

## 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 28<sup>th</sup> of the current month to the 10<sup>th</sup> 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.**



**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 wish 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 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!**

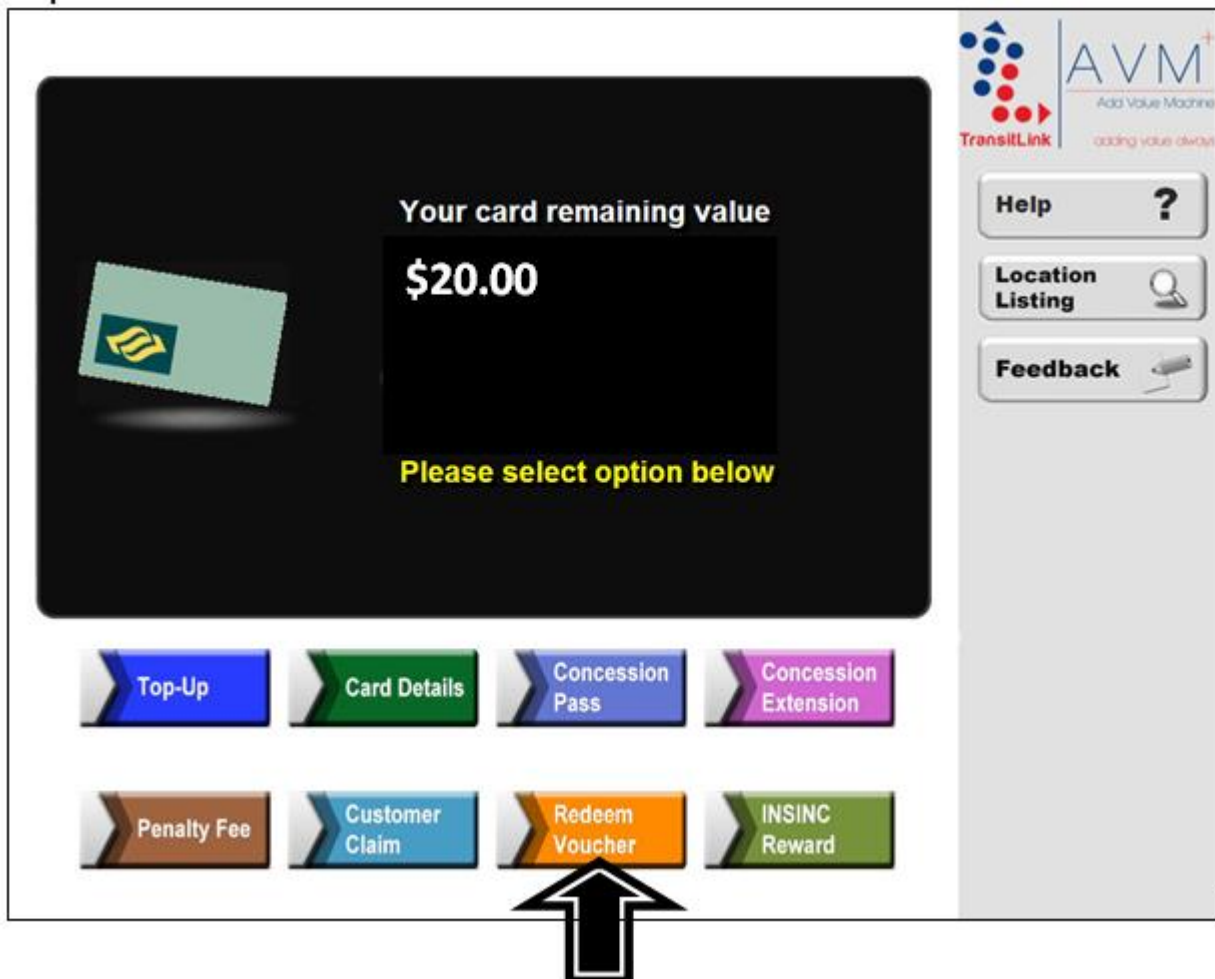
Please refer to Transit Link website <http://www.transitlink.com.sg/PSdetail.aspx?ty=art&Id=29> for the location of the AVMs. Alternatively, you can download the free smartphone app (search for "Transitlink Mobile Services") for iPhone and Android devices.

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

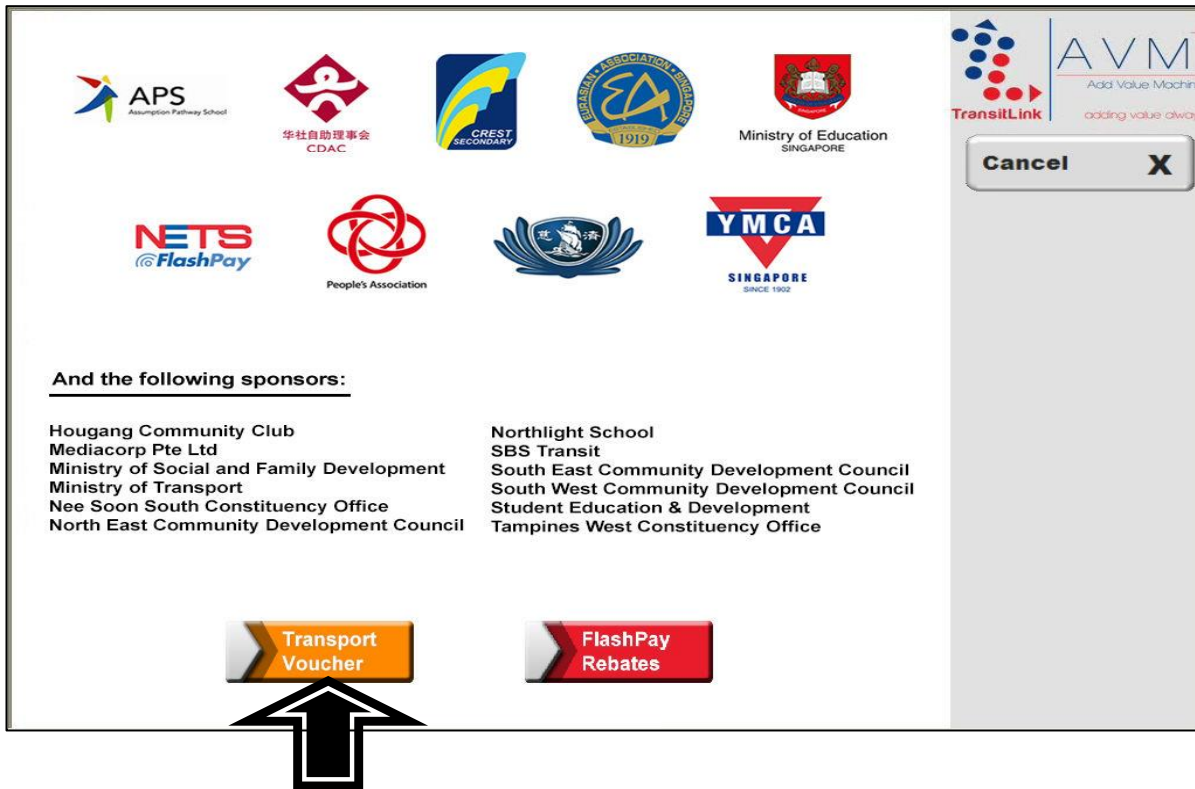
Step 1: Place the card on the reader



Step 2: Choose the "Redeem Voucher" button

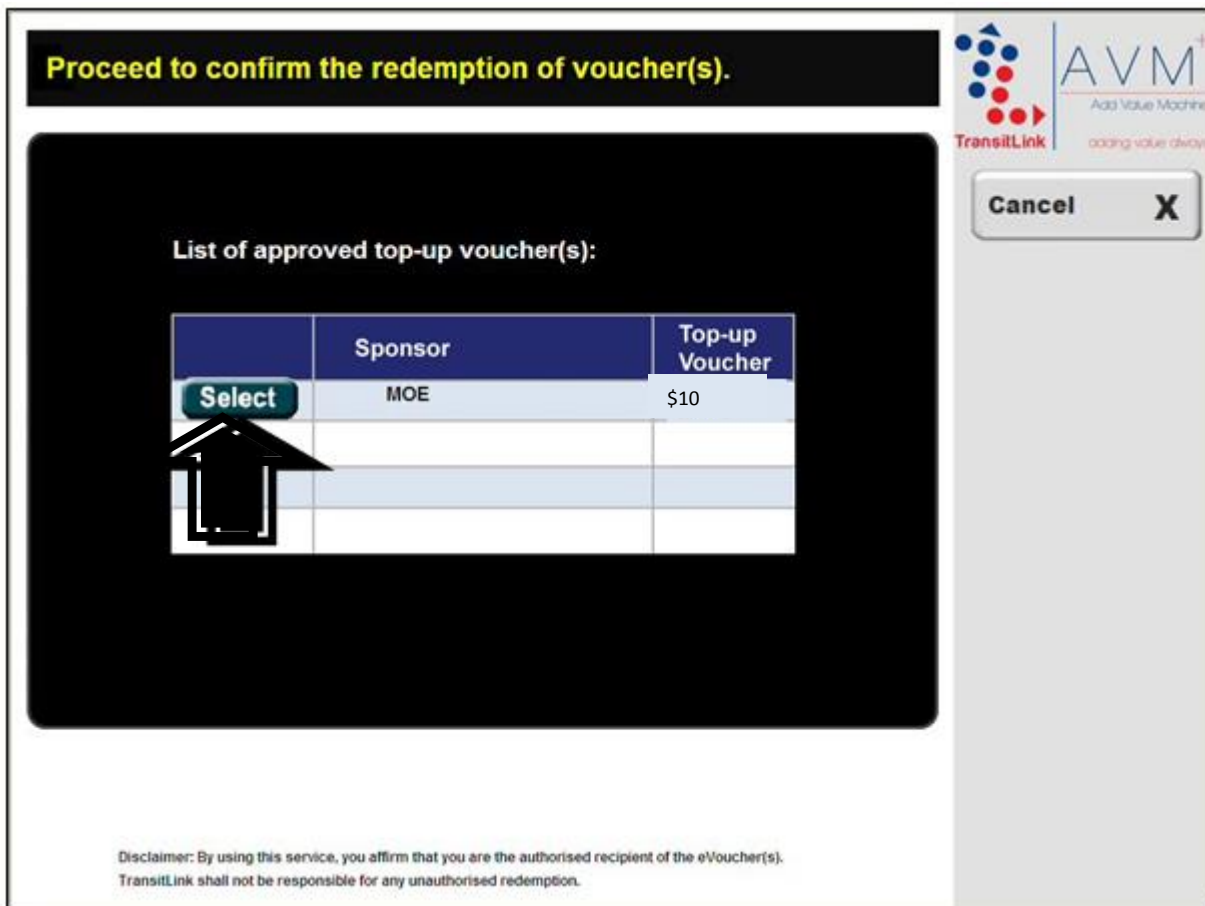


### Step 3: Select "Transport Voucher" button

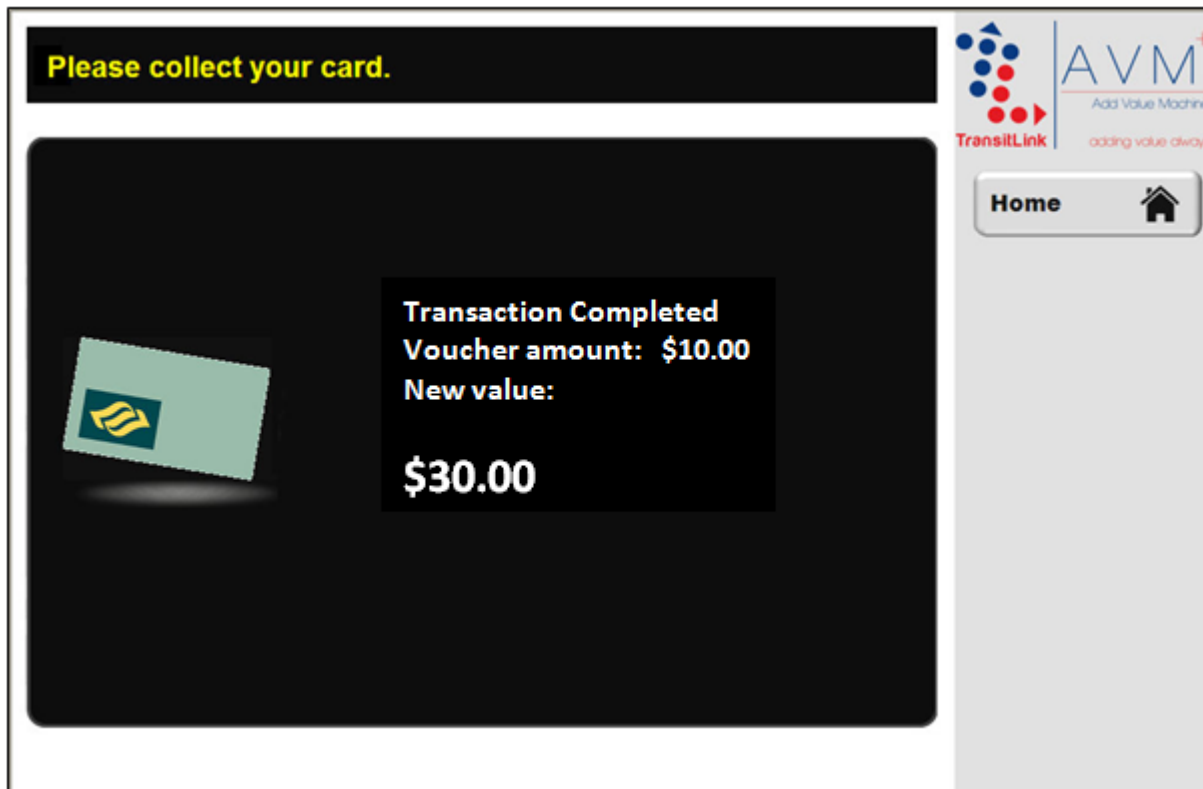


### For students who are redeeming top-up voucher

### Step 4: Choose the "Select" button



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



## 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			
Tiong Bahru Station *	1200 - 1930			Closed
Tanjong Pagar Station *	1200 - 1930	1200 - 1800	Closed	

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

## NORTH AREA

Location	Operating Hours			
	Weekdays	Saturdays	Sundays	Public Holidays
Ang Mo Kio Station	0800 - 2100			
Bishan Station *	1200 - 1930			Closed
Bukit Panjang Station *	1200 - 1930	1200 - 1800	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	

<b>Toa Payoh Station *</b>	1200 - 1930		
<b>Toa Payoh Interchange</b>	1000 - 2000	1000 - 1700	<i>Closed</i>
<b>Woodlands Station</b>	0800 - 2100		
<b>Yew Tee Station *</b>	1200 - 1930	1200 - 1800	<i>Closed</i>
<b>Yio Chu Kang Station *</b>	1200 - 1930	1200 - 1800	<i>Closed</i>
<b>Yishun Station</b>	0800 - 2200		
<b>Yishun (Temporary) Bus Interchange *</b>	1200 - 1930	1200 - 1800	<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 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).