

# Canteen

To download the Qkr App for canteen orders follow the instructions below.

Get the Qkr App on your phone:

Step 1: Download Qkr! On your Android Phone or iPhone. iPad users can download the iPhone App.

Step 2: Register.

**Step 3: Find our School. Search for “Greenwith Primary School” for canteen orders only.**

Step 4: Register your children (remembering to update for 2021).

or by visiting: <https://www.mastercard.com.au/en-au/about-mastercard/innovations/qkr.html>  
You can also find answers to Frequently Asked Questions on this website.

**Please note your order has to be completed using the Qkr App prior to 8.30 am or you will miss the cutoff time.** You can order up to a week in advance and change details if you need to prior to the order being filled (before 8.30 am on the day of the order). **If your child requires an emergency lunch order because they have none, please note that they will only receive a sandwich lunch - no hot food will be provided.** Also remember to update your QKR App regularly as there are occasional updates.

## How do I cancel canteen orders and get a refund credit?

Sign into your Open Qkr

1. Select your canteen and on the account go to the calendar view for food orders, tap on the day showing the future Paid order you wish to cancel.
2. Select the date for which you wish to cancel the order.
3. Tap ‘Cancel Items’ on the pop-up box which appears Order Summary to cancel all items on the order or tap on an item and ‘Cancel Item’ to only cancel an individual item.
4. Another pop-up box appears asking if you wish to proceed. Tap ‘Yes’ to proceed with the cancellation.

To reduce school costs, cancelled food canteen orders are refunded in the form of credit for future canteen orders. **If your child goes home ill prior to lunchtime and order has been filled, you will not receive a refund - please remember to collect order on way out.** A ‘Refunded’ stamp will appear on your eReceipt phone receipt confirming that the order has been cancelled and a credit is available for future food canteen orders. The value of any outstanding food order credits will automatically be deducted from your next Qkr food canteen order. If you are having difficulties, contact the Canteen Manager direct for assistance on 8289 8448 or email [Natalie.Cotton331@schools.sa.edu.au](mailto:Natalie.Cotton331@schools.sa.edu.au)

**If you are interested in volunteering especially on Mondays or Fridays (even 1 hour can make a difference) you do need to have a current Catholic Police Clearance. If you don’t have one and would like to help, please visit the Front Office for more information.**

Natalie Cotton, Canteen Manager