



6 February 2024

Qkr! application update



Dear Parents / Caregivers

The Qkr! app is used for many, if not most, financial transactions at our school, including:

- Excursion payments
- P & F event payments
- Canteen lunch orders
- OSHC payments
- School payments
- Sport payments

Unfortunately, some parents / caregivers have recently not been able to install the Qkr! app on new model phones. This is due to Mastercard, the owners of Qkr!, not upgrading and making compatible the Qkr! app software in either Apple's App Store or Google's Play Store.

The school has contacted Mastercard in Melbourne; below is their response which provides a temporary solution to those affected.

We have just completed a major upgrade recently which now allows the app to be updated in the store. We are just waiting on confirmation as to when that will happen.

*In the meantime, please use the Qkr! website if you need to make a purchase asap. **Qkr! website:** <https://qkr-store.qkrschool.com/store/#/home>*

I would also recommend that you suggest they use a laptop/desktop when accessing the Qkr! website.

Apologies for the inconvenience.

*Cheers
Perry Kick
Director
Product Management, Commerce Platform
Mastercard
477 Collins St | Melbourne*

Please note that new users of Qkr! will need to create an account via the website first.

We hope to notify families when the Qkr! phone app is, again, fully functional on newer phones/devices. Thank you for your support, understanding and patience.

Kind regards

Lee Abela
Principal