

June 29, 2021



ATTN: Food Service Director

T4 P1/1459

FRANKLIN COUNTY BOE TN

215 S College St

Winchester, TN 37398-1519

Dear Food Service Director,

We are writing to inform you that our MySchoolBucks program fee will increase to \$2.75 for all cafeteria credit/debit card payments beginning on July 29, 2021. The program fee for cafeteria electronic check payments will remain the same if e-checks are accepted.

Over the last few years, our operating costs have risen steadily. This increase helps us ensure our commitment to providing the very best services to you and the parents in your school community.

Despite all the challenges of this school year, we've used it as an opportunity to continue making meaningful improvements to MySchoolBucks so we can better meet your needs:

- **New Parent Portal** - You can now easily customize and control the parent experience. Add a welcome message, announcements, and links to Store products or specific external webpages to guide parents after they log in.
- **Better login security** - 2-Step Verification is now part of the MySchoolBucks login process, which adds an extra layer of security for all users.
- **More support options** - We've expanded our support options for parents and staff. Parents can now chat with us directly through the website or mobile app. Staff can search for answers quickly and easily in Support Central.

Thank you for your continued partnership. We look forward to working with you and your school community this coming school year. Please note that parents will be notified of this change via email on July 15, 2021. If you have any questions give us a call at 800.803.6755 or email adminsupport@myschoolbucks.com.

Regards,

Jeremy Loch

SVP & General Manager, Heartland School Solutions