

FREQUENTLY ASKED QUESTIONS

How can I see spending information?

To view a list of purchases, please click the "Summary" button next to your child's name. This view will default to the current month but you can change the starting 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. 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.

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.

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 will choose a threshold at which to start the funding process, such as \$25, and an amount to be added. Please note that after that threshold is reached, or after autofunding is enabled, it will typically take two days to process the funding, in order to leave time for the transaction to be cancelled 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 will 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.

How do I request a statement?

Click the "Statements" button above, then check the "Enable Statement Sending" option. The default statement threshold is \$50, meaning that you will receive a statement when the account balance goes below \$50. (You will also receive a statement in the event your student's account goes into the negative.)

Is there a minimum deposit?

There is a \$25 minimum deposit amount.

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. We do offer a discounted convenience fee if you set up the account to use an electronic check for each charge of 75 cents plus 1% of the total deposited. For example, for a deposit of \$100, the charge would be \$1.75. 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 cardholder when paying via credit card. You further acknowledge and understand that funding your child's account with an electronic check or 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.

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).

If you have a question regarding items purchased, please contact [\[Contact information\]](#)

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

The transaction will appear with the name [MYKIDSPENDING.COM](#) or our parent company Odin.

How can I request a refund?

Within seven days of the deposit date, please contact SUPPORT@MYKIDSPENDING.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 [\[Contact information\]](#)

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.