# Our Lady Queen of Peace School

Cancel a Qkr! order

It is easy to accidentally purchase your child's canteen lunch order for the wrong day, or not complete a transaction fully.

To check to see if a canteen order has been finalised and paid for, go back into the Qkr! app. Any finalised orders will be highlighted in green.

In the image to the right:
- a finalised and paid order was transacted for Helen for Friday 1 March 2024, as that day is highlighted green.
- There is no order for Matthew on that day (pink arrow).
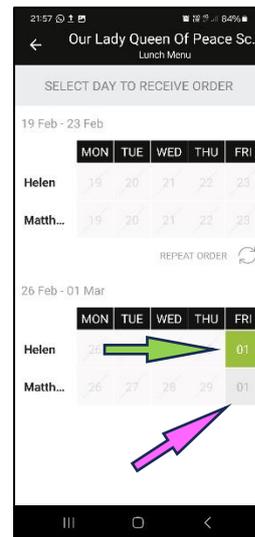
Oh no! I ordered my child's lunch for next week, not this week!

If you purchase a canteen order for the wrong day, it is very simple to cancel the order, and receive a canteen credit for the purchase amount, but **ONLY** if you **CANCEL** the order **BEFORE THE DEADLINE** for canteen orders, **9am each Friday**.

1. Open the Qkr! app, then select the ACTIVITY tab, just below the search magnifying glass.
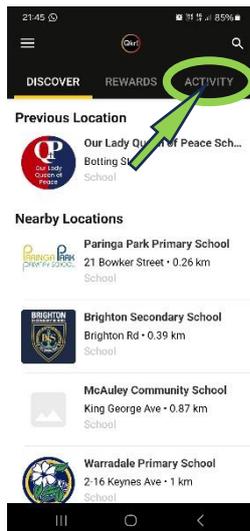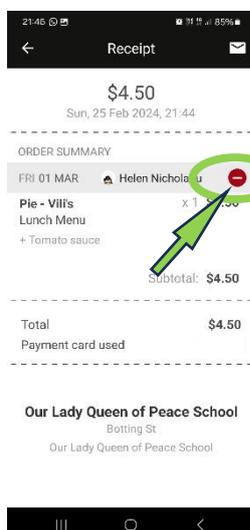

2. A list of receipts, showing recent purchases, appears on the screen.
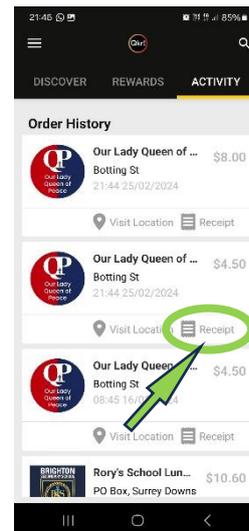
   Click on the receipt of the purchase you wish to cancel (or view).

3. Details of the order will then appear on the screen.

   To cancel the order, click on the red cancel symbol.

4. Select the order you wish to cancel, and receive a canteen credit, from the options provided, then click on OK.

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