

Transitlink eVoucher System Step-By-Step Redemption Process



1. When can students redeem the evouchers?

Students can only redeem the evouchers from the 28th of the current month to the 10th of the next month.

2. Where to redeem the vouchers?

Students can choose to redeem the eVoucher through the Transitlink Add Value Machines (AVM) or at any TransitLink Ticket Offices located at selected stations.

(a) Through TransitLink Add Value Machines (AVMs)

Please note that the TransitLink Add Value Machines (AVMs) are purple coloured. It is not the silver-coloured ticket machines found in all train stations. Kindly refer to TransitLink [website](#) for the location of the AVMs. Alternatively, you can download the free smartphone app (search for "Transitlink Mobile Services") for iPhone and Android devices.



YES!



NO!

For students who wish to purchase concession passes by using the eVoucher and topping up the difference on their own, this can only be done at the TransitLink Ticket Offices.

(b) Through TransitLink Ticket Office

TransitLink Ticket Offices are located at selected stations. Please refer to TransitLink's [website](#) for the list of Ticket Offices and their operating hours. **Please do not approach the SMRT or SBS Transit's Passenger Service Centre to redeem the eVouchers.**

TransitLink Ticket Office



Passenger Service Centre



YES!

NO!

To redeem the eVoucher

- Please produce your Student Smart Card (SSC) to the TransitLink officer.
- Inform the officer that you would like to redeem a eVoucher granted by your school.
- If an eVoucher is found, the TransitLink officer will proceed to top up/encode the value/concession pass into your card.
- **For students who are given a top-up voucher but wish to purchase a concession pass, please inform the TransitLink officer when handing over your smart card. You will then be required to pay only the remaining cost of the concession pass after deducting the value of the eVoucher given by your school.**

3. How do students redeem the evouchers through the Transitlink Add Value Machines?

Step 1: Place the card on the reader.



Step 2: Choose the "Redeem Voucher" button.

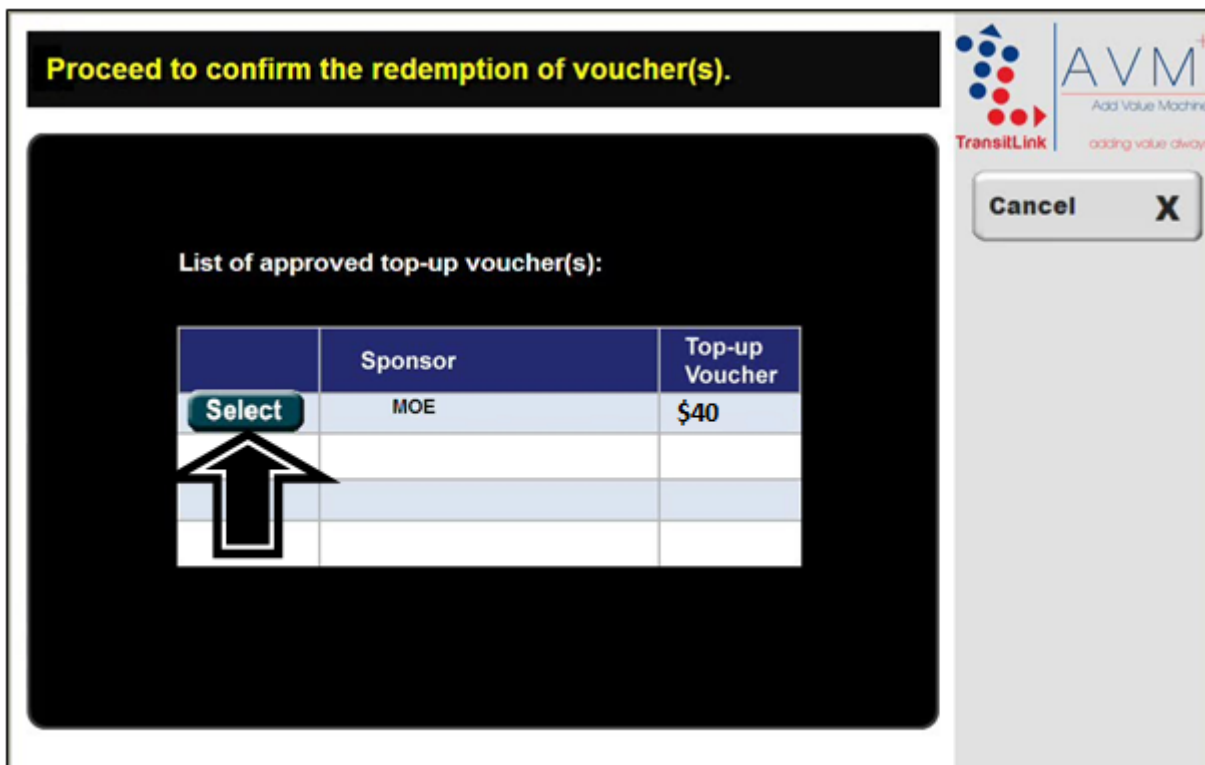


Step 3: Select “Transport Voucher” button.

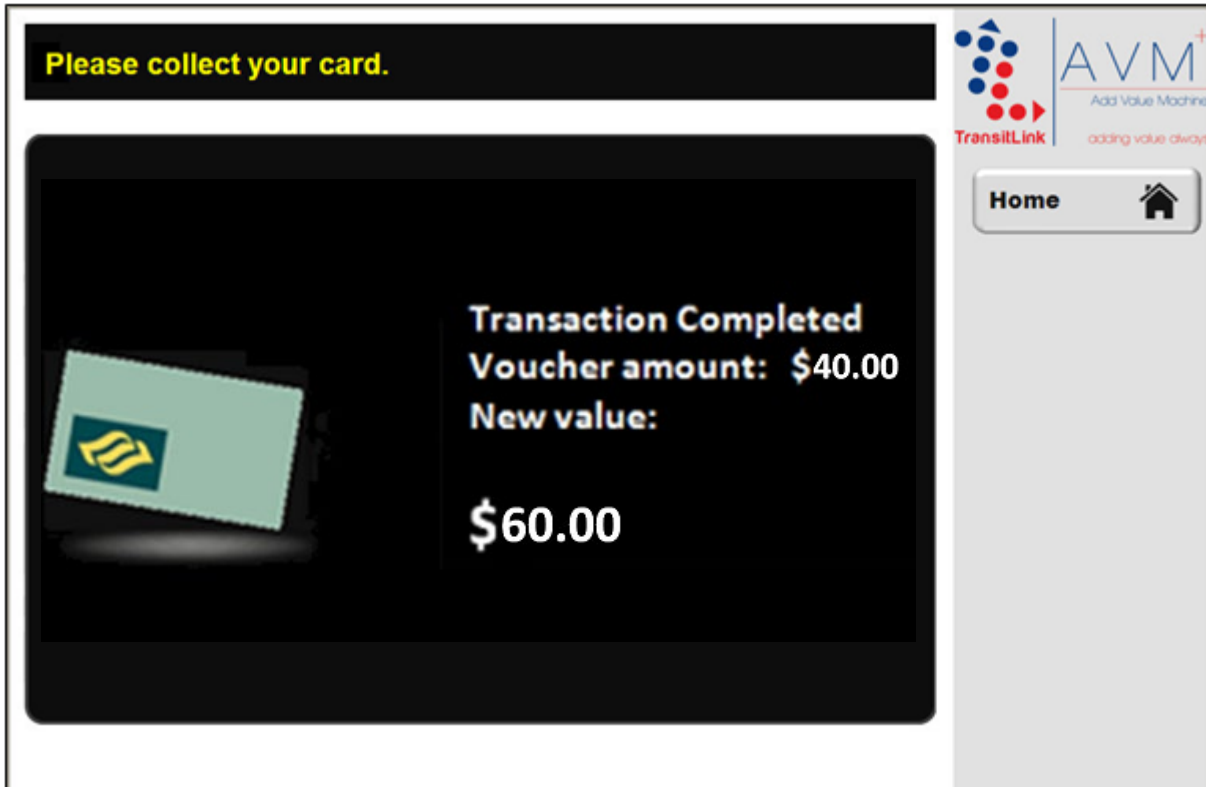


For students who are redeeming the top-up vouchers

Step 4: Choose the “Select” button.

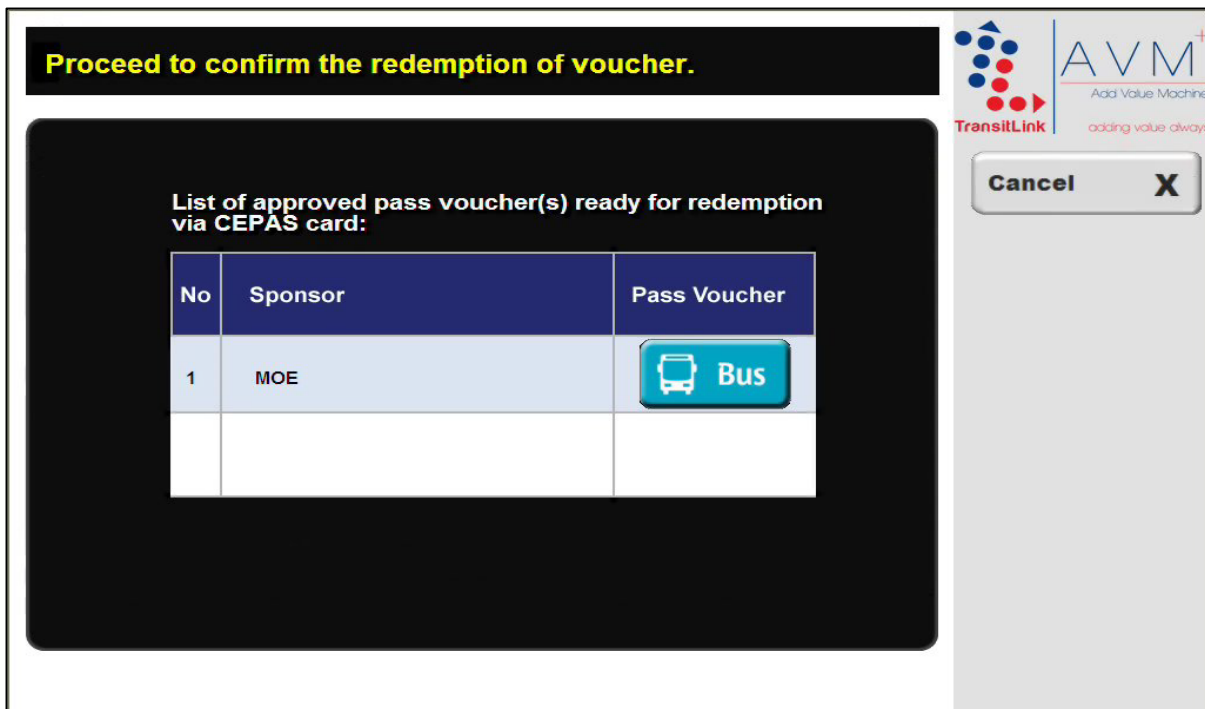


Step 5: Check that the new value is correct. Collect the card and receipt.



For students who are redeeming Bus/Train concession passes

Step 4(a): Select the appropriate pass voucher. In this example, select "Bus Pass Voucher".





Step 4(b): Select a concession pass period.

Choose concession pass period.

| | | |
|-------------|---------------|--------|
| 19 AUG 2013 | - 18 SEP 2013 | Select |
| 20 AUG 2013 | - 19 SEP 2013 | Select |
| 21 AUG 2013 | - 20 SEP 2013 | Select |
| 22 AUG 2013 | - 21 SEP 2013 | Select |
| 23 AUG 2013 | - 22 SEP 2013 | Select |
| 24 AUG 2013 | - 23 SEP 2013 | Select |
| 25 AUG 2013 | - 24 SEP 2013 | Select |
| 26 AUG 2013 | - 25 SEP 2013 | Select |

Bus Pass



adding value always

Cancel X

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Qn: How do I know the expiry date of my old pass?

Answer:

The system will display the new validity periods starting from the date of expiry of the old pass (e.g. 18 Aug 2013 based on the screen above). Therefore, you should always select the first available date on the screen if you wish to start the new pass consecutively from the date of expiry of the old pass.

Step 5: Check that the details are correct. Collect the card and receipt.



Pass encoded successfully.



Your concession pass eVoucher has been successfully collected.

Pass : CP Bus AC-SecM
Start date : 19 AUG 2013
End date : 18 SEP 2013.

Pass encoded successfully.



adding value always

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