

Transitlink eVoucher System Step-By-Step Redemption Process

Schools should customise this note if schools intend to send this note to students/parents. E.g. if the school is located in the West, there might not be a need to provide details of the ticket office in the North or East, unless the student/ parent specifically asks for it.

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?

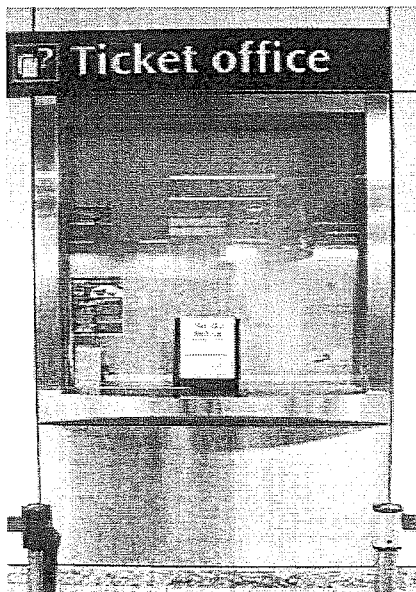
Students can choose to redeem the evoucher at any Transit Link Ticket Offices located at selected stations or through the Transitlink Add Value Machines.

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

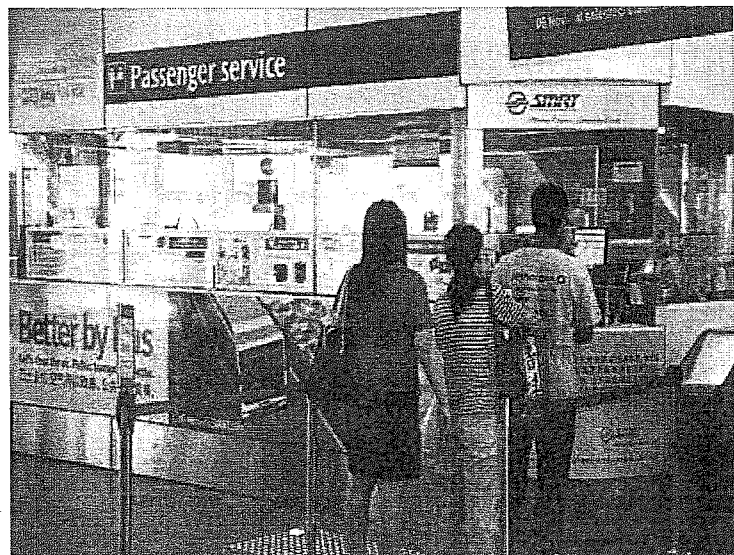
Transit Link Ticket Offices are located at selected stations. Please refer to Annex or Transit Link's [website](#) for the list of Ticket Offices and their operating hours. **Please do not approach the SMRT or SBS Transit's Passenger Service Centre to redeem the evouchers.**

Transit Link Ticket Office



YES!

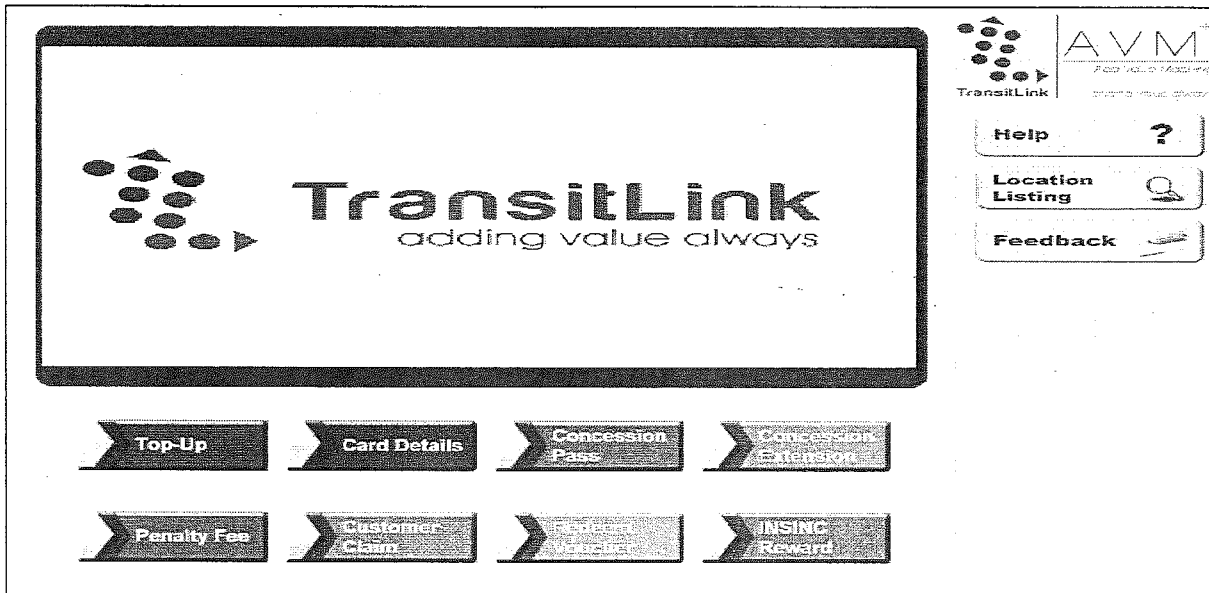
Passenger Service Centre



NO!

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

