



The Rye City School District

Administrative Offices
555 Theodore Fremd Avenue, Suite B-101 Rye, New York 10580
Tel.: (914) 967-6100 Ext. 6270 Fax : (914) 967-6957

Gabriella O'Connor
Assistant Superintendent for Business
connor.gabriella@ryeschools.org

September 25, 2018

Dear RCSD Parents and Guardians:

As you know, beginning this school year, the District changed its online food service payment provider to **MySchoolBucks**. Now that we are almost one month into school, I'd like to provide you with an update on the service.

Switching to MySchoolBucks

We believe most parents/guardians have found making the switch to be relatively easy. Student account balances and PIN numbers were transferred over, and all parents/guardians had to do was connect a payment method to their students using their name and date of birth or their student ID. If you still need assistance switching to MySchool Bucks, please contact MySchoolBucks Customer Support at 1-855-832-5226.

Transfers Between Student Accounts

Unfortunately, MySchoolBucks does not allow transfers of funds between students via the app or online. If you need to transfer funds from one student account to another, you should contact the Food Service Department at 914-967-6100, ext. 1971, or email foodservice@ryeschools.org. Food Service can make the transfer for you. Please provide the dollar amount to be transferred; the student name, school and grade to transfer **to**; and the student name, school and grade to transfer **from**.

Minimizing MySchoolBucks Transaction Fees

We understand that over the course of a school year, transaction fees (\$2.49 per transaction) can add up. We asked MySchoolBucks for a solution and they provided two suggestions:

- 1. Refill multiple student accounts at a time** – To save on transaction fees, replenish two or more student accounts at the same time, and then press the "Fund Now" button. You will be charged one fee for refilling multiple student accounts.
- 2. OnePay** - MySchoolBucks offers a service called "OnePay" wherein parents can pay a one-time (per year) fee of \$12.95 for a single student, or \$26.95 for multiple (2 or more) students to allow for unlimited transactions for the school year. Depending on how many deposits you make per year, this service may make sense for you. These one-time charges cannot be charged to a credit card; they must be directly debited from a checking account.

To sign up for OnePay, go to www.myschoolbucks.com, login as usual, click the blue circle icon next to your name in the upper right hand corner of the screen, and pull down and click on "My User Profile." Once on that screen, go to the "My Membership" box and click on the orange "Update Membership" button. Click on the circle next to "OnePay membership for e-checks," and click "Continue" to proceed to the OnePay membership selection page. If you need help with signing up, please contact MySchoolBucks Customer Support at 1-855-832-5226.

Please Check Your Account Activity

We've received some complaints about high charge amounts. The prices for meal items have not changed, however Chartwells has greatly expanded its *a la carte* items, and this may be resulting in more charges. Please check the activity on your student accounts regularly, and call Alan Levin in the Food Service Department if you have any questions about account activity or pricing: 914-967-6100, ext. 1971.

The food service team remains committed to excellence. The goal of our program is to provide high-quality, nutritious, healthy, and well-balanced meals to all students. As always, your input is encouraged and appreciated. Should you have any questions or concerns, or to provide feedback, please feel free to call your school's cafeterias at (914) 967-6100: HS/MS - 1971, Midland - 4970, Osborn - 5970, Milton - 3970 or email: foodservice@ryeschools.org.

Thank you for your continued support.