



## Adam Road Primary School P&C Canteen

### Qkr! Frequently Asked Questions

**Pre-Primary and Kindy CANNOT order recess items.**

Q: How do I get the Qkr app?

A: Please refer to the guide link that was sent out in a text message or our P&C Facebook page on Getting started on Qkr.

App Store - <https://itunes.apple.com/ca/app/qkr!-with-masterpass/id589799471>

Google Play - <https://play.google.com/store/apps/details?id=com.mastercard.labs.qkr>

Follow this link for further information on Qkr <https://qkr.mastercard.com/>

Q: What if I don't have a smart phone or tablet?

A: You can register for Qkr online via this link <https://qkr.mastercard.com/store/>

Q: I can't find Adam Road on the list of schools on the desktop version?

A: You can turn on your location services and it should come up automatically otherwise you can search manually.

Q: If I use the desktop version which is the best browser to use.

A: The Mastercard team (Qkr) have advised to use Google Chrome if you are able to. They have advised if you can avoid using Internet Explorer if possible.

Q: What is the cut off time to place in my child's order?

A: Orders close at 8:45am each day, remember they can be placed up to two weeks in advance!

Q: What form of payment is accepted?

A: A debit card- Mastercard or Visa.

Q: Can I still place an order at the canteen using cash or EFTPOS

A: We will be transitioning to NOT having EFTPOS available at the canteen so you will need to download the app to pay via card. We will still have cash payments available but encourage families to jump on board and sign up for easy ordering! This will allow for minimal disruption to the behind the scenes and logistics of how the orders are filled on the day.

Q: Can I get a refund/credit?

A: Qkr will not provide a refund but will give you a credit towards your next order. Orders cancelled before the cut off (8:45am) will be given a credit.

Q: What if I forgot to add something to my order:

A: You can go back and credit (cancel) your original order which will place a credit on to your account. You will then need to re-order and follow the payment process again to submit the new order.

Q: What if I forget to order online before the cut off?

A: You can still attend the canteen and place an order up until 9am.

Q: Are there any fees involved?

A: There is no fee for parents using Qkr! However, the P&C pays a 10c transaction fee on each transaction so PLEASE try to place all orders for the day in ONE transaction. We have also added the option of a 20c Bag Contribution so that parents can choose to help cover the costs of implementing the app. The app will make life easier for families and we hope they will consider helping us by adding a bag contribution to each transaction. This will help with the 10c fee, cost of labels and ink as well as the bank fees associated with running the app. The canteen is currently running at a loss and we are hoping the online system will help us continue to operate so any help would be much appreciated.

Q: What do I do if my child/children have an allergy?

A: When you create a profile for your child there is a Yes/No option on the allergy tab. If you select 'Yes' this will alert the Lunchbox team.

Q: Can I my child still pay with cash without an order at recess?

A: Yes cash will be accepted at recess.

We hope these Q & As have covered most of your questions. We would like for as smooth a transition as possible and understand there may be issues/concerns which arise that we haven't pre-empted. Please get in touch if this is the case and we will work through this with you.

If I have any other questions or concerns about getting online and placing your order in on time please get in touch.

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