

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. For instance, for evouchers for May 2015, students can redeem during the period 28 Apr 2015 – 10 May 2015.

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 Annex or 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



YES!

Passenger Service Centre



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 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 evoucher 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 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!

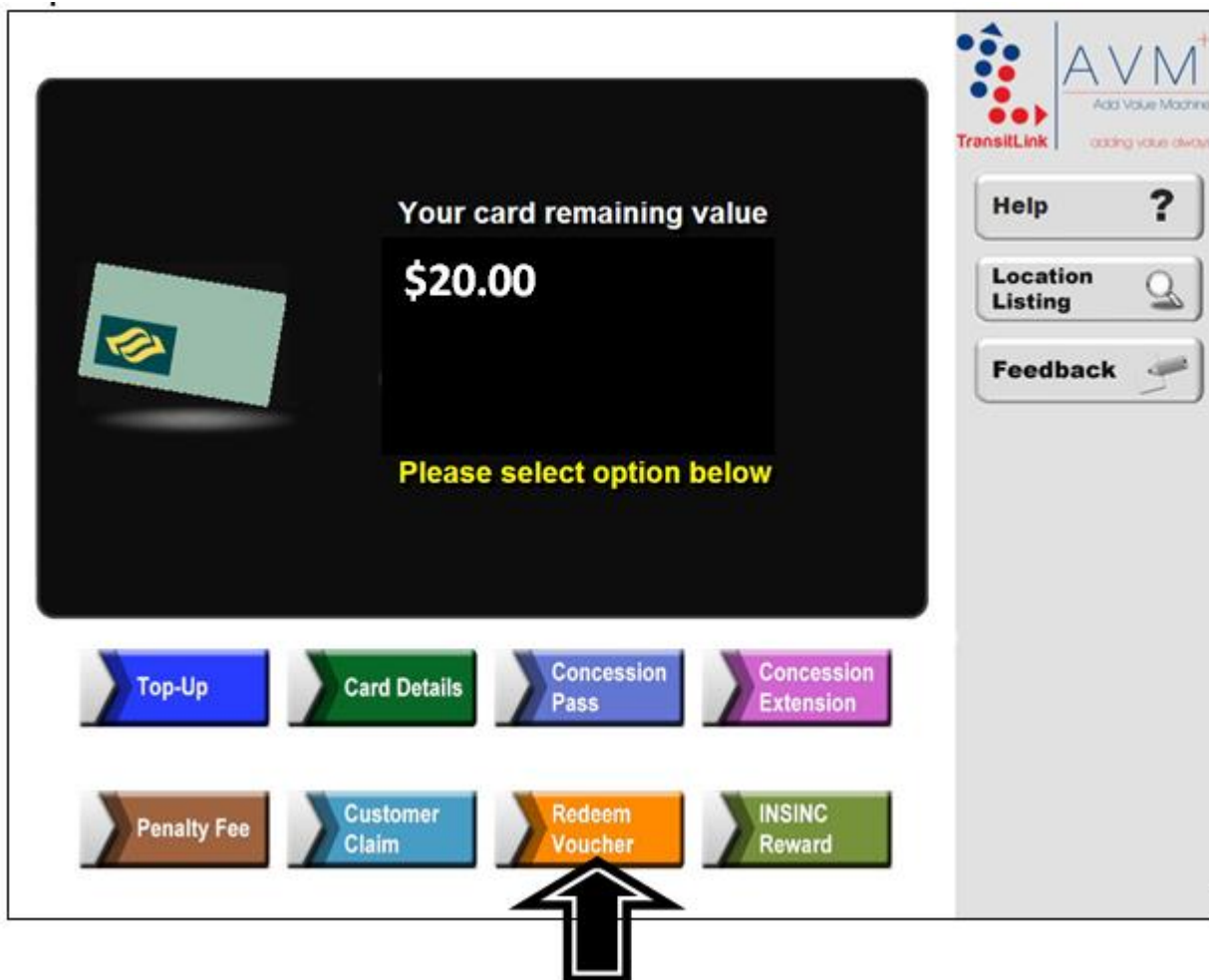
Please refer to Transit Link website <http://www.transitlink.com.sg/PSdetail.aspx?ty=art&Id=29> for the location of the AVMs. Alternatively, you can download the free smartphone app (search for "Transitlink Mobile Services") for iPhone and Android devices.

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

Step 1: Place the card on the reader



Step 2: Choose the "Redeem Voucher" button

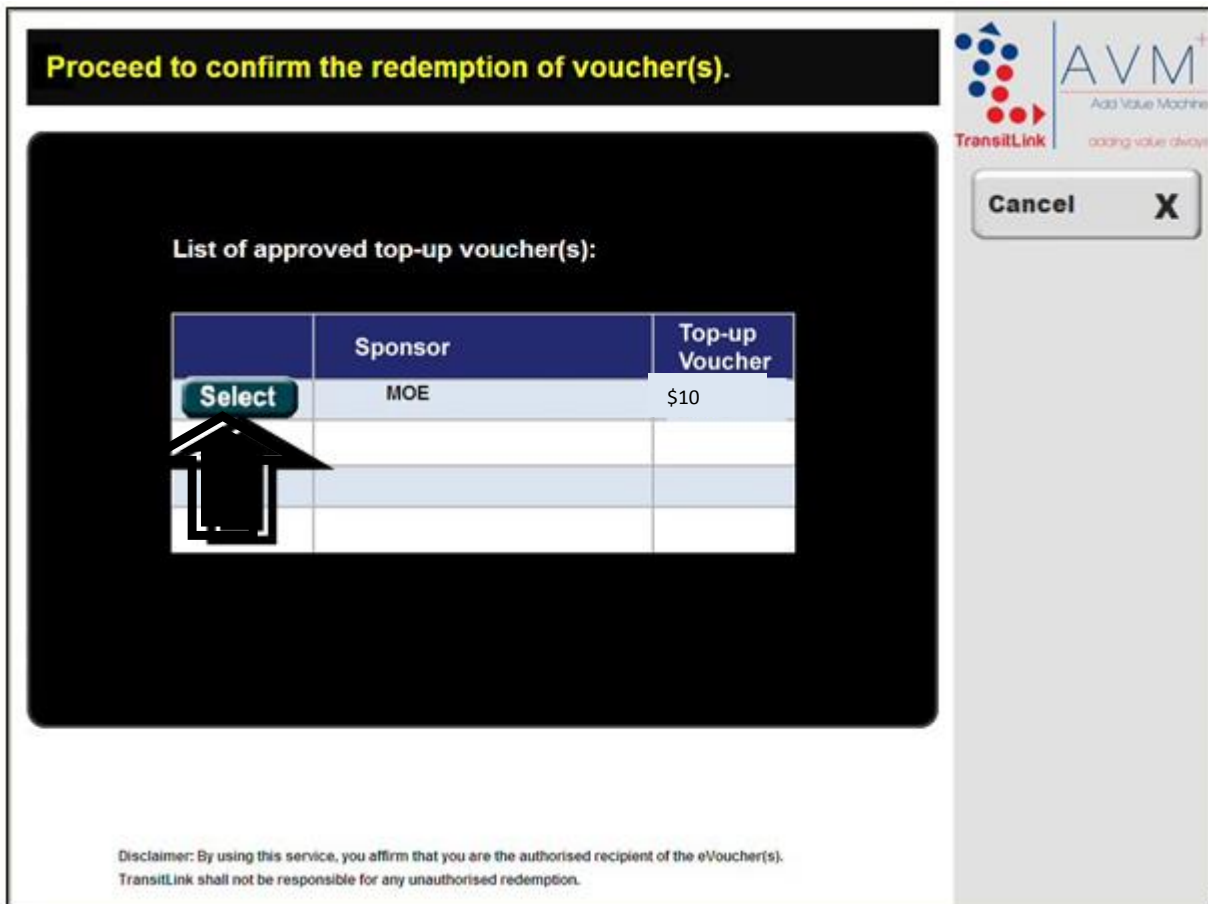


Step 3: Select "Transport Voucher" button

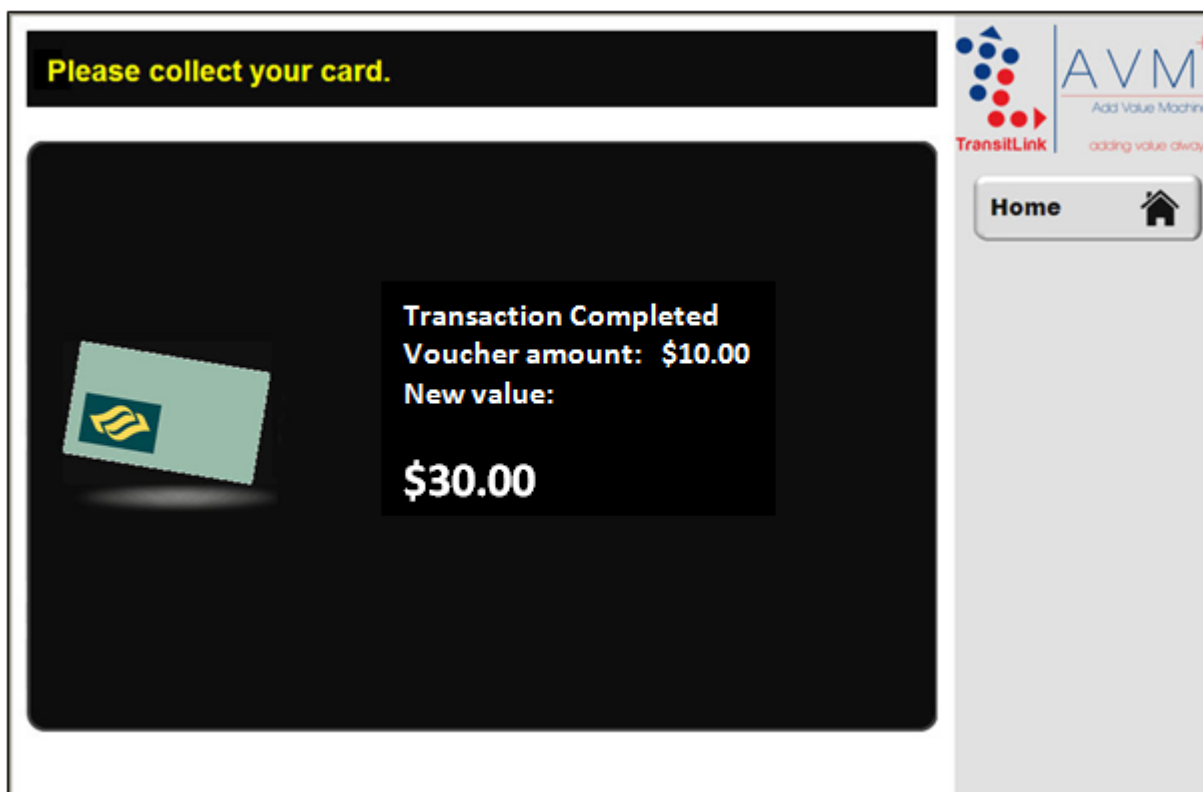


For students who are not redeeming for Concession Passes

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”.

Proceed to confirm the redemption of voucher.

List of approved pass voucher(s) ready for redemption via CEPAS card:

| No | Sponsor | Pass Voucher |
|----|---------|---|
| 1 | MOE |  Bus |

Cancel X

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

Cancel X

Back ←


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.**

TransitLink **AVM+**
Add Value Machine
adding value always

Home 

Ticket Offices (North Area)

| Location | Operating Hours | | | |
|------------------------|-----------------|----------------|---------|-----------------|
| | Weekdays | Saturdays | Sundays | Public Holidays |
| Ang Mo Kio Station | 0800 - 2100 | | | |
| Bishan Station * | 1200 - 1930 | | | Closed |
| Kranji Station † | 1230 - 1930 # | 1230 - 1930 ## | | Closed ### |
| Novena Station † | 1200 - 1930 | 1200 - 1800 | Closed | |
| Orchard Station | 0800 - 2100 | | | |
| Sembawang Station * | 1200 - 1930 | 1200 - 1800 | Closed | |
| Toa Payoh Station † | 1200 - 1930 | | | |
| Toa Payoh Interchange | 1000 - 2000 | 1000 - 1700 | Closed | |
| Woodlands Station | 0800 - 2100 | | | |
| Yew Tee Station * | 1200 - 1930 | 1200 - 1800 | Closed | |
| Yio Chu Kang Station † | 1200 - 1930 | 1200 - 1800 | Closed | |
| Yishun Station | 0800 - 2200 | | | |
| Yishun Interchange * | 1200 - 1930 | 1200 - 1800 | Closed | |

* Ticket Office will be closed for meal break from 1545 to 1645 hrs

† Ticket Office will be closed for meal break from 1400 to 1500 hrs

Ticket Office will operate on Friday only, from 1230 to 2000 hrs on STC Normal Race Days and from 1230 to 2230 hrs on Night Race Days

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Note: Kranji Station Ticket Office will be closed at 1930 when there are no race(s).

Ticket Offices (East Area)

| Location | Operating Hours | | | |
|------------------------|-----------------|-------------|---------|-----------------|
| | Weekdays | Saturdays | Sundays | Public Holidays |
| Aljunied Station | 1200 - 1930 | | | Closed |
| Bedok Station | 1200 - 2000 | | | |
| Bedok Interchange | 1000 - 2000 | 1000 - 1700 | Closed | |
| Bugis Station | 1000 - 2100 | | | |
| Changi Airport Station | 0800 - 2100 | | | |
| Eunos Station | 1200 - 1930 | 1200 - 1800 | Closed | |
| Lavender Station | 1200 - 1930 | | | Closed |
| Pasir Ris Station | 1200 - 1930 | | | |
| Tampines Station | 0800 - 2100 | | | |
| Tampines Interchange | 1000 - 2000 | 1000 - 1700 | Closed | |

* Ticket Office will be closed for meal break from 1545 to 1645 hrs

~ Ticket Office will be closed for meal break from 1600 to 1700 hrs

Ticket Offices (West Area)

| Location | Operating Hours | | | |
|-------------------------|-----------------|-----------|---------|-----------------|
| | Weekdays | Saturdays | Sundays | Public Holidays |
| Boon Lay Interchange | 0800 - 2100 | | | |
| Bukit Batok Station | 1200 - 1930 | | | |
| Bukit Merah Interchange | 1200 - 1930 | | | |
| Clementi Station | 0800 - 2100 | | | |
| Jurong East Station | 1200 - 1930 | | | |
| Lakeside Station | 1200 - 1930 | | | |

| | | | |
|------------------------------|-------------|-------------|---------------|
| Outram Park Station | 1200 - 1930 | | |
| Tanjong Pagar Station | 1200 - 1930 | 1200 - 1800 | <i>Closed</i> |

* Ticket Office will be closed for meal break from 1545 to 1645 hrs

Ticket Offices (Central Area)

| Location | Operating Hours | | | |
|-------------------------------|------------------------|------------------|----------------|------------------------|
| | Weekdays | Saturdays | Sundays | Public Holidays |
| City Hall Station | 0900 - 2100 | | | |
| Raffles Place Station | 0800 - 2100 | 0800 - 1700 | <i>Closed</i> | |
| Bayfront Station (CCL) | <i>Closed</i> | 1200 - 2000 | | |

Ticket Offices (North East Area)

| Location | Operating Hours | | | |
|-------------------------------|------------------------|------------------|----------------|------------------------|
| | Weekdays | Saturdays | Sundays | Public Holidays |
| Chinatown Station ~@ | 0800 - 2100 | | | |
| Farrer Park Station | 1200 - 1930 | | | |
| HarbourFront Station ~ | 0800 - 2100 | | | |
| Hougang Station | 1200 - 1930 | | | |
| Sengkang Station | 1000 - 2100 | | | |
| Serangoon Station *^ | 1200 - 1930 | 1200 - 1800 | 1200 - 1930 | <i>Closed</i> |

* Ticket Office will be closed for meal break from 1545 to 1645 hrs

~ Ticket Office will be closed for meal break from 1600 to 1700 hrs

^ Ticket Office will be closed on Monday

@ Ticket Office will be temporarily closed from 1230 to 1300 hrs (estimated) daily for changing shift