

Canterbury Debit / Spending Account

MyKidsSpending

Frequently Asked Questions

What are the benefits of using MyKidsSpending?

MyKidsSpending is a safe and secure website. Parents can view student spending activities within 24 hours of a transaction as updates occur at midnight daily. Parents may add funds at any time of the day. Funds will be available the same day for their purchases. Parents with more than one student at Canterbury can set-up MyKidsSpending to manage all student accounts through one login and one password. You will not need to repeat the registration process every year.

How can I see my student's spending information?

To view a list of purchases, please click the "Summary" button next to your student's name. This view will default to the current month, but you can change the start and ending dates. Please note that deposits and charges made at the school, and the latest account balance, will be updated to the web overnight.

Is it possible to have more than one login for family members?

To view a list of purchases, please click the "Summary" button next to your student's name. This view will default to the current month, but you can change the start and ending dates. Please note that deposits and charges made at the school, and the latest account balance, will be updated to the web overnight.

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 have made. This will appear as a negative on the account's Summary page.
If the balance is not in parentheses, your student's account has funds available to use for purchases.

How do I keep track of the account balance?

You can set up the account for automatic notification of low balances. An email notice and a statement of spending since the last funding will be sent to you when your student's balance is low. If you maintain a positive balance and there is activity on the account, you will receive an email every 3 days.

Can I set up automatic transfers?

Canterbury School does not offer automatic transfers at this time.

Is there a minimum deposit?

There is a \$5 minimum deposit amount.

How do I request a statement?

Click the "Statements" button above, then check the "Enable Statement Sending" option. The default statement threshold is \$25, meaning that you will receive a statement when the account balance goes below \$25. If your student's balance is zero or goes below \$0, an automated email will be sent out every three calendar days. This email will include the current balance on your student's account and also an attached statement listing the student's current purchases. Please allow up to 24 hours for your request to be delivered.

What payment method does MyKidsSpending accept?

MyKidsSpending accepts the following cards; MasterCard, Discover, Visa, American Express, and UnionPay. International credit cards are not accepted.

When are the funds available?

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

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Is there any charge to use the web deposits?

Yes, MyKidsSpending charges a convenience fee for deposits through our site. Since we are an external funding portal, this charge covers the cost of computers, software, network bandwidth and support costs for MyKidsSpending. There is a 4% convenience charge for all credit card transactions, with a minimum charge of \$3. There is a \$25 charge for any returned payment.

By using the MyKidsSpending website, you are confirming that you understand and acknowledge there is a convenience fee of 4% charged to the card holder when paying via credit card.

Can I discontinue receiving email notices from MyKidSpending and just view my student's account?

Yes. You can select the option to Unsubscribe. You can manually login to MyKidsSpending and view the account(s) and continue to make a deposit via credit card.

The Canterbury School Business Office will continue to email parents a monthly statement at the beginning of each month for the prior month. You can contact the **Debit Card Coordinator** at Canterbury School for any questions or concerns; debitcard@cbury.org or 860.210.3801.

Who should I contact with questions?

If the question has to do with a deposit on the web or a balance question, please contact Support@MyKidsSpending.com or call MyKidsSpending support at (855) 302-0070 (if calling from the United States), or (617) 868-0060 (if calling internationally). Please be advised that MyKidsSpending phone lines are staffed from 9:00 a.m. to 5:00 p.m. Eastern.

If you have a question regarding items purchased, please contact the Debit Card Coordinator by email at debitcard@cbury.org

Is there MyKidsSpending app available to manage your account on?

Yes, the Apple iOS app is: <https://itunes.apple.com/us/app/m-kids-spending/id542068908>

The Android app is: <https://play.google.com/store/apps/details?id=com.odininc.mykidsspending>

What happens to the account at the end of the school year?

Balances at the end of the year will be rolled over to the next school year. Senior balances will be transferred to the Student Billing Account. Please contact Student Billing Coordinator for tuition assistance. **Email:** cwatson@cbury.org or 860.210.3803. After all charges have been fully recorded, any refunds due will be processed by Canterbury School at the end of June.

How can I request a refund?

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, or you would like to transfer funds between siblings, please contact the Debit Card Coordinator **by email:** debitcard@cbury.org or 860.210.3801