

St Finbarr's School - Qkr Frequently Asked Questions

Q: How do I get the Qkr app?

A: Please refer to the emailed guide 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>

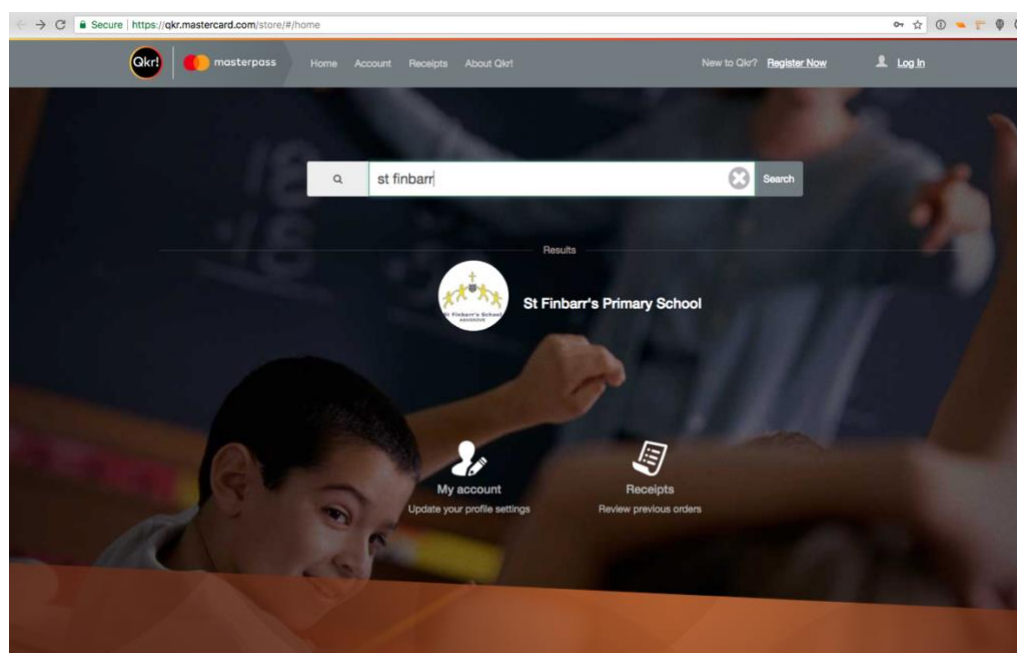
Follow this link for further information on Qkr <https://qkr.mastercard.com/>

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 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 if you search manually ensure you type it exactly as below.



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 at all possible.

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

A: Tuckshop orders close at 10:30am each Thursday before Friday Tuckshop.

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 Qkr project team. Details at the bottom of the page.

Q: I do not have access to the internet.

A: Please speak with the Qkr project team. Details 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 before the cut off (10:30am Thursday) 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: 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/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 tuckshop team to use a white paper bag for their order.

Q: Can I order 2nd Break online for my child?

A: No. Your child in Years 1- 6 can still pay cash at the counter. If you have a child in Prep you will still send in a brown (white if allergies) paper bag with your order and the appropriate cash.

Q: Can I still order using the brown paper bag for first break once the tuckshop has transitioned to Qkr.

A: To ensure a smooth online transition we are encouraging all orders to go via the Qkr system. This will allow for minimal disruption to the behind the scenes and logistics of how the orders are filled on the day.

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 tuckshop order in on time please get in touch.

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