



Mercy High School – Burlingame

Cashless Card Program – New sign ups now available!

Mercy High School, Burlingame has partnered with Eccogen for the last couple of years to host our cashless card program which allows students to make purchases on campus quickly, easily and efficiently, and helps our families reduce the need for checks and cash. The program provides a convenient alternative method of payment with just a swipe of a student's ID card. There is NO fee to enroll!!

To sign up:

Go to www.myschoolaccount.com and click on the “create a new account” in the red box in the upper right hand corner. It will walk you through the sign up process including adding your checking or savings account information. **Note:** you will need your daughter's unique student ID # which can be found on her ID card or you can contact Kay Carter, kcarter@mercyhsb.com and she can provide the student ID as well. Don't wait!

Benefits for parents:

- Eliminates forgotten or lost lunch money
- Allows families to better plan and budget school expenditures, even beyond the cafeteria
 - Can also be used to pay for various fees, apparel, supplies, athletics, activities and more
- Better control of student spending
 - Set “low balance” email notifications so you know when to load funds
- No enrollment fee, only a small \$2 fee each time you load funds conveniently from your checking account
- Funds loaded are available within one business day and account access is available 24 hours/day
- Fewer checks written to the school
- Multiple Mercy students can be enrolled in one family account

Benefits for students:

- Money always available for lunch or other purchases
- Quicker lunch lines
- Ability to pay for a variety of items - from food in the cafeteria to apparel and activities
- Easy to use, linked to the student ID card

Participation in the **Mercy High School, Burlingame Cashless Card Program is completely optional**, the school will continue to accept cash and checks as we have previously. However, we believe that this cashless solution program is a great tool for our families. Remember, it's easy to get started just go to www.myschoolaccount.com.



Mercy High School – Burlingame Cashless Solutions Program Frequently Asked Questions

Why does Mercy offer the cashless card program?

The cashless card program provides students with a convenient and secure way to make their purchases around campus. The program is safer than carrying cash, reduces the time in lines and allows parents to monitor student spending. The school also benefits by spending less time processing and depositing checks and cash.

I want to sign up for an account, how do I get started?

Parents who have had an account before can go to www.myschoolaccount.com and use their same username and password. New families can go to www.myschoolaccount.com and click on the “create new account” link in the red box in the upper right corner. **Note:** You will need your daughter’s unique student ID # which can be found on her school ID card or you can contact Kay Carter at kcarter@mercyhsb.com.

I have two daughters at Mercy, can they both be on my account?

Yes, this program sets up accounts by family instead of student so families with multiple daughters at Mercy can enroll both students on the same account.

How does my daughter use her card on campus?

The cashless card program can be used to purchase food in the cafeteria, for apparel and other items/fees in the main office, for student activity purchases such as dance tickets as well as some athletic-related expenses. If sufficient funds are available on the card account, she will only need to swipe her card at one of the designated locations that accept the card for purchases.

Can cash still be used for purchases?

Yes. While every family is encouraged to sign up for the cashless card program, we will continue to accept cash and checks as we have previously.

What fees are associated with the cashless card program?

There is NO charge to set up or maintain an account. The only fee associated with the program is a small \$2 fee assessed each time funds are loaded to the card. All fees go directly to www.myschoolaccount.com.

What funding methods are available for my account?

Parents are able to conveniently load funds through direct debit from their checking or savings account. Due to the fees to the school associated with credit/debit card use, Mercy is not able to offer credit/debit cards as a funding option at this time.

Can I monitor my student’s purchases on campus?

Yes, parents/guardians may review their student’s purchases through their account with www.myschoolaccount.com. Parents can receive low balance notifications and load additional funds for anticipated expenses. In the near future, parents will be able to view

a list of available and upcoming fees and prepay them right from their account without writing checks.

Personal information is being requested to set up my account. How will it be used?

To set up or access a www.myschoolaccount.com account parents will be asked for certain personal information. The website uses sophisticated encryption securing personal and banking information.

We are committed to protecting privacy. The information provided will be used exclusively to support the cashless card program. All information gathered for the use of opening and maintaining a student’s account is kept confidential and is not shared, sold or given to any third-party company for any reason.

What happens when the account reaches zero?

Parents/guardians and students are responsible for maintaining a positive account balance. If a student’s account reaches a zero balance, the system will decline service. Parents can set up their account to notify them via email if the balance reaches \$10 or below.

What if I don’t have sufficient funds in my bank account when I load the card?

Mercy High School, Burlingame assumes each parent will manage his/her account responsibly. However, if we are notified that a card was loaded but funds were not available in the parent/guardian’s bank account, the parent/guardian will be contacted, the card balance will be reduced by the school and an additional \$25 NSF fee may be assessed.

At the end of the school year, what happens to the funds I loaded on the card? Do I have to re-enroll next year?

Balances on the cards of continuing students will “roll forward” from the 11-12 academic year and be available for the 12-13 academic year. Funds remaining for graduating and non-returning students will be refunded upon request, or the funds can be transferred to a sibling or donated to help other Mercy students in need.

What happens if my daughter’s card is lost or another student attempts to use my daughter’s card?

A student may have her card reprinted in the student activities office at no charge if lost. When a student swipes her card, her photo appears on the cashier’s screen to verify that the card is being used by the correct student. If the cashier detects that a card is being used by a student other than the owner of the card, the student is denied the purchase and the student is referred to a school administrator.

