

## Qkr Weekly Newsletter Tips of the week



### Adding multiple payment cards & keeping your payments safe

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.

At checkout, you can easily select from any of your registered cards by simply tapping the 'Payment' option near the top of the checkout screen.

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.

If you choose to pay using a MasterCard, you will also benefit from MasterCard's Zero Liability policy which protects the cardholder from fraud and unauthorized charges.



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

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



## Cancelling lunch orders that have already been paid for

To cancel a food order from your itemized eReceipt:

- 1 Sign into your Qkr!™ account and scroll down to 'My Receipts' section
- 2 Select eReceipt for order you wish to cancel
- 3 You will see a red circle containing the 'minus' symbol beside your child's photo. Tap this. A pop-up box will appear asking if you wish to proceed. Tap 'Yes'
- 4 If your eReceipt contains food orders for more than one child, you will need to cancel one by one.

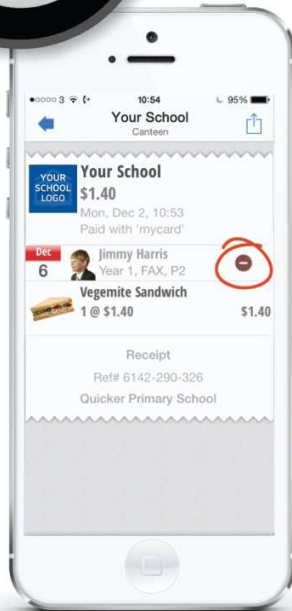
OR

To cancel a food order from the calendar view:

- 1 Sign into your Qkr! account and go to calendar view for food orders
- 2 Select date for which you wish to cancel order
- 3 Tap 'Cancel Items' on the pop-up box which appears
- 4 Another pop-up box will appear asking if you wish to proceed. Tap 'yes'

To reduce school costs, cancelled food orders are refunded in the form of credit for future orders. A 'Refunded' stamp will appear on your eReceipt confirming that the order has been cancelled and a credit is available for future food orders. The value of any outstanding food order credits will automatically be deducted from your next Qkr! food order.

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.



## Keep track of your Qkr! payments with handy itemized eReceipts

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

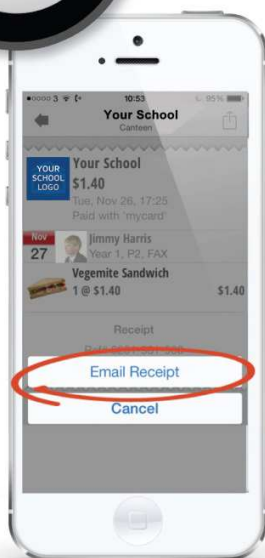
To view your eReceipts simply sign into your Qkr! account and scroll down to 'My Receipts' section.

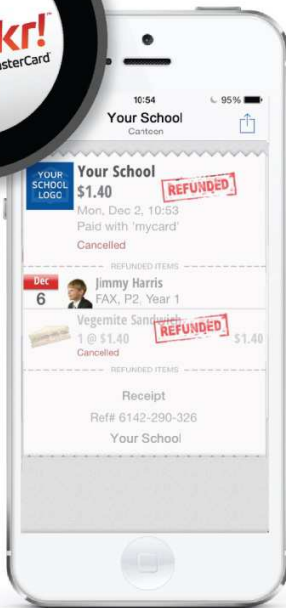
**Never lose a receipt: email select receipts to your preferred email account:**

- 1 Select eReceipt which you wish to email to yourself
- 2 Tap the icon on the top right of your screen and you will see the option: 'Email Receipt'
- 3 Tap 'Email Receipt' and enter your email address

**Use eReceipts to cancel a food order which you have already paid for:**

- 1 Select eReceipt for order you wish to cancel
- 2 You will see the 'minus' symbol in a red circle beside your child's photo. Tap this. A pop-up box will appear asking if you wish to proceed. Tap 'Yes'
- 3 A 'Refunded' stamp will appear on your eReceipt confirming that the order has been cancelled and a credit is available for future food orders. The value of any outstanding food order credits will automatically be deducted from your next Qkr! food order.





## How are Qkr! refunds processed?

### Qkr!™ Refunds: Food Orders

To reduce school costs, cancelled food orders are refunded in the form of credit for future orders. A 'Refunded' stamp will appear on your eReceipt confirming that the order has been cancelled and a credit is available for future food orders. The value of any outstanding food order credits will automatically be deducted from your next Qkr! food order.

### Qkr! Refunds: 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.



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

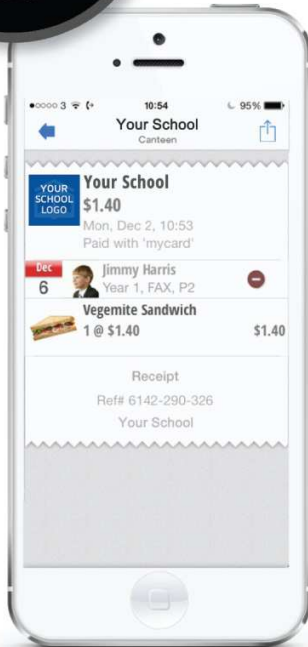
If you wish to add a photo of your child or if you have previously added a photo of your child and now wish to replace it with a different photo:

- 1 Sign into your Qkr!™ account and select any school menu
- 2 You will see a screen displaying your child's details and asking you to 'Select a Child'. Tap on the icon on the top right of your screen (three vertical dots on Android devices or a box with an arrow on Apple devices)
- 3 Tap 'Manage Children'
- 4 Tap the child whose details you wish to edit
- 5 You can either select an existing photo from the gallery then tap DONE, or take a photo on your phone then tap DONE.
- 6 Tap the 'Done' button (Apple devices) or 'tick' icon (Android devices) on the top right of your screen to save changes



## Making life easier for school staff and volunteers with Qkr!

Qkr!™ by MasterCard takes the hard work out of processing school payments, leaving staff and volunteers free to concentrate on more important tasks.



**1** Reduces the time school staff and volunteers spend on administrative tasks e.g.

- Processing school payments
- Cash Handling
- Paperwork
- Sorting bags for food orders

**2** Increases efficiency of school operations:

- Speeds up kitchen logistics so staff and volunteers can spend more time preparing and serving nutritious food

**3** Reduces the need for cash on school premises and the associated cost and security issues

Qkr!™ also saves you (busy parents) time by letting you place all your school orders directly from your mobile device, at a time convenient for you.



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



For ease of navigation, Qkr!™ gives you the option to add your child's photo to the app. Rest assured that this feature is optional, and 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 products on Qkr!, and will display on the calendar when you are making food orders. This feature is particularly useful if you have multiple children at the same school: simply tap the photo of the child for whom you wish to order and add items to cart. To move between children, tap on the next child's photo and repeat the process. This saves you time by allowing you to place orders for all your children with one single transaction. No need to use the back button and no need to place separate orders for each child.



## Remove unwanted items from your shopping cart

It is easy to remove items from your shopping cart prior to checkout.

Simply:

- 1 Tap on the 'cart' icon at the bottom of your screen
- 2 Tap on the item you wish to remove from your cart
- 3 A pop-up box will appear. Tap the 'Remove' button

In this example, removing a Netbook Term Payment is as simple as tapping on "Netbook Term Payment" on the checkout screen and then selecting "Remove" from the pop-up that appears



## Adding or deleting payment cards:

To add, delete or edit your payment cards from the 'Settings':

- 1 Open *Qkr!*<sup>™</sup>
- 2 Tap on the three horizontal lines icon at the top left of the screen
- 3 Tap on the word 'Settings'. This will open the settings page and present you with a number of options to personalize the way *Qkr!* works for you
- 4 Tap 'Manage Payment Cards'
- 5 To delete a card: Tap and hold
- 6 To edit details of an existing card: Tap quickly to enter 'Edit Card' screen
- 7 To add a new card, tap the icon on the top right of your screen (an image of a card with a '+' symbol on Android devices or the word 'Add' on Apple devices)

To add another card from the check out screen:

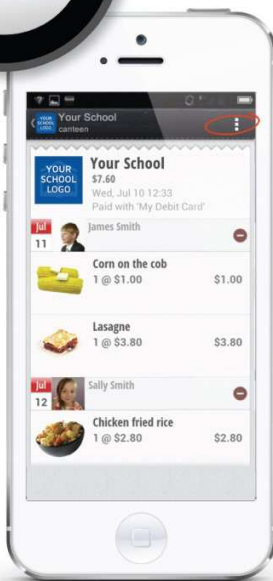
- 1 Tap on your registered card
- 2 Tap 'Add Card' option
- 3 Provide card details
- 4 Tap the 'Done' button (Apple devices) or 'tick' icon (Android devices) on the top right of your screen to save changes



## Save time with repeat orders (food orders only)

Did you know that you can save time by copying food orders from a previous week within the calendar view? This is a handy way to save time and quickly re-order your child's favourite lunch orders. Simply:

- 1 Sign in to your *Qkr!*™ account and Tap on 'Canteen'
- 2 Tap on the downward arrow icon to the right of the calendar screen. You will be asked if you wish to copy your orders from the previous week to the current week
- 3 Tap 'Yes'
- 4 Once you have copied last week's orders to your cart, you can make edits by tapping on a particular date. This allows you the flexibility to amend your copied order for a particular day or for a specific child



## Should I log out from the *Qkr!* app for security?

*Qkr!*™ is the safe, secure, reliable way to pay for school items. *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.

As an additional security feature, *Qkr!* automatically logs you out after 10 minutes of inactivity. When this happens, you will still be able to browse the menu and add items to cart, but you will be prompted to enter your password and log in at check out.

If you wish to actively log out after each session, you may do so. However, you won't be able to browse the menu again without logging in. An alternative is simply to change your settings so that you are ALWAYS prompted to enter your password at check out even if you are still within the same ten minute logged in session. This option saves you logging out after each session / logging in each time you wish to view the menu. You will be able to view the menu as normal, safe in the knowledge that *Qkr!* will ALWAYS ask for password confirmation before allowing you to make a payment.

**Steps to turn on the "Always prompt for password on checkout" option:**

- 1 Open *Qkr!*
- 2 Tap on the three horizontal lines icon at the top left of the screen
- 3 Tap on the word 'Settings'. This will open the settings page and present you with a number of options to personalize the way *Qkr!* works for you
- 4 Near the bottom of the page, you will see an option called "Always prompt for password on checkout" which by default is set to OFF. Slide to change this to ON



## Understanding fulfilment: how can I be sure my child will get his or her food order?

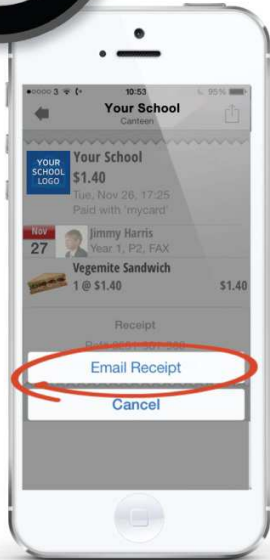
*Qkr!*™ is the safe, secure, reliable way to pay for school food orders. Your eReceipt doubles as confirmation of your order and provides peace of mind that the order has been received, and is being processed by the school.

On a daily basis, the staff print a tally sheet listing all *Qkr!* orders for that day. They also print unique identification stickers for each *Qkr!* order containing the child's name, class and food order details. As student lunches are prepared, they are checked off the tally sheet and placed in individual bags labelled with stickers for ease of identification.

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

- Speeds up logistics so kitchen staff and volunteers can spend more time preparing and serving nutritious food;
- Reduces the time spent on cash handling tasks;
- Reduces the need for your child to carry cash at school, so no more worrying about lost lunch money.

Please note that your school has a nominated cut-off time for all *Qkr!* food orders to be placed to provide the kitchen staff sufficient time to order stock and prepare the food orders. The school does not allow *Qkr!* orders to be placed after the cut-off time. Please check with your school to confirm cut-off time.



## Understanding the calendar display when ordering lunch

For ease of use, you will be presented with a calendar view when placing food orders. The calendar makes it easier for you to place orders for a particular child on a particular day.

To place a food order:

- 1 Sign into your *Qkr!*™ account and tap on 'Food Orders'
- 2 You will be presented with the calendar view. Select date for which you wish to place order.
  - If you have registered more than one child, the calendar view enables you to place individual orders for each child for a particular date.
  - If a date is greyed out you cannot place food orders for that day because either the kitchen is closed, the date is in the past, or it is past the cut-off time for that day's orders. Please check with your school to confirm cut off time.
- 3 Browse the menu and add items to cart
- 4 If you are ordering for more than one child, you can switch between children by tapping your child's photo on the top of the screen
- 5 When you are ready to check out, tap the cart icon at the bottom of the screen





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