



How to Activate and Redeem Transport Voucher



How To Activate New Concession Card

[1] Please approach either the **Passenger Service Centre (PSC)** OR **Transitlink Office** and tell the staff you want to activate your Concession Card

[2] Activation Cost: **\$5.00**

Transit Link Ticket Office



Passenger Service Centre



How To Redeem Monthly Transport Voucher

WHERE to redeem?

[1] Students can choose to redeem the e-voucher at any **Transitlink Ticket Offices** located at selected stations OR **Transitlink Cashless Top-Up Kiosks**.



Transitlink Ticket Office



Cashless Top-Up Kiosk



[1] Via Transitlink Ticket Office

Transit Link Ticket Offices are located at selected stations. Please refer Transit Link's website (<https://www.transitlink.com.sg/transitlink-ticket-offices/>) for the updated list of Ticket Offices and their operating hours.

- (a) Please produce your Student Smart Card (SSC) to the Transitlink officer
- (b) Inform him/her that you want to redeem your transport voucher



YES!



NO!

Please do not go to the Passenger Service Centre (PSC) to redeem your transport voucher!

[2] Via Cashless Top-Up Kiosk

Please note that the Transitlink Cashless Top-Up Kiosks are **Turquoise/Greenish Blue** in color and found in most MRT stations. It is **NOT** the grey-colored Top-Up machines.

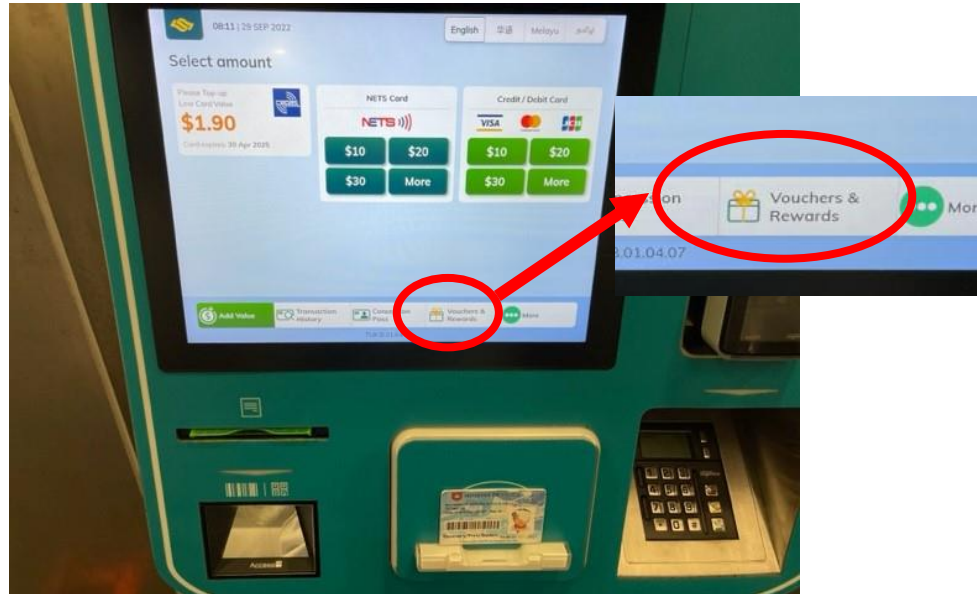
Cashless Top-Up Kiosk



Top-Up Machine

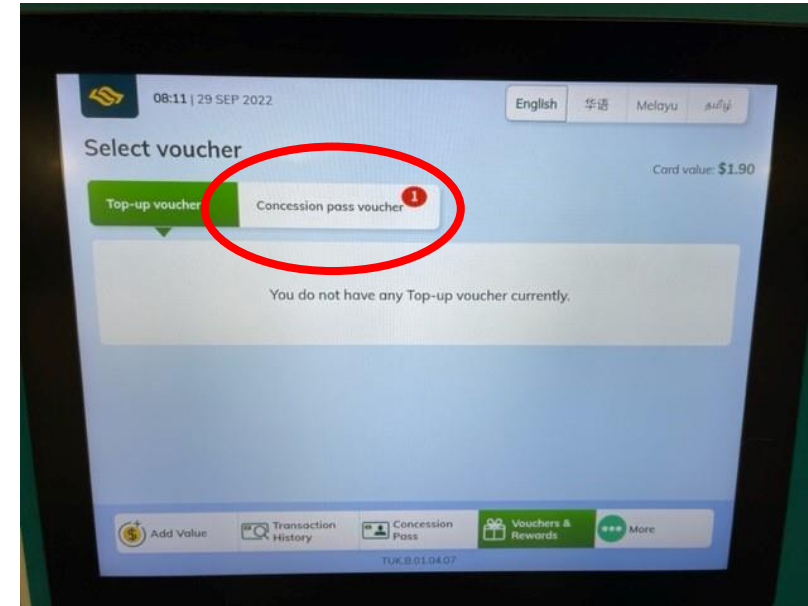


How to Redeem from Cashless Top-Up Kiosk



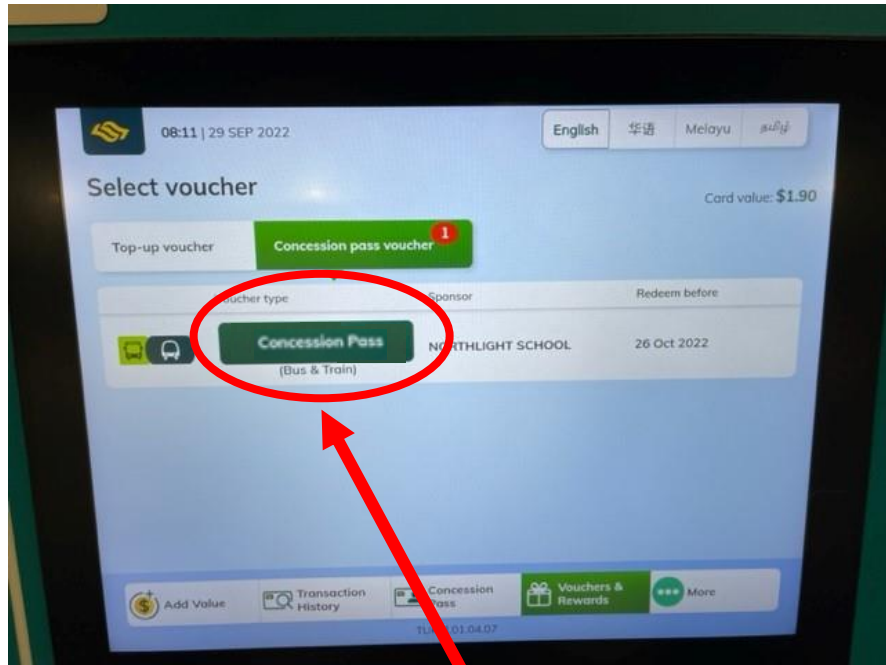
Step 1: Place Concession Card on the card holder

Step 2: Select 'Vouchers & Rewards'

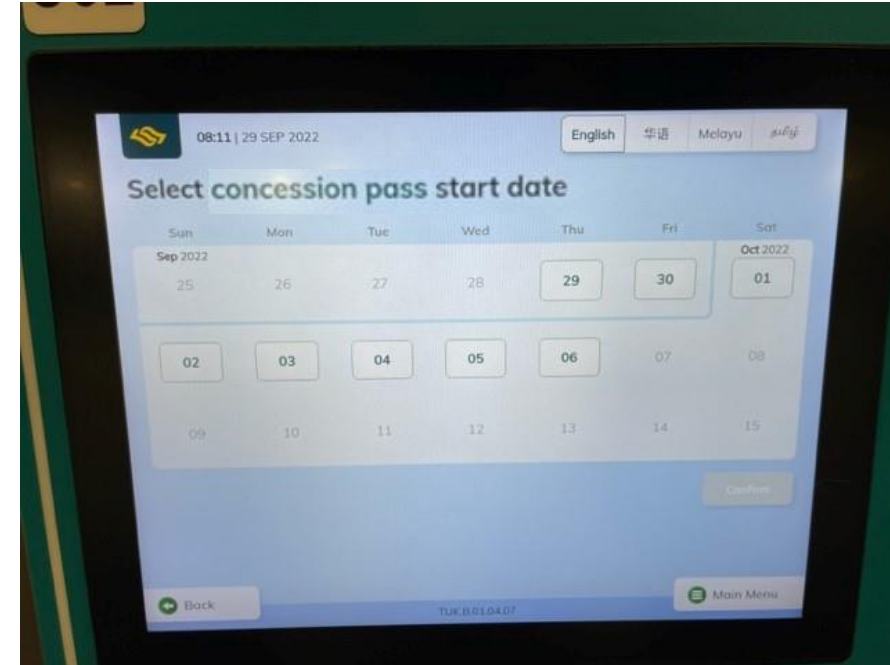


Step 3: Under Select Voucher screen, select 'Concession Pass Voucher'

How to Redeem from Cashless Top-Up Kiosk

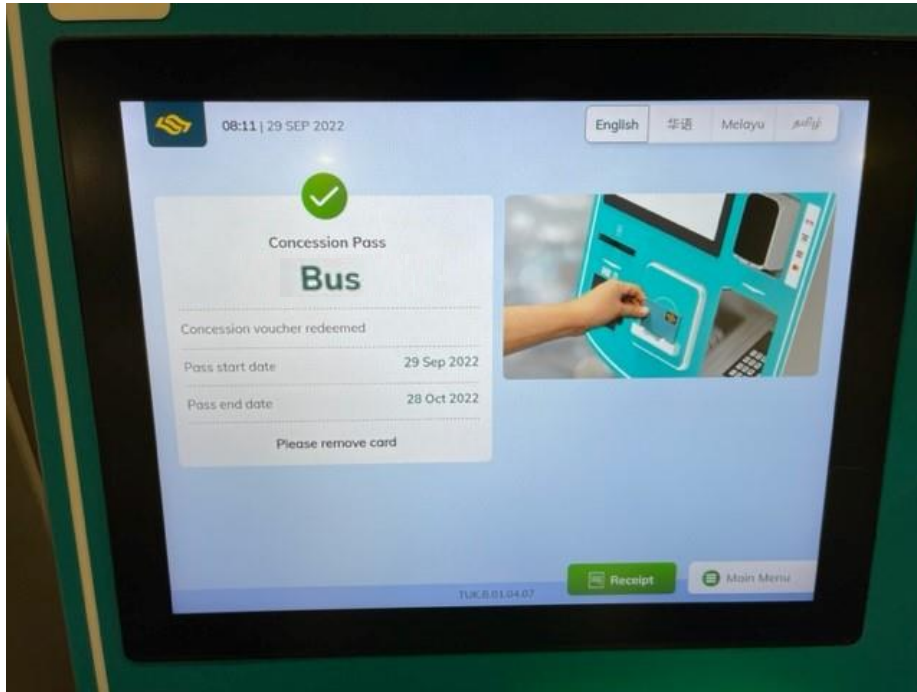


Step 4: You should see the concession pass voucher that you have opted for; either Bus Concession Pass OR Train Concession Pass.



Step 5: Select the **EARLIEST** start date for your concession pass.

How to Redeem from Cashless Top-Up Kiosk



Step 6: Once start date is selected, you will see the above screen. This screen will tell you the start date of the concession and when the concession will end.

What To Do When You CANNOT Redeem Your Transport Voucher?

[1] Please approach either the **Passenger Service Centre (PSC)** OR **Transitlink Office** and tell the staff you are unable to redeem the voucher and can they please help you to check the card.

Transit Link Ticket Office



Passenger Service Centre

