

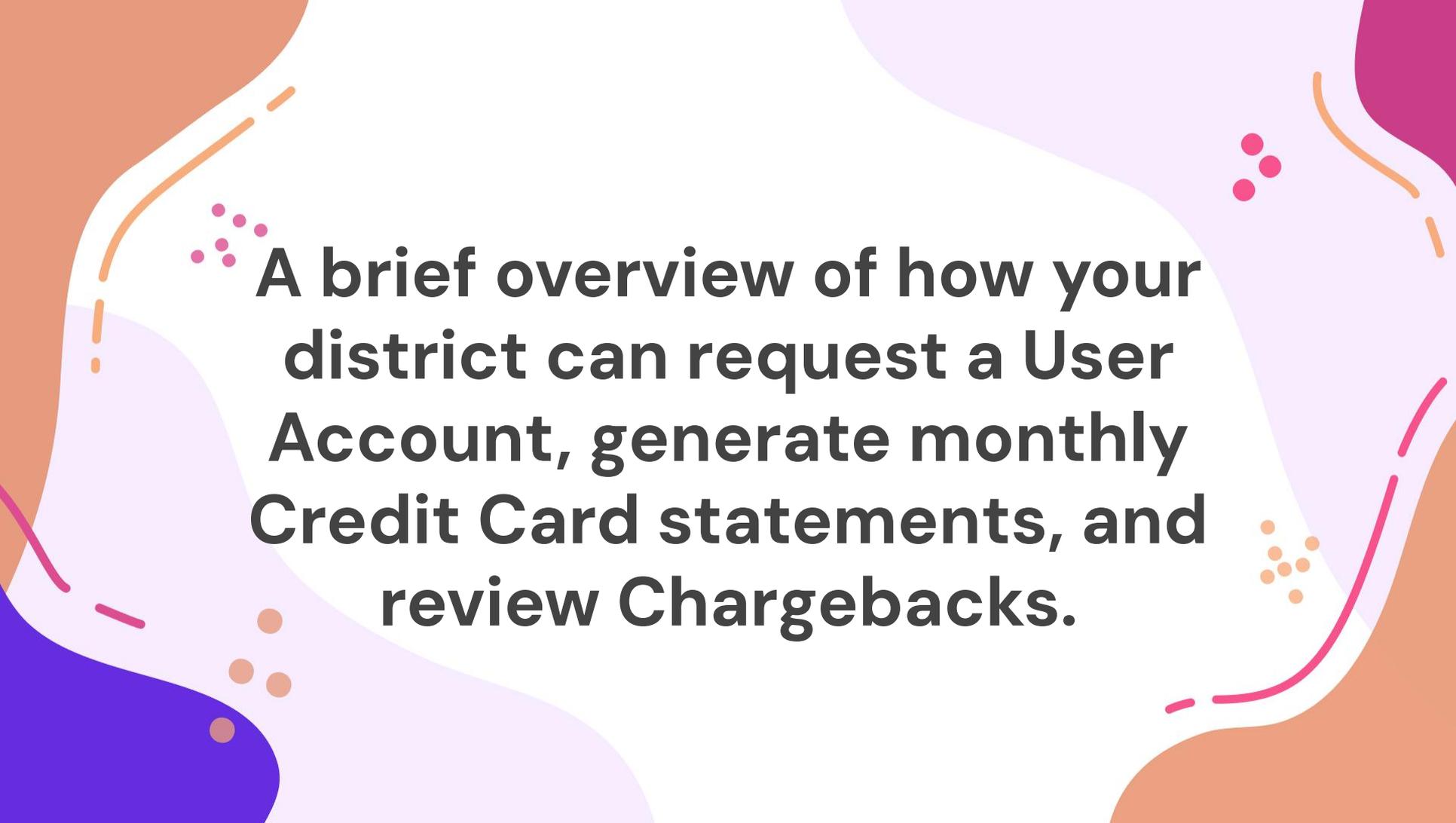


CONNECT

 **Report Back: Using InfoCentral
at your District**

Gabriel Majors | Julie Eckert | Drew Izzio



The background features abstract, organic shapes in shades of orange, purple, and blue. There are several decorative elements: a dashed orange line in the top left, a solid orange line in the top right, a solid pink line in the bottom right, and a dashed pink line in the bottom left. Small clusters of dots in pink, orange, and purple are scattered throughout the design.

A brief overview of how your district can request a User Account, generate monthly Credit Card statements, and review Chargebacks.

InfoCentral is the system that we use to send credit card payments or debits to the districts' bank accounts. Once a USER has contacted MSB Admin support and has access, they can:

- Print a credit card statement for any prior month.
 - This can be compared to several different MSB reports for confirmation of deposits and withdrawals.
- Follow chargebacks.
 - You can see the full chargeback process. From the first notice by an issuing bank, to our responses and the bank's decision, without having to call us.

Getting access requires a phone call or an email from the district user.

Please have ready:

The **Merchant ID** – Each bank account that we send money to has a MID. It is usually included in the description of the deposit on your account. **6500000xxxxxxx** is the format.

The **First and Last name** of the user as it appears on their MSB account.

The **email address** of the user that is used with their MSB account.

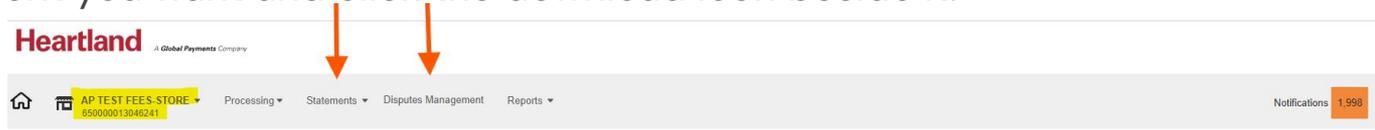
Call Admin Support at 1-800-803-6755 or
Email us at adminsupport@myschoolbucks.com



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To **view a statement** simply Log in and then

1. Choose Statements.
2. Then find the statement you want and click the download icon beside it.



Hi Gabriel
Welcome back to InfoCentral

Member Since: 03/16/2023
Last Login: Today

I would like to...

Want to view reasons for a declined card? Click Processing, Batches, select batch and click view declines



Statements

2024 October To 2025 January

| Statement Date | Description | |
|-----------------|--------------------|----------|
| 2025 - January | Passport Statement | Download |
| 2024 - December | Passport Statement | Download |
| 2024 - November | Passport Statement | Download |
| 2024 - October | Passport Statement | Download |

Show 25 Showing 1 - 4 of 4

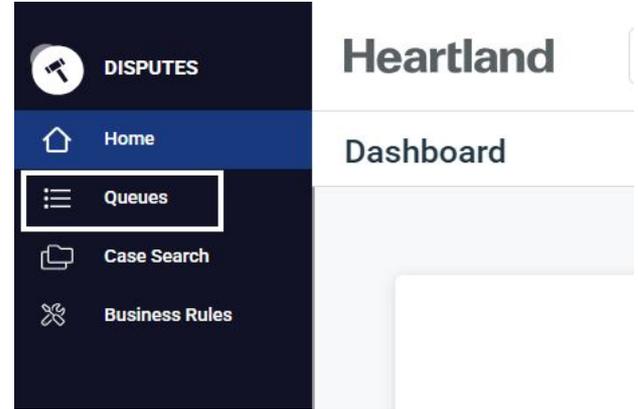
< Prev 1 Next >

Export to PDF Export to Zip



To view disputes:

1. Choose Disputes Portal
2. Click Queues
3. You will see a display of all chargebacks that are being worked currently
4. You can see the Case status and Due dates (Remember: MySchoolBucks works these for you)
5. At any time, you can go to ACTIONS and choose View More Details



Heartland

Queues **My Work Queue**

Filters: Inactive Save Filter

This queue contains cases that are waiting for you to review and take action.

| Case Number | Case Type | Card Number | Brand | Reason Code | Case Amount | Merchant | Due Date | Case Status | Actions |
|-------------|------------|----------------|------------|-------------|-------------|-------------|---------------------------|-------------|---------|
| 1503500443 | Chargeback | 414720****5649 | visa | 13.7 | 300.00 USD | RC3 6300 | 03/01/2025 1 Days Left | Me | Actions |
| 2502100029 | Chargeback | 521044****5164 | MasterCard | 4837 | 52.75 USD | MAF 6300 | 03/02/2025 2 Days Left | Me | Actions |
| 2502100217 | Chargeback | 517805****1699 | MasterCard | 4837 | 23.25 USD | MSB 6300 | 03/02/2025 2 Days Left | Me | Actions |
| 1503700549 | Chargeback | 414740****6045 | visa | 13.2 | 43.25 USD | MSB 6300 | 03/03/2025 3 Days Left | Me | Actions |
| 1503700530 | Chargeback | 414740****6045 | visa | 13.2 | 43.25 USD | MSB 6300 | 03/03/2025 3 Days Left | Me | Actions |
| 1503700553 | Chargeback | 414740****6045 | visa | 13.2 | 43.25 USD | MSB 6300 | 03/03/2025 3 Days Left | Me | Actions |
| 1503700320 | Chargeback | 483312****8102 | visa | 13.1 | 3.50 USD | HEN 6300 | 03/05/2025 3 Days Left | Me | Actions |
| 1503900345 | Chargeback | 414720****3842 | visa | 13.2 | 103.25 USD | MSB 6300 | 03/04/2025 4 Days Left | Me | Actions |

Filters: Inactive Save Filter

Columns Export

or you to review and take action.

| Due Date | Case Status | Transaction Amount | Transaction Type | AVS Response | Foreign Issued Card | Disposition Date | Actions |
|---------------------------|--------------------------|--------------------|------------------|--------------|---------------------|------------------|---------------------|
| 03/03/2025 3 Days Left | Merchant Response Needed | 3.50 USD | Sale | - | No | 02/06/2025 | Actions |
| 03/04/2025 4 Days Left | Merchant Response Needed | 103.25 USD | Sale | Y | No | 02/07/2025 | Challenge Accept |
| 03/04/2025 4 Days Left | Merchant Response Needed | 18.25 USD | Sale | - | No | 01/23/2025 | View More Details |
| 03/08/2025 8 Days Left | Merchant Response Needed | 63.25 USD | Sale | - | No | 01/27/2025 | View More Details |
| 03/09/2025 9 Days Left | Merchant Response Needed | 195.00 USD | Sale | N | No | 02/12/2025 | View More Details |
| 03/09/2025 9 Days Left | Merchant Response Needed | 102.75 USD | Sale | Y | No | 02/12/2025 | View More Details |
| 03/09/2025 | Merchant Response Needed | - | - | - | - | - | View More Details |

Return to Queue
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| | |
|-----------------------------|------------------------------|
| Chargeback | 03/03/2025 |
| FOREIGN ISSUED CARD | CARD NUMBER |
| No | 483312****8162 |
| MERCHANT | CASE STATUS |
| | Merchant Response Needed |
| TRANSACTION AMOUNT | TRANSACTION TYPE |
| 3.50 | Sale |
| ACQUIRER BIN ICA | ARN |
| 401339 | 24013395017003567078641 |
| AUTH CODE | CASE RECEIVED DATE |
| 023913 | 02/06/2025 |
| GLOBAL TRANSACTION ID | GLOBAL TRANSACTION ID SOURCE |
| -- | -- |
| INVOICE NUMBER | ISSUER BIN ICA |
| UTGKZX2NXBWY6X1 | 483312 |
| DISPOSITION | MERCHANT NUMBER |
| Merchant Response Needed | 65000009227573 |
| MERCHANT CATEGORY CODE | REGION |
| 8211 | NA |
| ORDER ID | POS ENTRY CODE |
| 501746098537 | No |
| TERMINAL CAPABILITY PROFILE | TERMINAL CAPABILITY |
| 6008c8 | 2 |
| TRANSACTION IDENTIFIER | TRANSACTION CURRENCY |
| 305017671425872 | USD |
| TRANSACTION DATE | UNIQUE REFERENCE NUMBER |
| 01/17/2025 | -- |
| STORE NUMBER | |
| -- | |

View More Details will allow you to find the original transaction in MySchoolBucks

- The partial card number
- The type of transaction (sale or refund)
- The Invoice number = Order Number in MSB
- And the date of the original transaction



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Thank you

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