

# Using Qkr for St John's, Narraweena

St John's Catholic Primary School has launched *Qkr* (by MasterCard) as an easy to use, secure phone app for making school payments from your mobile phone. *Qkr* will accept payment using **ANY** credit/debit card (except American Express) and has a simple checkout function. No info is stored on the mobile phone. We are encouraging all credit card payments to be completed through *Qkr* particularly for canteen orders, school fees or other special events etc.



## 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 John's Catholic Primary School, Narraweena

Search for St John'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).

## Canteen

From Monday 13<sup>th</sup> February, 2017 – students and staff can now place food/drinks orders for recess or lunch. Please refer to the attached flyer for more information. Parents are presented with a two week calendar view when placing food orders. Food order for that day will close at 9.30am to allow for the food to be prepared. More tips will follow in the next few newsletters however, in the meantime, we encourage parents to give it a go!



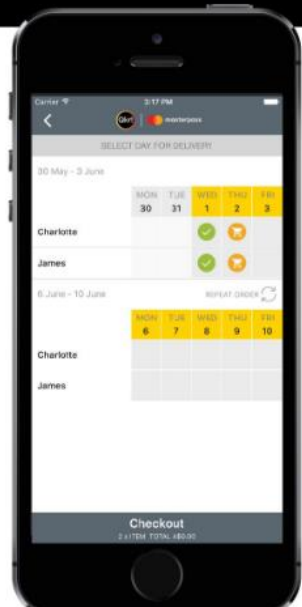
**TIP OF THE WEEK**

### 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.





masterpass

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:

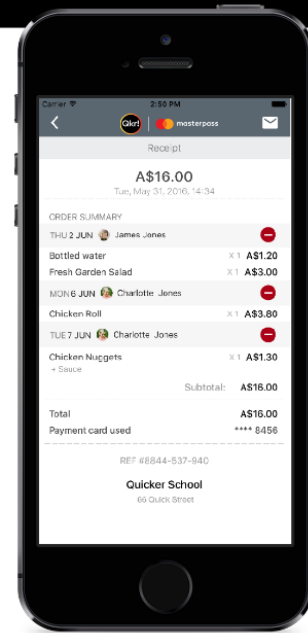
1. Open Qkr! and tap 'Activity'.
2. Scroll down to 'Order History' and tap 'Receipt' to view eReceipts.

### 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.



masterpass

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.

