

# Online canteen ordering is here!

The new Qkr (pronounced 'quicker') app is now live for families of students at Rawlinson Primary School.

Qkr by MasterCard can be downloaded for free from Apple's app store for iPhones (for iPads download the iPhone app) or from Google Play for Android phones and tablets.

After downloading the app and registering, simply select Rawlinson Primary School from 'Nearby Locations' on Qkr or type Rawlinson after tapping the magnifying glass in the top right of the home screen on Qkr.

**It's so quick and easy! Try it now.**



## 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.

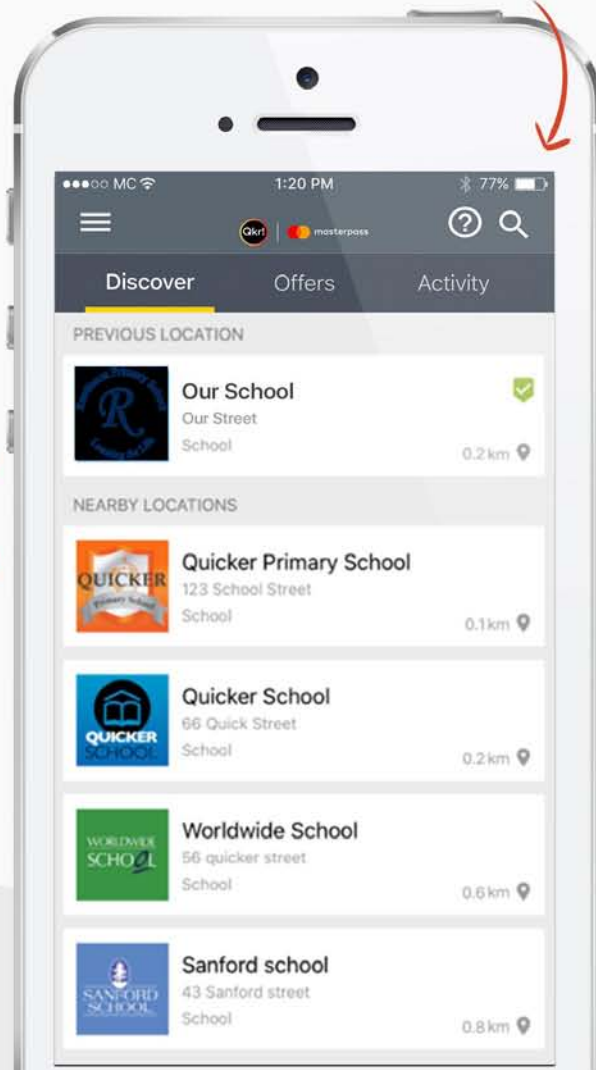
## Step 4 Register your children

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.

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'

Search for our school name

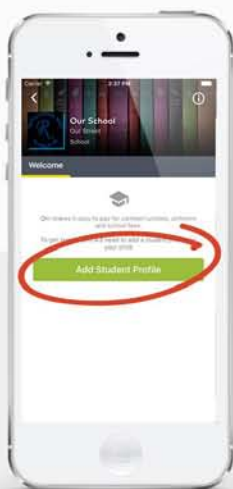




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## Add your children's details in Student Profiles

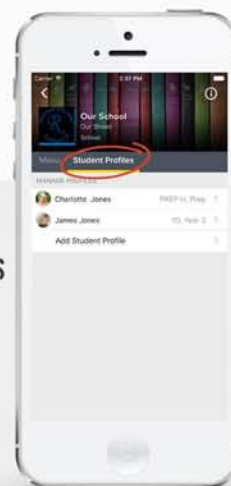
Select  
'Add student profile'



Add each  
child's details

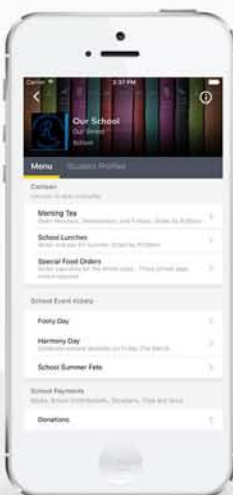


Manage each  
child's details in  
Student Profiles



## Order meals

Select a menu  
from our canteen

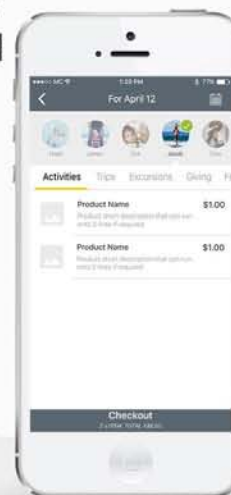


Tap the green  
box to view  
your receipt  
or to cancel  
an order



Select a date  
for a child and  
order a meal

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



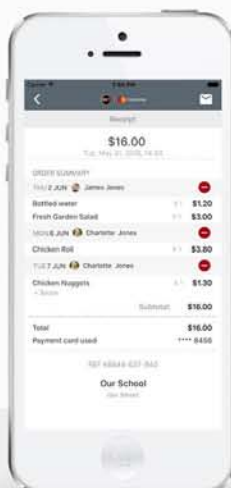
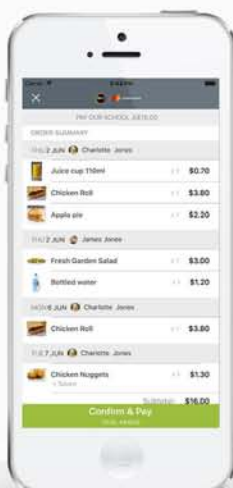
Tap to change  
the date you  
are ordering for

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.

**\* It is recommended that you pay for orders after adding them to your cart. Any orders left in your cart for more than 8 hours cannot be processed and you will get an "Unknown Cart" error.**

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



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## FREQUENTLY ASKED QUESTIONS

### What devices can I use Qkr on?

Qkr by MasterCard can be downloaded for free from Apple's app store for iPhones (for iPads download the iPhone app) or from Google Play for Android phones and tablets OR visit <https://qkr.mastercard.com/store/#/home> using Google Chrome or Mozilla Firefox and follow the prompts to use the laptop/desktop computer version.

### What payment cards can be used?

Qkr accepts MasterCard and Visa credit cards and debit cards.

Payments cannot be paid via Amex or PayPal.

### I have entered the wrong card number and/or need to edit the expiry date.

There is an editing function within the app, but Qkr suggests it will be safer to delete the card from your payment methods and load it again (or load your new card).

### My child is in a new classroom this year. How do I change this?

Open the app and select our school name. Select Profiles from the top menu. You can change classroom details, add extra students etc here.

### I need to change my order. What do I do?

If you forget to include something in your order, you can either follow the cancellation instructions on the reverse of this page and create a new order, or simply place a separate order for the forgotten item.

Unfortunately it's not possible to **change a drink flavour** etc through the app once you have paid for it. You can contact the canteen and ask them to change it if it's available, or follow the cancellation instructions on the reverse of this page and place a new order.

### When setting up my Payment Card details it asks for a Card Alias - what does this mean?

Qkr allows for multiple payment card details to be stored. Therefore to know which card is which, a Card Alias (card name) needs to be entered. This can be the name of the card you are setting up eg Visa, MasterCard, or you could call it Julie's Visa or Darren's MasterCard.

### How can I reset my password?

Simply tap the 3 bar icon at the top left of the main Qkr screen (before you tap on Rawlinson Primary) Select My Profile.

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

Qkr offers the ability for each parent to set up an account for the same student if needed. The two accounts are independent and no details are shared between them.

### Error: Invalid Card Number

This error indicates the credit card details stored when setting up Qkr are incorrect. Either the expiry date or card number is incorrect or you have entered a payment card that is not accepted eg Amex is not accepted.

### Error: Sorry, your bank has declined this transaction

This indicates that the card has not loaded correctly into Qkr, or that there are insufficient funds in the account to make the payment. If you are sure the account has enough funds to make the payment, remove and reload the card and submit payment again. If it still doesn't work, try a different card.

### Error: Unknown cart

You have left items in your cart too long (your cart must be paid for within 8 hours of adding items). Delete the items from the your cart, re-add them and submit payment again.

### Still need more help?

Check the YouTube video: <https://www.youtube.com/watch?v=A1wpTiL4fQk>



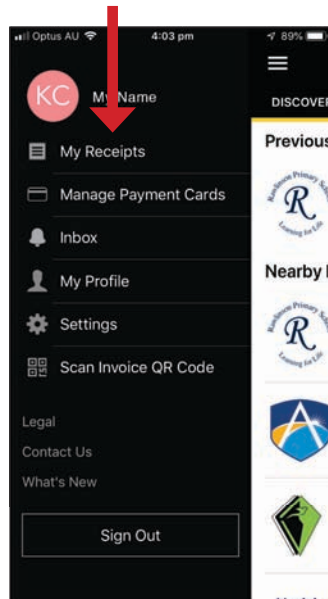
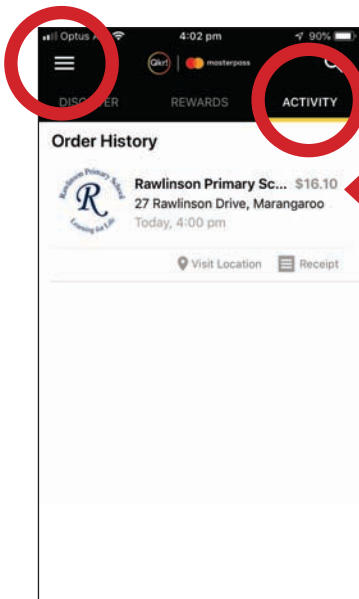
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## HELP! I NEED TO CANCEL MY ORDER.

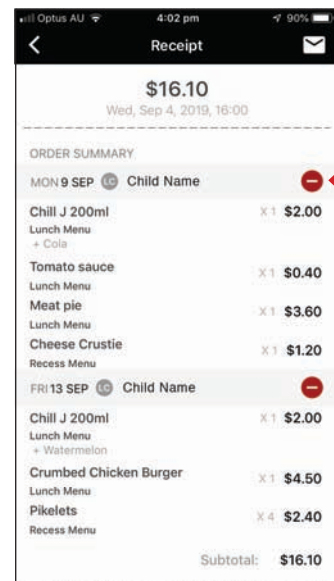
Visit us at the canteen or phone **041 619 8479**.

I ordered over the counter	I ordered online
If you notify the canteen BEFORE THE LUNCH IS PREPARED, we will be happy to provide you with a refund.	If you cancel your order through the Qkr app BEFORE THE CUT OFF TIME OF 9AM ON THE DELIVERY DAY, you will receive a credit to use on a future order. ( <a href="#">Instructions below</a> .)
If the order has already been made YOU ARE WELCOME TO COLLECT YOUR ORDER. If you choose not to collect your order on the day, no refund can be given.	You can NOT cancel through the app after the cut-off time of 9am on the delivery day.  If you notify the canteen BEFORE THE LUNCH IS PREPARED, we will be happy to provide you with a refund at the counter.  If the order has already been made YOU ARE WELCOME TO COLLECT YOUR ORDER. If you choose not to collect your order on the day, no refund can be given.

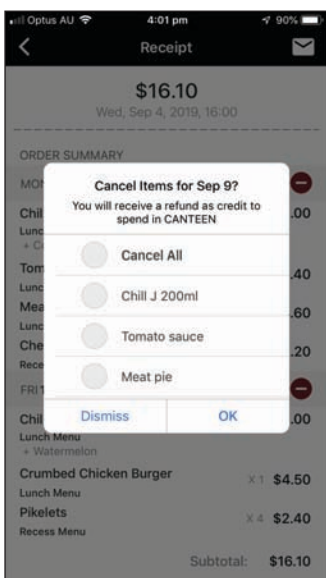
### 1. Locate your receipt through the menu on the left, or via the activity tab



### 2. Click the red cancel button next to the relevant order



### 3. You can cancel some or all items



### 4. A credit will be applied and deducted from your next order

