



POWAY UNIFIED SCHOOL DISTRICT ONLINE PAYMENTS (MYSCHOOLBUCKS) Frequently Asked Questions



Q1: How do I enroll in MySchoolBucks.com?

A1: Go to the website www.MySchoolBucks.com and click, [Sign up today](#). You will need each child's **7-digit student ID number**, home address, date of birth, school name, and grade. (click icon below).



Q2: Do I have to use MySchoolBucks (MSB) to pay for my child's school meals?

A2: No, this program is totally voluntary. You can continue to make payments to the school as you have done in the past. It will not cost anything to use MySchoolBucks to check balances, history, and be notified if your account balance is low.

Q3: Is there a fee for paying for meals online through MySchoolBucks?

A3: Yes. A \$1.95 transaction fee will be charged for each transaction.

Q4: Will I be charged \$1.95 for both of my children if they attend the same school?

A4: No, if you pay for both children at the same time. Transaction fees are based on the individual transaction, not the number of children, nor the number of different schools. One online payment can be split among all of the children attached to your account, with no additional cost. **NOTE: There is no fee for viewing your child's account.**

Q5: Why do I have to pay a transaction fee?

A5: MySchoolBucks (not the District) charges this fee for processing the transactions. These fees go directly to the payment processor, not to the school district. The District offers online payments as an additional pre-payment option and convenience for parents.

Q6: How do I request a transfer of funds between my children's accounts?

A6: Meal account transfers can be requested by using the [Parent Refund/Transfer Request Form](#) or calling the Food and Nutrition Accountant at 858-668-2562.

Q7: What Student ID number should I use to enroll my child in MySchoolBucks?

A7: Your child's 7-digit student ID number is an essential part of the enrollment process. Correct student ID numbers will have 7 digits and begin with "1." They can be obtained from your child's school, or can be found on most registration documents, report cards, planners, and class schedules.

Q8: How secure is the online payment process?

A8: Very. MySchoolBucks uses the latest and best encryption software to assure that your personal information is safe and secure. The security symbol is seen at the bottom of your web browser when you are on their secure site.

Q9: Why am I unable to get my child's account balance or meal history information?

A9: Two common reasons are: the student ID number you are using is incorrect or your child's school has an inaccurate birth date. You can verify this by contacting your child's school.

Q10: Why is my balance not updating?

A10: The most common problem is an incorrect student ID number and/or date of birth. You can edit or update this information in your child's account and try again. Also, if your school's internet connection is down, this could possibly prevent balance updates.



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Q11: I have been using MSB and it was working fine but now it has quit working. Why?

A11: The most common cause is expired credit/debit cards. You can update this information by going to "Payment Methods" on the MSB website.

Q12: What credit cards/methods of payment are accepted?

A12: MySchoolBucks.com accepts Visa, MasterCard, Discover, and debit card payments.

Q13: Will I be notified when my credit/debit card expires?

A13: Yes, via e-mail. The MSB website will warn users about expired cards. You can update and add new credit card information by clicking on "Payment Methods."

Q14: Will I be notified when my child's account balance gets low?

A14: Yes, via e-mail. Under the "Subscribe to Alerts" settings, you can select the option to be notified by email every time your child's balance drops below \$10.00. This reminder helps parents to fund their child's account without interrupting meal purchases. You may also subscribe to Monthly Statements via email to see all purchases and payments.

Q15: Can I view my child's spending history?

A15: Yes. Under the "Meal Activity" option, parents can view 90 days' worth of meal purchases. This option eliminates the need to request this information from the school.

Q16: When is my credit/debit card actually charged?

A16: Your credit/debit card is only charged after data has been verified. All charges will post to your credit card banking system every night. An email is generated to the email address listed on the account if any problems arise during the verification process.

Q17: How long does it take my balance to update on the webpage?

A17: Generally, all payments are applied within 24 hours. Payments are typically posted to your child's account shortly after the payment is made. In rare cases, however, it may take longer for the payment to reach the school due to unforeseen issues.

Q18: When will my payment be available in my children's accounts?

A18: Typically, lunch account balances are updated almost immediately. However, balances are not updated between 10:30 am - 1:30 pm to prevent conflict with lunch service. EChecks are generally processed within one business day of payment.

Q19: How do I make changes to my account?

A19: Simply go to the MSB web page and log in; click on "My Account" to make changes to your personal and billing information. To make changes to your child's account, click on "My Students" located on the left of all pages.

Q20: What happens if my child switches schools?

A20: As long as your child stays within the Poway School District, the account will automatically update on the website and the money will transfer to their new school.

Q21: Does my child need his/her student Identification Card to make a purchase?

A21: No, for elementary school students. Middle and high school students who do not have a recent photo in the computer may be required to show their student ID cards.