

**LAUNCH DATE 26 APRIL 2017**



## **St Kieran's Catholic Primary School**

is launching **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 Kieran's Catholic School Manly Vale**

Search for St Kieran's Catholic Primary School or Manly Vale

### **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 Wednesday April 26** – students and staff can 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 orders for that day will close at 8.30am to allow for the food to be prepared.

### **FLEXI SCHOOLS WILL NO LONGER BE AVAILABLE AT ST KIERAN'S FROM 26 APRIL**

For those with balances in FlexiSchools at the end of term please follow these instructions:

*After you have used your FlexiSchools account for the last time go to the My Account tab when you are logged into the desktop site and select **Pay my balance back to me**. This will close your account and trigger a full refund of any outstanding balance.*



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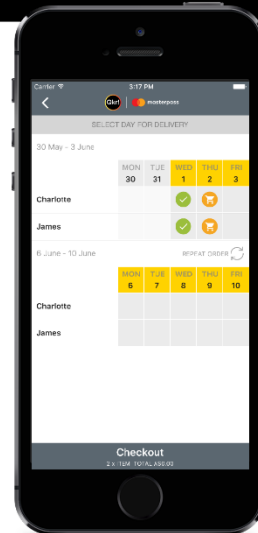
TIP OF THE WEEK

## 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:

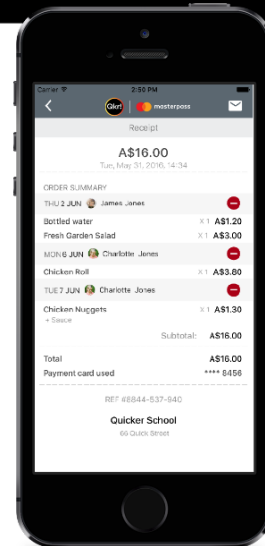
1. Open Qkr! and tap 'Activity'.
2. Scroll down to 'Order History' and tap 'Receipt' to view eReceipts.

### 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.



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TIP OF THE WEEK

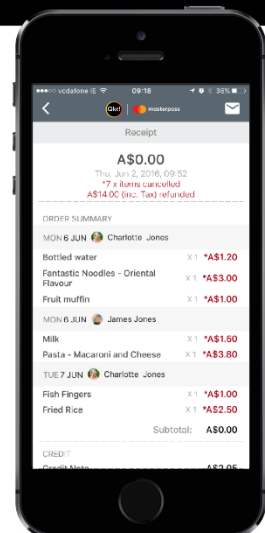
## Q. How are Qkr! Refunds processed?

### 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.



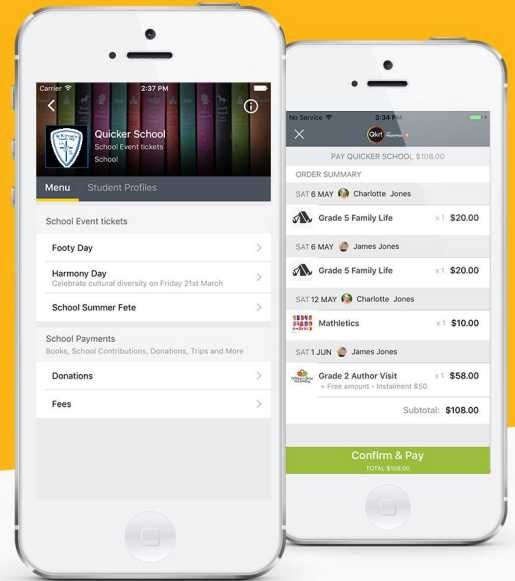


For quicker, hassle-free school payments, try Qkr! today

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 school fees, uniforms, excursions and more;
- 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 10km's of the school, or search for our school by name.

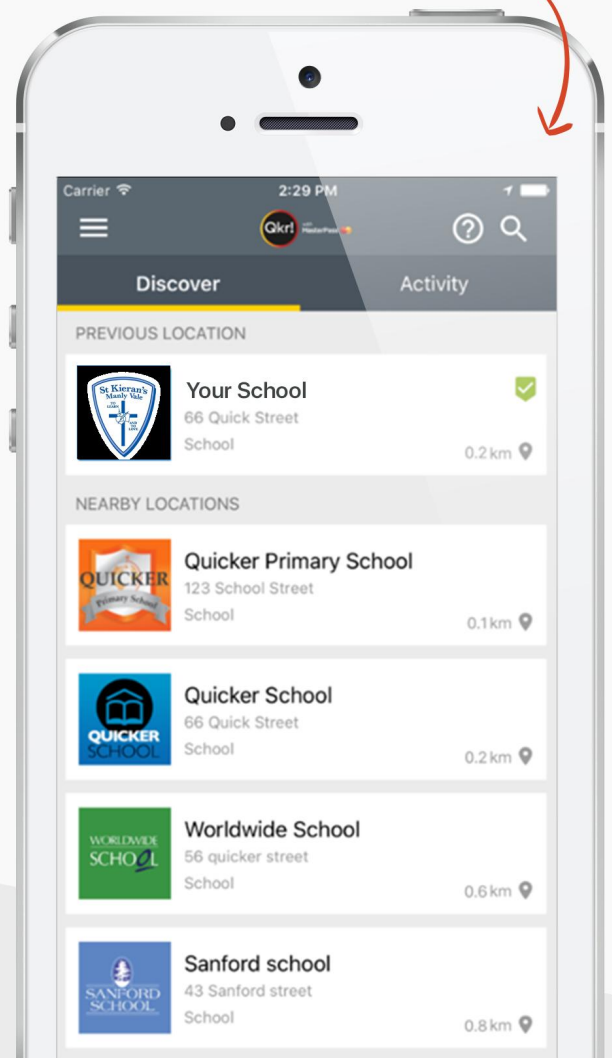
### Step 4 Register your children

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

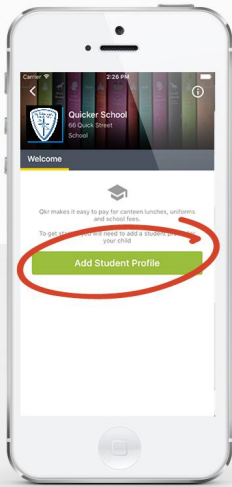
If you have made a purchase you can select our school from 'Previous Location'

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

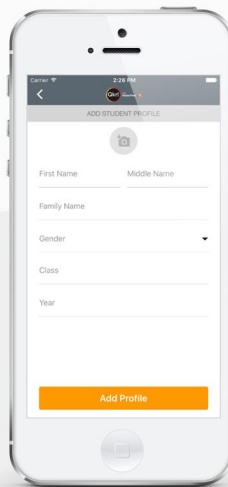


## Add your children's details in Student Profiles

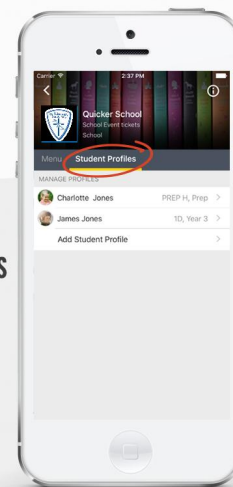
Select 'Add student profile'



Add each child's details

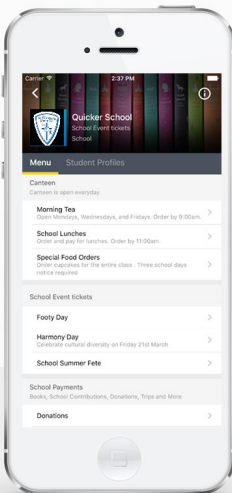


Manage each child's details in Student Profiles

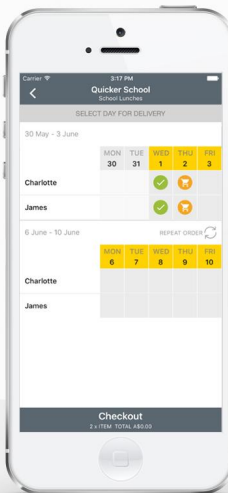


## Order meals

Select a menu from our canteen



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

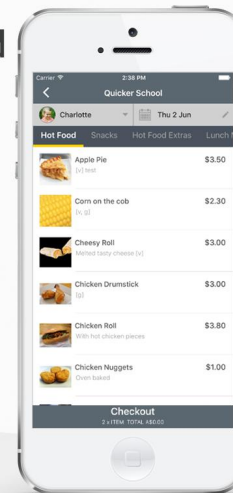


Select a date for a child and order a meal

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

Tap to change the child you are ordering for

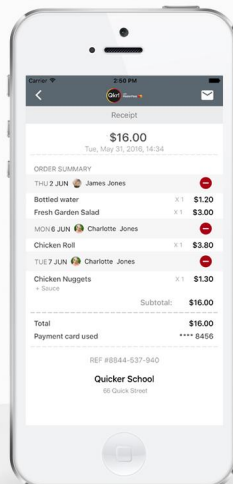
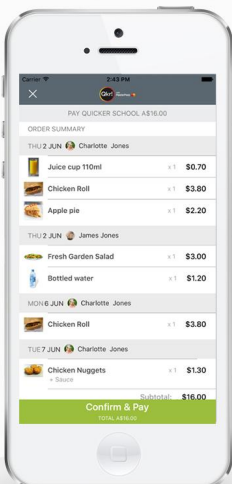
Tap to change the date you are ordering for



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.