MOE FAS

SimplyGo eVoucher System

Step-By-Step Redemption Process (for eVoucher)

SimplyGo eVoucher System

Step-By-Step Redemption Process (for eVoucher)

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 **SimplyGo Ticket Offices** located at selected stations or through the **Top-Up Kiosks (TUK)**. 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 **SimplyGo Ticket Offices.**

(a) Through SimplyGo Ticket Office

SimplyGo Ticket Offices are located at selected stations. Please refer to https://simplygo.com.sg/locations/simplygo-ticket-offices/ for the list of Ticket Offices and their operating hours. **Please do not approach the Passenger Service Centre to redeem the evouchers.**

SimplyGo Ticket Office



YES!

Passenger Service Centre



NO!

To redeem the evoucher through the Ticket Office

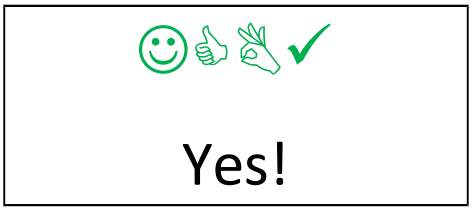
1. Please produce your Student Smart Card (SSC) to the SimplyGo officer.
2. Inform the officer that you would like to redeem an evoucher granted by your school. If you wish to purchase a concession pass (e.g. Bus Concession Pass), please inform the SimplyGo officer on the type of concession pass you to wish to purchase.
3. If an evoucher is found, the SimplyGo officer will proceed to top up/encode the value/concession pass into your card.
4. 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 Top-Up Kiosks (TUK)

Top-Up Kiosks (TUK) offer a variety of e-payment options and greater convenience for commuters because they combine the functions of the General Ticketing Machine and Add Value Machine. The TUK's bright colours, and large and clear font, make it user-friendly.

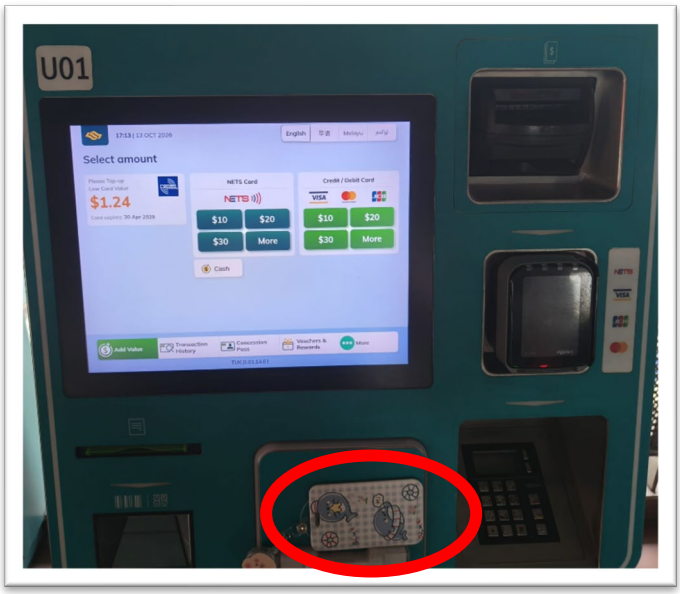
Please refer to https://simplygo.com.sg/locations/ticketing-service-kiosks#TopUpKiosks for the location of the TUKs.



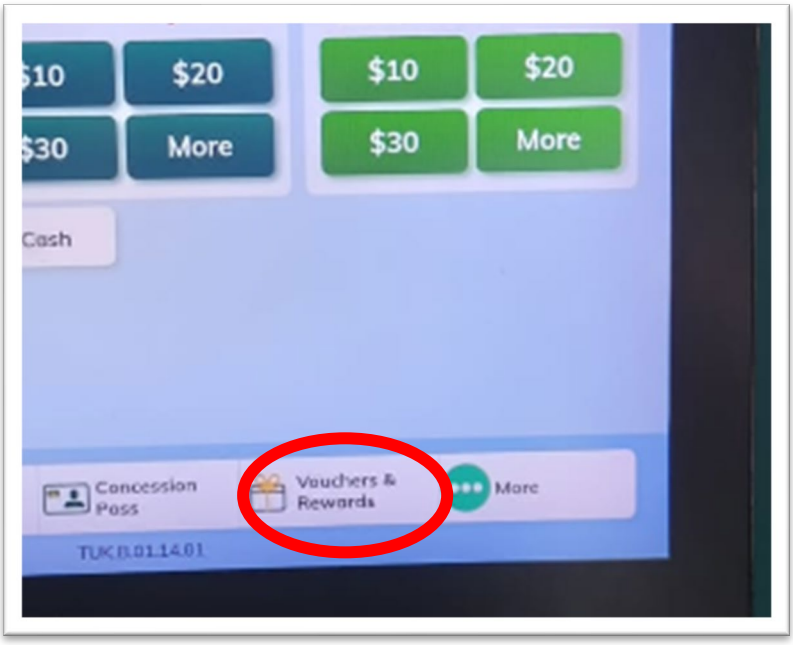


To redeem the evoucher through the Top-Up Kiosks (TUK)

1. Place the student's card on the card reader.



2. Select **"Vouchers & Rewards"**. The available FAS voucher(s) will be displayed on the screen. You may proceed with the redemption.



3. Select the voucher(s) you wish to redeem and press **"Confirm"**.
4. Please do not remove the card while the redemption is in progress.
5. Once the voucher(s) have been successfully redeemed, you may select **"Receipts"** to view the redemption receipt.

Please note that if you wish to use the FAS voucher to purchase a concession pass, you will need to visit a SimplyGo Ticket Office for assistance.