What is Qkr?

Qkr! Pronounced "Quicker" is a payment application develop by MasterCard. To put it simply, it is an easy online payment method for schools.

Is It Safe?

Qkr! Comes with all levels of security that MasterCard offer on all of their online banking products.

What devices can I use Qkr! On?

Qkr! Is available on Smartphones, IPads, Desktop and Laptop computers.

For quicker, hassle-free school payments, try Qkr! today

Introducing Qkr! (pronounced 'quicker') by Mastercard, the secure and easy way to order and pay for school items from your phone at a time and place that suits you.

With Qkr you can:

- Order and pay for your child's lunches, reducing the need to bring cash to school;
- Pay for a variety of school items;
- See your receipts on the app and get them sent by email if required.

Getting started is easy - try it yourself today

Step 1 Download Qkr!

on your Android phone or iPhone. iPad users can download iPhone app

Step 2 Register

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

Step 3 Find our school

Our school will appear in 'Nearby Locations' if you're within 10kms of the school, or search for our school by name.
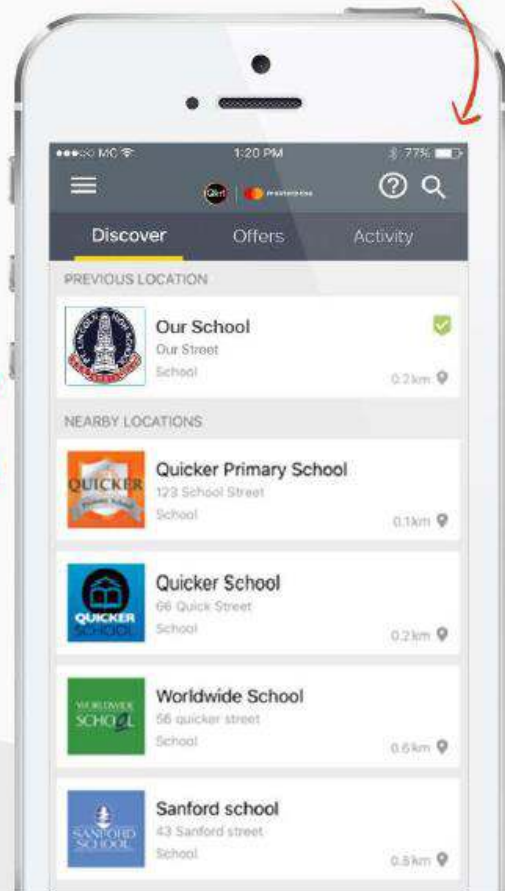
Step 4 Register your children

When first accessing our school you will be prompted to add a student profile for your child. This allows you to make orders and payments for them.

Search for our school name

If you have made a purchase you can select our school from 'Previous Location'

If you're within 10 kms of the school, you can select our school from 'Nearby Locations'

PREVIOUS LOCATION

Our School
Our Street
School
0.2km

NEARBY LOCATIONS

Quicker Primary School
123 School Street
School
0.1km

Quicker School
66 Quick Street
School
0.2km

Worldwide School
56 quicker street
School
0.6km

Sanford school
43 Sanford street
School
0.5km

Discover   Offers   Activity

Qkr! | masterpass

How do I use the desktop version of Qkr!

Enter the following website address in to your internet browser. Please use Mozilla Firefox for best results. https://qkr.mastercard.com/store/#/home

Add your children's details in Student Profiles

Select 'Add student profile'

Add each child's details

Manage each child's details in Student Profiles

Order meals

Select a menu from our canteen

Tap the green box to view your receipt or to cancel an order

Select a date for a child and order a meal

Tap 'Repeat order' to copy all paid orders from one week to the next

Tap to change the date you are ordering for

Tap to change the child you are ordering for

Tap 'Checkout' then confirm and pay

Making payments

Add up to 5 cards to your wallet

At checkout select which card to pay with.

Pay with any cards accepted by the school.

Once your payment is approved you can continue to the home page, or view your receipt.

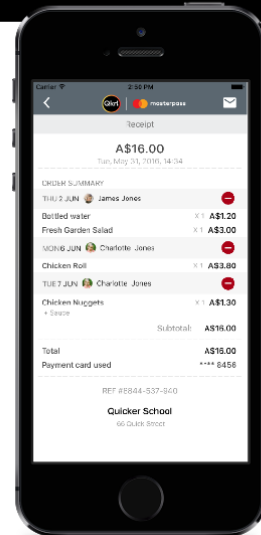## Q. How can I be sure my child's food order has been received by the school?

A. Qkr! is the safe, secure, reliable way to pay for school food orders. Your eReceipt is confirmation that the order has been received by the school.

On canteen days the staff print stickers for each Qkr! order containing the child's name, class and order details. Orders are prepared and placed in individual bags labelled with the stickers for ease of identification.

Qkr! orders are much more efficient to prepare than cash orders. Ordering with Qkr!:
1. Speeds up preparation so canteen staff have more time to prepare and serve food;
2. Reduces the time spent on cash handling tasks;
3. Reduces the need for your child to carry cash to school, so no more worrying about lost lunch money.

Check your school's nominated cut-off time for Qkr! Orders. Food orders cannot be placed after the cut-off time, giving the canteen staff sufficient time to prepare the orders.

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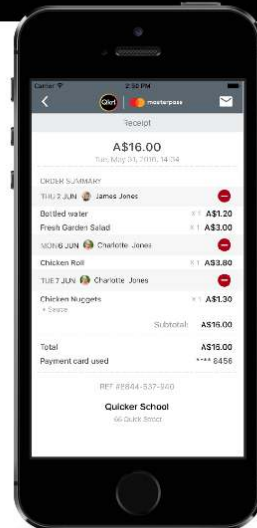
To view your eReceipts:
1. Open Qkr! and tap 'Activity'.
2. Scroll down to 'Order History' and tap 'Receipt' to view eReceipts.

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.

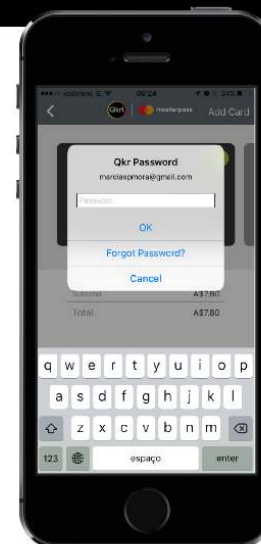## Q. Should I log out from the Qkr! app for security?

A. Qkr! is provided by Mastercard and is the safe, secure, reliable way to pay for school items. Registration details and card information are not stored on your phone but are saved securely on the Mastercard network.

As a security feature Qkr! automatically logs you out after 10 minutes of inactivity. You will still be able to browse the menus and add items to your cart, but you will be prompted to enter your password to submit payments.

If you wish to actively sign out after each session, you may do so, however, you won't be able to browse the menus again without logging in. An alternative is to change your settings so that you are prompted to enter your password at the 'Submit Payment' step even if you are within the same 10 minute logged in session. This saves you logging out after each session and logging in the next time.

To turn on the 'Always prompt for password on checkout' option:
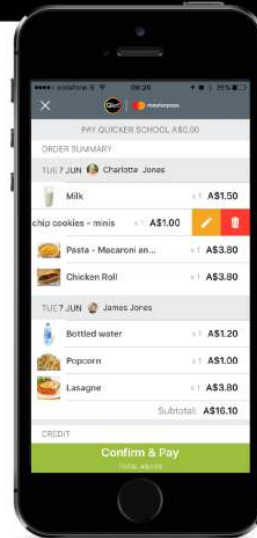Open Qkr!, tap 'Settings' and ensure the 'Always prompt for password on checkout' setting is on (green).

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.

Q. How do I cancel food orders that have already been paid for?

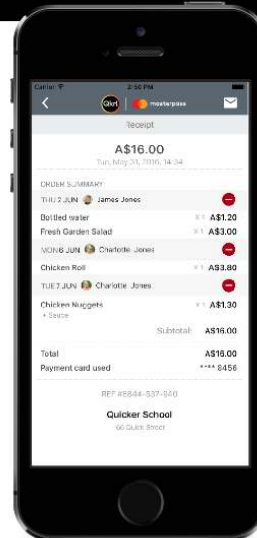A. To cancel a food order from your itemized eReceipt:
1. Open Qkr! and tap Activity.
2. Scroll down to 'Order History' and sign in with your password.
3. Tap the red circle with a minus symbol on the order to be cancelled. Select the entire order or individual items to cancel and tap 'OK'.
4. If your 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. Open Qkr! and select the relevant menu.
2. Tap on the tick icon on the date for which you want to cancel the order.
3. 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'.

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.

Please contact your school office to cancel any other (non-food) school payments according to school policy.

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.