

Welcome back! SAGE Dining Services® is looking forward to serving your community for the 2022-23 school year. There are a couple of changes this upcoming year for your dining accounts:

- Funding of all student meal accounts must be done online through the MyKidsSpending website. We can no longer accept cash or checks to fund these accounts, as the manual process of depositing cash and checks is costly and unsafe. However, cash will still be accepted for individual daily transactions.
- There will be a spending threshold of -\$10.00 on all accounts. Parents will be notified to fund accounts once they have \$20.00 remaining in accounts. If a student has hit that threshold SAGE will provide an alternative lunch for the student.
- Meal Plan pricing and enrollment procedures will be sent out in the August 5th newsletter. We will begin receiving meal plan payments on August 8th.

We have included some helpful information below regarding your MyKidsSpending dining accounts. For existing Sacred Heart Academy families, please be sure your accounts are funded before the first day of school. The student IDs and accounts remain the same, and any existing funds are in their accounts.

New students will have accounts preregistered. Families will receive an email within the next few weeks enabling you to retrieve your account password and complete the registration. Once that step is complete, you may fund accounts or set up auto draft.

FREQUENTLY ASKED QUESTIONS

How do I create an account?

Typically, we preregister your MyKidsSpending account, and, on a day of your school's choosing, we send an email that will enable you to retrieve your password and complete your registration.

If you haven't received an email or are instructed by your school to register manually, you can visit MYKIDSSPENDING.COM and click the **Create Account or Add Student** button. From there, fill out your email address, first name, last name, and phone number, followed by the school name, your student's ID number, and their first and last names. When you're done, click **Complete Registration**, or click **Add Another Student** to add another student to your account. You should receive a completed registration notification shortly afterward to the email address you used containing your password.

How do I log in?

Once you've completed your initial registration, you can log in anytime by visiting MYKIDSSPENDING.COM and entering your email address or login ID and password.

How do I make a one-time deposit into my student's account?

To make a deposit, please log in to your MyKidsSpending account and click the **Fund Accounts** button. This will bring you to the funding page where you can make deposits for all of the students in your family. To make a deposit, enter the amount you'd like to deposit for the student into the blank space next to their name. Click **Update** to see the processing fees, then select **Process Electronic Check** or **Process Credit Card** to then enter your checking account or credit card information to complete the transaction. Funds are typically available to spend at school within about 5 minutes.

The balance next to my student's name is in parentheses (\$\$. \$\$). Does this mean I have money on the account or that I owe money to the account?

If the balance next to your student's debit account is in parentheses, your student has made purchases that exceed the deposits you've made. This will appear as a negative on the account's summary page.

If the balance isn't in parentheses, your student's account has funds available to use for purchases.

Can I set up automatic transfers?

Yes, you can set up automatic transfers from a checking account or change your settings through the **Setup Automatic Transfers** button. You'll choose a threshold at which to start the funding process, such as \$25, and an amount to be added. Please note that after the threshold is reached, or after autofunding is enabled, it'll typically take two days to process the funding in order to leave time for the transaction to be canceled if needed. If you add funds manually after the initial notification is sent but before the automatic funding has been added to your student's account, it'll cancel the pending funding until your student's balance drops to \$25 (for example) again.

Can autofunding be turned on for some students on my account and off for others?

Yes. If you have multiple student accounts attached to your login, you can click the **Toggle Autofunding** link next to an individual student's name to turn autofunding on or off for only that student.

Is there a minimum deposit?

There's a \$25 minimum deposit amount.

Is there a charge to use online deposits?

Yes, MyKidsSpending charges a convenience fee for deposits through our website. Since we're an external funding portal, this charge covers the cost of computers, software, network bandwidth, and support costs for MyKidsSpending.

There's a 4% convenience charge for all credit card transactions, with a minimum charge of \$3. We do offer a discounted convenience fee if you set up the account to use an electronic check. For each deposit by check, there's a discounted convenience charge of 75 cents, plus 1% of the total deposited. For example, for a deposit of \$100, the charge would be \$1.75. There's a \$25 charge for any returned payment.

By using the MyKidsSpending website, you're confirming that you understand and acknowledge there's a convenience fee of 4% charged to the cardholder when paying via credit card. You further acknowledge and understand that funding your child's account with an electronic check or automated clearing house (ACH) transfer incurs a discounted convenience fee of 75 cents and 1% of the total funded.

When are the funds available?

Deposits made through MyKidsSpending will typically be picked up in the school's system within about 5 minutes.

How can I see spending information?

To view a list of purchases, click the **Summary** button next to your child's name. This view will default to the current month, but you can change the start and end dates. Please note that deposits and charges made at the school, and the latest account balance, will be updated online overnight. Deposits made through MyKidsSpending will be factored into your viewable balance online immediately and should be factored into your child's balance at the school within about 5 minutes.

Who should I contact with questions?

If the question has to do with an online deposit or a balance, please contact SUPPORT@MYKIDSSPENDING.COM or 855.302.0070 (if calling from the United States) or 617.868.0060 (if calling internationally).

If you have a question regarding items purchased, please contact Food Service Director Matt Thomas at MTHOMAS@SAGEDINING.COM.

How does the transaction appear on my credit card/bank statement?

The transaction will appear with the name MYKIDSSPENDING.COM or our parent company, Odin.

How can I request a refund?

If it's within seven days of the deposit date, please contact us at SUPPORT@MYKIDSSPENDING.COM or 855.302.0070 (if calling from the United States) or 617.868.0060 (if calling internationally). If the deposit was made more than seven days ago, please contact Food Service Director Matt Thomas at MTHOMAS@SAGEDINING.COM.

Which payment methods do you accept?

MyKidsSpending accepts electronic check and credit card deposits. For credit card deposits, we accept Mastercard®, Discover®, Visa®, and American Express®.