

MOE FAS

**Transit Link
eVoucher System**

**Step-By-Step
Redemption Process
(for eVoucher)**

Transit Link eVoucher System

Step-By-Step Redemption Process (for eVoucher)

Dear Parent/Guardian,

Your child/ward is a recipient of the Ministry of Education Financial Assistance Scheme (MOE FAS) and you have indicated that he/she will require the transport subsidy from MOE. The top-up will be credited in equal instalments over the year in the form of a monthly top-up (i.e. Transit Link eVoucher) to his/her Transit Link card, i.e. \$10/month. For all MOE FAS applications received and approved before end January, as the subsidy for January has not been credited, he/she will receive \$20 for the month of February. For applications received after January, the transport subsidy for the year will be pro-rated accordingly. To redeem the credit given, please take some time to understand the step-by-step redemption process provided below.

For a full list of the ticket offices or the link for the Transit Link's website, please refer to our school website at <http://www.yiochukangsec.moe.edu.sg/students-and-parents/financial-assistance> where a copy of this information has been put up.

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, i.e. to redeem the evoucher for the month of February, he/she can redeem it from 28th January to 10th February.

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!

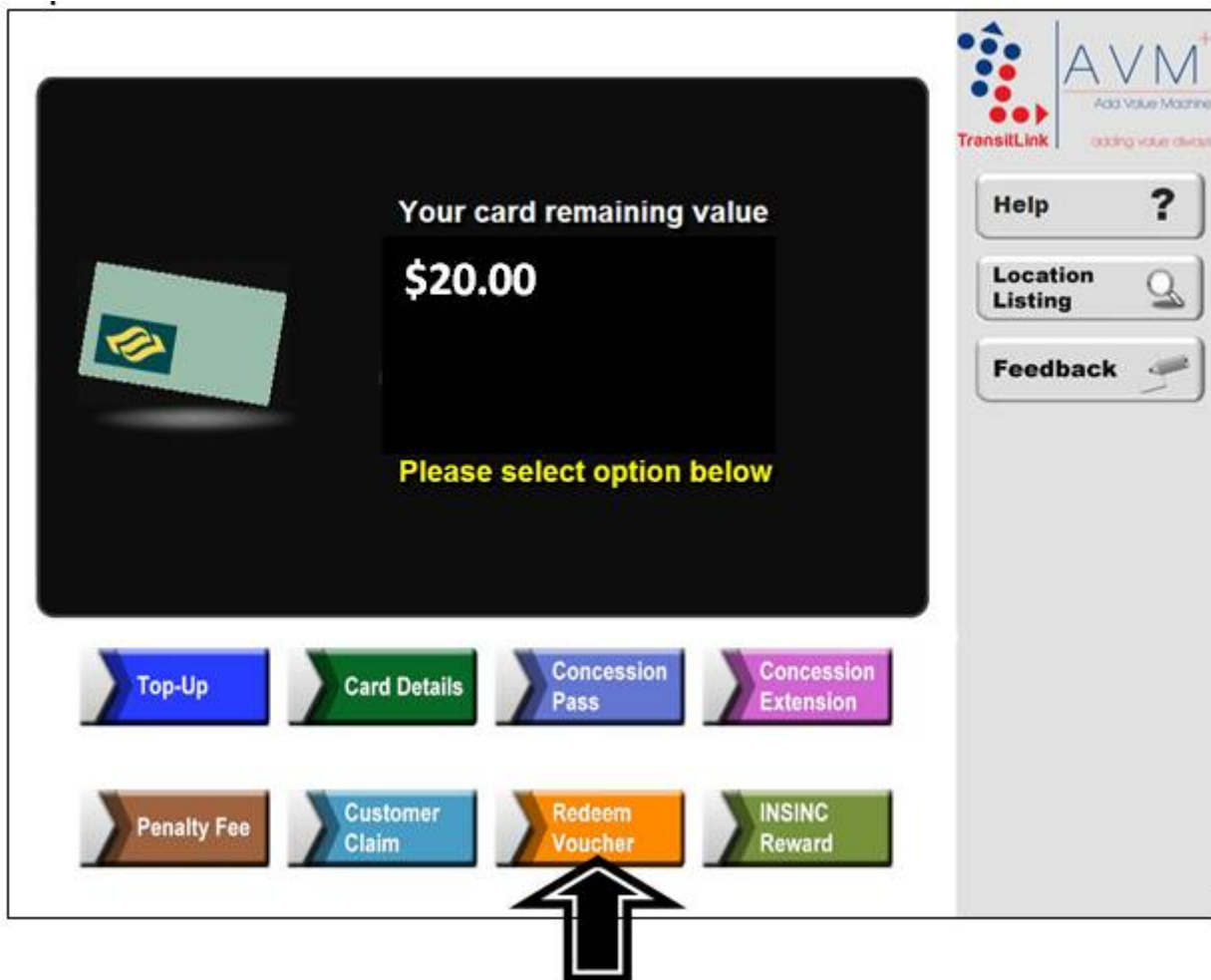
Please refer to Transit Link website <http://www.transitlink.com.sg/PSdetail.aspx?ty=art&Id=29> for the location of the AVMs. Alternatively, you can download the free smartphone app (search for "Transitlink Mobile Services") for iPhone and Android devices.

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

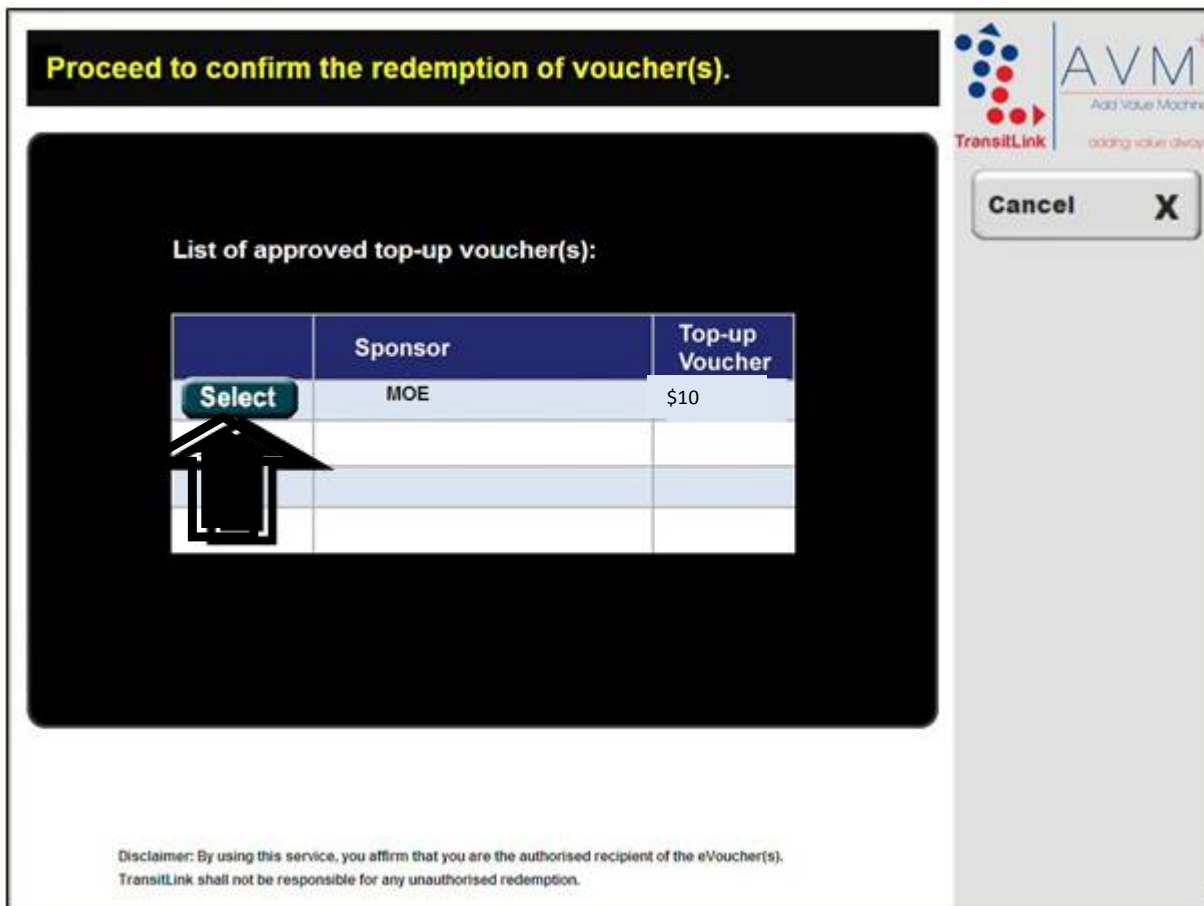


Step 3: Select "Transport Voucher" button

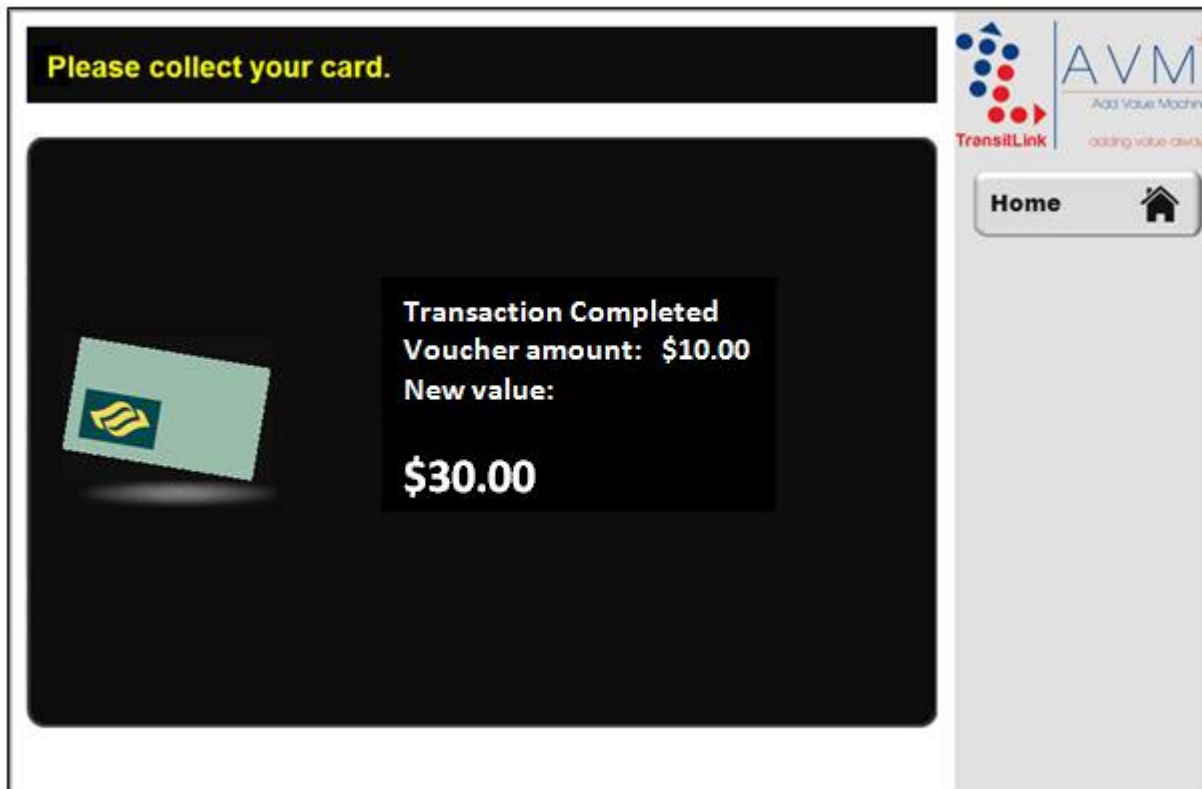


For students who are redeeming top-up voucher

Step 4: Choose the "Select" button



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



Transit Link 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

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

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

Note: Operating hours are correct at the time of printing. Please refer to TransitLink's website for the latest information.

Transit Link 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

Note: Operating hours are correct at the time of printing. Please refer to TransitLink's website for the latest information.