

**San Marino Food Service Department**

**FREQUENTLY ASKED QUESTIONS – NEW STUDENT LUNCH PAYMENT SYSTEM**

[www.myschoolbucks.com](http://www.myschoolbucks.com)

**What is My School Bucks?**

My School Bucks is a secure on-line payment system used by parents of students attending San Marino USD schools to pre-pay for student's lunches.

**How do I make a payment on-line?**

Go to [www.myschoolbucks.com](http://www.myschoolbucks.com) and enter your existing Mynutrikids.com username and password and click LOG IN and click MAKE A PAYMENT.

New users will need to complete the registration page before logging in.

For complete instructions how to use your myschoolbucks account click the link below:

<http://learnmyschoolbucks.com/parent>

**What credit card can I use to make a payment?**

Visa, Master Card, Discover and e-checks.

Contact your credit card company immediately to resolve any discrepancy. Within **45 days** of the transaction date the credit card company will communicate with MySchoolBucks to resolve.

**How much does it cost?**

A convenience fee of \$1.95 is assessed for each transaction up to \$200.00. This fee is directly collected by the processing company.

**What if I want to pay more?**

For pre-payments above \$200.00 additional credit card processing fees will apply.

**Can I make payment to multiple children's' account with one payment**

Yes. You will need to enter a specific amount for each child. You are charged the \$1.95 convenience fee only once.

**How long after I make my payment will the money be available**

Payments are generally processed within 24 hour except for e-checks which can take 4-7 business days.

**Can I send a check to the school instead?**

Yes. Make the check payable to the cafeteria of the school that your child attends, for example Carver Cafeteria. Remember to sign and date the check, a \$10.00 bank fee is assessed on return checks.

**How Do I request a refund from the School?**

Send a written request to Carolle Thompson at [cthompson@smusd.us](mailto:cthompson@smusd.us) or via US mail at 1665 West Drive, San Marino CA 91108. Include the name of your child and an address where to send the refund check. A \$5.00 service fee will be deducted from the remaining balance.

**What happens to the remaining balance at the end of the school year?**

All balances graduate to the next school year. If your child is a senior or leaving the District the balance can be transferred to another child's lunch account or parent should request a refund. (See above)

**How do I know what my child has been buying**

To view purchases for the previous 90 days, log in to [www.myschoolbuck.com](http://www.myschoolbuck.com) Click on the HISTORY LINK next to your child's name. If you need more transaction history e-mail Carolle Thompson at [cthompson@smusd.us](mailto:cthompson@smusd.us) include the specific date range.

**How do I attach notes to my child's lunch account**

E-mail Carolle Thompson at [cthompson@smusd.us](mailto:cthompson@smusd.us)

**Can all my children use the same account**

No, each child is assigned a separate account with a unique student ID number.

**How do I transfer money between my children's account**

E-mail Carolle Thompson at [cthompson@smusd.us](mailto:cthompson@smusd.us) with the breakdown instructions.

**How long after I make my payment will the money be available**

Payments are generally processed within 24 hour except for e-checks which can take 4-7 business days.

**Where do I get my child's Student ID Number**

Contact the Food Service Department [cthompson@smusd.us](mailto:cthompson@smusd.us) or by calling (626)299-7000 x 323.

Student ID Number can also be found on the School issued ID card.

