

# Transport Subsidy for Students on FAS

Students on FAS are to follow the step by step guide below to redeem the transport vouchers monthly.

## Step-By-Step Guide to Redeem Transport Voucher through Transitlink eVoucher System

### 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 Transitlink Add Value Machines or Transit Link Ticket Offices located at selected stations such as Hougang and Serangoon stations.

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 the table at the end of this guide, 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!**

To redeem the evoucher

- Please produce your Student Smart Card (SSC) to the TransitLink officer
- Inform the officer that you would like to redeem a evoucher granted by your school.
- If a evoucher is found, the TransitLink officer will proceed to top up/encode the value/concession pass into your card
- **For students who are given a top up voucher but wish to purchase a concession pass, please inform the Transit Link officer when handing over your smart card. You will then be required to pay only the remaining cost of the concession pass after deducting the value of the evoucher given by your school.**

(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!

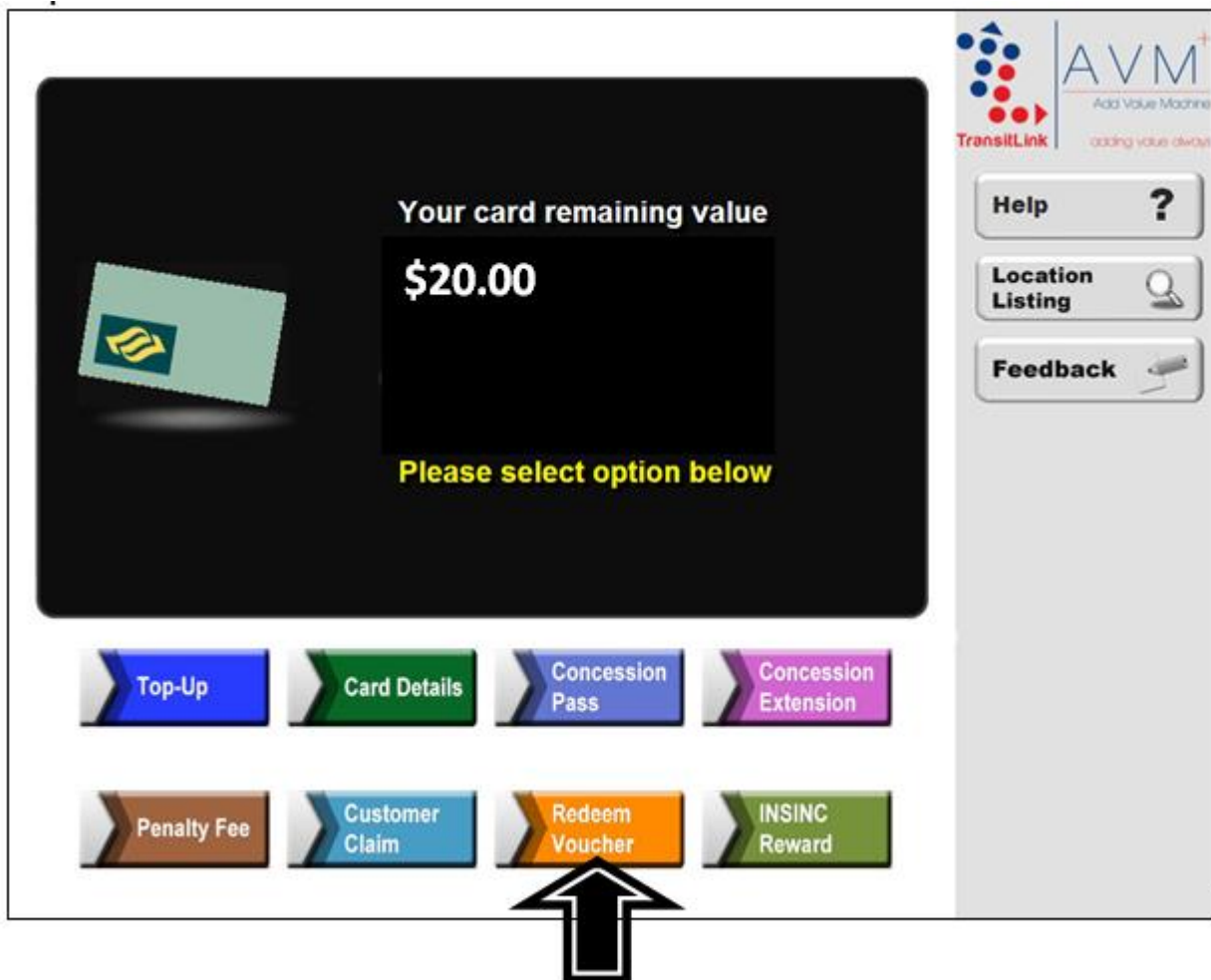
Please refer to Transit Link website <http://www.transitlink.com.sg/PSdetail.aspx?ty=art&Id=29> for the location of the AVMs. Alternatively, you can download the free smartphone app (search for "Transitlink Mobile Services") for iPhone and Android devices.

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

The screenshot shows the AVM+ interface with various logos at the top: APS, CDAC, CREST SECONDARY, Ministry of Education SINGAPORE, NETS FlashPay, People's Association, and YMCA. Below the logos, it lists sponsors: Hougang Community Club, Mediacorp Pte Ltd, Ministry of Social and Family Development, Ministry of Transport, Nee Soon South Constituency Office, North East Community Development Council, Northlight School, SBS Transit, South East Community Development Council, South West Community Development Council, Student Education & Development, and Tampines West Constituency Office. At the bottom, there are two buttons: 'Transport Voucher' (highlighted with a large black arrow) and 'FlashPay Rebates'. A 'Cancel X' button is visible on the right side.

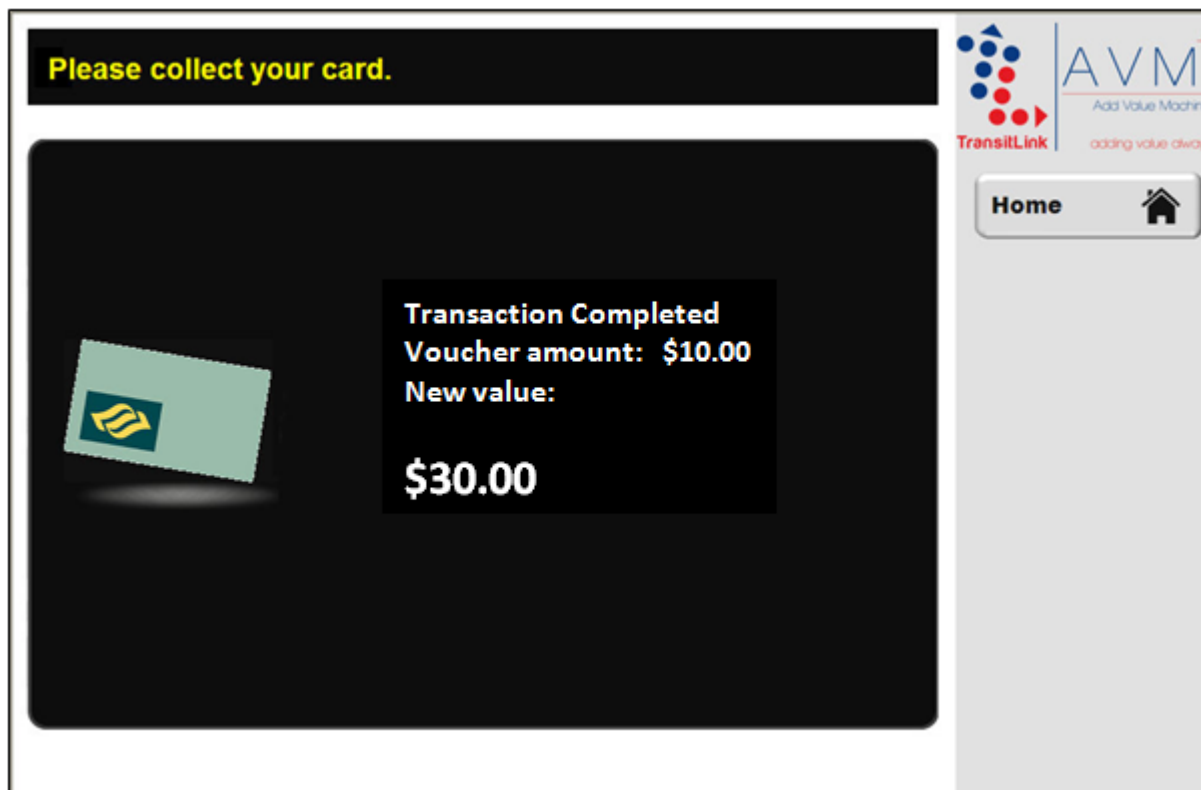
### Step 4: Choose the "Select" button

The screenshot shows the AVM+ interface with a black header bar that reads "Proceed to confirm the redemption of voucher(s)". Below this, there is a section titled "List of approved top-up voucher(s):" containing a table. A large black arrow points to the "Select" button in the first row of the table. A "Cancel X" button is visible on the right side.

	Sponsor	Top-up Voucher
Select	MOE	\$10
		\$10

Disclaimer: By using this service, you affirm that you are the authorised recipient of the eVoucher(s). TransitLink shall not be responsible for any unauthorised redemption.

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



**Transitlink 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	Closed

\* 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 shifts