

TIPS FOR USING QKR!



masterpass

TIP OF THE WEEK

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

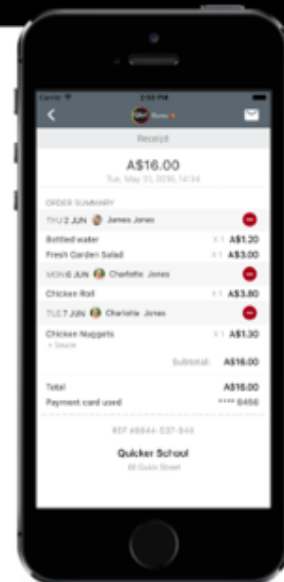
A. Itemized Qkr! eReceipts provide a record of purchase and are a convenient way to keep track of your Qkr! payments.

To view your eReceipts:

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

Never lose a receipt: email selected receipts to your preferred email 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'.



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TIP OF THE WEEK

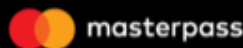
Q. Understanding the calendar display when placing food orders.

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.



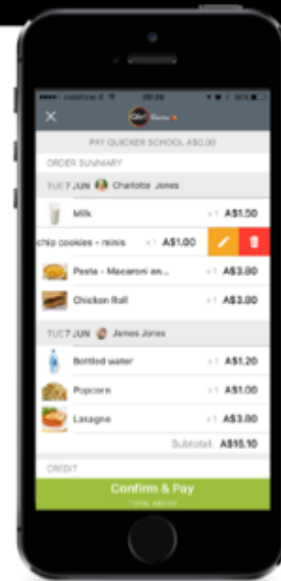


TIP OF THE WEEK

Q. How to remove unwanted items from your 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. 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.

