



## **Account-Based Ticketing (ABT) Portal for CePAS Cardholders**

### **Frequently Asked Questions (FAQs)**

This FAQs cover questions on the ABT system, registration and activation, card usage, fares, transaction history, claim submissions, travel vouchers and assistance provided

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#### **A.1 About ABT System**

##### **1. What is the Account-Based Ticketing (ABT) System and how do I benefit as a CePAS cardholder?**

The Account-Based Ticketing (ABT) System enables commuters to use credit or debit cards with contactless function for fare payments. The ABT System will enable commuters to track and view their journey and fare history at their convenience when they register for an ABT Account via the TransitLink [ABT Portal](#) or TransitLink Mobile Services app.

TransitLink is pleased to extend the benefits of the ABT Account to you when you register your CePAS cards on the ABT Portal. By doing so, you can:

- Check travel transactions on the go
- Submit travel claims and view status online
- Purchase travel vouchers for top-ups

More services will also be introduced in the future.

##### **2. What is the difference between using a Mastercard contactless credit / debit card and CePAS card under the ABT System?**

Commuters with a Mastercard credit / debit card can use their cards with contactless function for fare payments. Their fares will be charged to their credit card bill or debited from their bank account directly, and there is no need for upfront top-ups.

While CePAS cardholders who register their cards in the ABT Portal will be able to enjoy the same benefits of having an ABT Account, their travel fares are deducted

directly from their CePAS cards. Hence, they will still be required to top-up their card when the value runs low.

### **3. Why do I receive the Account Activation email?**

A selected group of concession cardholders may receive the Account Activation email upon the activation of their concession card. This is an initiative by TransitLink to extend the benefits of the ABT Account to the concession cardholders.

Upon receiving the email, you will be able to activate your account by accessing the personalised link / unique URL and following the instructions.

## **A.2 Activation of ABT Account**

### **4. Is it compulsory for me to activate my ABT Account?**

Although it is not compulsory for you to activate your ABT Account, you are strongly encouraged to do so as it will allow you to view your travel transactions and use our e-services via the TransitLink ABT Portal or TransitLink Mobile Services app.

### **5. What if I forget my password?**

A password self-reset feature is made available in the login page of the TransitLink [ABT Portal](#) for you to reset your password.

You will be required to enter your registered email address to proceed with the password self-reset. You will not be able to proceed with the process if the email address you have keyed in does not match the record in the system.

Upon successful submission, an email containing the password reset instructions will be sent to the email address registered for the account. You will need to use the URL appended within the email to perform the password reset.

### **6. Can I transfer my ABT Account to another person?**

No, the ABT Account is non-transferrable.

### **7. Can I delete my ABT Account?**

No, an ABT Account cannot be deleted after creation. However, you can remove your registered CePAS card from your account. Please note that once the selected card is removed, all the existing and future transaction and travel history of the card cannot be viewed from your account.

### **A.3 Registration of CePAS Card**

#### **8. What cards can I register?**

You can register any CePAS cards into your ABT Account.

#### **9. How do I register a CePAS card in my ABT Account?**

For those concession cardholders who have received the Account Activation email, your concession card has been registered into your ABT Account for your convenience. Once you have activated your account, there is no action required from you. You can log into your ABT Account immediately using the same email address that the Account Activation email was addressed to.

For other CePAS cardholders, you may visit the TransitLink [ABT Portal](#) to register for an ABT Account. Once you have successfully logged into the account, go to “*My Cards*” page to register your concession card.

### **A.4 Card Usage and Fares**

#### **10. I have lost my registered CePAS card and made a replacement. What should I do?**

In the event that you have made a replacement for your lost CePAS card, you can login to your ABT Account to delink the lost card that is tagged to your account and register your new card into your ABT Account.

You can register a new card under your existing ABT Account at the TransitLink [ABT Portal](#).

#### **11. Will there be any additional charges for using this service?**

No, there will not be any additional charges incurred.

### **A.5 Transaction History**

#### **12. How do I view my transactions history?**

You may visit the “*My Statements*” page in your ABT Account on the TransitLink [ABT Portal](#) to view the travel transactions of your CePAS card. Transaction information includes journey information, trip information and trip fare. This information can be downloaded into PDF statements.

#### **13. What is the maximum period of my transactions history that I can view?**

You can view up to the last 90 days of your transactions history.

## **A.6 Claim Submissions**

### **14. How do I submit a claim from my ABT Account?**

You can file a claim on the CePAS cards that are registered in your ABT Account at the “*Submit Claim*” page in your account. For transit-related claims, you can file a claim for the last 14 days of transactions. Other claims can be submitted for up to the last 30 days of transactions.

You can choose to have your approved claim credited into your CePAS card at any TransitLink Ticket Office or Add Value Machine (AVM) after 5 working days. Alternatively, the approved claim can be credited directly into your selected bank account after 3 working days.

### **15. Can I view my claim status in my ABT Account?**

You can view up to the last 90 days of your claims history at the “*View Claim*” page in your ABT Account.

## **A.7 Travel Vouchers**

### **16. What are travel vouchers?**

Travel vouchers, also known as eVouchers, are electronic transport vouchers that you can purchase for yourself or another person’s travel card. These vouchers are available for purchase on the ABT Portal in the form of a top-up voucher or a Monthly Concession Pass eVoucher. The top-up vouchers are available in the denominations of \$10, \$20, \$50 and \$100.

### **17. How do I purchase travel voucher(s) on the ABT Portal?**

You can purchase a top-up voucher for any CePAS card that is registered in your ABT Account, or from your recipients’ list, at the “eVoucher” page in your ABT Account. If a concession card is selected, you can choose to purchase a Monthly Concession Pass that is available to the card.

Payment for the vouchers can be made using Mastercard and Visa credit or debit cards.

### **18. How do I redeem the travel voucher(s)?**

You can redeem the vouchers at any TransitLink Ticket Office, Add Value Machine (AVM) or TransitLink Kiosk by following the on-screen instructions.

### **19. Are the travel voucher(s) transferable? If so, how can I perform a transfer?**

A top-up voucher that is purchased via the ABT Portal can be transferred to another CePAS card if it is not redeemed and has not expired. You can transfer the voucher to any CePAS card that is registered in your ABT Account or from your recipients’ list.

However, please note that the Monthly Concession Pass eVoucher is non-transferable.

**20. Will the travel voucher(s) expire?**

The travel vouchers are valid for 180 days from the date of purchase. There are strictly no refunds and the vouchers will be voided upon expiry.

**A.8 Assistance**

**21. Where can I refer to for more information?**

More information on the ABT System is available at the TransitLink [ABT Portal](#).

For other enquiries, please call the TransitLink Hotline at 1800-2255 663.