Transitlink E-Voucher System
Step-By-Step Redemption Process

1. **When can students redeem the e-vouchers?**

   Students can only redeem the e-vouchers 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 e-voucher 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 e-voucher 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 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 e-vouchers.**

Transit Link Ticket Office — YES!

Passenger Service Centre — NO!

To redeem the e-voucher at the counter
- Please produce your Student Smart Card (SSC) to the TransitLink officer
- Inform the officer that you would like to redeem a e-voucher granted by your school. If you wish to purchase a concession pass (e.g. Bus Concession Pass), please inform the TransitLink officer as early on the type of concession pass you to wish to purchase.
- If a e-voucher is found, the TransitLink officer will proceed to top up/encode the value/concession pass into your card
- For students who wish to purchase a concession pass on your own, you will be required to pay the balance after the e-voucher 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!

Please refer to Transit Link website
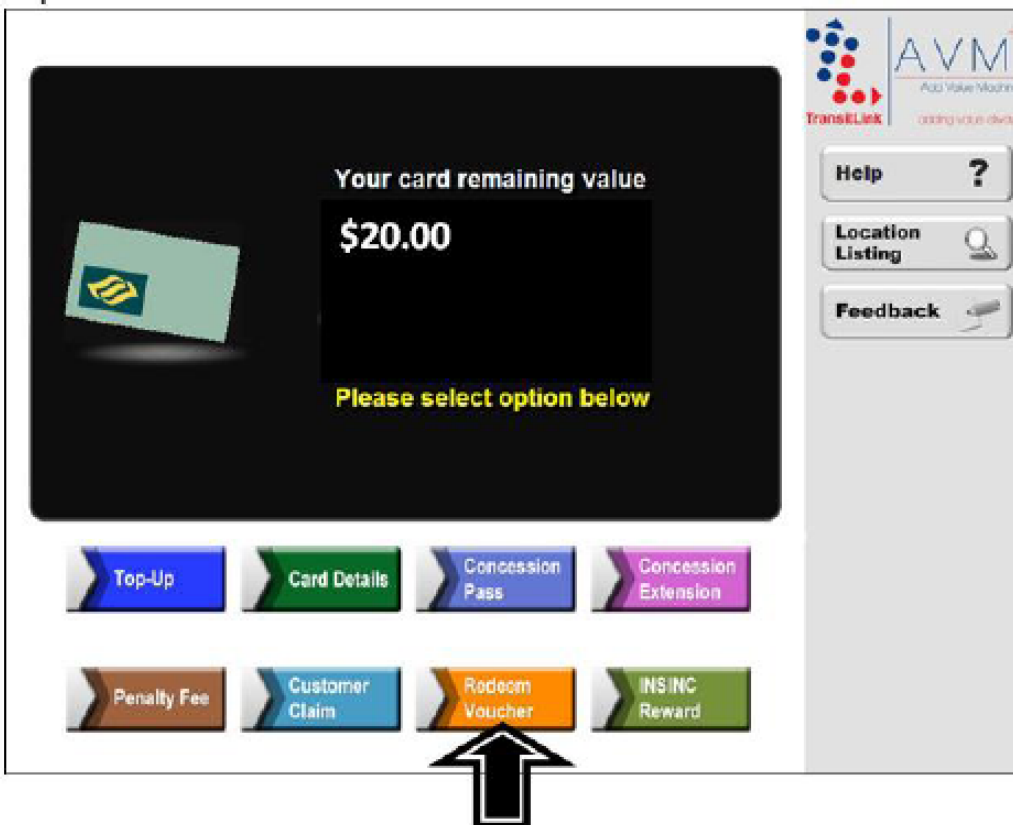http://www.transitlink.com.sg/PSdetail.aspx?ty=art&Id=29 for the location of the AVMs.
Alternatively, you can download the free smartphone app (search for "Transitlink Mobile
Services") for iPhone and Android devices.

3.   How do students redeem the e-vouchers through the Transitlink Add Value Machines?

Step 1:   Place the card on the reader
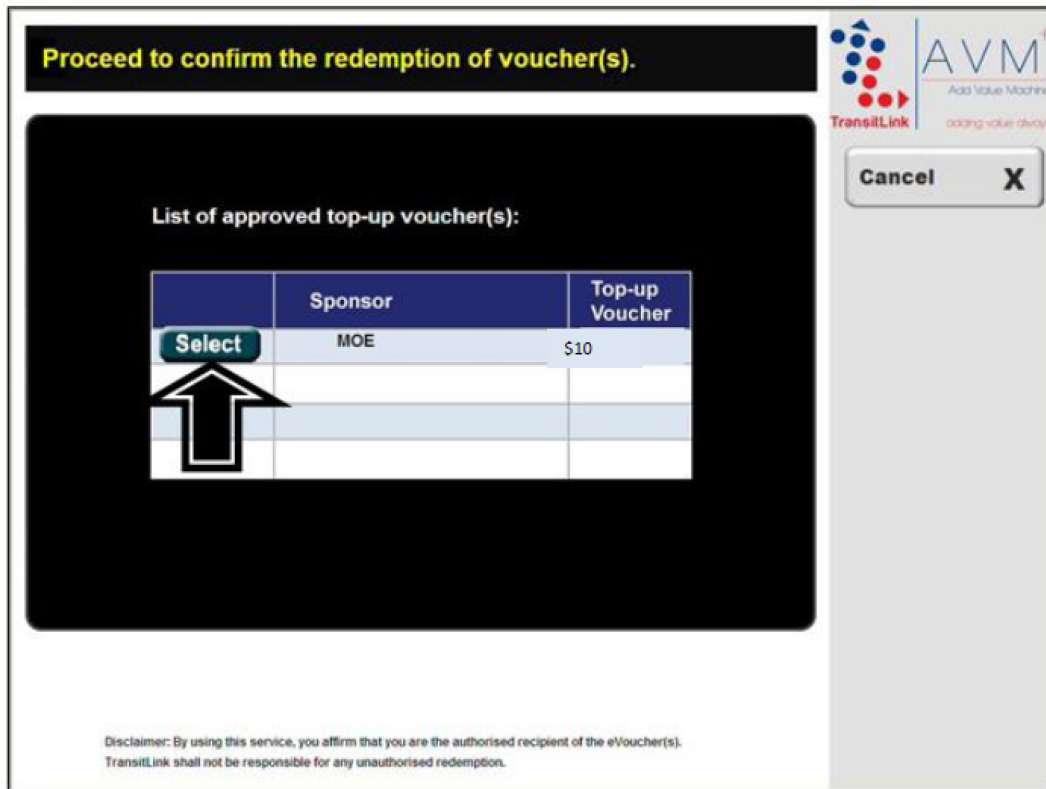

Step 2:   Choose the "Redeem Voucher" button

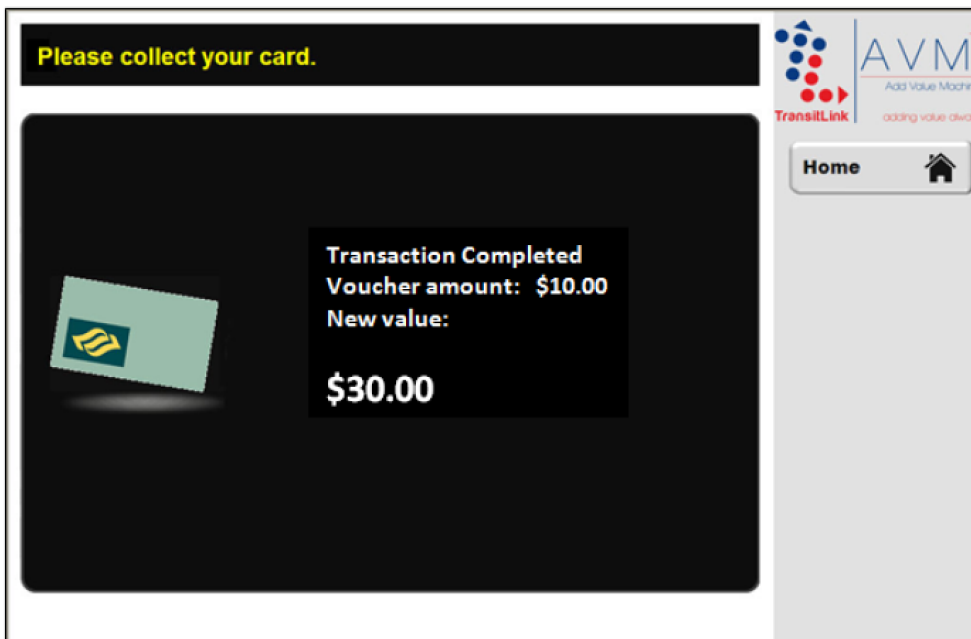**4.** **Step 3:** Select "Transport Voucher" button

For students who are redeeming for Transport Voucher (NOT monthly concession pass)
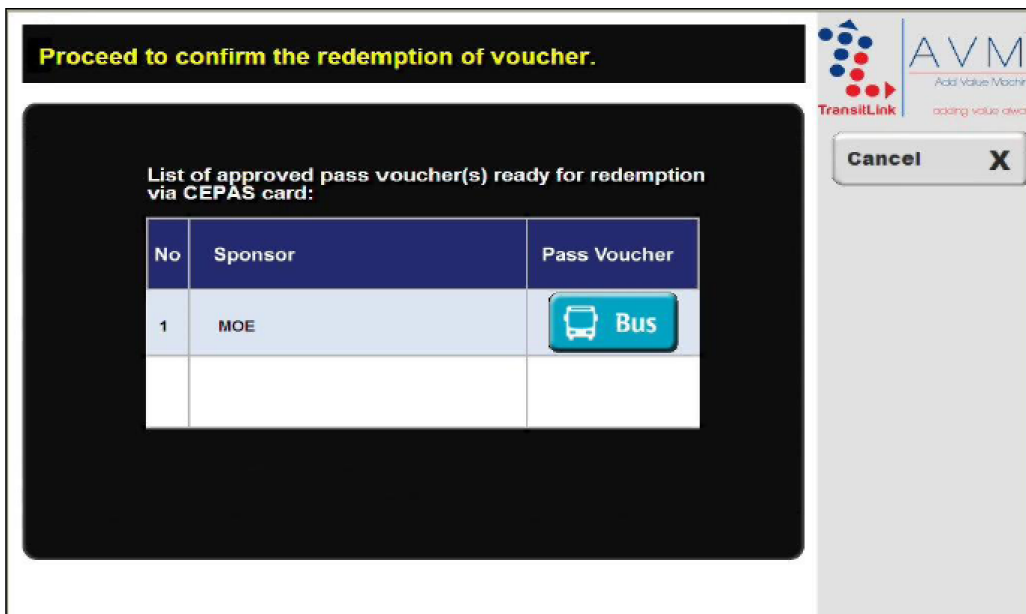
Step 4: Choose the "Select" button

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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".

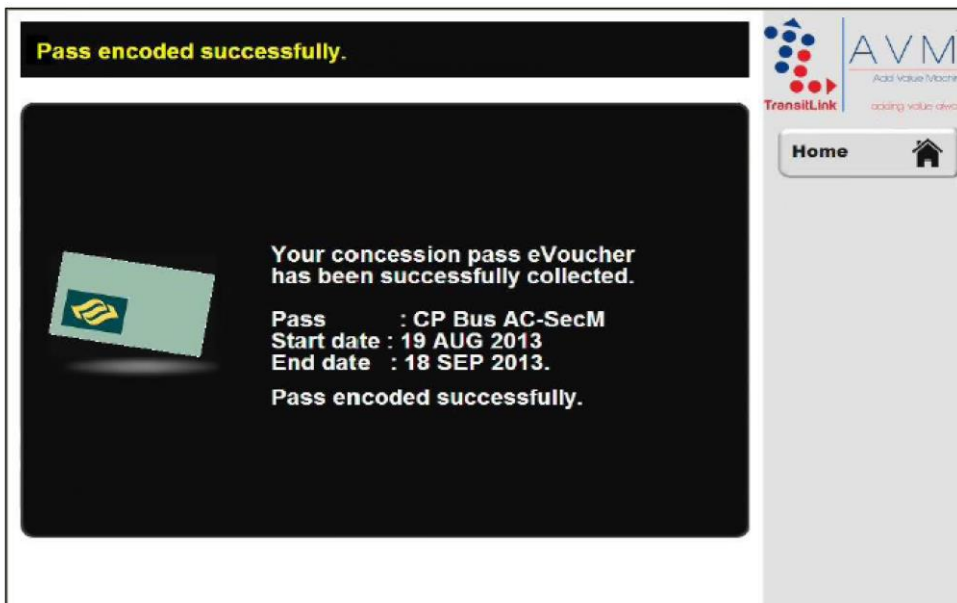**Step 4(b):** Select a concession pass period.

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.