



Mid-Pacific Institute
Debit Card Program FAQs
Revised 3/15/2016

The student debit card program allows students to make purchases at on campus food venues and the school store and allows for other specified transactions in lieu of cash payments. This prepaid debit account is held in the name of the student.

Please see below for answers to frequently asked questions.

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1. What is the debit card program?

The debit card program is where a student will use his/her Mid-Pacific Institute (Mid-Pacific) school issued student ID card to make purchases at the school cafeteria, food trolley in the Kawaiahao courtyard (cafeteria), the Mid-Pacific School Store and for other specified transactions. A separate debit card is **NOT** issued to students.

Parents will deposit funds into their child's account. The child's account number is his/her Mid-Pacific student ID number found on his/her Mid-Pacific student ID card.

At the time of purchase, the student will present his/her Mid-Pacific student ID card to the cashier to pay for purchases. The cashier will scan the child's Mid-Pacific ID card to access the child's account and complete the transaction. Other procedures may be set up for specified transactions and will be provided by the program.

If your child is new to Mid-Pacific, a temporary debit card will be made for your child when a completed registration form and payment are received by the Mid-Pacific School Store. For added security, please provide a passport size photo of your child to be displayed on the temporary card.

2. *Why do we have a debit card program?*

We have a debit card program for the following reasons:

- a) Response to parents' requests;
- b) Ease of use by both the student and cashiers;
- c) Expedite payment transactions and therefore minimizing wait times;
- d) Minimize errors from handling cash

3. *Will all students be required to use the debit card program at the cafeteria?*

No. Students are allowed to use cash or the debit card program.

4. *How do I enroll my child in the debit card program?*

Registration forms can be found on the school website: www.midpac.edu, click on tab: Parents, click on Documents and Downloads, click on Middle School or High School, and scroll down to *Miscellaneous Info/Forms*. Forms are also available at the Mid-Pacific School Store. Complete and sign the registration form for your child, include a check for the initial deposit amount to fund the account, and submit them to the Mid-Pacific School Store.

5. *How are funds deposited into my child's account?*

You may mail in checks made payable to *Mid-Pacific Institute* to:

Mid-Pacific Institute
Attn: Debit Card
2445 Kaala Street
Honolulu, HI 96822

Checks or cash may also be dropped off in person at the Mid-Pacific School Store. Please be sure to note your child's name and "debit card" on the check and envelope.

Parents paying tuition through a FACTS Management Company account may add an additional amount to your tuition installment payment to be applied toward

your child's debit card account. To enroll in this program, you may complete the electronic form when you complete your online *Reservation, Tuition and Fees Contract* during the enrollment period for the upcoming school year. After the enrollment period, forms are available at the Mid-Pacific School Store or Business Office.

Please check your weekly statements to ensure that your deposits are reflected on your child's account. If you had your child drop off the deposit and it is not reflected on your statement, please check with your child if he/she had dropped it off at the Mid-Pacific School Store or Business Office. Checks dropped off at other locations, such as Damon Hall reception desk or the Middle School Office, may delay processing your deposit into your child's account. For inquiries regarding missing deposits, please contact Noreen Nishimura at 808-973-5080 or email address nnishimura@midpac.edu.

6. *How do I know if (and when) my child's new account has been activated?*

If you open a new debit card account, you will be sent a statement via email that reflects your deposit. This statement will indicate that the account is active and available for use by your child. If you do not receive a statement within two weeks after you sent in your check and registration form, please contact Noreen Nishimura at the Mid-Pacific School Store at 808-973-5080 or email address nnishimura@midpac.edu.

7. *How do I know when to deposit funds into my child's account?*

Weekly statements will be emailed to parents, guardians, or other designated individuals for review. The statement will reflect deposits, purchases, charges, and the balance available on the account.

If you do not have an e-mail address, your statement will be mailed to you.

8. *Do you accept credit card payments?*

No. We do not accept credit card payments to fund your child's account.

9. *What if my child runs out of funds in his/her account?*

For cafeteria or food trolley purchases only, if the account does not have enough funds to cover your child's purchases, a credit of up to \$10 will be advanced to your child's account. An overcharge fee of \$10 will be charged to you each time the account balance falls below \$0.

For all other purchases and specified transactions, funds must be available in the account to process the transaction.

10. How do I know that the purchases are accurate? Will my child be given receipts for his/her purchases?

Receipts will not be issued for purchases at the cafeteria and food trolley as this will significantly slow the transaction process at the cash registers. Each cash register has a pole display that will show the items purchased as they are being processed, the total of their purchase, the child's name and balance on the account. Please remind your child to look at the display to ensure they are being charged for the correct items.

Receipts will be provided for purchases at the Mid-Pacific School Store. Other transactions will require your approval and will have specified procedures.

Parents, guardians or designated individuals will be emailed or mailed weekly statements with details of all purchases with the debit card account. These statements should be reviewed with the student to ensure purchases are accurate.

11. What should I do if there is a discrepancy on my child's account?

Please contact Noreen Nishimura at the School Store at 808-973-5080 or email address nnishimura@midpac.edu to advise her of the discrepancy. Please have detailed information (i.e. date of transaction, amount of transaction) and Noreen Nishimura will work with you to investigate the matter.

12. Can we set spending limits on the amount of purchases my child makes?

For purchases at the cafeteria, all accounts will be set to a default spending limit of \$15 per day. At the initial set-up of your account, you will be given the option to change or delete the spending limit. To change the spending limit after the account has been established, you must provide a written request to Noreen Nishimura at the Mid-Pacific School Store.

Please check myPueo for the latest prices from Sodexo to assist in determining your child's daily spending limit. If your child purchases multiple meals such as breakfast and lunch please take this into consideration when calculating your child's daily limit.

Please review the daily spending limit with your child. The system will not allow students to make purchases if they exceed their spending limits. Students who are not aware of their spending limits often mistakenly assume their account has a zero balance.

For the School Store there is no default spending limit. You may establish a spending limit upon setting up the account or change the spending limit after the account has been established. You must provide a written request to Noreen Nishimura at the School Store to change spending limits.

Noreen Nishimura's email address is nnishimura@midpac.edu, and her mailing address is Mid-Pacific Institute, attention: School Store, 2445 Kaala Street, Honolulu, HI 96822.

13. What if my child loses his/her student ID card?

Students or parents must notify Noreen Nishimura at the Mid-Pacific School Store at 808-973-5080 or email address nnishimura@midpac.edu. A warning will be placed on your child's account to alert the cashiers that the card was lost.

Middle School students will be required to order their replacement ID card from the Middle School office. A replacement fee will be collected at the time the ID card order is placed.

High School students will need to order their replacement ID from Damon Hall reception desk. A replacement fee will be collected at the time the ID card order is placed.

Students caught using a lost or stolen ID card will be sent to their respective dean or principal for disciplinary action.

14. In the event my child has forgotten or misplaced his/her debit card, how do they purchase lunch?

Middle School students should request a dated one-day pass from their dean.

High School students will be required to pay for purchases with cash.

15. What security features do you have to ensure that someone else is not using my child's account?

Upon processing the sales transaction, your child's picture will briefly appear on the screen for the cashier to view. The cashiers will check the ID card pictures to verify that the appropriate student is accessing the account. The debit card system will alert the cashiers of accounts with lost or stolen ID cards. In addition, faculty and staff will be monitoring the lunch lines for any unusual activities.

16. Are students allowed to borrow or loan an ID card?

No. Students are NOT permitted to borrow or loan ID cards.

17. What if the registers are unable to function (i.e., power outage, computer system down)?

For meal purchases, the students will be asked to present their ID cards for identity verification. The cashiers will record the total purchase amount on a list of accounts provided to the cafeteria manager. A maximum of \$10 will be set for

the total purchase as we will not be able to verify the spending limit on each account. The charges will be posted when the system is up and running again.

If the registers are not able to function throughout the day, the cafeteria reserves the right to serve only lunch for that day.

All other areas will not process transactions.

18. What if I want to close my child's account?

A written request must be submitted to Noreen Nishimura at the School Store at email address nnishimura@midpac.edu or Mid-Pacific Institute, 2445 Kaala Street, Honolulu, Hawaii 96822, to close your account and request a refund of any unused funds in the account. The \$10 allowance for food purchases described in question #8 will remain in effect until the account is properly closed and you will be responsible for any charges in addition to the \$10 overcharge fee.

19. What happens to my child's account at the end of the school year?

Your account balance, with the exception for seniors or students withdrawing the following school year, will be carried forward for use during the summer and following school year. The accounts for seniors and withdrawing students will be closed at the end of the school year and a refund check will be issued to the designated parent or guardian for any unused funds remaining in the account.

If you decide to close your account and your child is not a senior or a withdrawing student, please see question #18.

20. Who should I contact if I have additional questions or concerns?

Please contact Noreen Nishimura at the School Store at 808-973-5080 or email address nnishimura@midpac.edu. If the Mid-Pacific School Store is closed and you need immediate assistance, please contact the Mid-Pacific Business Office at 808-441-3756 or email address cotsuka@midpac.edu.



**Mid-Pacific Institute
Debit Card Program
Registration Form**

The student debit card program allows students to make purchases at on campus food venues and the school store and allows for other specified transactions in lieu of cash payments. This prepaid account is held in the name of the student.

Step 1 – Complete the following

Student Name: _____

Parent or Guardian responsible for the account: _____

Email address to send account statement: _____

Contact Telephone number: _____

If an email address is not available, please provide a mailing address below:

Step 2 – Attach a check to fund your child’s debit card account.

Make check payable to: Mid-Pacific Institute
Attn: Debit Card
2445 Kaala Street
Honolulu, HI 96822

Step 3 – For added security (optional)

If your child is new to Mid-Pacific, please enclose a small picture (passport size) of your child’s face to be placed on a temporary ID card. This is an added measure to ensure the safety of your child’s account. Your child may use this temporary card during the summer and at the start of the new school year until the permanent student ID cards are available.

Step 4 – Change to daily spending limit (optional)

For use at the cafeteria, food trolley and snack bar:

- The spending limit is set at \$15 per day. Change to the daily spending limit, if applicable, is specified below.
- I would like to change the daily spending limit to: \$ _____
Initial authorizing change: _____

Student Name: _____

Step 5 – Other Purchases (Optional)

For other purchases:

1. I will allow my child to make purchases at the school store including but not limited to supplies, P.E. uniforms, logo items, except for the following items:

_____.

Initial authorizing purchases: _____

2. The daily spending limit at the school store is \$_____ (limit may be -0- for no purchases or blank for no limit). Initial authorizing limit: _____

If items 1 and 2 above are not initialed, the account holder will not be authorized to make any purchases at the School Store with their debit card. A written request must be provided to change purchasing with the debit card at the school store.

Step 6 – Agreement to Participate in the Debit Card Program

By signing this form, I (Parent/Guardian) agree to all the following terms:

For use at the cafeteria, food trolley and snack bar only:

- If the account does not have sufficient funds for meals, my child will be advanced a total of \$10. I will be responsible for the advanced funds and a \$10 overcharge fee each time the account falls below zero.
- If the registers are unable to function (i.e. power outage, computer system down), my child will be allowed to make purchases up to \$10. I will be responsible for the charges.
- Mid-Pacific Institute and Sodexo Inc. and Affiliates (Sodexo) will implement procedures to deter students from improper use of the debit card. However, Mid-Pacific and Sodexo will not be responsible for improper use of the debit card by my child.
- If the balance on my child's account is less than zero and outstanding for over 30 days, the amount due may be subject to late charges of \$5 per month. In addition, the debit card account may be closed and the outstanding balance will be added to my child's tuition account. Per the Reservation, Tuition and Fees Contract, failure to pay tuition and other fees may result in my child not being allowed to take exams or tests or my child not being allowed to attend classes. Report cards and transcripts may be placed on hold. My account may be sent to an outside agency for collection.

I have read the FAQs regarding the Debit Card program.

For any discrepancies, I (Parent/Guardian) will notify Noreen Nishimura at the School Store immediately at 808-973-5080 or at email address NNISHIMURA@midpac.edu.

I understand the terms and conditions of the debit card program, and I will accept all charges to my child's account.

Parent or Guardian Signature

Date

Print Name of Parent or Guardian