

# Top Support Questions for Myschoolbucks

## How can I obtain a refund?

Payments placed through MySchoolBucks are quickly expedited to your school's bank for deposit. All funds are housed by your school's district office. We ask that you work directly with the school district office's food service department to obtain a refund.

Please contact Kathy Viggiano at [viggiano.katherine@ryeschools.org](mailto:viggiano.katherine@ryeschools.org)

## Is there a fee associated with using MySchoolBucks?

When a Program Fee is charged, it will be displayed onscreen before you complete the payment transaction. By completing the transaction, you are agreeing to pay the Program Fee to HPS. To avoid a fee you can have your child bring in a personal check made payable to: Rye City Schools and please include child's name and grade.

## How do I transfer funds between students?

All of the student meal accounts are housed by your student's school. To transfer funds between students, please contact Stacey Falcone at 914-967-6100 ext. 2030 [FoodService@ryeschools.org](mailto:FoodService@ryeschools.org)

## Will I be able to pay for meals and/or school items immediately after I create an account?

Yes, you will be all set and ready to go after you sign up.

## What happens if my student changes schools?

You can continue using your MySchoolBucks account as long as your new school uses MySchoolBucks!

If you are changing schools within the same school district, MySchoolBucks is automatically updated with your student's enrollment information.

If your student is attending a new school in a different district, click the words "School District" at the top of your MySchoolBucks account to add a new school district to your profile. MySchoolBucks.com will provide a list of available school districts during the signup process. Please also confirm that your Auto Pay settings have been disabled for the old school. Once your student is active in the new school district you will need to re-enable Auto Pay.



## Adding Purchasing Restrictions to account:

Please contact [FoodService@ryeschools.org](mailto:FoodService@ryeschools.org)

## How Your District Can Help

Please contact your school directly for information regarding the balance of your account, refunds, balance transfers, or if your child appears to be enrolled in the wrong school.

[Falcone-stacey@aramark.com](mailto:Falcone-stacey@aramark.com)   [FoodService@ryeschools.org](mailto:FoodService@ryeschools.org)   914-967-6100 ext. 2030

## Still Need Assistance?

Call 1-855-832-5226

Mon-Fri: 7am - 7pm (Eastern Time)