

### Step 1. Download Qkr! on your Android phone or iPhone.

iPad users can download iPhone App. [App Store](#) or [Google Play](#)

### Step 2: Register

Select your Country of Residence as 'Australia' and follow the steps to register



### Step 3: Find St Cecilia's Catholic Primary School, Balgowlah

Search for St Cecilia's Catholic Primary School


### Step 4: Register your Children

When first accessing your school menu, you will be prompted to register your child. This allows you to make school payments on their behalf.

**Note: The Qkr web client is available for those not wanting to complete transactions from their mobile phone.**

### About the Qkr! App

Qkr is a safe, secure and reliable way to pay for school items. Qkr is provided by MasterCard so you know the payments are secure. No information is stored on your phone. Registration details and card information are saved securely on the MasterCard network. Qkr will accept payment using **ANY** credit/debit card (except American Express).

TIP OF THE WEEK

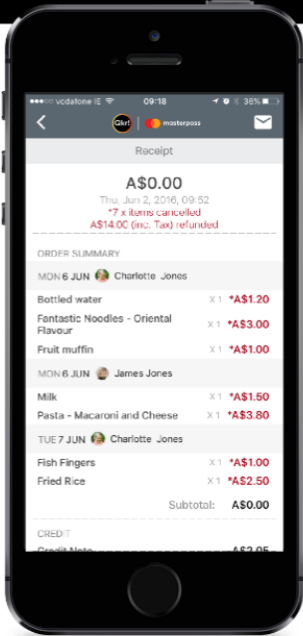
## Q. How are Qkr! Refunds processed?

**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.



The image shows a smartphone screen displaying a Qkr! receipt. The receipt title is "Receipt" and the total amount is "A\$0.00". Below the total, it says "Thu Jun 2, 2016, 09:52" and "7 x Items Cancelled". A red line separates the total from the order summary. The order summary is titled "ORDER SUMMARY" and lists items from three different dates: Monday 6th June for Charlotte Jones (Bottled water, Fantastic Noodles - Oriental Flavour, Fruit muffin) and Monday 6th June for James Jones (Milk, Pasta - Macaroni and Cheese). Tuesday 7th June for Charlotte Jones (Fish Fingers, Fried Rice). The subtotal is "A\$0.00". At the bottom, there is a "CREDIT" section with a value of "A\$0.00".



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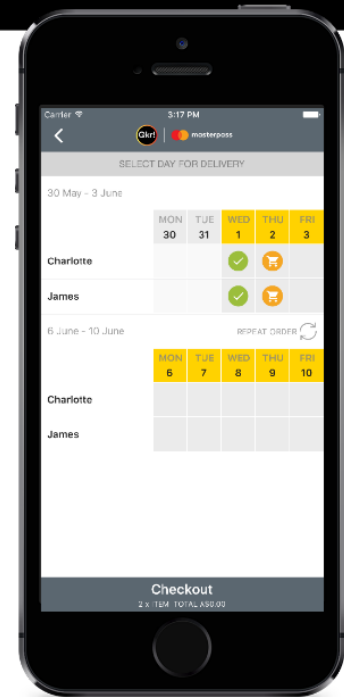
TIP OF THE WEEK

## 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.



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TIP OF THE WEEK

## 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.

