

Gateway School District  
9000 Mosside Gateway Campus Blvd  
Monroeville PA 15146-3377

12/20/2021

Dear MySchoolBucks Customer,

We are writing to inform you that the program fee for MySchoolBucks School Store & Invoicing will increase to 4.6% + \$0.40 per transaction effective January 19, 2022.

#### What's included with the new fee structure?

Over the last few years, MySchoolBucks has grown from a simple online store into a unified school commerce platform that helps you seamlessly manage payments across all your schools, programs, and systems. Based on feedback from customers like you, we continue to focus on features that make your day-to-day easier with faster, more automated payments, including:

- **Expansions to our platform** such as Smart Invoicing, MSB Activities, MSB Tickets, and a new donations tool for accepting online payments from your community so you can support your local causes.
- **A customizable Parent Portal** to help you more effectively communicate to parents any payments that need to be made as well as other essential school information.
- **Better automated payments through integrations** with PowerSchool, Synergy, Follett Destiny, and others, along with our ongoing commitment to keep our platform open to new integrations.
- **Stronger security for all users** with 2-Step Verification, now part of the MySchoolBucks login process, and constant monitoring to keep payment and account information safe.
- **A fully-staffed call center for parents** to help lighten your load by diverting inquiries and issues to our trained agents.
- **More ways to get your questions answered** with access to free knowledge articles, training videos, webinars, and tips from our blog.

#### Why the fee increase?

Like many other businesses, we have experienced rising operating costs, especially in recent years. Although we've been able to mitigate some expenses, we can no longer absorb them in their entirety while still providing the service and support you've come to expect from us.

#### Why is there a fixed fee?

As stated above, this increase includes a new fixed fee of \$0.40. This allows us to offset some of the added costs associated with processing your payments through the cardholder banks and card networks that make MySchoolBucks possible. We understand you may need to adjust your Store prices and fees to accommodate this increase, which you can learn more about here (<https://help.heartlandschoolsolutions.com/s/article/MySchoolBucks-Update-Pricing-and-Inventory>).

Thank you for your partnership as we continue to transform MySchoolBucks into the most comprehensive and secure school commerce platform. If you have any questions give us a call at 800.803.6755 or email [adminsupport@myschoolbucks.com](mailto:adminsupport@myschoolbucks.com).

Regards,



Jeremy Loch  
SVP & GM, Heartland School Solutions

