



Frequently Asked Questions – Qkr! App

  masterpassTIP OF THE WEEK

Q. How do I add or delete payment cards?


A. To delete or edit your payment cards from the 'Settings':



1. Tap on the three horizontal lines icon at the top left of the screen.
2. Tap 'Manage Payment Cards' and tap on the relevant card.
3. Tap 'Edit Card', make the required changes and tap 'Update'; or Tap 'Delete Card', and tap Delete to confirm the deletion.

To add a new card from the Settings: Tap 'Add a new card', enter the card details and tap 'Add Card' to save.

To add a new card from the Submit Payment screen:

1. Tap 'Add Card' at the top right of the screen.
2. Enter the card details and tap 'Add Card' to save.



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Q. How can I keep track of my Qkr! payments?

A. Itemized Qkr! eReceipts provide a record of purchase and are a convenient way to keep track of your Qkr! payments.

To view your eReceipts:

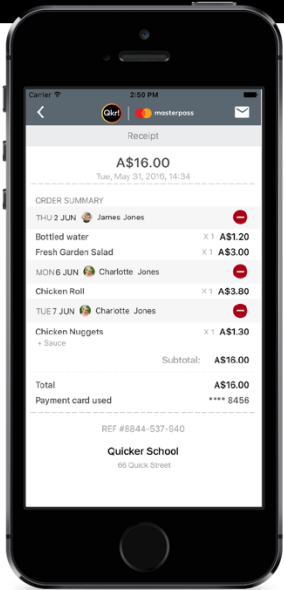
1. Open Qkr! and tap 'Activity'.
2. Scroll down to 'Order History' and tap 'Receipt' to view eReceipts.

Never lose a receipt: email receipts to your account:

1. Select the eReceipt you wish to email to yourself.
2. Tap on the mail icon at the top right of your screen.
3. Tap 'Send' to email the eReceipt to your email address, or enter another email address, and tap 'Send'.

Use an eReceipt to cancel a food order you have paid for:

1. Select the eReceipt for the order you wish to cancel.
2. Tap the red circle with a minus symbol on the order to be cancelled. Select the entire order or individual items to cancel and tap 'OK'.
3. Cancelled items are shown in red on your eReceipt confirming they have been cancelled and a credit is available for future food orders. The value of any credits will be automatically deducted from your next Qkr! food order.





TIP OF THE WEEK

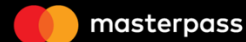
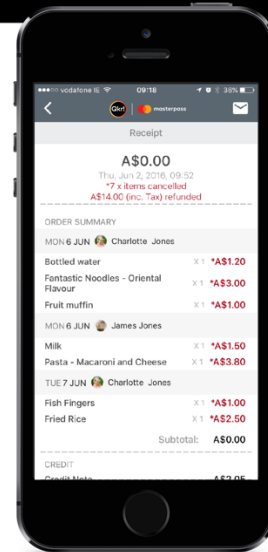
Q. How are Qkr! Refunds processed?

A. Qkr! refunds for food orders:

To reduce school costs, cancelled food orders are refunded as credit for future orders. Refunded items are shown in red on your eReceipt confirming that an item/s or order has been cancelled and a credit is available for future food orders. The value of any outstanding food order credits will be automatically be deducted from your next Qkr! food order.

Qkr! refunds for all other payments (non-food):

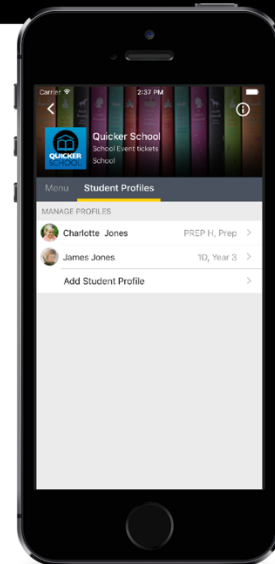
Please contact your school office directly to cancel any other (non-food) school payments. These refunds need to be processed through the school office according to school policy.

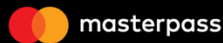


TIP OF THE WEEK

Q. Can two parents set up an account for the same student?

A. Qkr! offers the ability for two parents to set up accounts for the same student if needed. However, please note that the two accounts are independent and no details are shared between them.



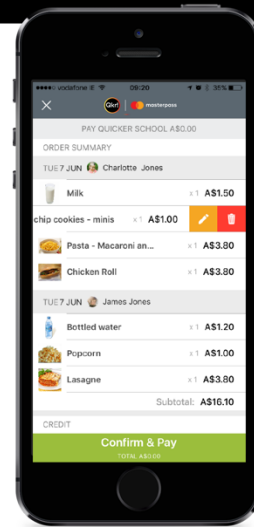


TIP OF THE WEEK

Q. How can I remove unwanted items from my shopping cart?

A. It is easy to remove or amend items in your shopping cart prior to paying for them.

1. Open Qkr! and tap 'Activity'.
2. Under 'Active Carts' tap on your school.
3. Tap on the order or item you want to remove or update.
4. Tap the garbage bin icon to remove the item from your cart; or
Tap the pencil icon to update or amend the item in your cart.

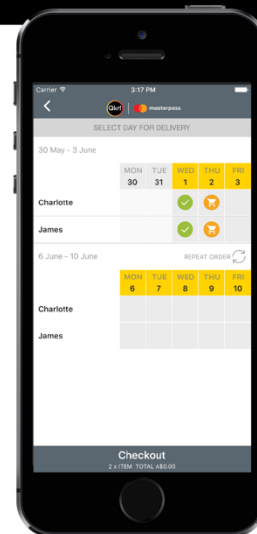


TIP OF THE WEEK

Q. Can I copy this week's orders to next week?

A. You can save time by copying food orders from the current week to the next week within the calendar view. This is a handy way to save time and quickly re-order your child's favourite lunch orders.

1. Open Qkr! and tap on your canteen menu.
2. Tap 'Repeat Order' for the next week, and tap 'Yes' to confirm you want to copy the orders for the current week to the next week.
3. Once you have copied the current week's orders to your cart for the next week, you can amend the next week's orders by tapping on a date and adding other items, or by tapping 'Checkout' and selecting items to amend or delete. This allows you the flexibility to amend your copied orders for a specific day or for a specific child.





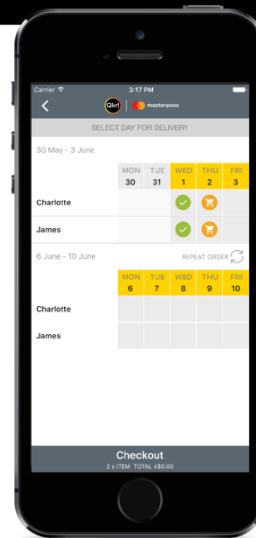
TIP OF THE WEEK

Q. How do I use the calendar display when placing food orders?

A. For ease of use, you are presented with a two week calendar view when placing food orders. The calendar makes it easy for you to place orders for a particular child on a particular day.

To place a food order:

1. Open Qkr! and tap on your canteen menu.
2. On the calendar view tap the date next to your child for which you want to place the order. If you have registered more than one child, the calendar view enables you to place individual orders for each child for different dates. If a date is greyed out you cannot place orders for that date, either because the canteen is not open, or because it is past the cut-off time for that day's orders. Check with your school to confirm the cut-off time.
3. Browse the menu, select items, and add them to your cart.
4. If you are ordering for more than one child you can switch between children by tapping your child's name at the top of the screen.
5. When you are ready to pay, tap 'Checkout' at the bottom of the screen and complete the payment steps.



TIP OF THE WEEK

Q. How can I be sure my child's food order has been received by the school?

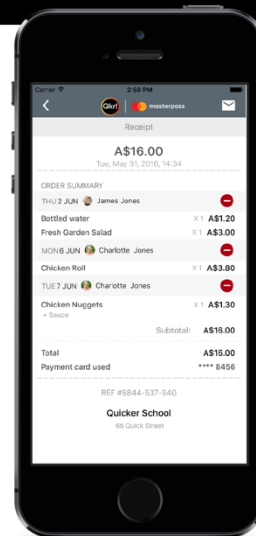
A. Qkr! is the safe, secure, reliable way to pay for school food orders. Your eReceipt is confirmation that the order has been received by the school.

On canteen days the staff print stickers for each Qkr! order containing the child's name, class and order details. Orders are prepared and placed in individual bags labelled with the stickers for ease of identification.

Qkr! orders are much more efficient to prepare than cash orders. Ordering with Qkr!:

1. Speeds up preparation so canteen staff have more time to prepare and serve food;
2. Reduces the time spent on cash handling tasks;
3. Reduces the need for your child to carry cash to school, so no more worrying about lost lunch money.

Check your school's nominated cut-off time for Qkr! Orders. Food orders cannot be placed after the cut-off time, giving the canteen staff sufficient time to prepare the orders.





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TIP OF THE WEEK

Q. How do I cancel food orders that have already been paid for?

A. To cancel a food order from your itemized eReceipt:

1. Open Qkr! and tap Activity.
2. Scroll down to 'Order History' and sign in with your password.
3. Tap the red circle with a minus symbol on the order to be cancelled. Select the entire order or individual items to cancel and tap 'OK'.
4. If your eReceipt contains food orders for more than one child, you will need to cancel one by one.

OR

To cancel a food order from the calendar view:

1. Open Qkr! and select the relevant menu.
2. Tap on the tick icon on the date for which you want to cancel the order.
3. Tap the red circle with a minus symbol on the order to be cancelled. Select the entire order or individual items to cancel and tap 'OK'.

Cancelled items are shown in red on your eReceipt confirming they have been cancelled and a credit is available for future food orders. The value of any credits will be automatically deducted from your next Qkr! food order.

Please contact your school office to cancel any other (non-food) school payments according to school policy.

