

May 21, 2019

To Our Valued MySchoolBucks Users at Township of Union Public Schools:

Due to an error in MySchoolBucks, your account may have recently displayed inaccurate cafeteria purchases for your student(s). Despite this error, we can assure you that your student meal balance amount is accurate.

We have been asked by your District Administration to provide a description of the issue:

*On or around May 10, 2019 the district's servers experienced a failure, following which MySchoolBucks technical staff restored the data back to the district's servers, and recovered missing MySchoolBucks payments and serving line transactions.*

*The following day the server reverted back to a date of April 23. MySchoolBucks staff again restored our backup to recover MySchoolBucks payments and serving line transactions.*

*The following day the server reverted again, this time to April 12. MySchoolBucks staff once again restored our backup to recover MySchoolBucks payments and serving line transactions.*

*Since we recovered the same set of data several times, and the system did not know that these transactions were already available in MySchoolBucks, some parents were seeing duplicate purchases in their MySchoolBucks account. Our staff we're required to wait until the databases synced in order to clear the student transaction history on the website and then release a sync with the manager program. The manager program provided correct transaction histories with no duplication issues.*

The problem has been resolved and cafeteria purchase history in your MySchoolBucks account is now accurate. Thank you for your patience as we worked with your dedicated district administrators to correct this problem.

Sincerely,

Your MySchoolBucks Team