECOVER CREDENTIALS

An email message with instructions to recover your credentials has been sent to your registered email address. If you do not receive the email within 30 minutes please contact customer support for further assistance.

FINISH

The email will contain a link. Click the link to begin recovering your profile. You may be presented with the security questions set up during your account creation. Enter the answers to the questions and click **Recover Profile**.



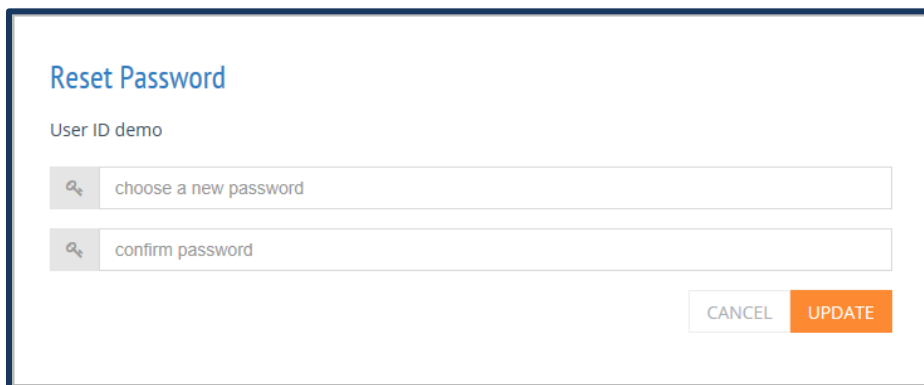
The screenshot shows a form titled "Security Questions". It contains two text input fields. The first field is labeled "What is your favorite color?" and has a question mark icon on the left. The second field is labeled "What is your pet's name?" and also has a question mark icon on the left. At the bottom right of the form, there are two buttons: "CANCEL" and "RECOVER PROFILE".

After correctly answering the security questions, you will be provided with your username. If you remember your password, click **Login** and enter your password. If you do not remember your password, click **Reset Password**.



The screenshot shows a form titled "User Information". It displays the text "Username: demo". At the bottom right of the form, there are two buttons: "LOGIN" and "RESET PASSWORD".

To reset your password, enter a new password in the top field and re-enter it in the field below. Then, click **Update**. Note that the password must be at least 6 characters

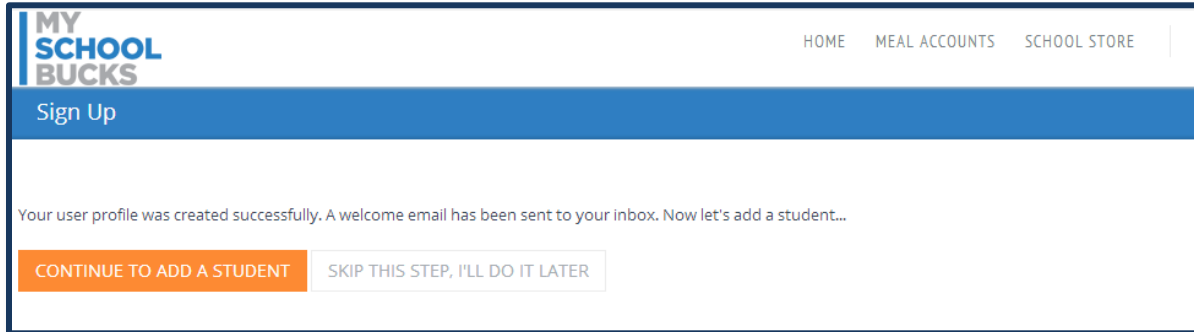


The screenshot shows a form titled "Reset Password". It displays the text "User ID demo". There are two text input fields. The first field is labeled "choose a new password" and has a question mark icon on the left. The second field is labeled "confirm password" and also has a question mark icon on the left. At the bottom right of the form, there are two buttons: "CANCEL" and "UPDATE".

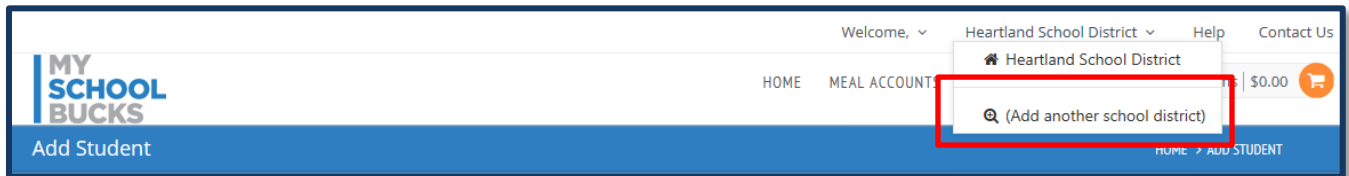
Adding a Student

Adding a Student on a New Account

After creating your account, you will then have an opportunity to add a student. You can choose to skip this step until a later time.



The student's district will automatically be populated. If a new District needs to be added, click the down arrow at the top of the screen to add the new district.



To add a student, enter the student's school along with their first and last name, date of birth, or student number and click **FIND STUDENT**.

Note: The information required to locate the student is dependent upon the individual district's settings. Some districts may require both the birthdate AND the student ID, while others may only require the birthdate OR the student ID.

Add Student

To add a student to your account please enter their name and identifying information.

Heartland School District

Challenge Academy 

Note: If your child attends school in a different school district please use the district selector at the top of the page to switch.

 First Name

 Last Name

One of the following is required to validate your student

 Birthdate (mm/dd/yyyy) 

- or -

 Student Number

[Don't have your child's student ID?](#)

CANCEL

FIND STUDENT

If the student is not able to be found, you will see the below message.

Add Student

To add a student to your account please enter their name and identifying information.

EccoGen Test

Heartland School of Music

Note: If your child attends school in a different school district please use the district selector at the top of the page to switch.

Macee

We were unable to identify a student with the information provided

Moo

One of the following is required to validate your student

2000-01-01

- or -

175261

CANCEL

FIND STUDENT

If you received this message, it likely means that some information was entered incorrectly. If there are no errors in the student information and the student is still not found, you will need to contact the school to verify your student is in their records.

Once the student is found, you will have the option to request a “low balance” email be sent to your email once the student’s balance falls below a dollar amount that you choose. If you do not want a low balance email, simply un-check the box and click **ADD STUDENT**.

MY SCHOOL BUCKS

HOME MEAL ACCOUNTS SCHOOL STORE

Add Student

Add Student

First Name: Lavell
Last Name: Gilmore
Grade: 8

Send email when meal account balance falls below:
\$ 10.00

CANCEL ADD STUDENT

Once the student is added, you will see the below confirmation. You can click **ADD ANOTHER STUDENT** to add another student or **FINISH** to complete the process.

MY SCHOOL BUCKS

HOME MEAL ACCOUNTS SCHOOL STORE

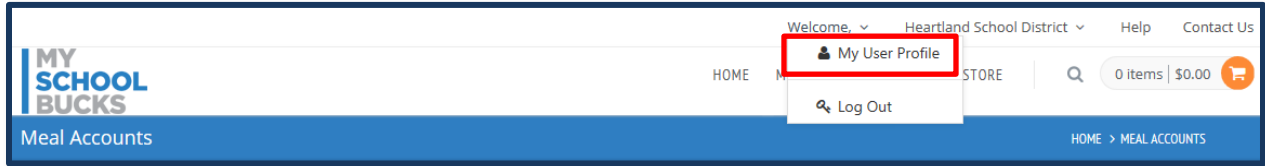
Add Student

The student you selected has been successfully added to your household.

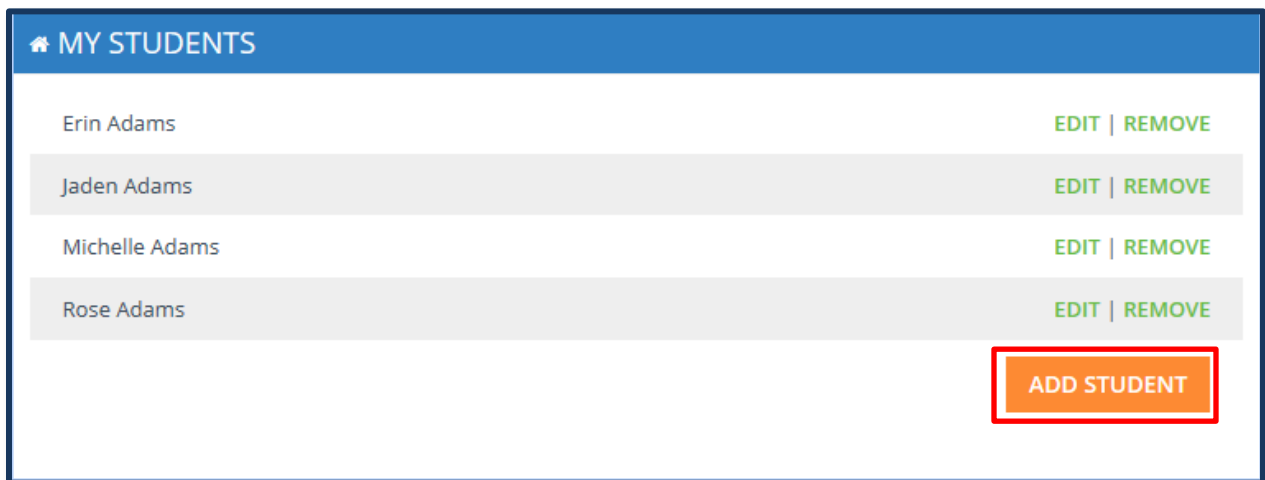
ADD ANOTHER STUDENT FINISH

Adding a Student to an Existing Account

To add a student to an existing account, under the Welcome drop-down menu, click **My User Profile**.



Under My Students, click **ADD STUDENT**.

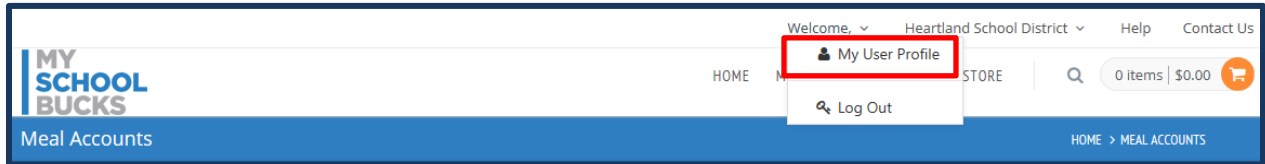


From here, the process is identical to [adding a student on a new account](#).

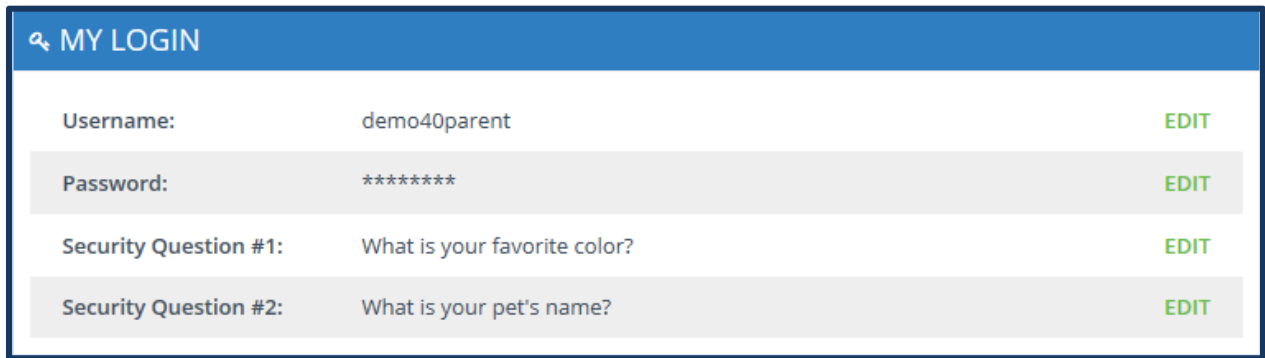
Parent Resources

User Profile

To review or change account information such as contact information or membership settings, from the Welcome drop-down menu, click **My User Profile**. You will also be able to click **Log Out** from here.



To edit information on this page, click **EDIT** next to the information you would like to update. For example, if you would like to change your password, click **EDIT** in the Password row under My Login. To edit the security questions used in case you forget your password, click **EDIT** next to Security Question #1 or Security Question #2.



To associate an account with a name, cell phone, and an email address, click **EDIT** next to Name, Mobile Phone Number, and Email Address, respectively. In addition to having the option to send low balance emails, parents may also receive emails associated with their student store orders, such as receipts and refund confirmations. Parents may also opt to send text messages to their phones to be updated with similar information.

MY CONTACT INFO

Name:	Demo Account	EDIT
Mobile Phone Number:	---	EDIT
Send text messages?	No	EDIT
Email Address:	nate.schunk@e-hps.com	EDIT
Send confirmation of payment?	No	EDIT

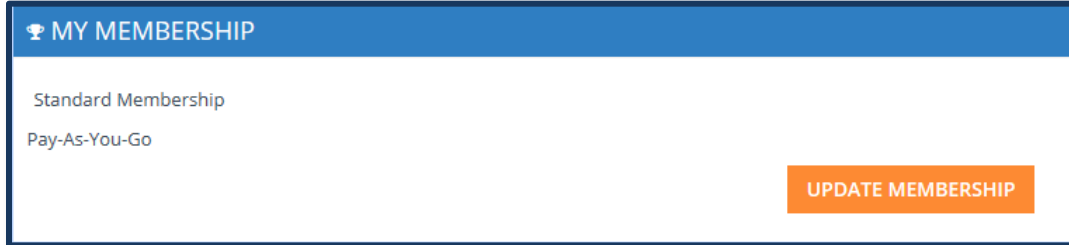
Under My Students, in addition to editing, there are options to remove and add entries. To remove a student, click **REMOVE** next to the account you would like to delete. To add a student, click **ADD STUDENT**.

MY STUDENTS

Name	Low Balance Threshold	
Erin Adams	\$10.00	EDIT REMOVE
Jaden Adams	\$10.00	EDIT REMOVE
Michelle Adams	\$10.00	EDIT REMOVE
Rose Adams	\$10.00	EDIT REMOVE

ADD STUDENT

Under My Membership, your current membership is displayed. A membership allows you to make purchases without having to pay the Program Fee each time. Click **Update Membership** to join or decline a membership.

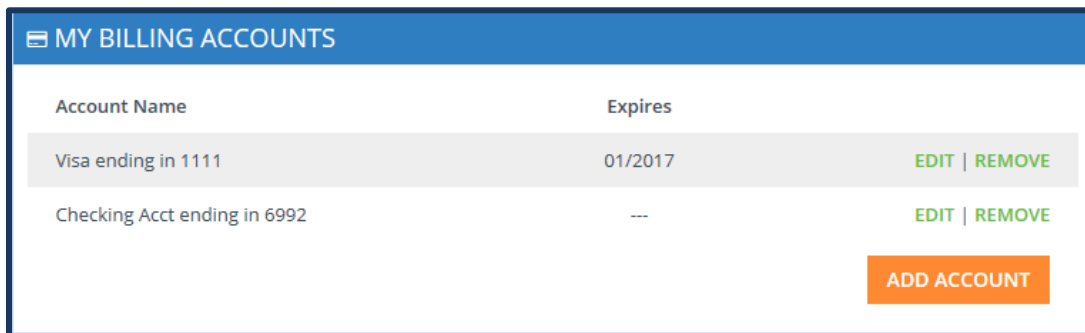


MY MEMBERSHIP

Standard Membership
Pay-As-You-Go

[UPDATE MEMBERSHIP](#)

Under My Billing Accounts, in addition to editing, there are options to remove and add entries. To remove a billing account, click **REMOVE** next to the account you would like to delete. To add a billing account, click or **ADD ACCOUNT**.

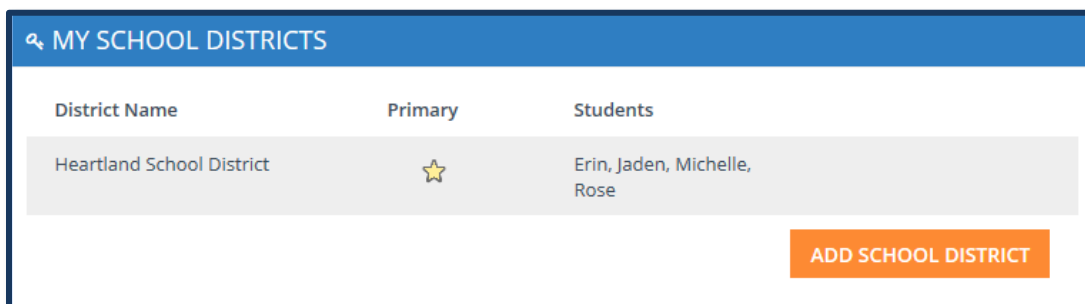


MY BILLING ACCOUNTS

Account Name	Expires	
Visa ending in 1111	01/2017	EDIT REMOVE
Checking Acct ending in 6992	---	EDIT REMOVE

[ADD ACCOUNT](#)

Under My School Districts, the school districts associated with your students' accounts are displayed. Your primary school district is indicated by whichever district has a yellow star under Primary. The students under your account associated with the district are listed under Students. Click Add School District if you need to add another school district. Even if all students associated with your account go to the same district, you may need to add a district in order to access another district's student store, for example.



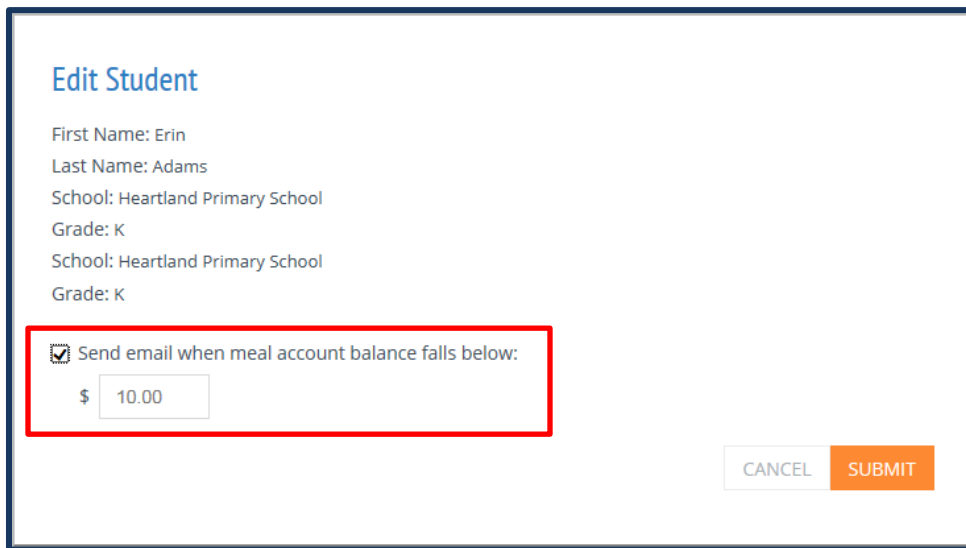
MY SCHOOL DISTRICTS

District Name	Primary	Students
Heartland School District	★	Erin, Jaden, Michelle, Rose

[ADD SCHOOL DISTRICT](#)

Email Preferences

You can sign up for email notifications to inform them when your student's balance falls below a designated amount or after an order is placed. To sign up for low balance emails, click **EDIT** under My Students next to a student account, select **Send email when meal account falls below**, and enter a low balance amount. Click **SUBMIT** to confirm the changes.



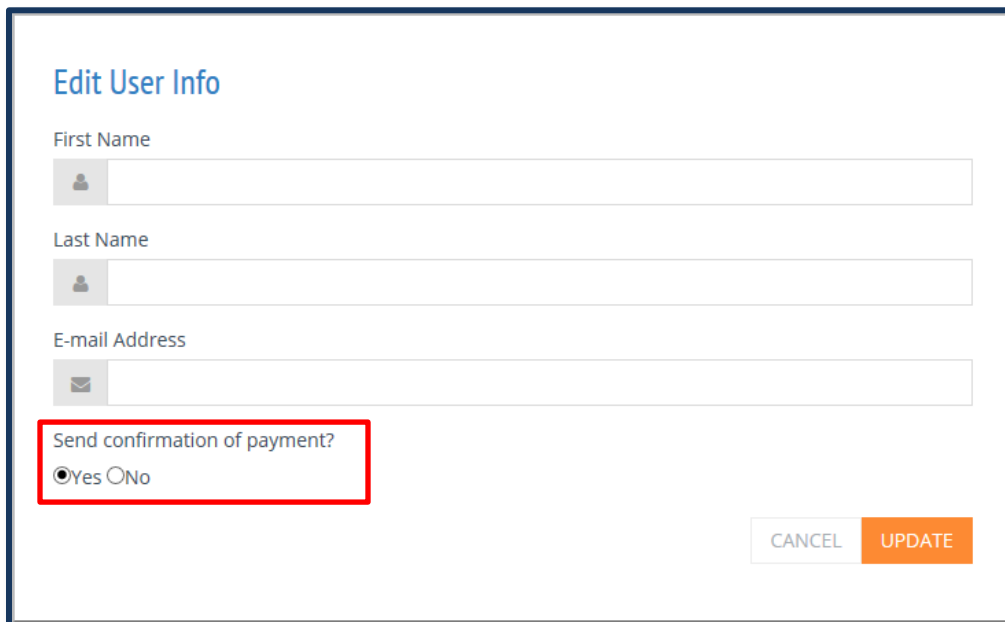
Edit Student

First Name: Erin
Last Name: Adams
School: Heartland Primary School
Grade: K
School: Heartland Primary School
Grade: K

Send email when meal account balance falls below:
\$ 10.00

CANCEL SUBMIT

To sign up for notifications for when a payment has been made, click **EDIT** under My Contact Info next to Send Confirmation of Payment. Then, under Send confirmation of payment, click **Yes**. Click **Update** to confirm the changes.



Edit User Info

First Name

Last Name

E-mail Address

Send confirmation of payment?
 Yes No

CANCEL UPDATE

Downloads

You can access MySchoolBucks digital applications by scrolling to the bottom of the page. Currently, mobile applications for iOS, Windows Phones, and Google Play are available to download. These resources provide you with fast and easy access to your account.

Heartland
Payment Systems

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[Terms of Service](#)

MOBILE APPS
 Download on the App Store
 GET IT ON Google play
 Windows Phone Store

GET SOCIAL

Meal Accounts

The Meal Accounts page is the landing page for parents every time they log in to their accounts. Here, you can view student balances, active scheduled payments, and recent payments.

All students that have been added to your account will be displayed here. Some students will have an icon next to their name. A rounded arrow icon indicates that the student is set up on an automatic payment plan. A trophy icon indicates the student is part of a membership program.

Also displayed is the district announcement. District administrators can enter custom announcements or notes for parents in their district to view after logging in to their accounts.

Meal Accounts HOME > MEAL ACCOUNTS

Welcome to the Heartland School District Payments Portal
Welcome to MySchoolBucks!

MY STUDENTS		MEAL PAYMENT OPTIONS	
Adams, Erin	\$3033.00		REPEAT LAST PAYMENT \$100.00 for 4 students
Adams, Jaden	\$1810.24		
Adams, Michelle	\$1700.00		ADD MONEY to your meal account
Adams, Rose	\$1825.00		
+ Add a Student			

[VIEW SCHEDULED PAYMENTS](#)
[MAKE A MEAL PAYMENT](#)

Cafeteria Meal History

The Cafeteria Meal History page displays a list of purchases and account activity for students. Some districts utilize software that is compatible with the running balances feature in MySchoolBucks. However, many district cafeteria purchases will only display activity such as purchases and deposits.

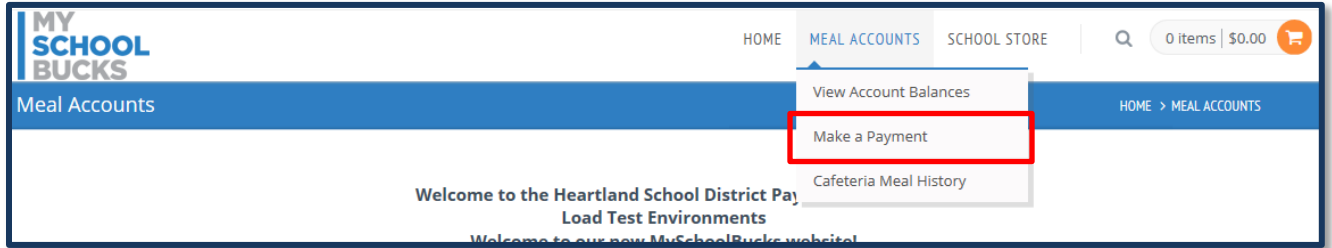
In addition to cafeteria purchases, this page also has tabs that display recent payments and scheduled payments. Click the **Recent Payments** tab to view payments made recently to your students' accounts. Click **Scheduled Payments** to view payments that are pending.

Prepayments should display in cafeteria purchases and increase the student's balance within 2 business days after the date of the prepayment.

CAFETERIA PURCHASES							RECENT PAYMENTS	SCHEDULED PAYMENTS
Cafeteria purchase history is displayed for up to three months								
Adams, Erin								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								
Adams, Jaden								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								
Adams, Michelle								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								
Adams, Rose								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								

Make a Payment

To process a prepayment, select the “Make a Payment” option in the Meal Accounts drop-down menu. This will navigate you to the Place Order page.



You will be able to select a store such as Cafeteria Meal Payments or School Supplies. This will depend on the stores that have been set up for the school district that the student attends. If there are only cafeteria payments available, you will automatically be directed to the cafeteria payment options.

To make a payment, you will need to first select an amount to pay within the individual school districts’ maximum payment limits. This is typically a range of \$1 to \$120. However, this limit may vary depending on the district’s agreement with MySchoolBucks.

Note: On this screen, amounts in red have fallen below their “low balance” amount. Once the balance is funded, the box will turn gray.

Place Order						HOME > MEAL ACCOUNTS > PLACE ORDER	
STUDENT	BALANCE	SELECT AMOUNT				TOTAL	
Erin Adams	\$2.00	\$0	\$25	\$35	\$45	OTHER	\$0.00
Jaden Adams	\$9.00	\$0	\$25	\$35	\$45	OTHER	\$0.00
Michelle Adams	\$0.00	\$0	\$25	\$35	\$45	OTHER	\$0.00
Rose Adams	\$0.00	\$0	\$25	\$35	\$45	OTHER	\$0.00

Next, select a payment method, either **eCheck** or **Credit Card**. When writing an eCheck, select the checking account from the drop-down menu. When using a credit card, select a credit card from the drop-down menu. If the preferred payment method does not appear in the menu, click **Enter a new checking account** to enter a new eCheck account or **Enter a new credit card** to enter a new credit card.

Subtotal	\$0.00
Program Fee	\$0.00
Total	\$0.00

When making a payment to a lunch account, you have the option to make the current payment an automatic one. The selection is defaulted to **No**. This means that the current payment is made one time at the time of purchase. If you click **Yes**, you can set the current payment to recur either when the account falls below a certain balance or at set timed intervals, such as every week after the payment. Payments can be made to stop on a certain date or continue going unless you manually cancel the payment.

When finished making the order, click **Place Meal Order** to place the order.

Make this automatic?
YES NO

Send a payment when account balance is below \$

Send payments until I cancel the order.
 Stop on 12/19/2014

Individual payments are made for each qualifying student, when their balance falls below the amount specified. A program fee may apply to each payment.

Send multiple payments on a recurring weekly or monthly basis...

Send first payment on 10/29/2014

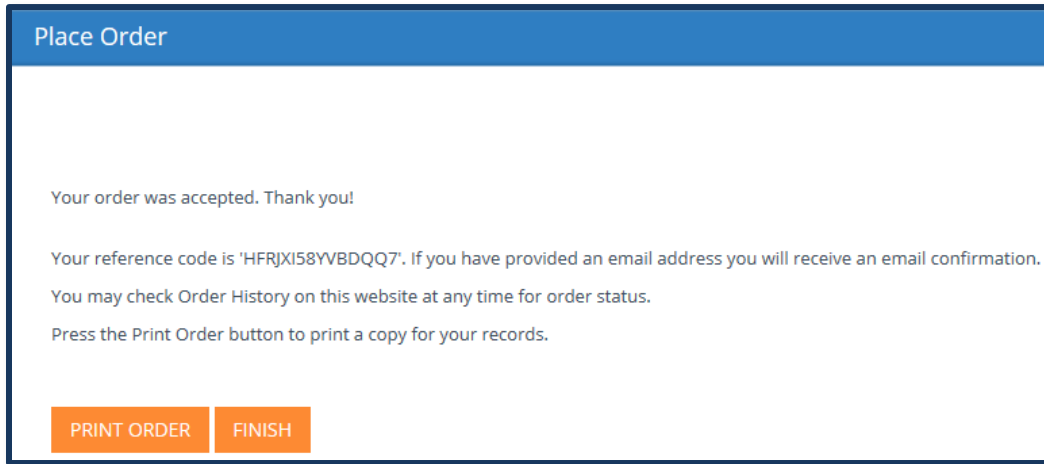
Payment frequency Every Week

Send payments until I cancel the order.
 Stop on end date (mm/dd/yyyy)

PLACE MEAL ORDER

By clicking Confirm Payment, you agree to our Terms of Service.

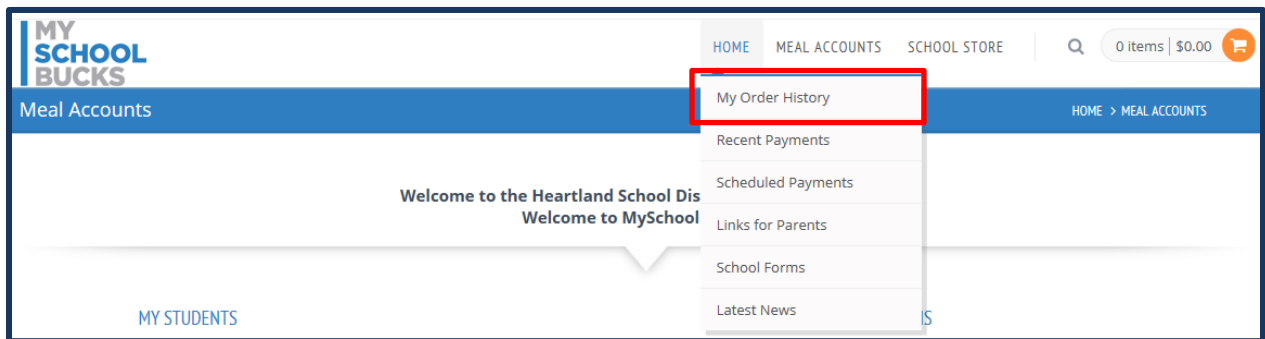
At this point, the order will be placed. If you selected the option to receive an email notification when an order is placed, the notification will be sent at this time.



The screenshot shows a confirmation page titled "Place Order" with a blue header. The main content area is white and contains the following text: "Your order was accepted. Thank you!", "Your reference code is 'HFRJX158YVBDQQ7'. If you have provided an email address you will receive an email confirmation.", "You may check Order History on this website at any time for order status.", and "Press the Print Order button to print a copy for your records." At the bottom, there are two orange buttons: "PRINT ORDER" and "FINISH".

My Order History

My Order History contains all orders placed through MySchoolBucks. To open the My Order History page, click **My Order History** under the Home drop-down menu.



The screenshot shows the MySchoolBucks website navigation menu. The top navigation bar includes "HOME", "MEAL ACCOUNTS", and "SCHOOL STORE". A search bar shows "0 items | \$0.00". The "HOME" dropdown menu is open, and "My Order History" is highlighted with a red box. Other menu items include "Recent Payments", "Scheduled Payments", "Links for Parents", "School Forms", and "Latest News". The main content area shows "Meal Accounts" and a welcome message: "Welcome to the Heartland School Dis" and "Welcome to MySchool".

My Order History includes both one-time prepayments and scheduled prepayments. From this location, you can view the details of past payments such as the date that the order was placed, the frequency of the order, and the billing account that the order is being billed to. Check the order details by clicking **View Order**. You can also print orders by clicking the printer icon.

Date :	Jun 20, 2014 5:58:10 AM	VIEW ORDER
Status :	closed	
Billed To :	Checking Acct ending in 6992	
Charge Amt :	\$91.80	

Product	Student	Unit Price	Quantity	Total Price
Cafeteria	Adams, Rose	\$45.00	1	\$45.00
Cafeteria	Adams, Jaden	\$45.00	1	\$45.00

Date :	Jun 20, 2014 5:58:10 AM	VIEW ORDER
Status :	closed	
Billed To :	Checking Acct ending in 6992	
Charge Amt :	\$122.40	

Product	Student	Unit Price	Quantity	Total Price
Cafeteria	Adams, Erin	\$120.00	1	\$120.00

Recent Payments History

To view all payments processed from your account through MySchoolBucks, select **Recent Payments** from the Home drop-down menu.

MY SCHOOL BUCKS

HOME
MEAL ACCOUNTS
SCHOOL STORE
Q
0 items | \$0.00

Meal Accounts
HOME > MEAL ACCOUNTS

Welcome to the Heartland School Dis

Welcome to MySchool

MY STUDENTS

- My Order History
- Recent Payments
- Scheduled Payments
- Links for Parents
- School Forms
- Latest News

The Recent Payments page will display the most recent payments made to the school. To view all available payment records for a student's account, click View All under their account name.

Note: Payments made directly to the school or through any other service will *not* display here.

CAFETERIA PURCHASES
RECENT PAYMENTS
SCHEDULED PAYMENTS

Your recent online payments are displayed below. Any payments made directly to the school office will not appear here.

Adams, Erin

Date	Item	Billed To	Charge Amount	Payment On Account
Jun 20, 2014 5:58:14 AM	Cafeteria	Checking Acct ending in 6992	\$122.40	\$120.00
Jun 19, 2014 5:32:37 PM	Cafeteria	Checking Acct ending in 6992	\$45.90	\$45.00
Jun 19, 2014 5:26:25 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 19, 2014 5:25:06 PM	Library Fees	Checking Acct ending in 6992	\$51.00	\$50.00
Jun 18, 2014 3:23:01 PM	Cafeteria	Checking Acct ending in 6992	\$5.10	\$5.00
Jun 18, 2014 1:50:37 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00

VIEW ALL >

Adams, Jaden

Date	Item	Billed To	Charge Amount	Payment On Account
Jun 21, 2014 4:10:02 PM	Cafeteria	Checking Acct ending in 6992	-\$45.90	-\$45.00

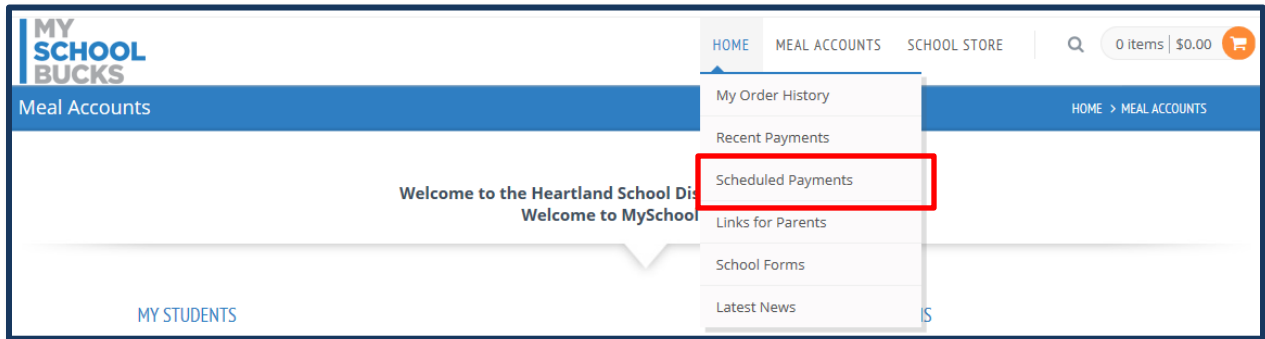
To collapse the payment list back to only recent payments, click **View Less**.

Jun 20, 2014 5:58:14 AM	Cafeteria	Checking Acct ending in 6992	\$122.40	\$120.00
Jun 19, 2014 5:32:37 PM	Cafeteria	Checking Acct ending in 6992	\$45.90	\$45.00
Jun 19, 2014 5:26:25 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 19, 2014 5:25:06 PM	Library Fees	Checking Acct ending in 6992	\$51.00	\$50.00
Jun 18, 2014 3:23:01 PM	Cafeteria	Checking Acct ending in 6992	\$5.10	\$5.00
Jun 18, 2014 1:50:37 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 11, 2014 1:33:34 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 10, 2014 5:41:10 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 6, 2014 10:32:42 AM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 3, 2014 12:54:41 PM	Cafeteria	Checking Acct ending in 6992	\$28.56	\$28.00
Jun 3, 2014 12:54:31 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 3, 2014 12:54:16 PM	Cafeteria	Visa ending in 1111	\$25.67	\$25.00
Jun 3, 2014 10:49:06 AM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 3, 2014 10:43:32 AM	Cafeteria	Visa ending in 1111	\$25.67	\$25.00
Totals			\$482.80	\$473.00

VIEW LESS >

Scheduled Payments

The Scheduled Payments page lists the payments that are scheduled to process in the near future. These payments are organized by student on the account. To view scheduled payments, select **Scheduled Payments** from the Home drop-down menu.



From this page, you can view scheduled payments on your account. In addition, you can also cancel a payment or change the billing information associated with the payment. To cancel or change the billing information on a payment, first click **View/Edit** next to the payment you would like to modify.

CAFETERIA PURCHASES		RECENT PAYMENTS		SCHEDULED PAYMENTS	
Your recent scheduled payments are displayed below.					
Adams, Erin					
Next Payment Date	Item	Bill to	Amount	Payment	
When balance <= \$10.00	Cafeteria	Visa ending in 1111	\$45.00	VIEW/EDIT	
Adams, Jaden					
Next Payment Date	Item	Bill to	Amount	Payment	
When balance <= \$10.00	Cafeteria	Visa ending in 1111	\$30.00	VIEW/EDIT	
Adams, Michelle					
Next Payment Date	Item	Bill to	Amount	Payment	
(No scheduled payments found)					

To cancel the order, click **Cancel This Order**. Click **Yes** on the next screen to confirm the order cancellation. To change the payment method used to complete the scheduled payment, click **Use a Different Billing Acct**.

Order

CANCEL THIS ORDER USE A DIFFERENT BILLING ACCT

ID: XO4N75Y9SFKAWNW
 Date: Jun 26, 2014 5:28:44 PM
 Status: active
 School District: Heartland School District
 Store: Food Services Store
 Name: Account, Demo
 Email Address: nate.schunk@e-hps.com

Name	Student	Unit Price	Quantity	Total Price
Cafeteria	Adams, Erin	\$45.00	1	\$45.00
<i>* Scheduled to pay \$45.00 when balance <= \$10.00</i>				
		Subtotal:		\$45.00
		Program Fee:		\$2.00
		Grand Total:		\$47.00

Bill to: Visa ending in 1111

From here, choose the payment method you would like to use for the payment and click **Update**. Note that new payment methods cannot be added from this screen.

Please select a billing account to use to apply the payment.

VISA ENDING IN 1111 (EXPIRES JAN 2017) ✓

DANELLE
 1620 W FOUNTAINHEAD PARKWAY
 TEMPE , AZ 85283

CHECKING ACCT ENDING IN 6992 (EXPIRES JAN 2015) ✓

MOBILE BANK ACCT
 1234 TEST DR
 #4
 TEMPE , AZ 85251

To add a new billing account please first choose [My User Profile](#) from the menu then return here to update the schedule.

CANCEL UPDATE

One-time prepayments with the status of “Closed” cannot be cancelled or voided. If you are requesting a refund and the order has already been closed, you will need to obtain the refund directly from the school.

ID : L9YG2FL55CTNOTH
 Date : Jun 20, 2014 5:58:10 AM
 Status : closed
 School District : Heartland School District
 Store : Food Services Store
 Name :
 Address :

Name	Student	Unit Price	Quantity	Total Price
Cafeteria	Adams, Rose	\$45.00	1	\$45.00
Cafeteria	Adams, Jaden	\$45.00	1	\$45.00

Subtotal : \$90.00

Program Fee : \$1.80

Grand Total: \$91.80

Bill to : Checking Acct ending in 6992

FAQ and Contacting Support

Users have access to the Frequently Asked Questions as well as the parent support phone number at the bottom of every page in MySchoolBucks by clicking **Help**. You may also send Support Requests and submit User Feedback through the **Contact Us** option in the top right corner or at the bottom of the page.

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MOBILE APPS

GET SOCIAL

Support

For additional support, please contact Technical Support between the hours of 8 AM EST and 5 PM EST at 1-855-832-5226.

You may also contact customer technical support by using our [support request form](#).

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