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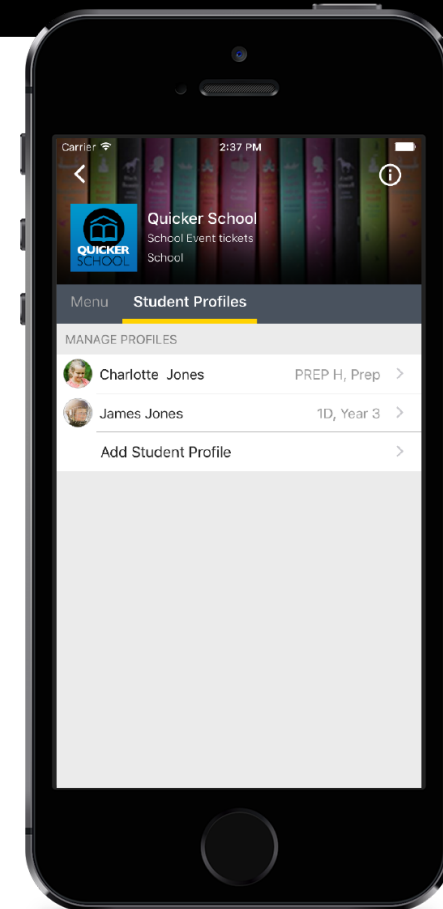
**A.** Qkr! offers the ability for two parents to set up accounts for the same student if needed. However, please note that the two accounts are independent and no details are shared between them.

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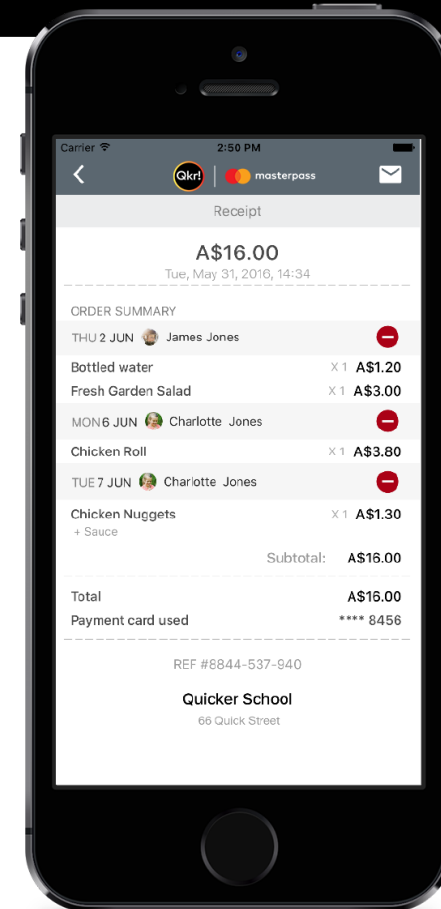
**To view your eReceipts:**
1. Open Qkr! and tap 'Activity'.
2. Scroll down to 'Order History' and tap 'Receipt' to view eReceipts.

**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.

Carrier 🗢 | 2:50 PM

Qkr! | masterpass

Receipt

**A$16.00**
Tue, May 31, 2016, 14:34

ORDER SUMMARY

| THU 2 JUN | James Jones | ⊖ |
|---|---|---|
| Bottled water | X 1 | A$1.20 |
| Fresh Garden Salad | X 1 | A$3.00 |
| MON 6 JUN | Charlotte Jones | ⊖ |
| Chicken Roll | X 1 | A$3.80 |
| TUE 7 JUN | Charlotte Jones | ⊖ |
| Chicken Nuggets + Sauce | X 1 | A$1.30 |
| | Subtotal: | A$16.00 |

| Total | A$16.00 |
|---|---|
| Payment card used | **** 8456 |

REF #8844-537-940

**Quicker School**
66 Quick Street
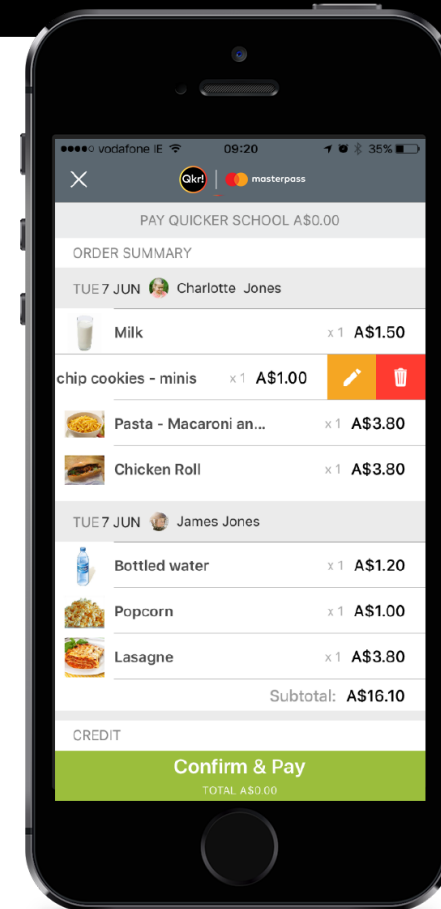
## Q. How can I remove unwanted items from my shopping cart?

**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.

•••• vodafone IE 🛜    09:20    🔋 ⚙ ⁎ 35% ▮

✕            Qkr! | masterpass

PAY QUICKER SCHOOL A$0.00

ORDER SUMMARY

TUE 7 JUN   👤 Charlotte Jones

🥛 Milk                           x 1   A$1.50

chip cookies - minis    x 1  **A$1.00**   ✏️  🗑️

🍝 Pasta - Macaroni an...         x 1   A$3.80

🥪 Chicken Roll                   x 1   A$3.80

TUE 7 JUN   👤 James Jones

💧 Bottled water                  x 1   A$1.20

🍿 Popcorn                        x 1   A$1.00

🍲 Lasagne                        x 1   A$3.80

Subtotal: A$16.10

CREDIT

**Confirm & Pay**
TOTAL A$0.00

## 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

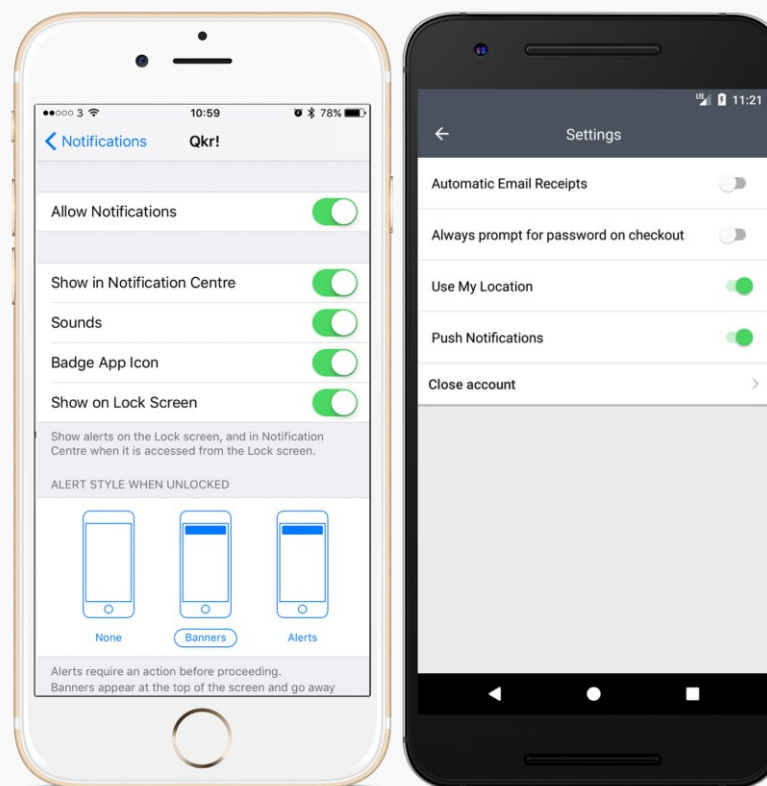### Step 2

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.*
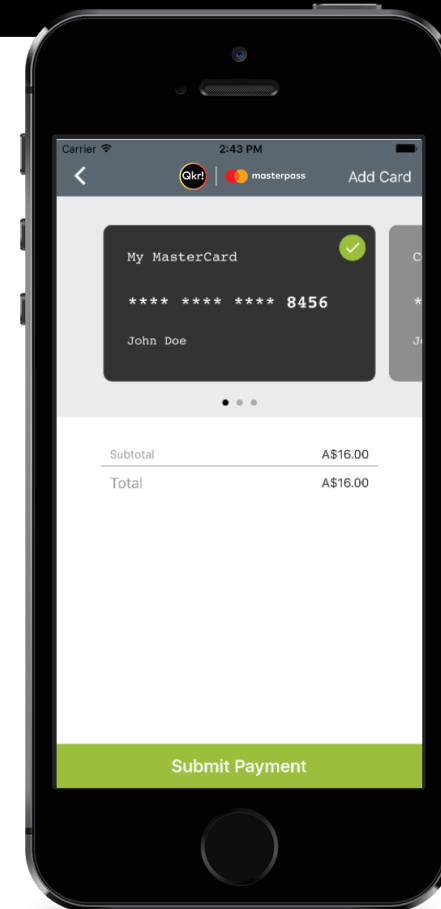
## Q. Can I add multiple payment cards?

**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.

Carrier 2:43 PM
Add Card

My MasterCard

**** **** **** 8456

John Doe

Subtotal A$16.00
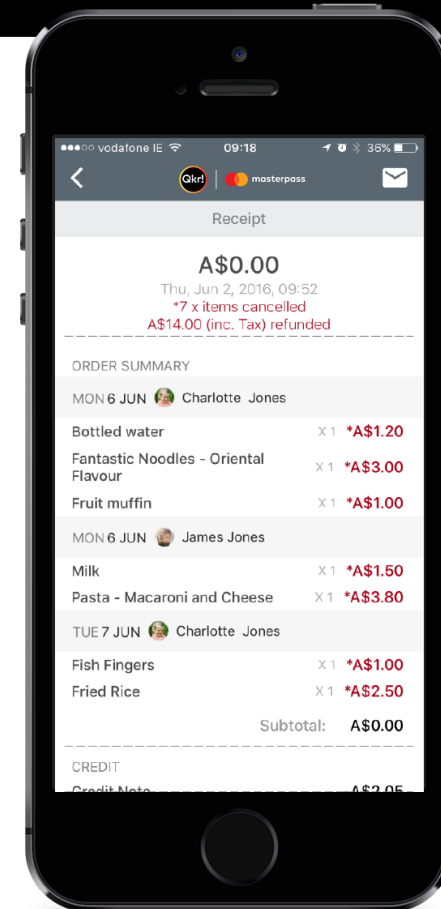Total A$16.00

Submit Payment

# 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.

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**Receipt**

**A$0.00**
Thu, Jun 2, 2016, 09:52
*7 x items cancelled
A$14.00 (inc. Tax) refunded

ORDER SUMMARY

MON 6 JUN  Charlotte  Jones

| Bottled water | X 1 | *A$1.20 |
| Fantastic Noodles – Oriental Flavour | X 1 | *A$3.00 |
| Fruit muffin | X 1 | *A$1.00 |

MON 6 JUN  James Jones

| Milk | X 1 | *A$1.50 |
| Pasta – Macaroni and Cheese | X 1 | *A$3.80 |

TUE 7 JUN  Charlotte  Jones

| Fish Fingers | X 1 | *A$1.00 |
| Fried Rice | X 1 | *A$2.50 |

| | Subtotal: | A$0.00 |

CREDIT
Credit Note                        A$2.05

## 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.