

NutriKids® District – Frequently Asked Questions (FAQ)

1. **Why is there a change to mySchoolBucks®?**

There are several reasons that we believe the upgrade to mySchoolBucks is a good move for your school and the NutriKids product suite. First, many districts expressed concerns over the use of PayPal as a service due to delayed funding and the requirement for parents to create a PayPal account. Additionally, many customers have asked for a web store option. The upgrade to *mySchoolBucks* is the solution to these requests and provides both districts and parents with a secure solution that is already in use by thousands of schools throughout the United States.

The upgrade to mySchoolBucks allows greater flexibility as well as the school store option along with a more seamless solution.

2. **What is the web address for mySchoolBucks?**

<https://www.myschoolbucks.com>

3. **Is my login information and password still the same for the Admin area?**

Yes! The entire team has been very conscious to minimize the impact on our customers. If you are an existing MyNutrikids.com user, your current credentials will transfer to mySchoolBucks. New users will need to create an account. (In addition, existing parent accounts were also migrated securely.)

4. **Are we still required to use PayPal®?**

Once your account has been moved to mySchoolBucks, there will no longer be a need to setup and maintain separate PayPal accounts. Rather, funds are processed directly by a first tier payment processor.

5. **When is the migration expected to be complete?**

Many districts have already made the switch and we are actively in the process of migrating districts to mySchoolBucks today. We expect all districts to be migrated by early September. Each district will be notified in advance of any migration.

6. How can I be sure all my payments will make it into my program during the transition?

The entire NutriKids and Heartland team has been working diligently to make this a smooth process. To that end, a reconciliation process has been put in place to address any issues related to payments and reconciliation. MyNutrikids.com will be taken off line and time will be given for all transactions to clear. In addition, we will monitor the final transactions from MyNutrikids.com for your district to ensure they appear in the POS Manager and on student accounts.

7. I am on the Standard version of POS Manager (9X or 10X). Am I required to do a MyNutrikids Transfer?

Before the migration, a MyNutrikids transfer will be required to ensure that all payments and student information are updated correctly. After the migration, a transfer from the POS Manager **will no longer be required**. The online prepayments are brought into the POS Manager program **automatically**. A transfer to serving lines will still be needed using the current process.

8. Will I still receive my ACH e-mail on Tuesday indicating the on-line deposit amount?

One of the benefits of the migration to mySchoolBucks is that payments will reach your district much faster than before. While you will not receive a weekly e-mail, a complete set of reports is available online. Fund transfers will now occur on a daily basis. You can view each transfer by visiting the mySchoolBucks reporting website.

9. Will a parent with a MyNutrikids account be required to create a new account on mySchoolBucks?

No, parents will be able to log in with their same login username and password.

10. What will happen if I go to the MyNutrikids.com website after the transition?

In order to make the transition as smooth as possible, customers will be directed to a webpage explaining the change and will be automatically redirected to mySchoolBucks.com.