



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 a 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.