CapitaVoucher

eCapitaVoucher Corporate Portal User Guide

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Introduction

eCapitaVoucher Corporate Portal

eCapitaVoucher Corporate Portal **(https://order.capitavoucher.com.sg)** is an online ordering platform which allows Corporate Companies to enjoy greater convenience:

- Order eCapitaVoucher in bulk for their corporate gifting needs within a few clicks

- Keep track of its orders with Order History

Corporate Companies will send out the eCapitaVoucher Acceptance Links or Activation Codes ('eCV Links or Codes') to their recipients via their preferred communication modes such as Email, SMS or App format. Recipients can accept eCapitaVoucher(s) by clicking on the eCapitaVoucher Acceptance Links or keying in the Activation Codes in CapitaStar App or Web Wallet they received.

Web Wallet

The Web Wallet **(https://pay.capitastar.com)** is an alternative to the CapitaStar App where non-CapitaStar members can accept eCapitaVoucher(s) without having to sign up or download the CapitaStar App. Users can also view their eCapitaVoucher balance and utilise them at participating retailers via the Web Wallet.

User Journey

01

Corporate Companies place order for eCV Links or Codes via the eCapitaVoucher Corporate Portal at their convenience

02

Corporate Companies proceed to make payment after receiving invoice via email. Upon successful payment, submit proof of payment via **https://bit.ly/ecvpayment** for verification of payment
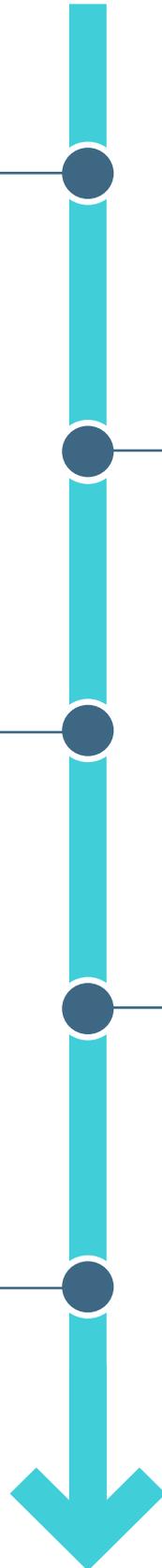
03

After verification of payment, Corporate Companies will receive an email to download eCV Links or Codes

04

Corporate Companies send eCV Links or Codes to the intended recipients via their preferred communication modes

05

Recipients accept their eCapitaVoucher using the eCV Links or Codes via their CapitaStar App or the Web Wallet

CapitaVoucher

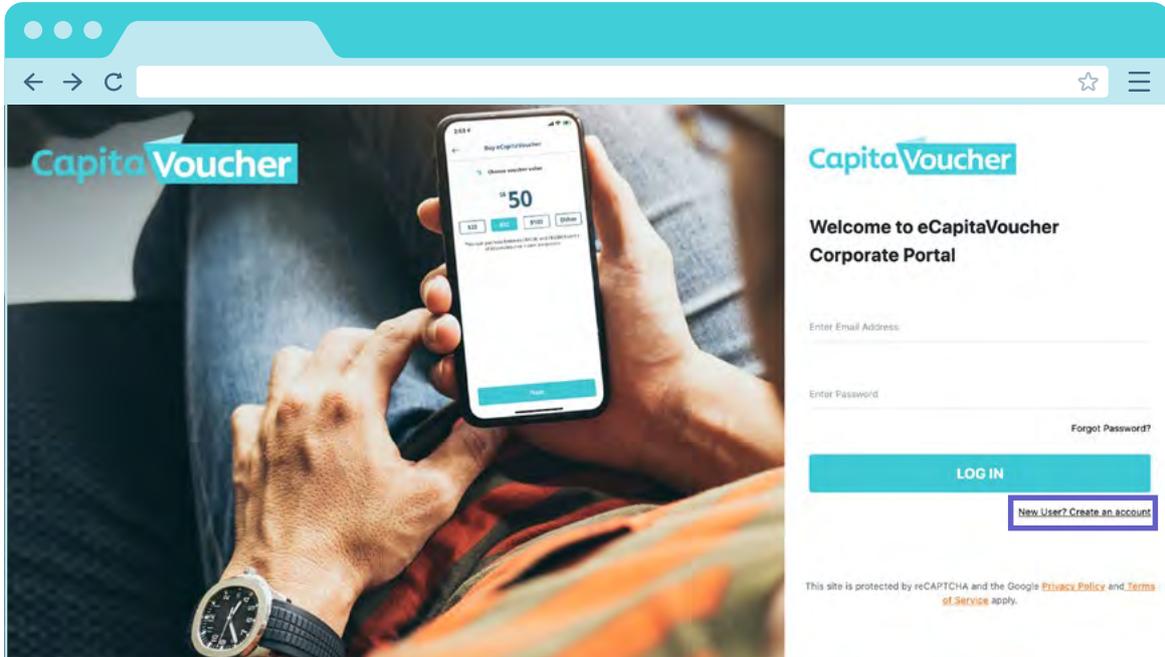# Corporate Company's User Journey: Using the eCapitaVoucher Corporate Portal
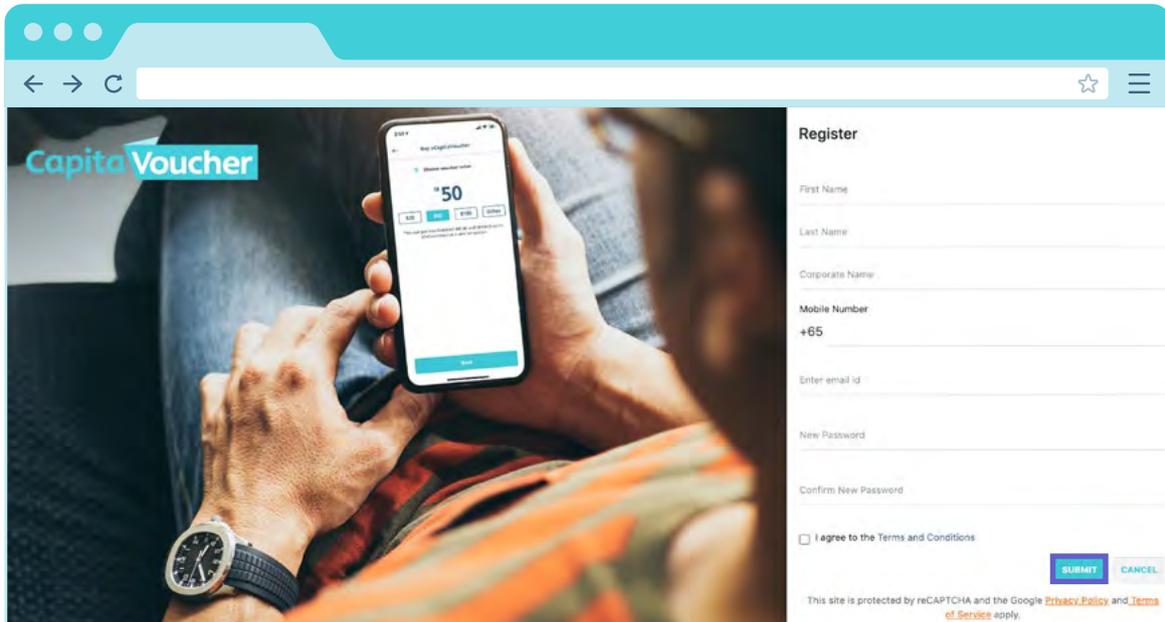
Account Creation

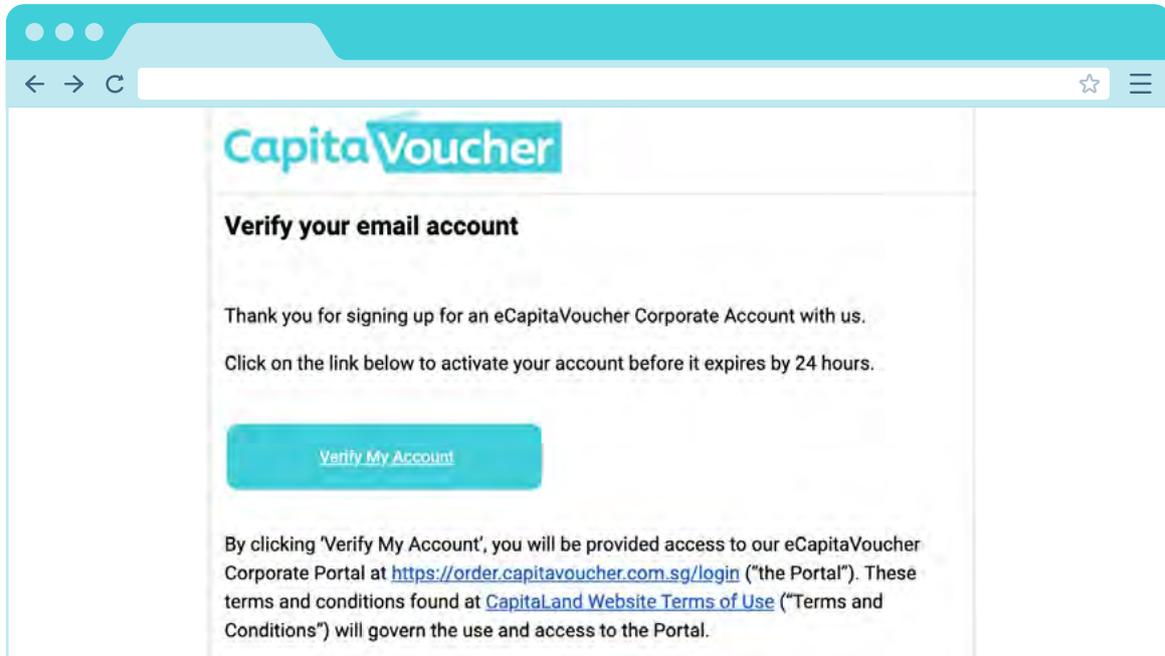**1**   Click on **'New User? Create an account'** to create a new account.

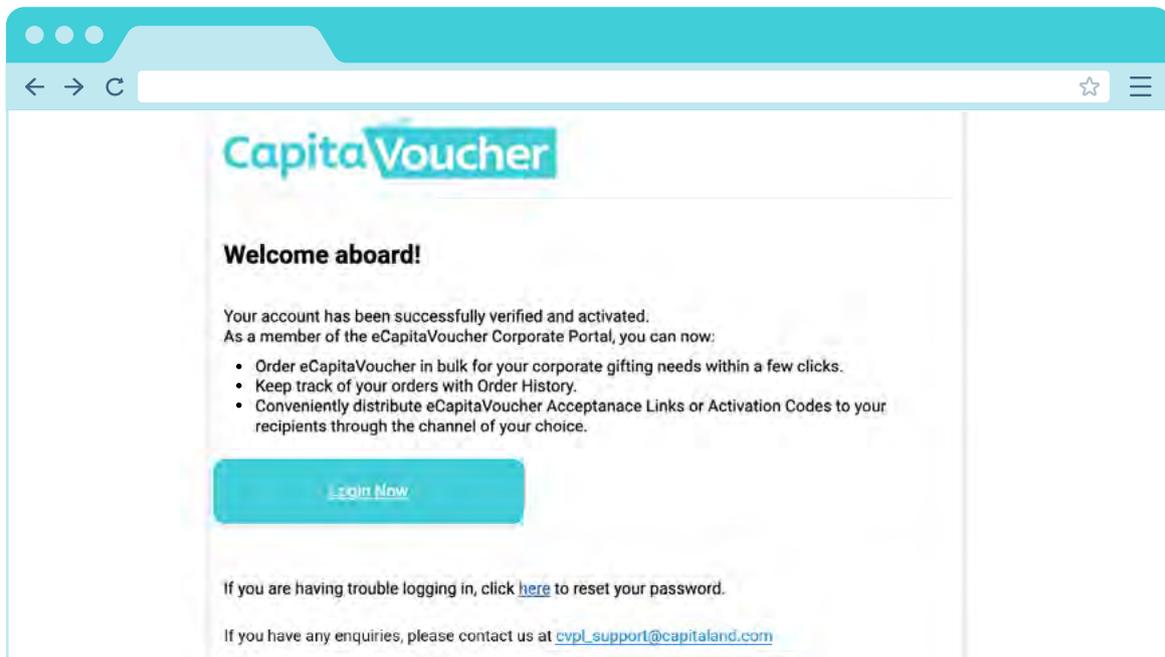**2**   Input all requested information and click on **'SUBMIT'**.

CapitaVoucher

Account Creation

3   Receive an email notification to verify new account creation.

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Verify your email account

Thank you for signing up for an eCapitaVoucher Corporate Account with us.

Click on the link below to activate your account before it expires by 24 hours.

Verify My Account

By clicking 'Verify My Account', you will be provided access to our eCapitaVoucher Corporate Portal at https://order.capitavoucher.com.sg/login ("the Portal"). These terms and conditions found at CapitaLand Website Terms of Use ("Terms and Conditions") will govern the use and access to the Portal.

4   Receive a welcome email after new account has been verified.

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Welcome aboard!

Your account has been successfully verified and activated.
As a member of the eCapitaVoucher Corporate Portal, you can now:

- Order eCapitaVoucher in bulk for your corporate gifting needs within a few clicks.
- Keep track of your orders with Order History.
- Conveniently distribute eCapitaVoucher Acceptanace Links or Activation Codes to your recipients through the channel of your choice.

Login Now

If you are having trouble logging in, click here to reset your password.

If you have any enquiries, please contact us at cvpl_support@capitaland.com
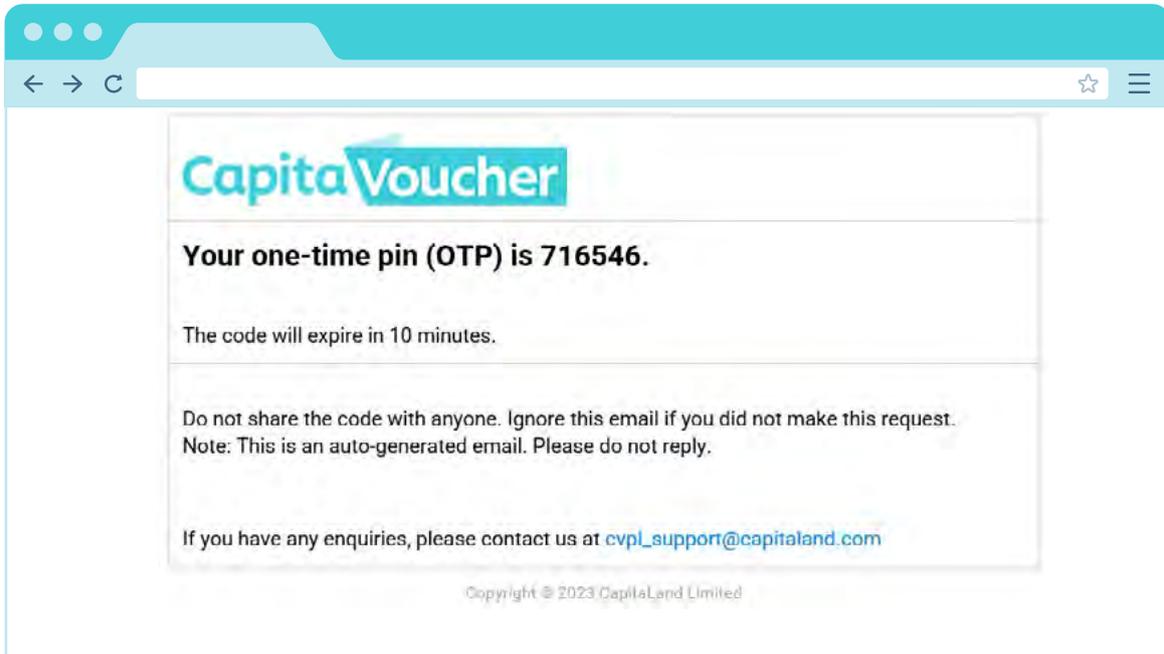
Login

1   Login with your registered email address and password.
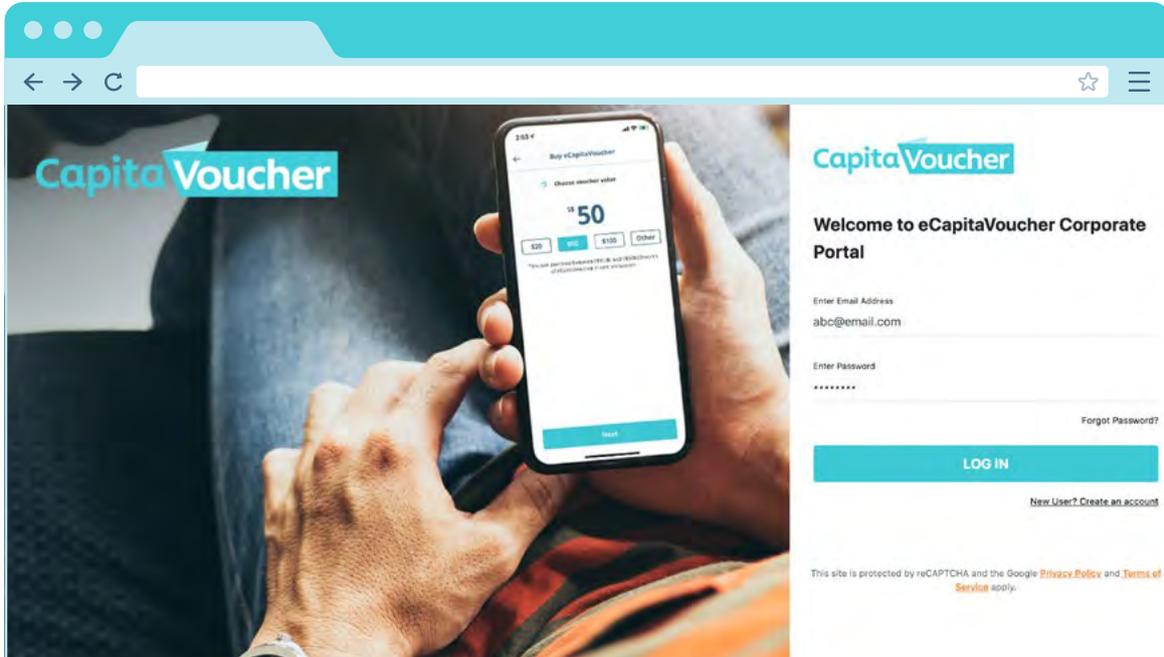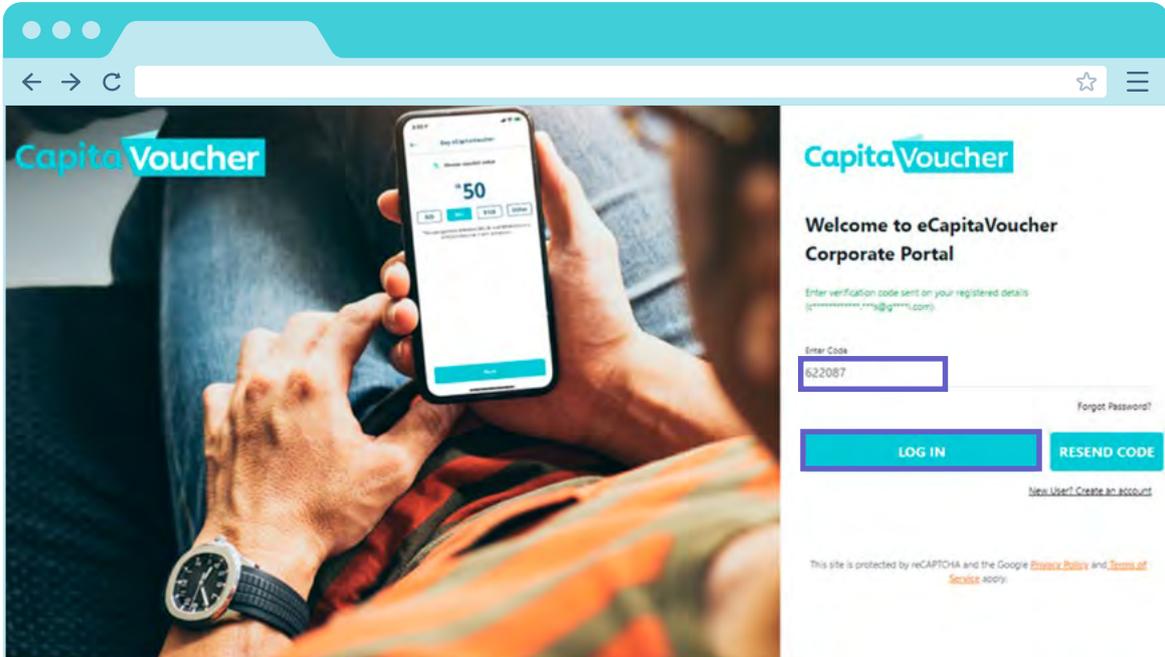

2   Receive a one-time verification code via your registered email.
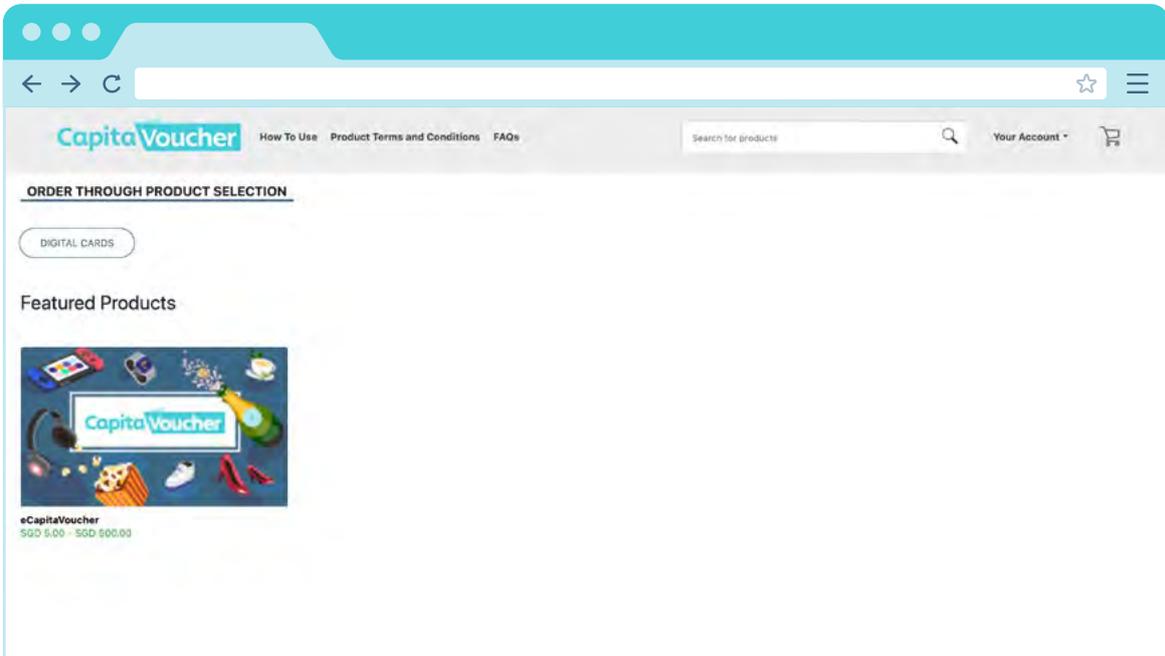
Login

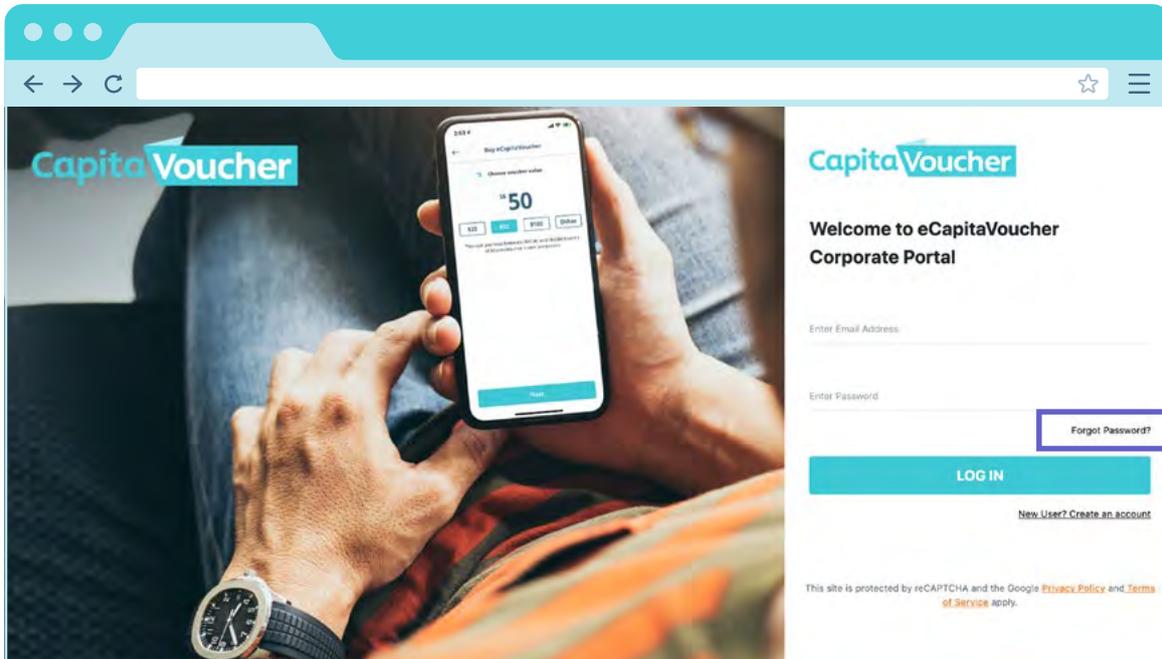**3** Enter the one-time verification code and click on **'LOG IN'**.
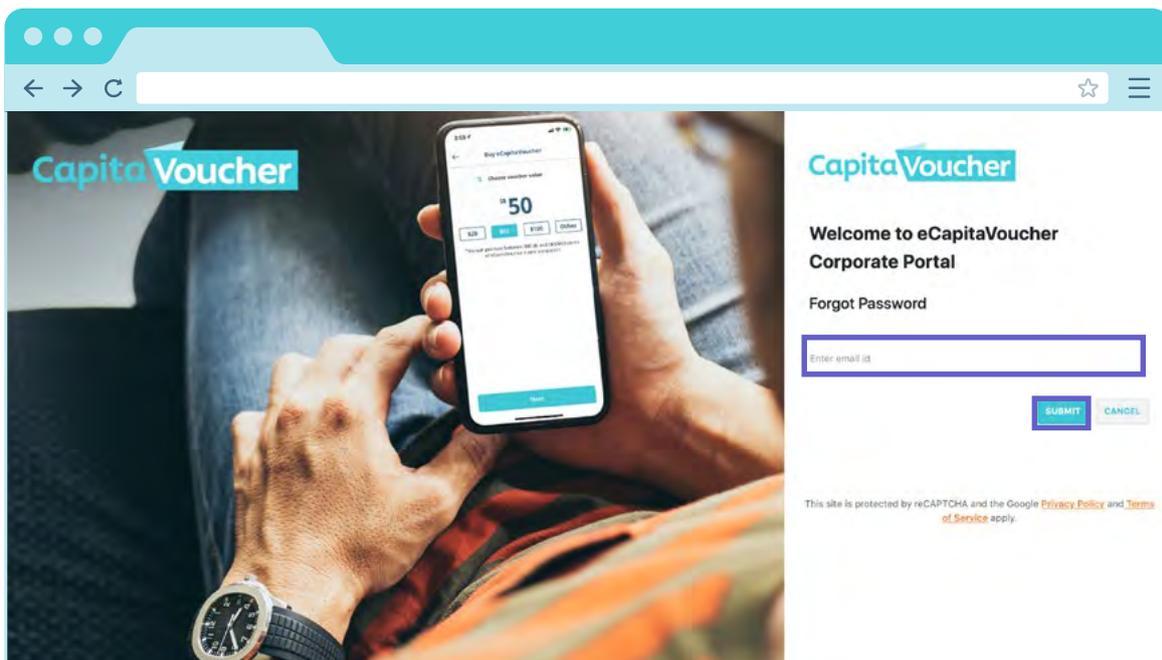

4 After successful Log In.

Forgotten your password?
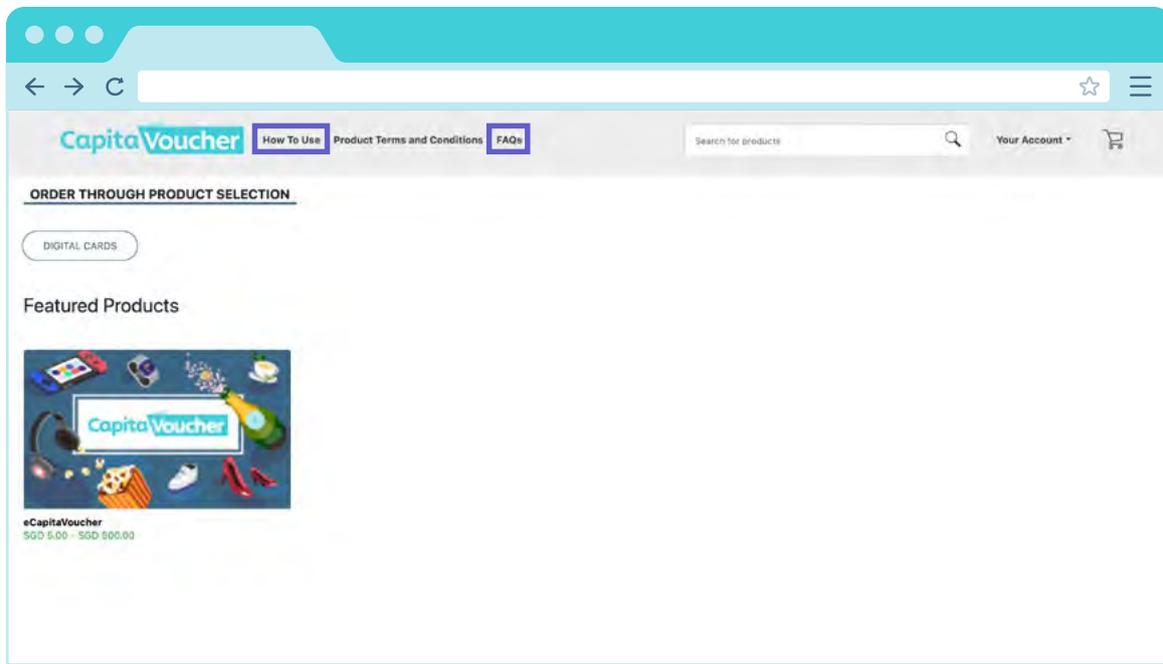
1   Click on **'Forgot Password?'** on the login page.

2   Enter your registered email address and click **'SUBMIT'**. An email with a reset password link will be sent to the email address that you have registered with.
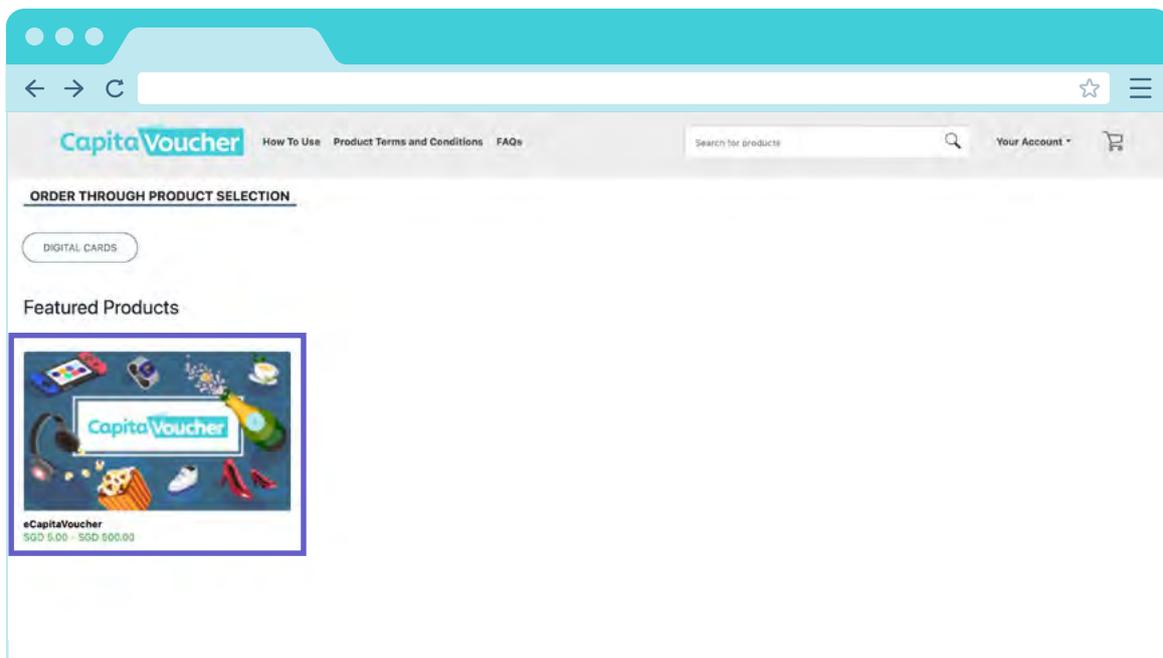
Placing an Order

1   Click on '**How to Use'** or '**FAQs'** to find out more before you proceed to place an order.

2   Click on the **'CapitaVoucher'** image to start your order.

Placing an Order

3   Enter your required quantity and denomination.
This is an example for an order of 10 eCV Links or Codes worth $100 each.
If you are placing an order for multiple values of eCV Links or Codes,
please click on **'ADD TO CART'** and **'CONTINUE SHOPPING'**.
Thereafter, click on **'CHECKOUT'** to proceed to next step.

Placing an Order

4 Ensure that your order is reflected correctly under **'Order Details'**.

Delivery Options

Note: You will receive an email with a link to download a file with the Gift Card details.

Billing Details

		Payment Details	
Corporate Name:	Not Available	Total Amount:	SGD 1,180.00
Name:	Not Available	Total Quantity:	20
Email:	Not Available		
Mobile:	Not Available	Total Payable:	SGD 1,180.00
Street:	Not Available		
City:	Not Available	Enter Business Registration Number*	

EDIT

Payments

Shipping Details

Select Payment

Same as Billing Details

Name:	Not Available
Email:	Not Available
Mobile:	Not Available

I agree to the Terms and Conditions

EDIT

PLACE ORDER

Order Details

Name	Quantity	Amount		
eCapitaVoucher	10	SGD 100.00	🗑	✏
eCapitaVoucher	10	SGD 18.00	🗑	✏

CapitaVoucher

Placing an Order

5   Complete the information required in Billing Details and Shipping Details by clicking on **'EDIT'**.

The eCV Links or Codes will be sent to the email address indicated in Shipping Details.

Placing an Order

6   On the right panel of the Checkout page,
- Enter your Business Registration Number
- Select Purchase Order (PO) under Payments (default selection)
- Enter your total Order Value
- Click on checkbox to agree to the Terms and Conditions
- Click on **'PLACE ORDER'** to complete your order

7   The following confirmation should appear once your order has been submitted.
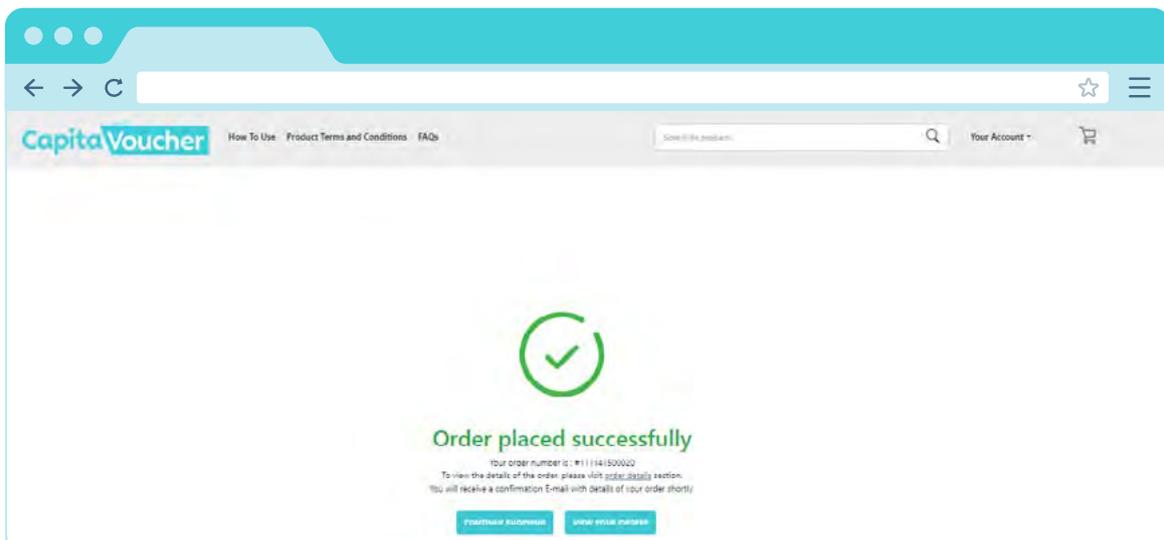
Receive Invoice via the email address indicated in 'Billing Details' and proceed to make payment

1 Payment should be made in Singapore dollars based on the payment details indicated on the invoice within 30 days from the order date. Order will be cancelled automatically after 30 days if payment is not received.

2 Upon successful payment, please submit proof of payment via **https://bit.ly/ecvpayment** for verification of payment. If proof of payment is not submitted, we are unable to verify your order and order will be cancelled automatically after 30 days.

3 You will receive an email titled **'Finance Approval Confirmation'** if the payment is successful and confirmed within 10 working days after submission of payment proof.

CapitaVoucher

CapitaLand Voucher Pte. Ltd.
168 Robinson Road, #30-01,
Capital Tower
Singapore 068912
Company Registration No.:
201539069W
GST Registration No.: 201539069W

Payment confirmation

Dear Christine Chia,

Your payment for eCapitaVoucher Acceptance Links / Codes order 111141502699 is successful and confirmed.

You will be receiving an email shortly with the instructions to download your eCapitaVoucher Acceptance Links / Codes.

S/N	Item Description	Unit Price	Quantity	Total Price
1	eCapitaVoucher	S$5.00	1	S$5.00
	Purchase Amount (GST – Out of Scope)			S$5.00

All eCapitaVoucher Acceptance Links / Activation Codes purchased are non-refundable and non-exchangeable.

*The eCapitaVoucher Acceptance Links / Activation Codes are available for one-time use only, and are valid for 3 months from the date of issuance. **Strictly no extension** of validity for eCapitaVoucher Acceptance Links / Activation Codes once issued or expired.*

eCapitaVoucher accepted via the eCapitaVoucher Acceptance Links / Activation Codes will be valid for 12 months from the date of acceptance.

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Receiving eCapitaVoucher Acceptance Links / Activation Codes

You will receive an email titled **'Your eCapitaVoucher [Order xxx] is ready for download'** for you to download your eCV Links or Codes.

The download link will be valid for 24 hours. In the event if the link expires, please refer to **'Viewing Past Orders'** section.

eCapitaVoucher Acceptance Links / Activation Codes

The downloaded file will contain a list of unique eCV Links or Codes based on what you have selected during the order process. If an order is made for 4 eCV Links or Codes of $200 each, there will be 4 eCV Links or Codes in the file.

The validity of each eCV Links or Codes is **90 Days**. If eCapitaVoucher is accepted via the eCapitaVoucher Acceptance Link, the corresponding Activation Code will become invalid, and vice versa.

Below is an example of the downloaded file:

	A	B	C	D	E	F	G	H
	Product Name	Amount	Gift Card Number	Validity	URL to claim your card	Term and condition	Currency Code	Activation Code
	eCapitaVoucher	200	3034741756834626	2022-06-01	https://cstar.sg/ul/gc?ac=NMF4N8HFLABFUSNFL	https://woohoo.app.link/e/jjI9DDNQXmb	SGD	NMF4N8HFLABFUSNFL
	eCapitaVoucher	200	3034741751037078	2022-06-01	https://cstar.sg/ul/gc?ac=ND5UFDLQGBDNDYD	https://woohoo.app.link/e/jjI9DDNQXmb	SGD	ND5UFDLQGBDNDYD
	eCapitaVoucher	200	3034741751502271	2022-06-01	https://cstar.sg/ul/gc?ac=FLWVLWFFFS9KABV	https://woohoo.app.link/e/jjI9DDNQXmb	SGD	FLWVLWFFFS9KABV
	eCapitaVoucher	200	3034741758786440	2022-06-01	https://cstar.sg/ul/gc?ac=KHIBDYAFY5HD8N5A	https://woohoo.app.link/e/jjI9DDNQXmb	SGD	KHIBDYAFY5HD8N5A

Column A (Product Name): Type of Voucher

Column B (Amount): Denomination of eCapitaVoucher

Column C (Gift Card Number): Unique eCapitaVoucher identifier

Column D (Validity): Expiry date of each eCapitaVoucher Acceptance Link / Activation Code. (Your recipients will need to claim their eCapitaVoucher by this date.)

Column E (URL to claim your card): eCapitaVoucher Acceptance Link

Column F (Term and Condition): Short link to CapitaVoucher Terms and Conditions

Column G (Currency Code): Currency of eCapitaVoucher that recipients will receive

Column H (Activation Code): eCapitaVoucher Activation Code

How to send eCapitaVoucher Acceptance Links or Activation Codes

After downloading the eCV Links or Codes, Corporate Companies may download the distribution template available [here](#) under the **'HOW TO SEND ECAPITAVOUCHER'** section, and edit it in accordance with each unique eCV Link or Code information from the downloaded excel file.

Corporate Companies may choose to use any template of their choice, and it is important to still refer to the contents provided in the distribution template.

In your notification to your recipients, it is mandatory to include the following:

(i)   eCV Link or Code
     Text version of the link should be provided in the email content if Corporate Company embeds or hyperlinks the eCV Acceptance Link. Instructions should also be provided to Recipients to copy the text link and paste it onto a web browser if the embedded link doesn't work.

(ii) Gift Card Number

(iii) Amount of eCapitaVoucher issued

(iv) The last date to redeem the issued eCapitaVoucher using the eCV Link or Code

(v)   The following Terms and Conditions:

(a) eCapitaVoucher issued to you via the eCapitaVoucher Acceptance Links or Activation Codes ("eCV Link or Code") must be redeemed by the date specified in this message. Expired eCV Link or Code cannot be extended.

(b) Please do not share this message with anyone as the eCV Link or Code is valid for a one-time redemption only. Once a redemption has been made, the eCV Link or Code will become invalid, and the redemption cannot be reversed.

(c) eCV Link or Code is non-transferable, non-replaceable and non-exchangeable for another item or returned for cash, credit, and any other item in whole or in part, and if lost or stolen.

(d) If you encounter any issues with accepting eCapitaVoucher via the eCV Link or Code, please contact us at **<Corporate Company's Contact number and/or Email Address>.**

(e) CapitaLand Voucher Pte. Ltd. ("CVPL") shall not be under any obligation to carry out any investigation/verification of the identity/eligibility of the persons accepting the eCapitaVoucher(s) using the eCV Link(s) or Code(s) and/or persons using the eCapitaVoucher(s). CVPL shall not be responsible or liable for any liabilities, losses, damages, costs or expenses howsoever arising or resulting from any improper or unauthorised use/replication of any of the eCV Links or Codes, wrongful redemption or any discrepancy, error, inaccuracy or misunderstanding in relation to the identity/ eligibility of the persons accepting the eCapitaVoucher(s) using the eCV Links or Codes and/or the persons using the eCapitaVoucher(s), unless such liabilities, losses, damages, costs or expenses are caused by the fraud, wilful default or gross negligence of CVPL.

(f) A person is deemed to have accepted and agreed to the CapitaVoucher Terms and Conditions at https://www.capitastar.com/sg/en/capitavoucher/terms--- conditions.html. If such person purchases, uses, or carries out any activity or transaction or makes any dealing involving a CapitaVoucher.
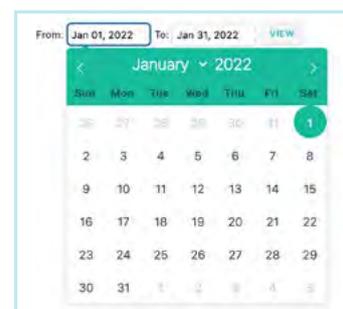
Viewing Past Orders

1 Click on **'Your Account'** and select **'Your Orders'**. to view all order history.
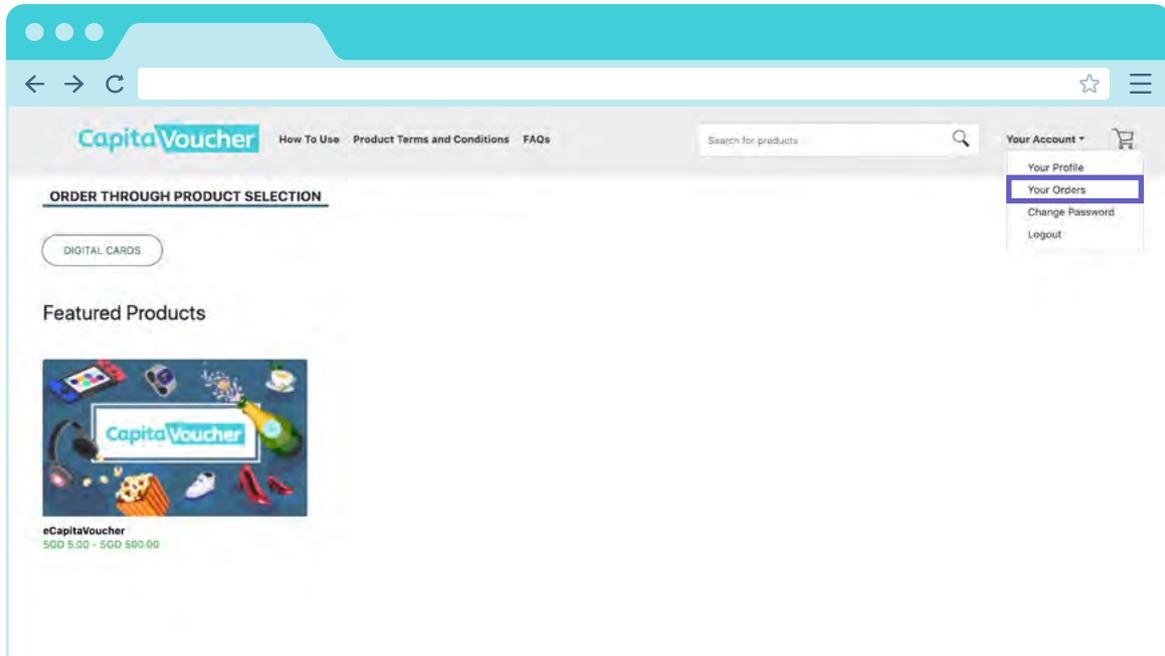
2 You can either search by specific order number or specific date range.

Viewing Past Orders

To resend download link

3   If the download link in your email has expired or if you require to retrieve the eCV Links or Codes from a previous order, click on the order and simply click on **'Resend'**.

You will receive an email titled **'Your eCapitaVoucher [Order xxx] is ready for download'** for you to download your eCV Links or Codes.

Note: The list of eCV Links or Codes are the same unique ones sent earlier.

Viewing Past Orders

To resend the download link to another email

4 To resend the eCV Links or Codes from a previous order to another email address, click on **'Order Details'** within the order and edit the email address in **'Shipping Details'**.

| Order Details | Product Details | Card & Delivery Details |

Order Details

Status	Complete
Card Type	E-Gift Card
Order Type	Consolidated Email
Total Quantity	100
Business Registration Number	BRNABC1234
Created By	
Created Date & Time	12/24/2021 12:46

Payment Details

Total Order Value	SGD 10,000.00
Net Value	SGD 10,000.00
Payment Method	Purchase order approval (PO)
Purchase order approval (PO)	SGD 10,000.00

Billing Details

Name	Test User Test User
Email	user@corporatecompany.com
Mobile Number	+6591234567

Shipping Details

Name	Test User Test User
Email	test_user@corporatecompany.com.sg
	Edit & Resend
Mobile Number	+6591234567
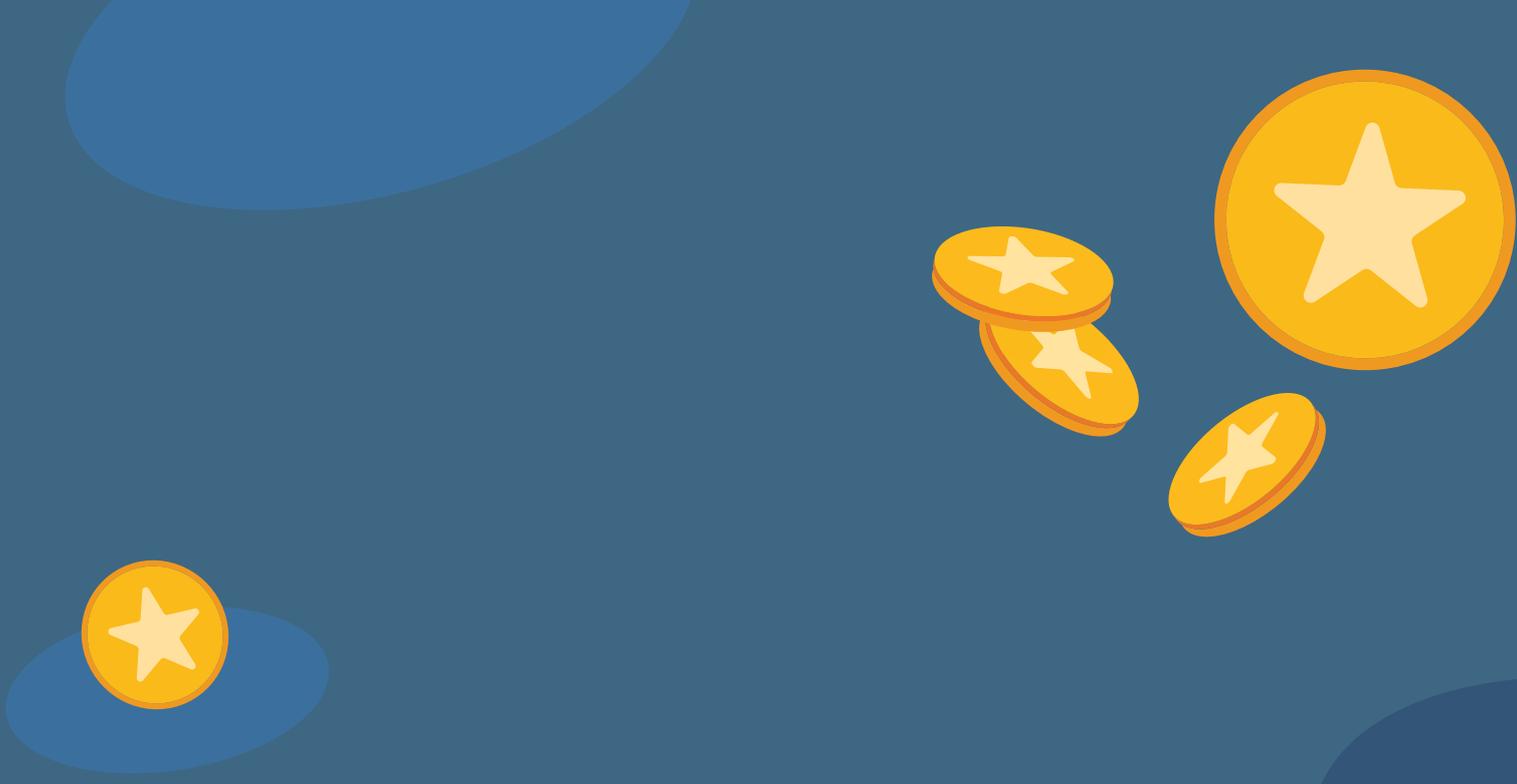
CapitaVoucher

Recipient's User Journey:
Accepting and Using eCapitaVoucher

This section will cover how your recipients can accept and use their eCapitaVoucher from the eCV Links or Codes that you have sent.
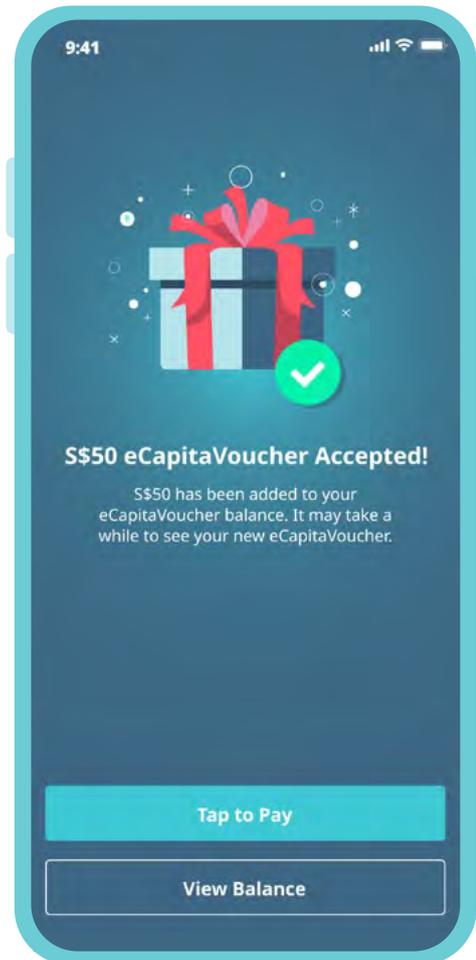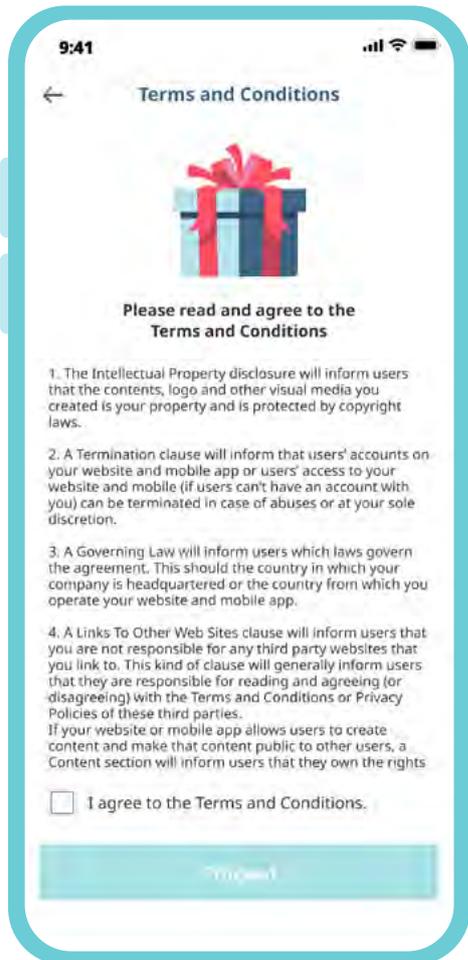
3

Accepting eCapitaVoucher via the CapitaStar App

A) eCapitaVoucher Acceptance Link

1 If the user has the CapitaStar App installed, they will be directed to the CapitaStar App upon clicking on the eCapitaVoucher Acceptance Link.

2 New users will be required to accept the Terms & Conditions before proceeding. For existing users, the eCapitaVoucher will be accepted immediately into their CapitaStar account.
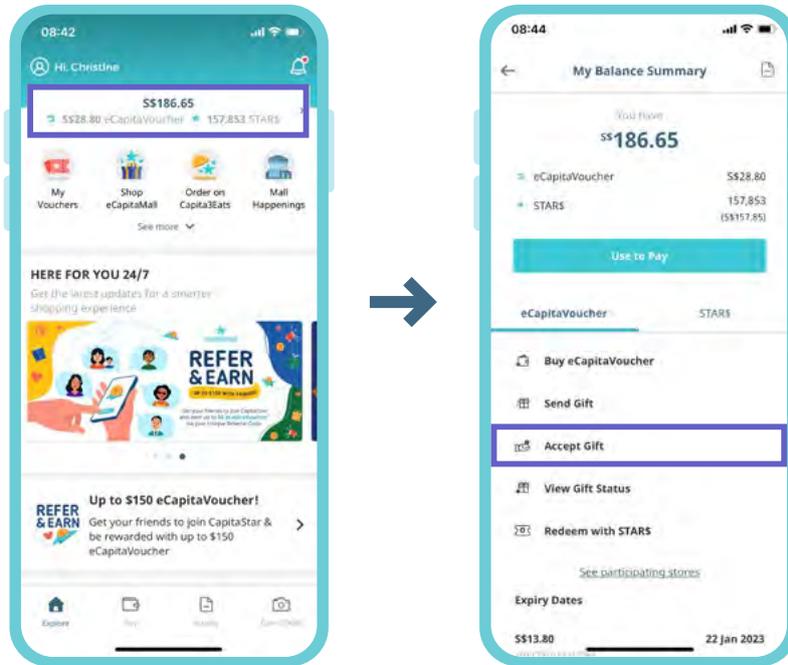
Accepting eCapitaVoucher via the CapitaStar App
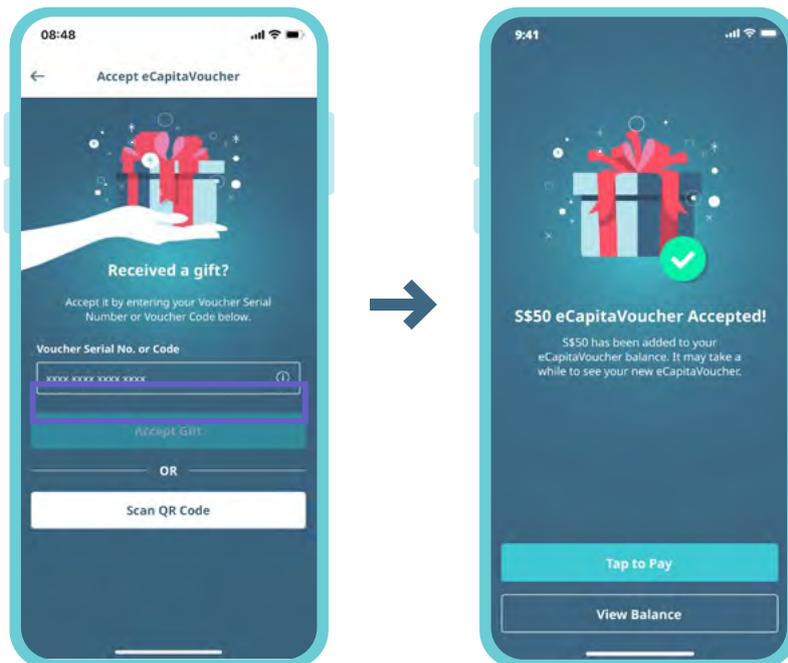
B) eCapitaVoucher Activation Code

1   If the user has the CapitaStar App installed, click on the eCapitaVoucher balance at the top of the screen, then click on **'Accept Gift'**.

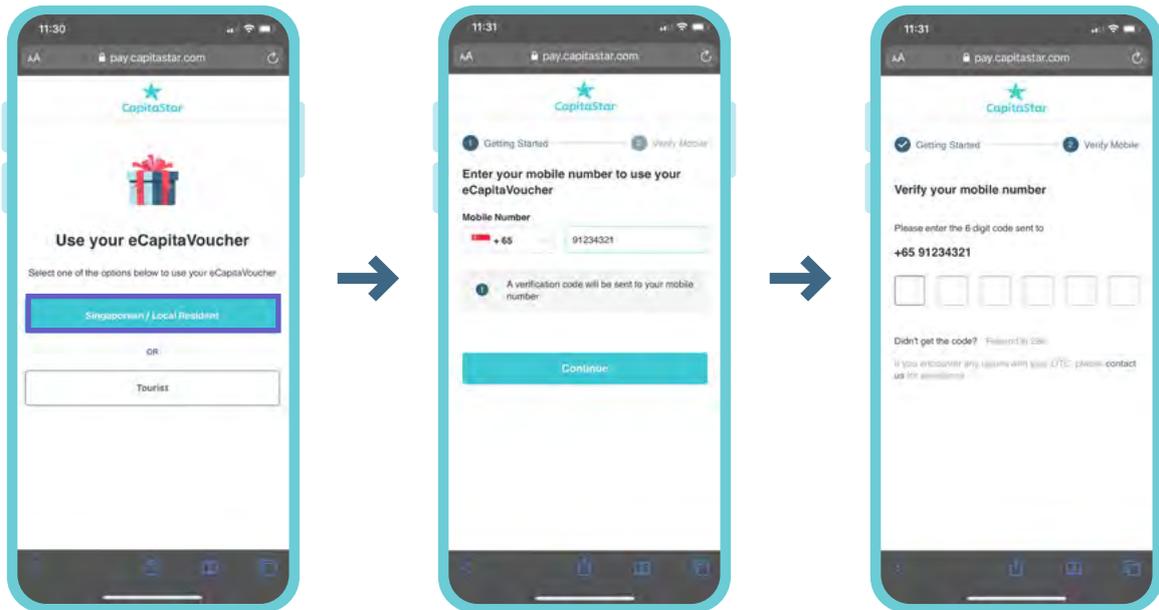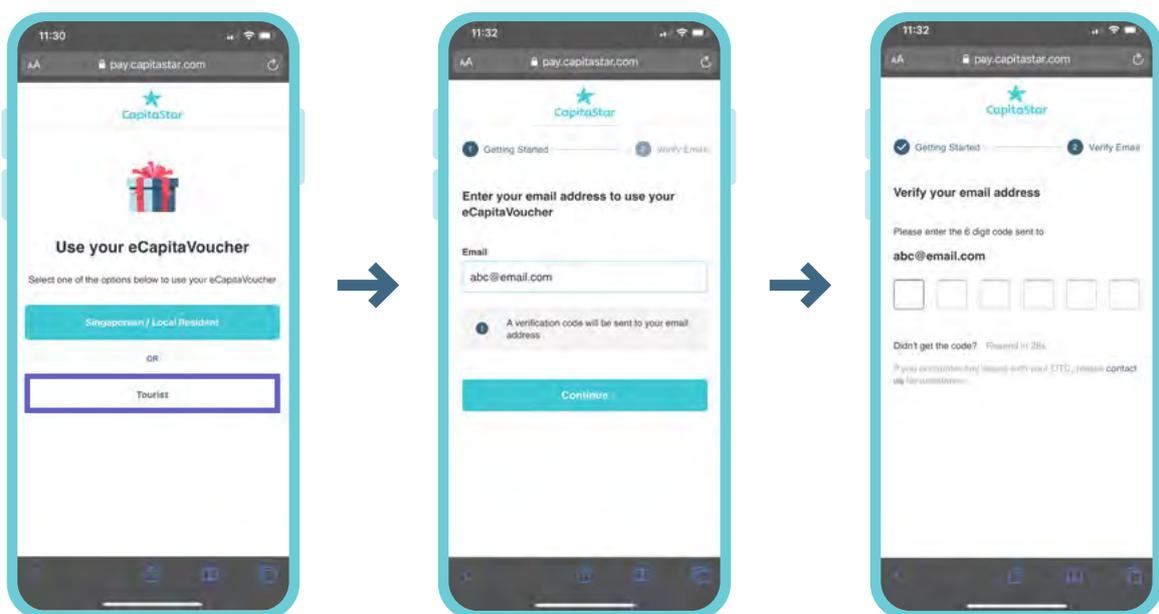**2**   Enter the eCapitaVoucher Activation Code (16 alphanumeric characters) and click on **'Accept Gift'**.

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Accepting eCapitaVoucher via the Web Wallet

A) eCapitaVoucher Acceptance Link

1 If the user does not have the CapitaStar App installed, they will be directed to the Web Wallet website (**https://pay.capitastar.com**) upon clicking on the eCapitaVoucher Acceptance Link. They will then be prompted to sign up using a local mobile number.

2 If the user is a tourist or does not have a local mobile number, they can sign up using an email address.

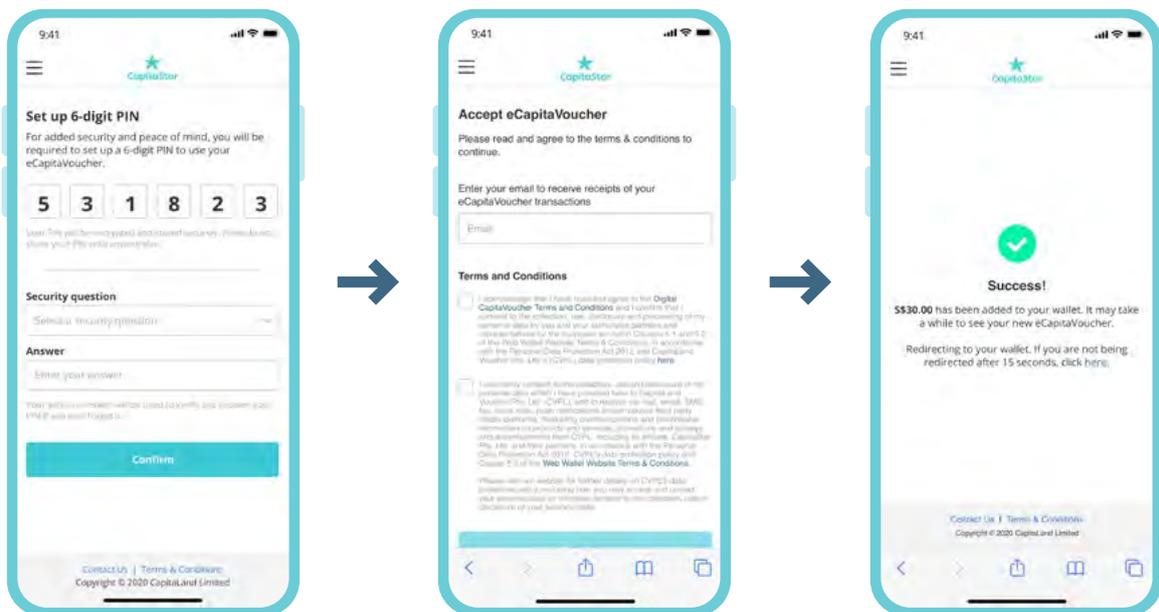**CapitaVoucher**

3

If this is the first time the user is accessing the Web Wallet, they will be prompted to set up a wallet PIN. The wallet PIN will be used for verification when the user uses their eCapitaVoucher via the Web Wallet.

The user will then be prompted to enter their email address if they do not have it in their profile. The email address is mandatory for the user to receive the receipts when they perform any transaction.

In the next screen, the user will be prompted to accept two sets of T&Cs. The first set of T&Cs is mandatory to accept before proceeding while the second set of T&Cs is optional.
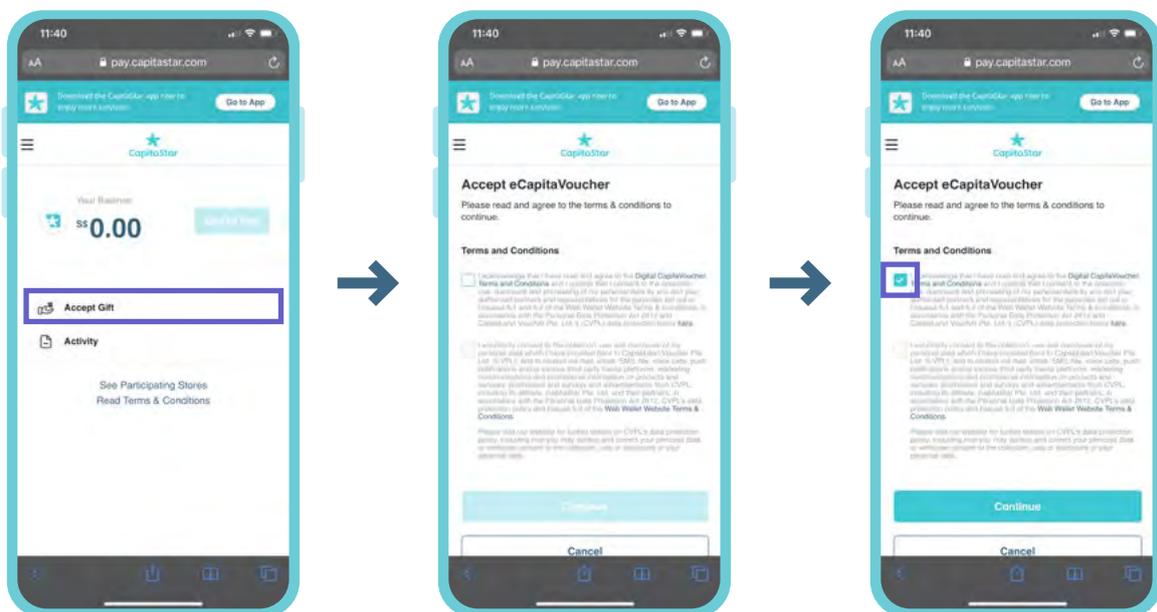
Accepting eCapitaVoucher via the Web Wallet

B) eCapitaVoucher Activation Code

1 The user will have to sign up for a Web Wallet account at **https://pay.capitastar.com** following the steps outlined in Part A before they are able to accept the eCapitaVoucher.

Click on **'Accept Gift'**.

In the next screen, the user will be prompted to accept two sets of T&Cs. The first set of T&Cs is mandatory to accept before proceeding while the second set of T&Cs is optional.
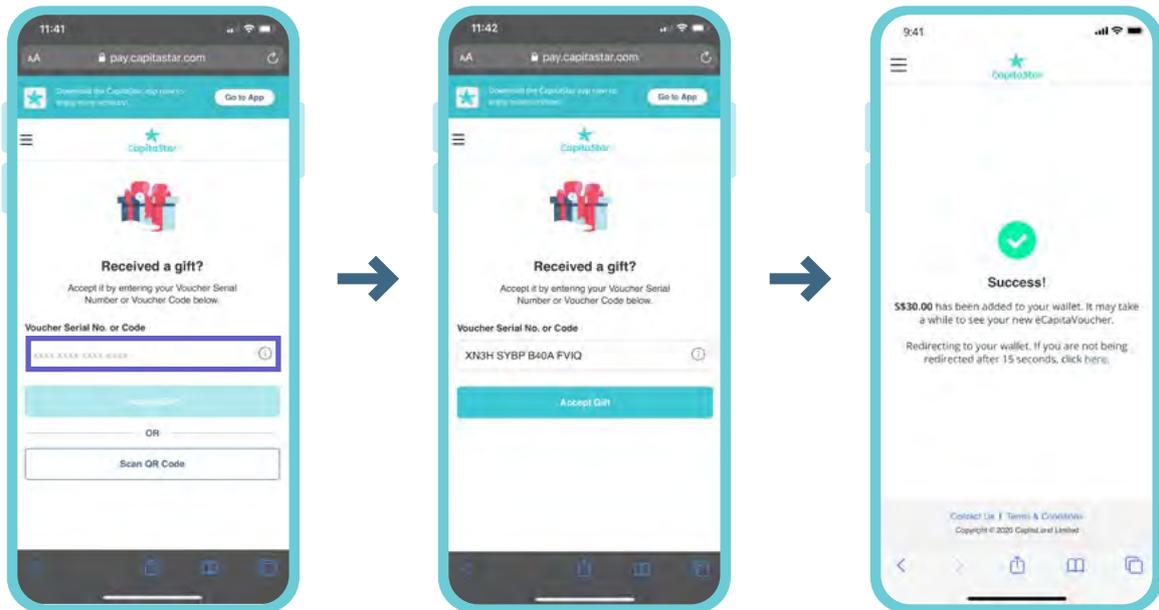
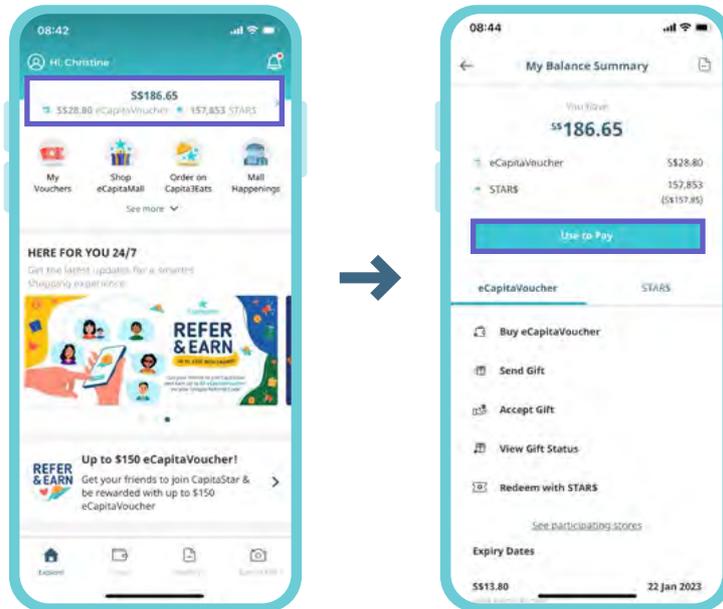# Accepting eCapitaVoucher via the Web Wallet

B) eCapitaVoucher Activation Code

2 Key in the eCapitaVoucher Activation Code (16 alphanumeric characters) and and click on **'Accept Gift'**.
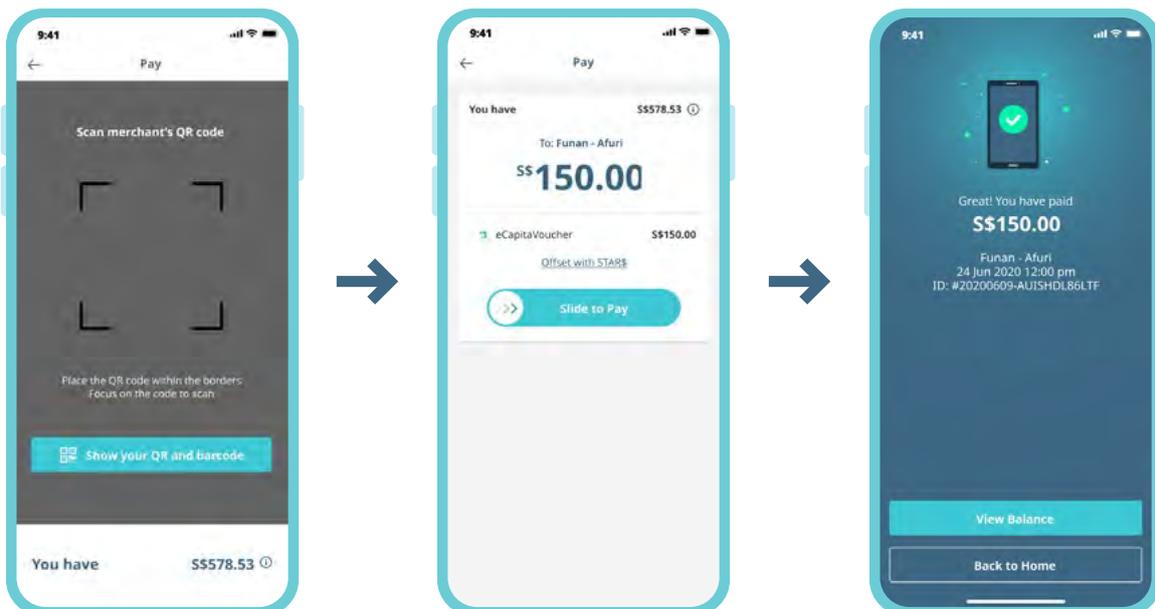

CapitaVoucher

Using eCapitaVoucher via the CapitaStar App

1   Click on the eCapitaVoucher balance on the top of the screen, then click on **'Use to Pay'**.
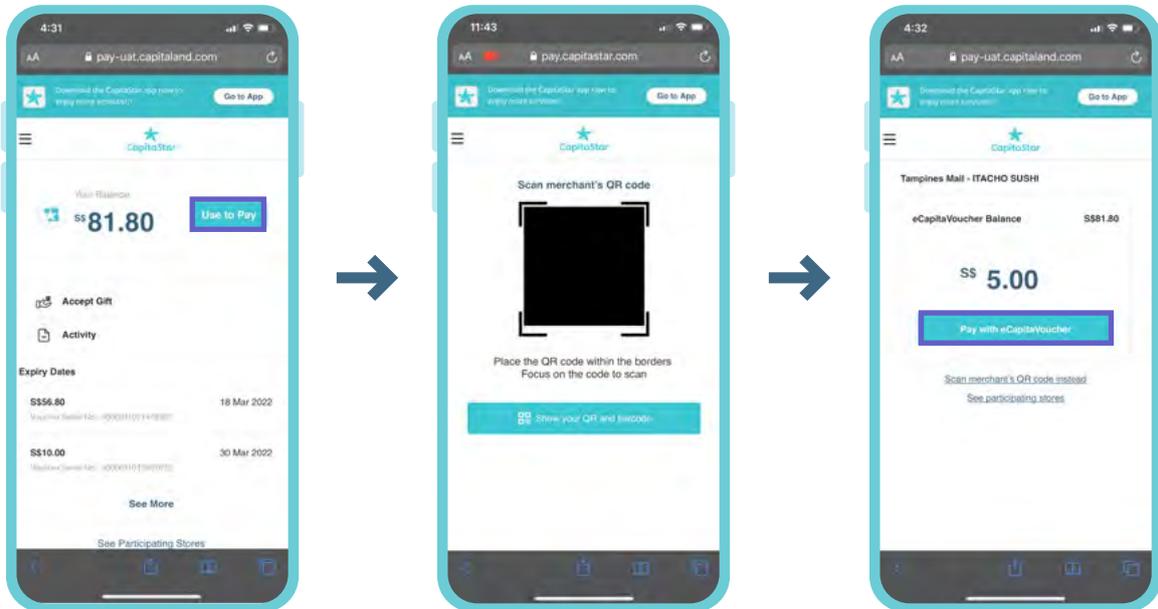

2   Scan the retailer's QR code, key in amount and slide to pay. The user will see the **'Payment Successful'** screen upon successful payment.
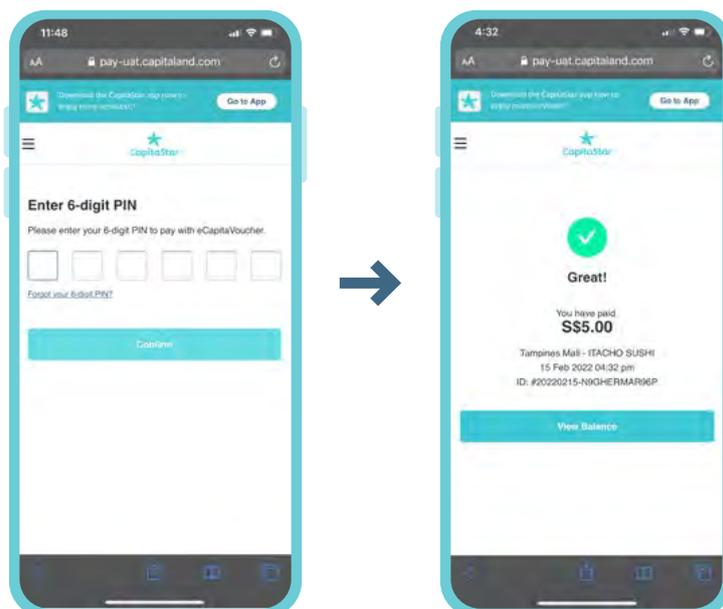

CapitaVoucher

Using eCapitaVoucher via the Web Wallet (https://pay.capitastar.com)

1   Click on **'Use to Pay'**. Scan the retailer's QR code, key in amount and click on **'Pay with eCapitaVoucher'** button.

2   The user will be prompted to key in the 6-digit PIN that they had entered when setting up the Web Wallet and will see the **'Payment Successful'** screen upon successful payment.

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CapitaVoucher