

## St Finbarr's School - Qkr Frequently Asked Questions

St Finbarr's School uses Qkr which is an online system for ordering tuckshop. The system cut off is at **11am on Thursday**, the day before the Friday tuckshop service. You will not be able to order online after this time. Here are some FAQ's regarding how to get the app and start ordering. If you have any further questions, please get in touch with your class parent or the Qkr team listed below.

### Q: How do I get the Qkr app?

Follow this link for further information on Qkr

<https://www.mastercard.com.au/en-au/about-mastercard/innovations/qkr.html>

App Store - <https://apps.apple.com/au/app/qkr-by-mastercard/id589799471>

Google Play - [https://play.google.com/store/apps/details?id=com.mastercard.labs.qkr&hl=en\\_AU](https://play.google.com/store/apps/details?id=com.mastercard.labs.qkr&hl=en_AU)

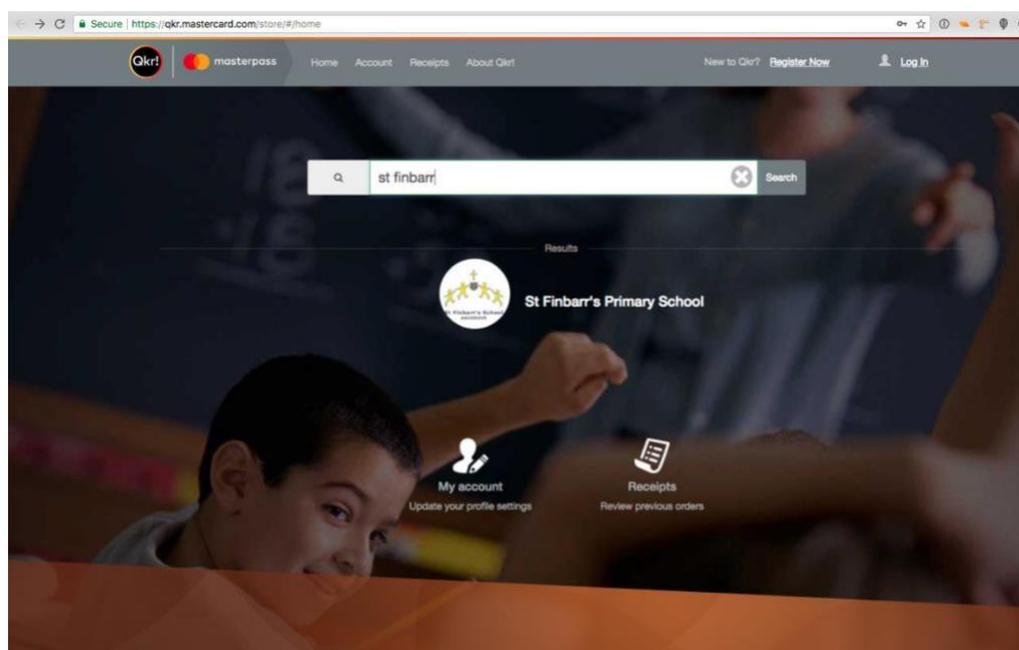
Desktop / Laptop - <https://qkr-store.qkrschool.com/store/#/home>

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

A: You can use a desktop and can register for Qkr online via this link <https://qkr-store.qkrschool.com/store/#/home>

### Q: I can't find St Finbarr's 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 by typing it in exactly as – **St Finbarr's**



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

A: The Mastercard team (Qkr) have advised us to use Goggle Chrome if possible. Avoid using Internet Explorer.

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

A: Tuckshop orders close at 11.00am each Thursday, the day before Friday tuckshop. It is not possible to place an order online after this time.

### Q: What form of payment is accepted?

A: Mastercard or Visa.

**Q: What if I do not have a debit or credit card that is accepted?**

**A:** Please speak with the schools Qkr team whose contact details are at the bottom of the page.

**Q: I do not have access to the internet.**

**A:** Please speak with the schools Qkr team whose contact details are at the bottom of the page.

**Q: Can I get a refund/credit?**

**A:** Qkr will not provide a refund but will give you a credit towards your next order. Tuckshop orders cancelled via Qkr before the online ordering cut off (11:00am Thursday) will be given a credit. To cancel an order, go into the main menu and select receipts. Open the order you would like to cancel and select to cancel.

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

**A:** You can go back and (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 to submit the new order. The credit will be used towards the next payment you make.

**Q: Are there any fees involved?**

**A:** Qkr charges the school a fee of 0.10c per transaction. To ensure these fees are kept to a minimum, please try to ensure tuckshop orders for all of your children are entered and paid for in one Qkr transaction.

**Q: What do I do if my child has an allergy?**

**A:** When you input your child's surname, specify the allergen in brackets. Example. Bernadette Smith eg **Smith (Peanut)**. If your child has multiple allergens, please speak with one of the Qkr team or contact the school directly and you will be advised of the next steps. When you create a profile for your child there is a Yes/No option on the allergy tab. Please ensure you complete both of these steps to alert the tuckshop team to use a white paper bag for your child's order. Please note that while the tuckshop volunteers will attempt to cater for your child's allergy, we cannot guarantee that we will be able to do so.

**Q: What if I forget to order tuckshop by the Qkr cutoff time of 11am on Thursday?**

**A:** All orders (first and second break) should be submitted via Qkr. Cash/late orders will not be accepted

**Q: My child said they didn't receive their tuckshop order.**

**A:** This can only happen if you forget to order or select the incorrect date. Please ensure when you place your order, double check the date on the receipt to make sure you have ordered for the correct week. If this happens you will be contacted by the school office and the tuckshop team will offer alternative options to your child so they will not go hungry.

**Q: My child has said their tuckshop order is going to another class.**

**A:** Please ensure on your child's profile the correct year and class has been selected. This must be updated yearly and if you have multiple Qkr accounts you will need to update each of them. If the tuckshop is aware of this, they will notify the school office to contact you make the change. Please do this as soon as possible to avoid further issues.

**Q: What if my child likes to order the same items each week?**

**A:** There is the ability in Qkr to duplicate the order for the following week only. You will have to do this weekly as you can only order up to two weeks in advance.

**Q: What if my child is sick on the day of tuckshop?**

**A:** Please contact the school office by 8:30am to receive a refund which will be processed by the tuckshop team. You will receive a cash refund which will be given to your child on their return to school.

If you have any other questions or concerns about getting online and placing your tuckshop order on time, please get in touch with the parents below.

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