



Tuckshop and Uniform Shop Update

Change from FLEXISCHOOLS to the Qkr! App – Term 4, 2021

Dear Parents and Carers

The Manly West State School P&C Executive Team is always striving to make ordering from the Tuckshop and Uniform Shop easier and more cost effective for our families.

We have been using Flexischools as our online ordering portal for families which has assisted us in moving to a mostly cashless ordering process and providing an easier ordering system via an online app. During 2021 we have noticed an increase in technical issues with Flexischools which results in the app being out of order during our busy tuckshop days, particularly on Fridays. We have also received feedback which has highlighted some additional issues with Flexischools as follows:

- The cost of adding money into the Flexischools account each time deters families from ordering.
- A processing fee applies to each first break and second break order, per child, which adds up quickly particularly if you have more than one child at the school.
- The overall Flexischools process is costly for families and the P&C and means that we are not getting as many tuckshop orders as we would hope to see.

As a result of the feedback received, we have decided NOT to continue with Flexischools. If you have funds sitting in your Flexischools account, you will be fully refunded. Instructions on how to get your refund are attached.

We are excited to advise that we will be implementing the Qkr! App (pronounced 'quicker') that can be downloaded on your phone, iPad or home computer. The benefits of using Qkr! are:

- **NO cost to families** to place a tuckshop or uniform shop order
- **Easier to place tuckshop orders** for your child
- **Easy setup process** and ability to pay for other fundraising events
- You can pay for your order using your debit or credit card at no charge

The Qkr! app has been successfully adopted by many schools around Australia and we believe it will be of great benefit to our school community.

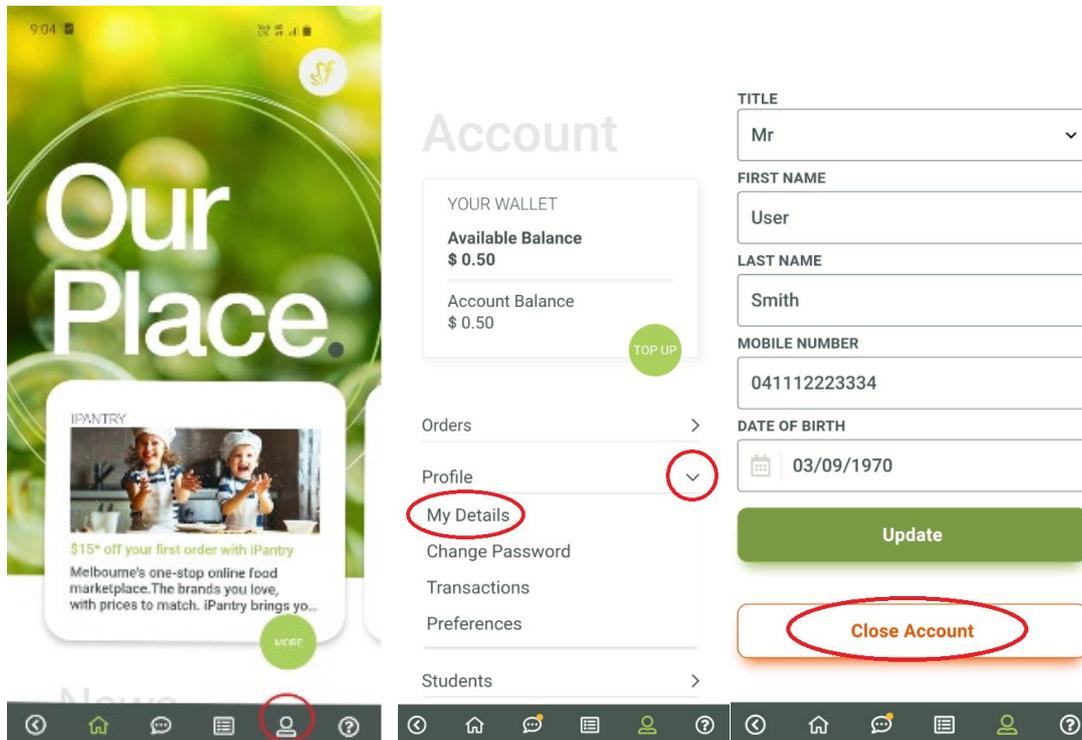
We will commence using Qkr! from Monday 25th October and Flexischools will no longer be used for orders going forward from Monday 8th November onwards.

Yours sincerely
P&C Executive Team

Refund Process for Flexischools

How do I close or cancel my account?

Log into your Flexischools App and select the **Profile** icon. Click on the **Profile** option and then select **My Details**. Scroll down and click **Close Account**.



There are two options:

- Donate all funds in my account to Charity.
- Refund my balance back to me.

Click on your preferred option and then select the green **Close Account** button.

Flexischools donates to charities that are aligned with the Flexischools vision to create a positive impact in the school community. Charities must have programs that associate with the following:

- Supporting children's health and education
- Supporting disadvantaged, sick or rural kids.

Where refunds have been requested the remaining balance will be returned to your most recently used payment method (within last 12 months). If the balance cannot be returned to the most recently used payment method, you will receive an email requesting your BSB and account number so we can return funds directly to your bank account.

You can also contact the Flexischools parent helpline on 1300 361 769 or submit an email query via the following link: <https://community.flexischools.com.au/s/parent-contact>