

MOE FAS

Transit Link

eVoucher System

Step-By-Step

Redemption Process

(for eVoucher)

Transit Link eVoucher System

Step-By-Step Redemption Process (for eVoucher)

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, i.e. to redeem the evoucher for the month of February, he/she can redeem it from 28th January to 10th February.

2. Where to redeem the vouchers?

Students can choose to redeem the evoucher at any Transit Link Ticket Offices located at selected stations or through the Transitlink Add Value Machines. 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 **Transit Link Ticket Offices**.

(a) Through Transit Link Ticket Office

Transit Link Ticket Offices are located at selected stations. Please refer to Transit Link'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.**

Transit Link Ticket Office



Passenger Service Centre



YES!

NO!

To redeem the evoucher

- Please produce your Student Smart Card (SSC) to the Transit Link officer.
- Inform the officer that you would like to redeem an evoucher granted by your school. If you wish to purchase a concession pass (e.g. Bus Concession Pass), please inform the Transit Link officer on the type of concession pass you would like to purchase.
- If an evoucher is found, the Transit Link officer will proceed to top up/encode the value/concession pass into your card.
- For students who wish to purchase a concession pass on their own, you will be required to pay the balance after the evoucher is offset against the cost of the concession pass.

(b) Through Transitlink Add Value Machines (AVMs)

Please note that the Transitlink Add Value Machines (AVMs) are coloured Purple and found in selected locations only. It is not the silver-coloured ticket machines found in all train stations.



Yes!



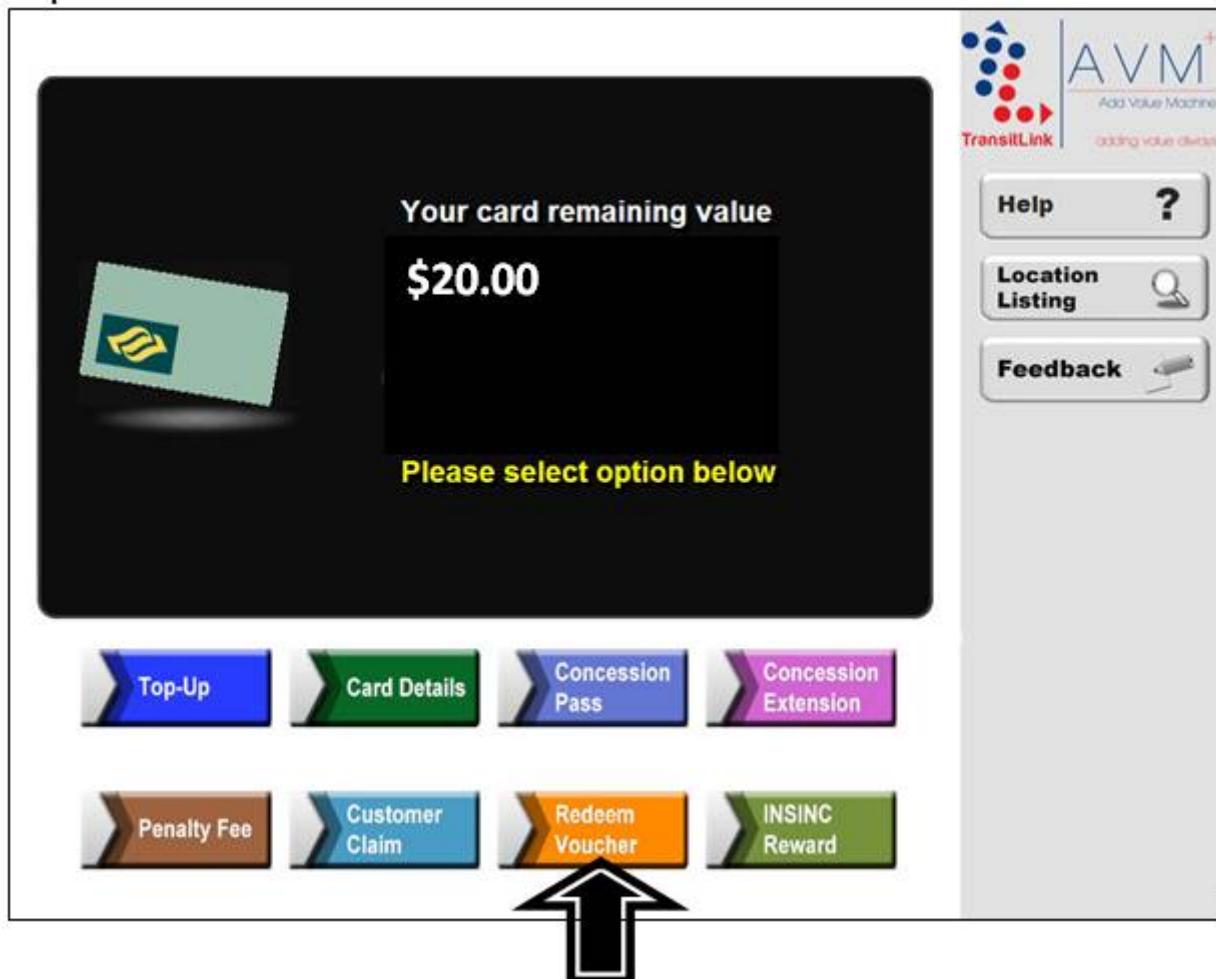
No!

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

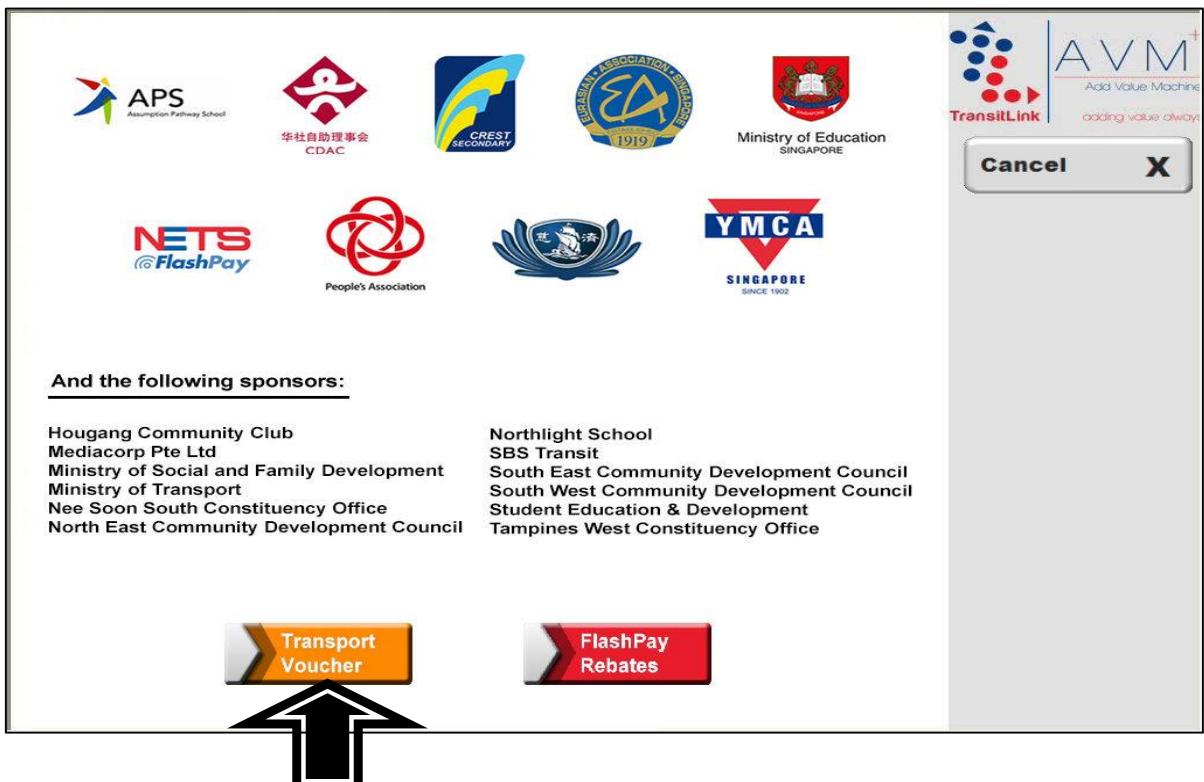
Step 1: Place the card on the reader



Step 2: Choose the "Redeem Voucher" button

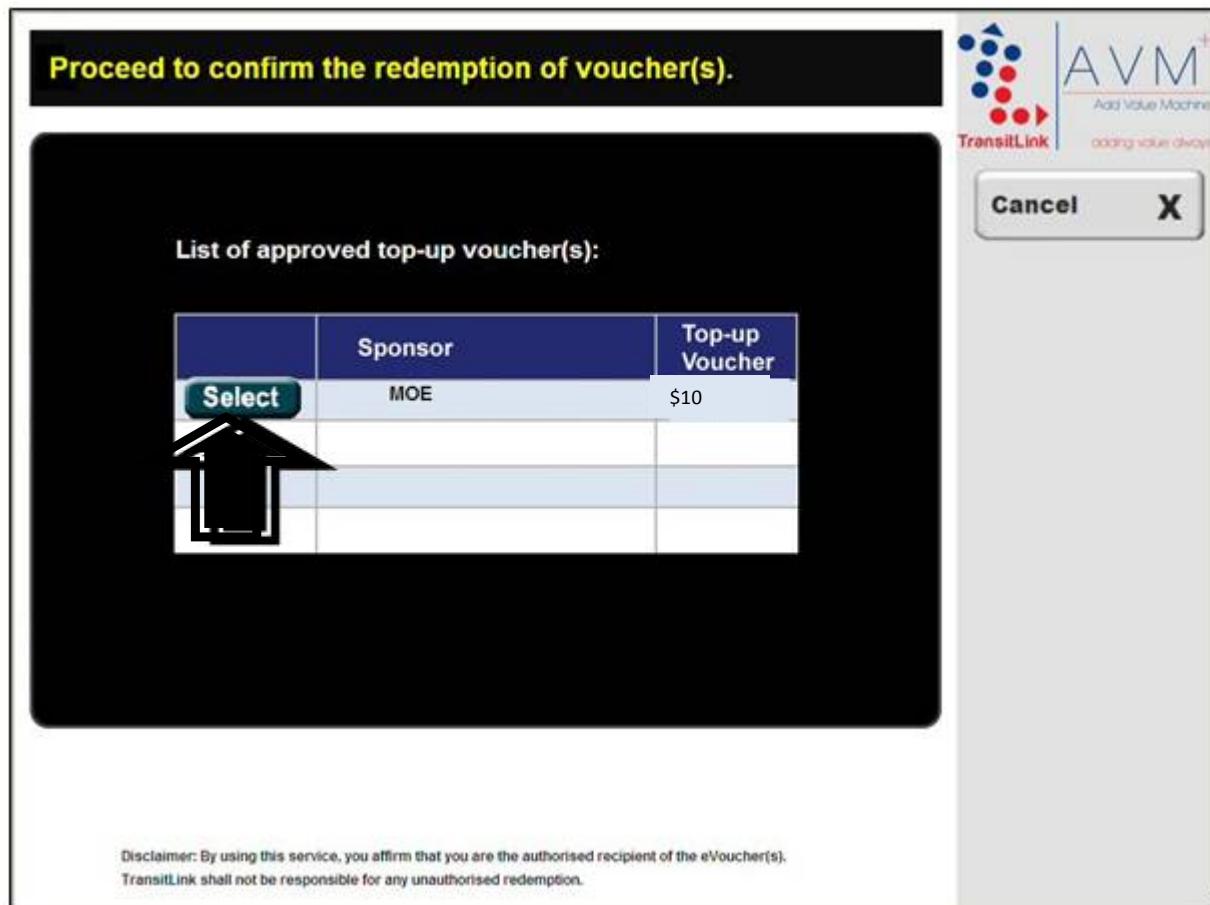


Step 3: Select “Transport Voucher” button



For students who are redeeming top-up voucher

Step 4: Choose the “Select” button



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

