

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 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!

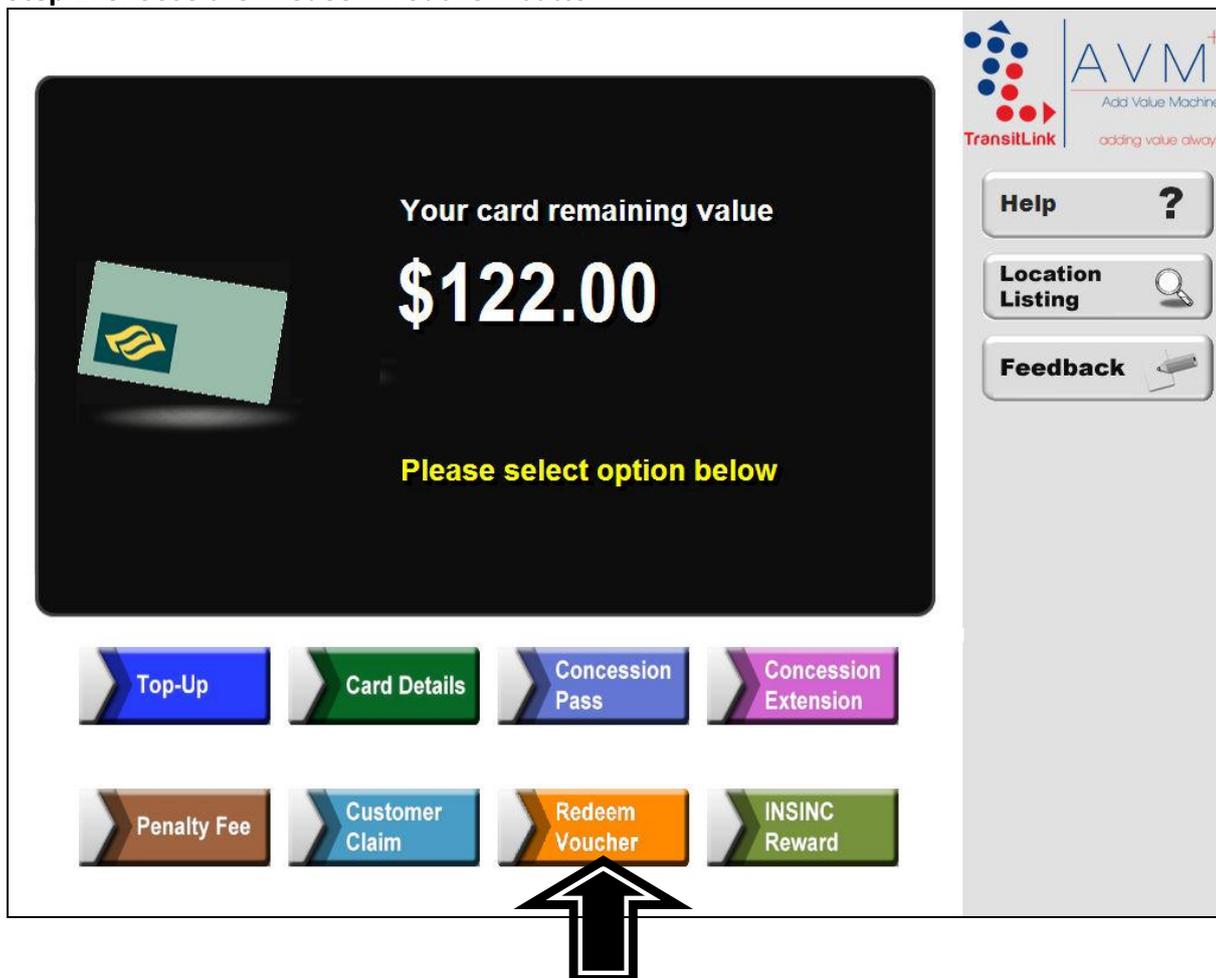
Please refer to Transit Link website <http://www.transitlink.com.sg/PSdetail.aspx?ty=art&Id=29> for the location of the AVMs. Alternatively, you can download the free smartphone app (search for "Transitlink Mobile Services") for iPhone and Android devices.

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

Logos displayed include: APS Assumption Pathway School, CDAC (华社自助理事会), CREST SECONDARY, EMERALD ASSOCIATION SINGAPORE, Ministry of Education SINGAPORE, NETS FlashPay, People's Association, and YMCA SINGAPORE SINCE 1902.

And the following sponsors:

- Hougang Community Club
- Mediacorp Pte Ltd
- Ministry of Social and Family Development
- Ministry of Transport
- Nee Soon South Constituency Office
- North East Community Development Council
- Northlight School
- SBS Transit
- South East Community Development Council
- South West Community Development Council
- Student Education & Development
- Tampines West Constituency Office

Buttons: **Transport Voucher** (highlighted with a large black arrow), **FlashPay Rebates**

For students who are not redeeming for Concession Passes

Step 4: Choose the "Select" button

Proceed to confirm the redemption of voucher(s).

List of approved top-up voucher(s):

	Sponsor	Top-up Voucher
Select	MOE	\$ 20.00

Disclaimer: By using this service, you affirm that you are the authorised recipient of the eVoucher(s). TransitLink shall not be responsible for any unauthorised redemption.

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

The image shows a digital display on an AVM+ (Add Value Machine) interface. At the top left, a black banner with yellow text reads "Please collect your card." The main display area has a black background and shows a graphic of a transit card on the left. To the right of the card, the text reads: "Transaction Completed", "Voucher amount: \$ 6.00", "New value:", and a large "\$128.00". On the right side of the screen, there is a vertical sidebar with the "TransitLink" logo (a cluster of blue and red dots) and the "AVM+" logo with the text "Add Value Machine" and "adding value always" below it. At the bottom of the sidebar is a "Home" button with a house icon.

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