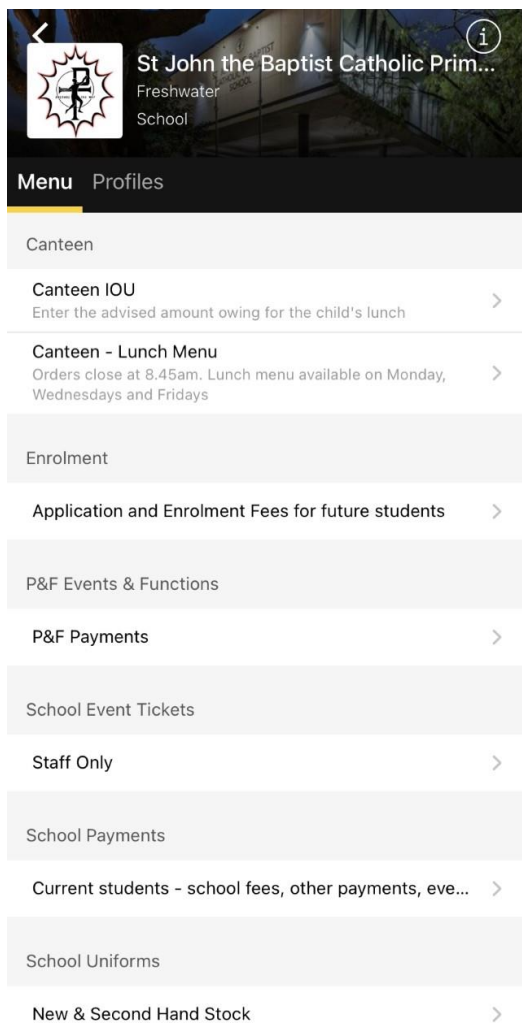# Tips for Users

Download Qkr!™today

Click to download Qkr! By Mastercard for Apple or Android.

The Qkr menu for our school looks like this:

*The **Menu** tab shows all of the payment options available. We have payments options for: our school canteen, school fees, P&F payments and second hand uniforms and staff only. Students participating in Diocesan representative sport will sometimes be able to pay through Qkr as well.

Menus can be added or deleted periodically to accommodate changes in availablilty of products. This is usually done by Admin or Canteen staff.

*The **Profiles** tab is where student or staff names can be enetred. Each profile will need to be assigned a class, or "staff" for staff members.

Canteen: Canteen staff will set the ordering dates to match the dates that the canteen is open.

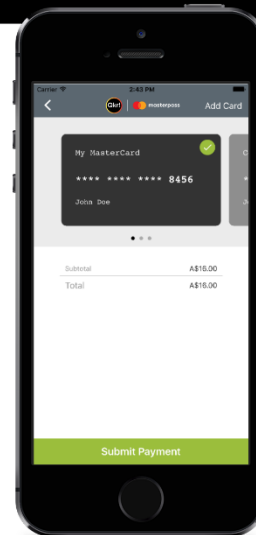## Q. Can I add multiple payment cards?

A. Qkr! will accept payment using any scheme credit/debit card accepted by the school, and you can add up to five different cards to your Qkr! account.

On checking out you can select from any of your registered cards.

Qkr! is provided by Mastercard so you know your payments are secure. No information will be stored on your phone. Registration details and card information are saved securely on the Mastercard network.

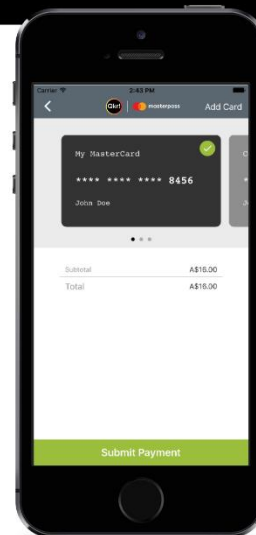## Q. How do I add or delete payment cards?

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.
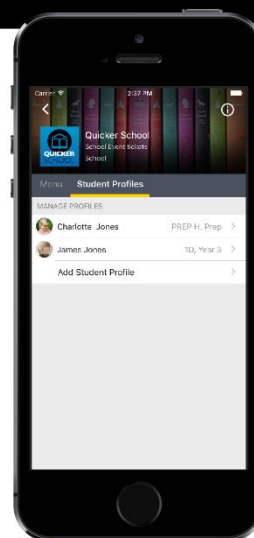2. Enter the card details and tap 'Add Card' to save.

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.

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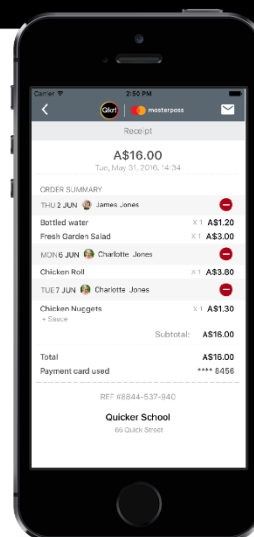
To view your eReceipts:
1. Open Qkr! and tap 'Activity'.
2. Scroll down to 'Order History' and tap 'Receipt' to view eReceipts.

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.

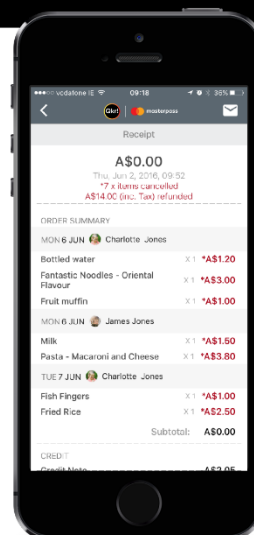## Q. How are Qkr! Refunds processed?

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.
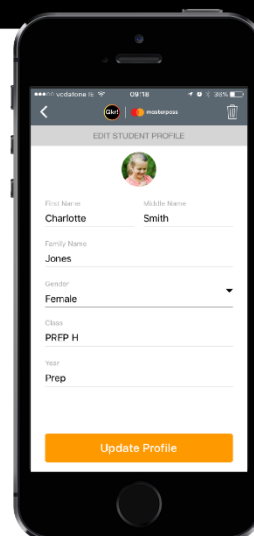
Q. How do I add or update a photo of my child on the Qkr! app?

A. If you wish to add a photo of your child or if you have previously added a photo of your child and now you want to replace it with a different photo:

1. Open Qkr! and select your school.
2. Tap 'Student Profiles' to display your child's/children's name/s.
3. Tap the child whose details you wish to edit, and tap on the camera icon.
4. You can either choose an existing photo from your device, or take a photo on your device.
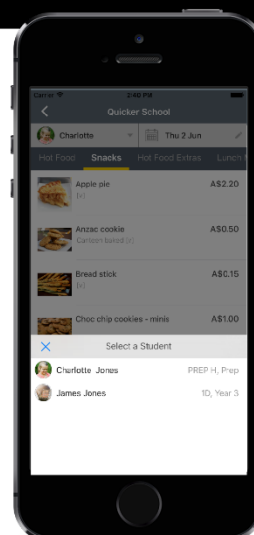5. When you have added the photo, scroll down and tap 'Update Profile'.

Q. What is the reason for having a child's photo on the Qkr! app?

A. For ease of navigation, Qkr! gives you the option to add your child's photo to your app.

This feature is optional and is designed to save you time when placing Qkr! orders.

If you choose to add your child's photo it will display at the top of the screen when you are browsing school items on Qkr! This feature is useful if you have multiple children at the same school. To select a different child when ordering, tap on the current child's photo/name and select another child.

This saves you time by allowing you to place orders for all your children with one transaction. There is no need to use the back button and no need to place separate orders for each child.
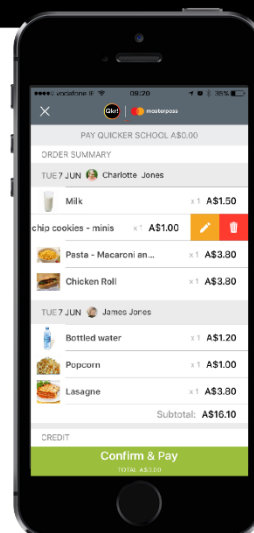
Q. How can I remove unwanted items from my shopping cart?

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
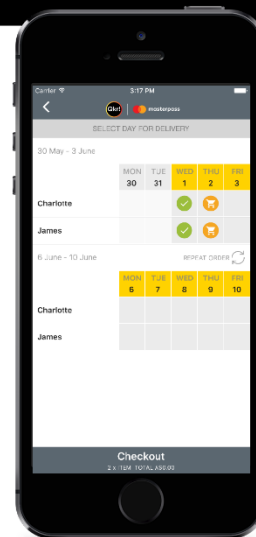   Tap the pencil icon to update or amend the item in your cart.

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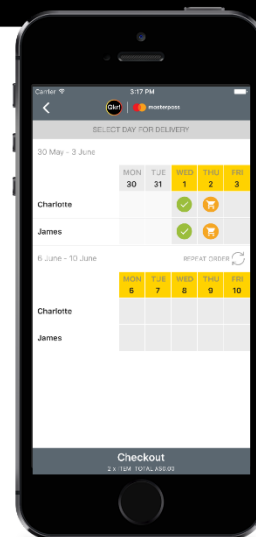
Q. How do I use the calendar display when placing food orders?

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.
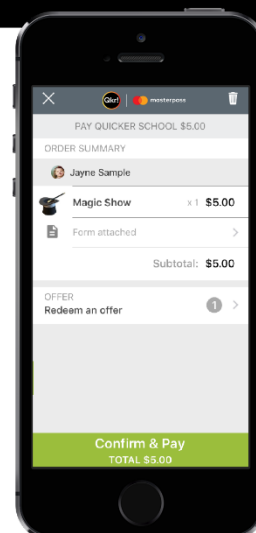5. When you are ready to pay, tap 'Checkout' at the bottom of the screen and complete the payment steps.

Q. How do I complete my payment after submitting a form?

A. Some activities have electronic forms attached that need to be completed prior to making the payment for the item. It is important to ensure that after you complete the form, you also complete the payment step.

To complete a form and the payment:
1. Open Qkr!
2. Select the activity that you are purchasing and 'Add to cart'.
3. Tap 'OK' when prompted for additional information.
4. Enter your Qkr password to sign in to the form then complete the information as required. Fields with a red asterisk (*) are mandatory to be completed.
5. Sign the form if required and tap Next or Submit when complete to add the activity and form to the cart.
6. Tap Checkout at the bottom of the screen to display your order summary showing that there is a form attached.
7. Tap 'Confirm & Pay' and submit the payment.

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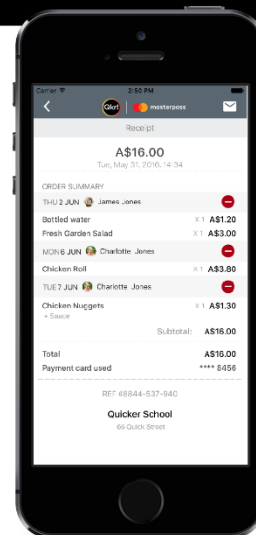OR
To cancel a food order from the calendar view:
1. Open Qkr! and select the relevant menu.
2. Tap on the tick icon on the date for which you want to cancel the order.
3. Tap the red circle with a minus symbol on the order to be cancelled. Select the entire order or individual items to cancel and tap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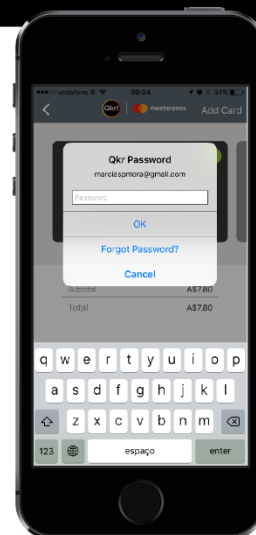

Q. Should I log out from the Qkr! app for security?

A. Qkr! is provided by Mastercard and is the safe, secure, reliable way to pay for school items. Registration details and card information are not stored on your phone but are saved securely on the Mastercard network.

As a security feature Qkr! automatically logs you out after 10 minutes of inactivity. You will still be able to browse the menus and add items to your cart, but you will be prompted to enter your password to submit payments.

If you wish to actively sign out after each session, you may do so, however, you won't be able to browse the menus again without logging in. An alternative is to change your settings so that you are prompted to enter your password at the 'Submit Payment' step even if you are within the same 10 minute logged in session. This saves you logging out after each session and logging in the next time.

To turn on the 'Always prompt for password on checkout' option:
Open Qkr!, tap 'Settings' and ensure the 'Always prompt for password on checkout' setting is on (green).

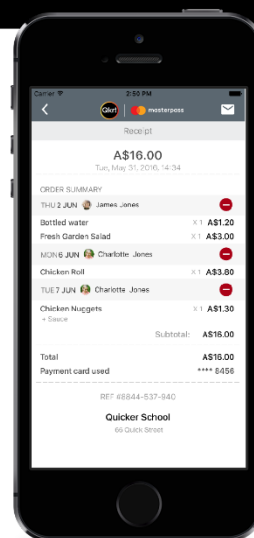## Q. How can I be sure my child's food order has been received by the school?

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.

Qkr! | ⬤⬤ masterpass

For quicker, hassle-free school payments, try Qkr! today

How do I enable notifications on my phone so I can receive Qkr notifications from my child's school?

Ensure your Notifications settings are activated for the Qkr app.

Step 1
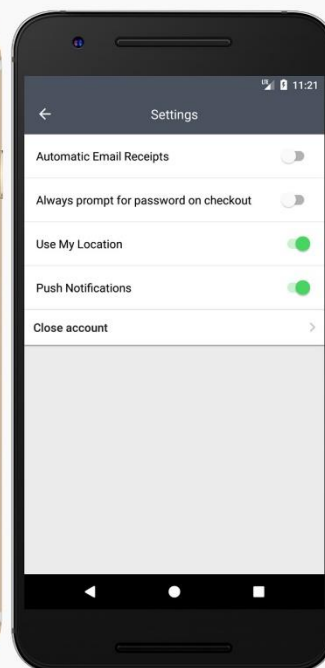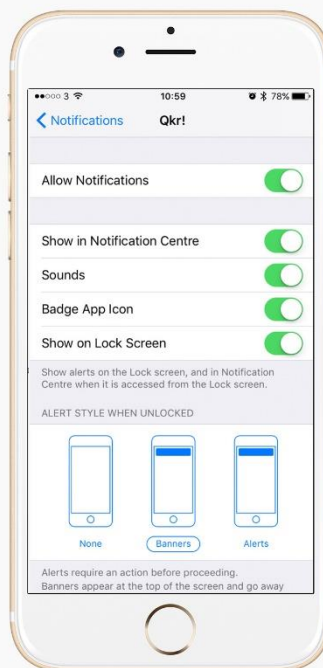Select settings in your iOS or Android device

Step 2
Select Notifications.

Step 3
Look for the Qkr app and ensure the toggle is switched on to allow notifications.

Step 4
Open the Qkr app on your phone, open settings and ensure the 'Push Notifications Enabled' toggle is switched to green.

Please note that whilst we control the sending of the notification, the delivery and receipt of the notification is entirely controlled by your phone operating system.