



Qkr!TM
by MasterCard[®]

QKR Information Guide



What is the reason for having a child's photo on the Qkr! app?

For ease of navigation, *Qkr!*TM gives you the option to add your child's photo to the app. Rest assured that this feature is optional, and designed to save you time when placing *Qkr!* orders.

If you choose to add your child's photo, it will display at the top of the screen when you are browsing school products on *Qkr!*, and will display on the calendar when you are making food orders. This feature is particularly useful if you have multiple children at the same school: simply tap the photo of the child for whom you wish to order and add items to cart. To move between children, tap on the next child's photo and repeat the process. This saves you time by allowing you to place orders for all your children with one single transaction. No need to use the back button and no need to place separate orders for each child.



Remove unwanted items from your shopping cart

It is easy to remove items from your shopping cart prior to checkout.

Simply:

- 1 Tap on the 'cart' icon at the bottom of your screen
- 2 Tap on the item you wish to remove from your cart
- 3 A pop-up box will appear. Tap the 'Remove' button

In this example, removing a Netbook Term Payment is as simple as tapping on "Netbook Term Payment" on the checkout screen and then selecting "Remove" from the pop-up that appears



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

Qkr![™] offers the ability for two parents to set up an account for the same student if needed. However, please note that the two accounts are independent and no details are shared between them.



Adding or deleting payment cards:

To add, delete or edit your payment cards from the 'Settings':

- 1 Open Qkr!™
- 2 Tap on the three horizontal lines icon at the top left of the screen
- 3 Tap on the word 'Settings'. This will open the settings page and present you with a number of options to personalize the way Qkr! works for you
- 4 Tap 'Manage Payment Cards'
- 5 To delete a card: Tap and hold
- 6 To edit details of an existing card: Tap quickly to enter 'Edit Card' screen
- 7 To add a new card, tap the icon on the top right of your screen (an image of a card with a '+' symbol on Android devices or the word 'Add' on Apple devices)

To add another card from the check out screen:

- 1 Tap on your registered card
- 2 Tap 'Add Card' option
- 3 Provide card details
- 4 Tap the 'Done' button (Apple devices) or 'tick' icon (Android devices) on the top right of your screen to save changes



Adding multiple payment cards & keeping your payments safe

Qkr!™ will accept payment using any scheme credit/debit card accepted by the school, and you can add up to five different cards to your Qkr account.

At checkout, you can easily select from any of your registered cards by simply tapping the 'Payment' option near the top of the checkout screen.

Qkr! is provided by MasterCard so you know your payments are secure. No information will be stored on your phone. Registration details and card information are saved securely on the MasterCard network.

If you choose to pay using a MasterCard, you will also benefit from MasterCard's Zero Liability policy which protects the cardholder from fraud and unauthorized charges.



Keep track of your *Qkr!* payments with handy itemized eReceipts

Itemized *Qkr!*™ eReceipts provide a record of purchase and are a convenient way to keep track of your *Qkr!* payments.

To view your eReceipts simply sign into your *Qkr!* account and scroll down to 'My Receipts' section.

Never lose a receipt: email select receipts to your preferred email account:

- 1 Select eReceipt which you wish to email to yourself
- 2 Tap the icon on the top right of your screen and you will see the option: 'Email Receipt'
- 3 Tap 'Email Receipt' and enter your email address

Use eReceipts to cancel a food order which you have already paid for:

- 1 Select eReceipt for order you wish to cancel
- 2 You will see the 'minus' symbol in a red circle beside your child's photo. Tap this. A pop-up box will appear asking if you wish to proceed. Tap 'Yes'
- 3 A 'Refunded' stamp will appear on your eReceipt confirming that the order has been cancelled and a credit is available for future food orders. The value of any outstanding food order credits will automatically be deducted from your next *Qkr!* food order.



Should I log out from the *Qkr!* app for security?

Qkr!™ is the safe, secure, reliable way to pay for school items. *Qkr!* is provided by MasterCard so you know your payments are secure. No information will be stored on your phone. Registration details and card information are saved securely on the MasterCard network.

As an additional security feature, *Qkr!* automatically logs you out after 10 minutes of inactivity. When this happens, you will still be able to browse the menu and add items to cart, but you will be prompted to enter your password and log in at check out.

If you wish to actively log out after each session, you may do so. However, you won't be able to browse the menu again without logging in. An alternative is simply to change your settings so that you are ALWAYS prompted to enter your password at check out even if you are still within the same ten minute logged in session. This option saves you logging out after each session / logging in each time you wish to view the menu. You will be able to view the menu as normal, safe in the knowledge that *Qkr!* will ALWAYS ask for password confirmation before allowing you to make a payment.

Steps to turn on the "Always prompt for password on checkout" option:

- 1 Open *Qkr!*
- 2 Tap on the three horizontal lines icon at the top left of the screen
- 3 Tap on the word 'Settings'. This will open the settings page and present you with a number of options to personalize the way *Qkr!* works for you
- 4 Near the bottom of the page, you will see an option called "Always prompt for password on checkout" which by default is set to OFF. Slide to change this to ON