



masterpass

TIP OF THE WEEK

## Q. How do I cancel food orders that have already been paid for?

### A. To cancel a food order from your itemized eReceipt:

1. Open Qkr! and tap Activity.
  2. Scroll down to 'Order History' and sign in with your password.
  3. 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'.
  4. If your eReceipt contains food orders for more than one child, you will need to cancel one by one.
- OR

### To cancel a food order from the calendar view:

1. Open Qkr! and select the relevant menu.
2. Tap on the tick icon on the date for which you want to cancel the order.
3. 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'.

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.

Please contact your school office to cancel any other (non-food) school payments according to school policy.

