The student debit card system allows students to make purchases at the cafeteria and school store and to process other specified transactions through a prepaid account in the name of the student in lieu of payment with cash.

Please see below for answers to frequently asked questions.

1. **What is the debit card system?**

   The debit card system is a process whereby 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 or for other specified activities. A separate debit card is NOT issued to students.

   Parents will deposit funds into their child’s account. Your 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 your child’s Mid-Pacific ID card to access your child’s account and complete the transaction. Other procedures may be set up for specified transactions and will be provided by the program.

   For new students, 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 to activate an account. 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 system?**

   We have a debit card system for the following reasons:
   a) Response to parents’ requests;
   b) Ease of use by both the student and cashiers;
   c) Speed up the process in the cafeteria minimizing the wait time by students;
   d) Minimize errors from handling cash

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

   Students will be allowed to use cash or the debit card system. We will continue to evaluate and work with Sodexo, Inc. and Affiliates (Sodexo), our cafeteria vendor, to determine whether all purchases will be required to be made through the debit card system.
4. How do I enroll my child into the debit card account program?

Registration forms can be found on the website: www.midpac.edu, click on tab: Parents, click on Documents and Downloads, click on Middle School or High School, and scroll down to Debit Card info. The form is attached to the FAQs. 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 pick up the "FACTS Authorization Debit Card Deposits 2015-2016" through myPueo.

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 Mrs. Nishimura at 973-5080 or email address nnishimura@midpac.edu.

If you open a new debit 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 Mrs. Nishimura at the Mid-Pacific School Store at 973-5080 or email address nnishimura@midpac.edu.
6. **How do I know when to deposit funds into my child’s account?**

Weekly statements will be sent to parents, guardians, or other designated individuals via email 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.

7. **Do you accept credit card payments?**

We do not accept credit card payments to fund your child’s account.

8. **What if my child runs out of funds in his or her debit account?**

For cafeteria or meal 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. 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.

9. **How do I know that the purchases are accurate? Will my child be given receipts for his or 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 students to ensure purchases are correct.

10. **What should I do if there is a discrepancy on my child’s account?**

Please contact Mrs. Nishimura at the School Store at 973-5080 or email address nnishimura@midpac.edu to advise her of the discrepancy. Mrs. Nishimura will work with you to investigate the matter.
11. 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 Mrs. Nishimura at the Mid-Pacific School Store.

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

Please review the daily spending limits with your child. The system will not allow students to make purchases if they exceed their spending limits. Some students have mistakenly thought that they did not have money in their account when in actuality they were in excess of their limit.

All other areas will not have a spending limit, however, 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 Mrs. Nishimura at the School Store to change spending limits.

Mrs. 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.

12. What if my child loses his or her ID card?

Students or parents must notify Mrs. Nishimura at the Mid-Pacific School Store at 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 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 order is placed.

Students caught using a lost or stolen ID card will be sent to their respective dean or principal for disciplinary action.
13. 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. In the event of a permanently lost debit card, please place a replacement order at Damon Hall.

14. What security features do you have to ensure that someone else is not using my 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.

15. Are students allowed to borrow another person’s ID card?

Students are NOT permitted to borrow another person’s ID card.

16. 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.

17. What if I want to close my account?

A written request must be submitted to 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.

18. What happens to my 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 to the next 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 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 #17.

19. Who should I contact should I have additional questions or concerns?

Please contact the School Store at 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 441-3756 or email address cotsuka@midpac.edu.

Thank you.