Cancelling lunch orders that have already been paid for

To cancel a food order from your itemized eReceipt:

1. Sign into your Qkr!™ account and scroll down to 'My Receipts' section
2. Select eReceipt for order you wish to cancel
3. You will see a red circle containing the 'minus' symbol beside your child's photo. Tap this. A pop-up box will appear asking if you wish to proceed. Tap 'Yes'
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. Sign into your Qkr! account and go to calendar view for food orders
2. Select date for which you wish to cancel order
3. Tap 'Cancel Items' on the pop-up box which appears
4. Another pop-up box will appear asking if you wish to proceed. Tap 'yes'

To reduce school costs, cancelled food orders are refunded in the form of credit for future orders. 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.

Please contact your school office directly to cancel any other (non-food) school payments. These refunds need to be processed through the school office according to school policy.