

GiftPay eGift Card Redemption Guide

(English Version)

Follow the on-screen instructions to redeem and use
your GiftPay eGift Card

Online Guidance Video:

<https://www.youtube.com/watch?v=E1bJzv4Sr1Q>

Customer Guide



01 Open the eGift Card from your email

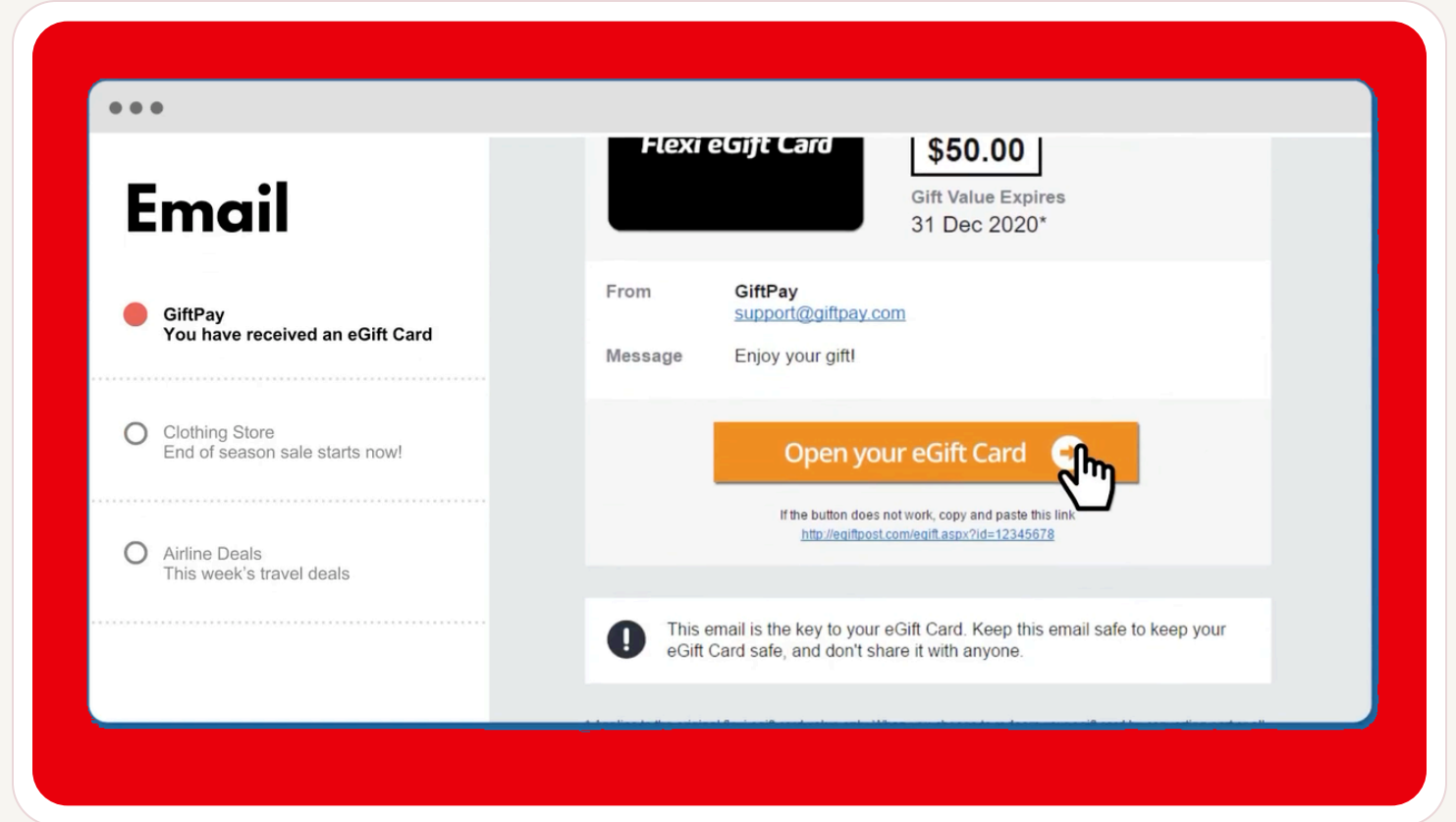
Find the GiftPay email containing your eGift Card

Select the orange button

In the email, select “Open your eGift Card”.

If the button does not open, copy the voucher link shown below it and paste the link into your browser.

Keep the original email safe. It is the entry point to your voucher, so do not forward it to anyone.



Button names are shown as they appear on the English GiftPay page

02 Choose the eGift Card you want

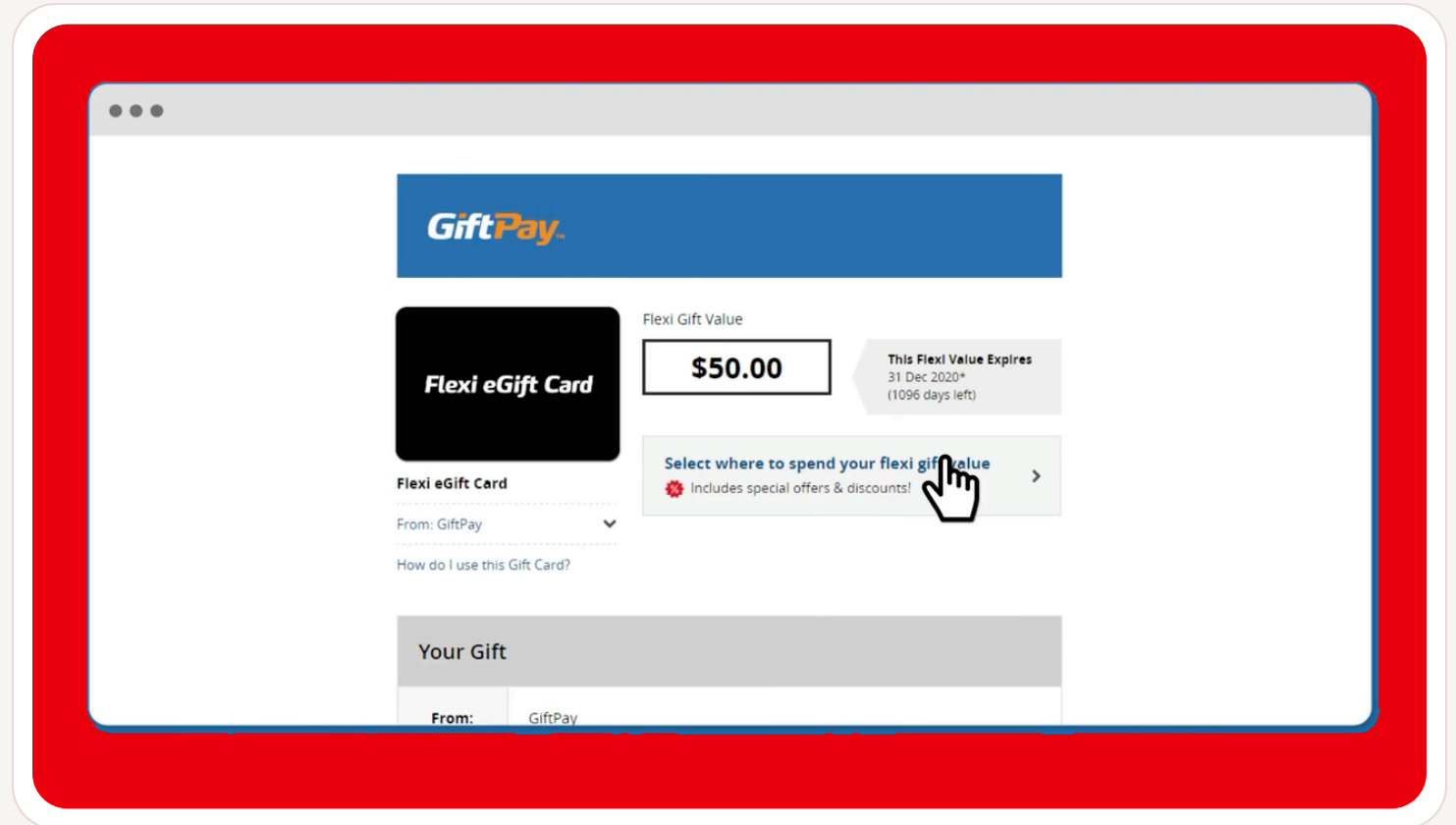
Browse available merchants and denominations by category

Open the voucher selection page

Select “Select where to spend your flexi eGift value”. Then choose a category, merchant and denomination.

Review the participating merchants and expiry date before continuing.

If the available denominations allow it, you can split the Flexi value across multiple vouchers. The selected total cannot exceed your balance.



03 GiftPay merchant options

The supplied list includes everyday, dining, shopping and leisure brands

Examples from the supplied merchant list

Daily essentials

7-Eleven, FairPrice, Cold Storage, Giant, Guardian, Market Place, U Stars Supermarket

Dining and food

Andersen's, COCA, Dunkin', foodpanda, GrabFood, Paris Baguette, PastaMania, Subway, TungLok, Udders

Shopping and home

Amazon, Shopee, Zalora, IKEA, Courts, TANGS, MINISO, DMK, LEGO

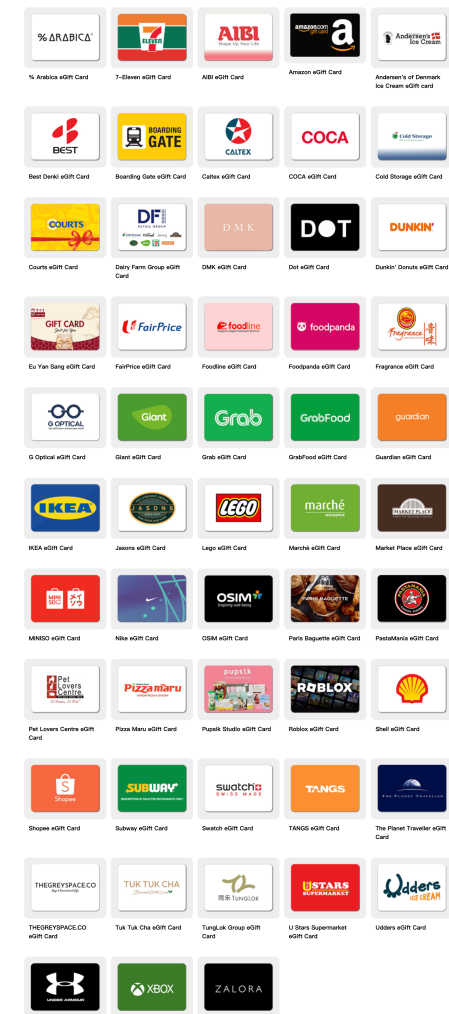
Lifestyle and electronics

Best Denki, AIBI, Nike, Under Armour, OSIM, Swatch, G Optical, Pupsik Studio

Fuel, travel and digital

Caltex, Shell, Boarding Gate, The Planet Traveller, Grab, Roblox, Xbox

Can include all these options...



Merchant availability, denominations and validity periods may vary. Please follow the options shown on your GiftPay redemption page.

04 Review the voucher and confirm

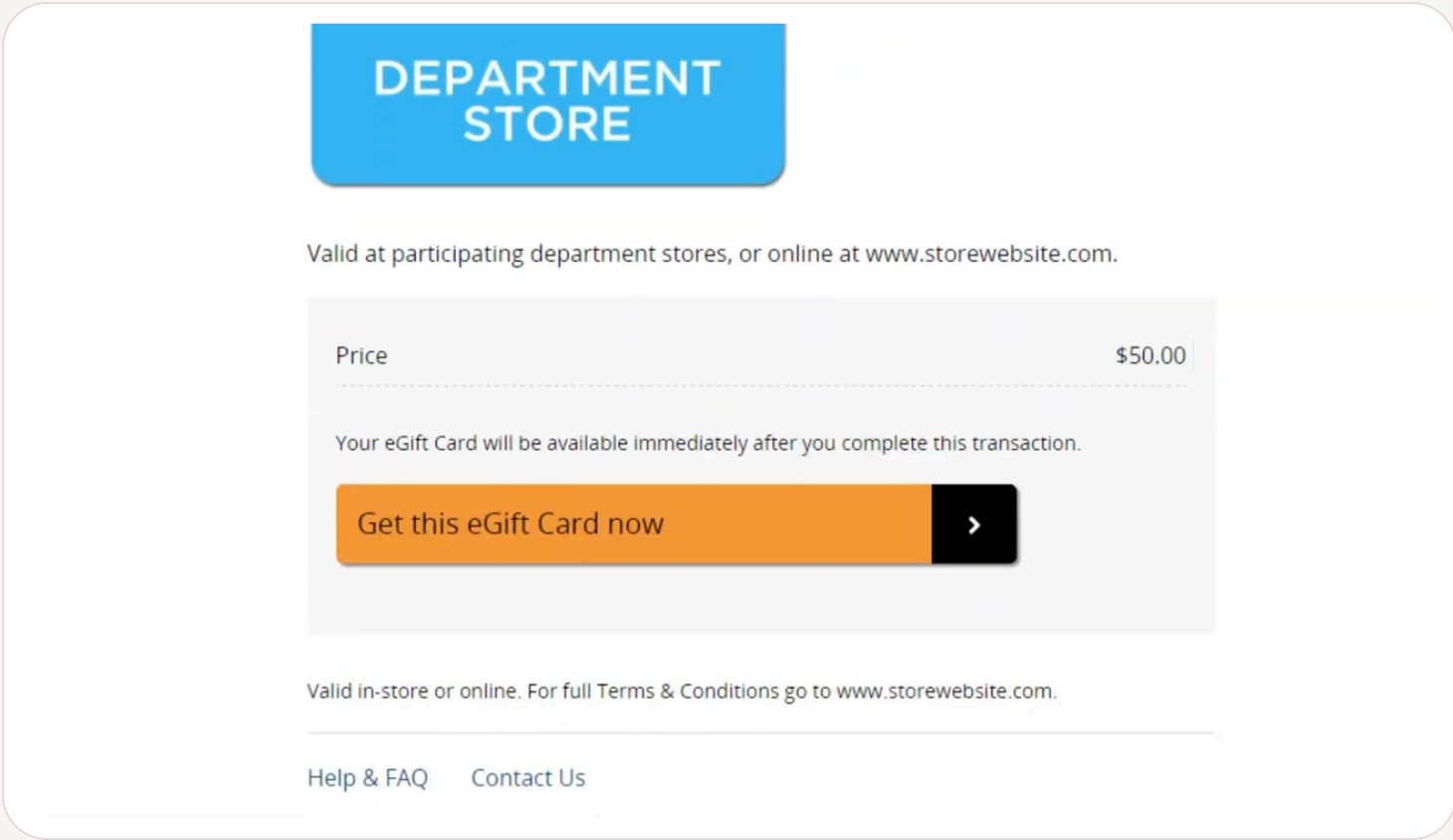
Check the denomination, usage conditions and validity period

Confirm the redemption

Open the selected voucher and review its details. If the information is correct, select “Get this eGift Card now”.

After the confirmation appears, GiftPay adds the voucher to your selected eGift Cards.

Validity periods may differ between vouchers. Follow the details shown on the selected voucher page.



The screenshot shows a web page for a "DEPARTMENT STORE". At the top, there is a blue header with the store name. Below it, a line of text states: "Valid at participating department stores, or online at www.storewebsite.com." The main content area is a light gray box containing the following details: "Price" followed by "\$50.00" on the right. Below this, a message says: "Your eGift Card will be available immediately after you complete this transaction." At the bottom of this box is an orange button with the text "Get this eGift Card now" and a black arrow pointing right. Below the gray box, another line of text states: "Valid in-store or online. For full Terms & Conditions go to www.storewebsite.com." At the very bottom of the page, there are two links: "Help & FAQ" and "Contact Us".

05 Return to your voucher list

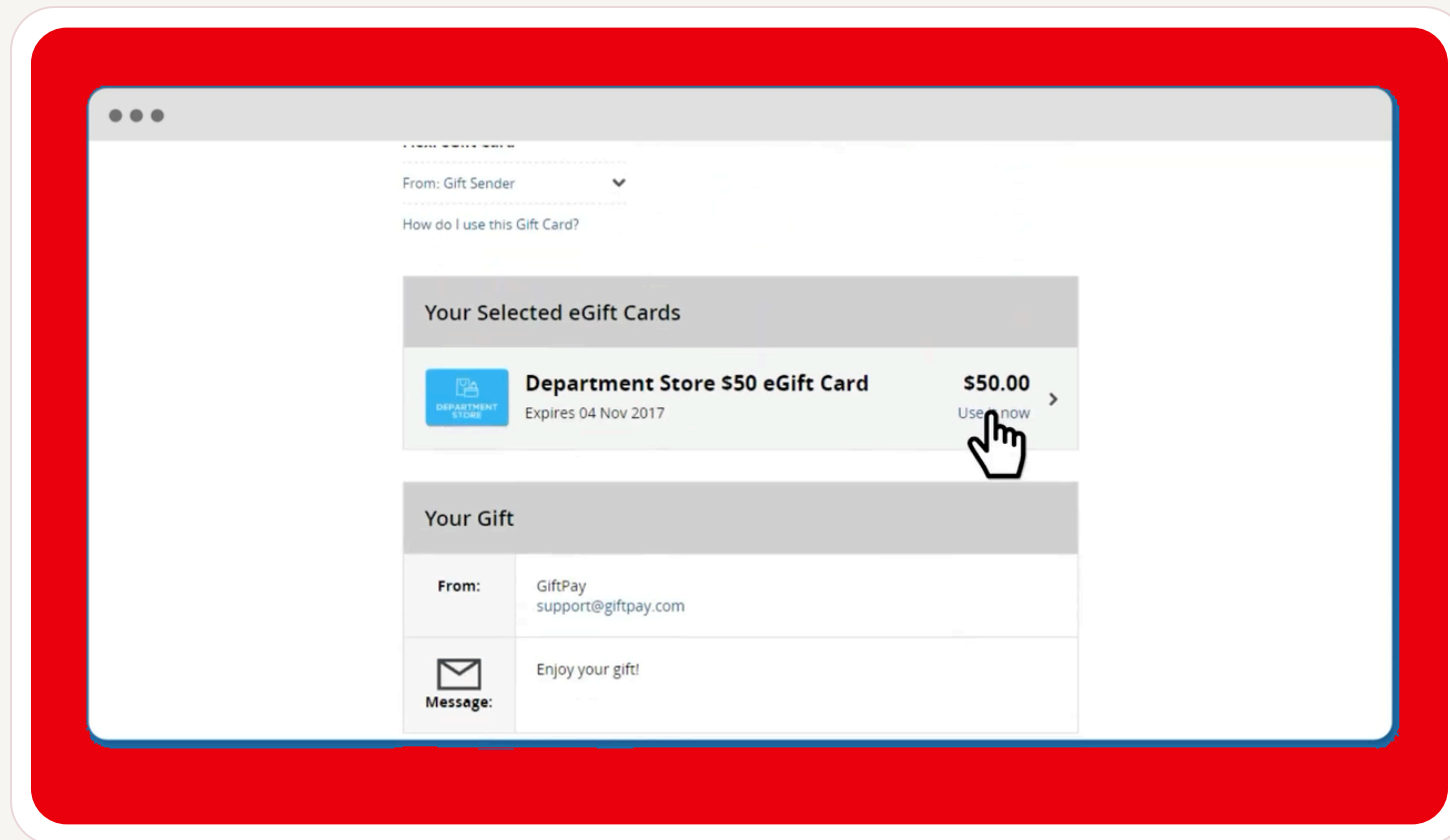
Redeemed vouchers appear under Your Selected eGift Cards

Open the redeemed voucher

Select “Return to your Flexi eGift Card” to go back.

Under “Your Selected eGift Cards”, find the voucher and select “Use now” when you are ready to use it.

Check each voucher's expiry date. The Flexi eGift Card and the redeemed merchant voucher may have different validity periods.



06 Activate the voucher when ready to pay

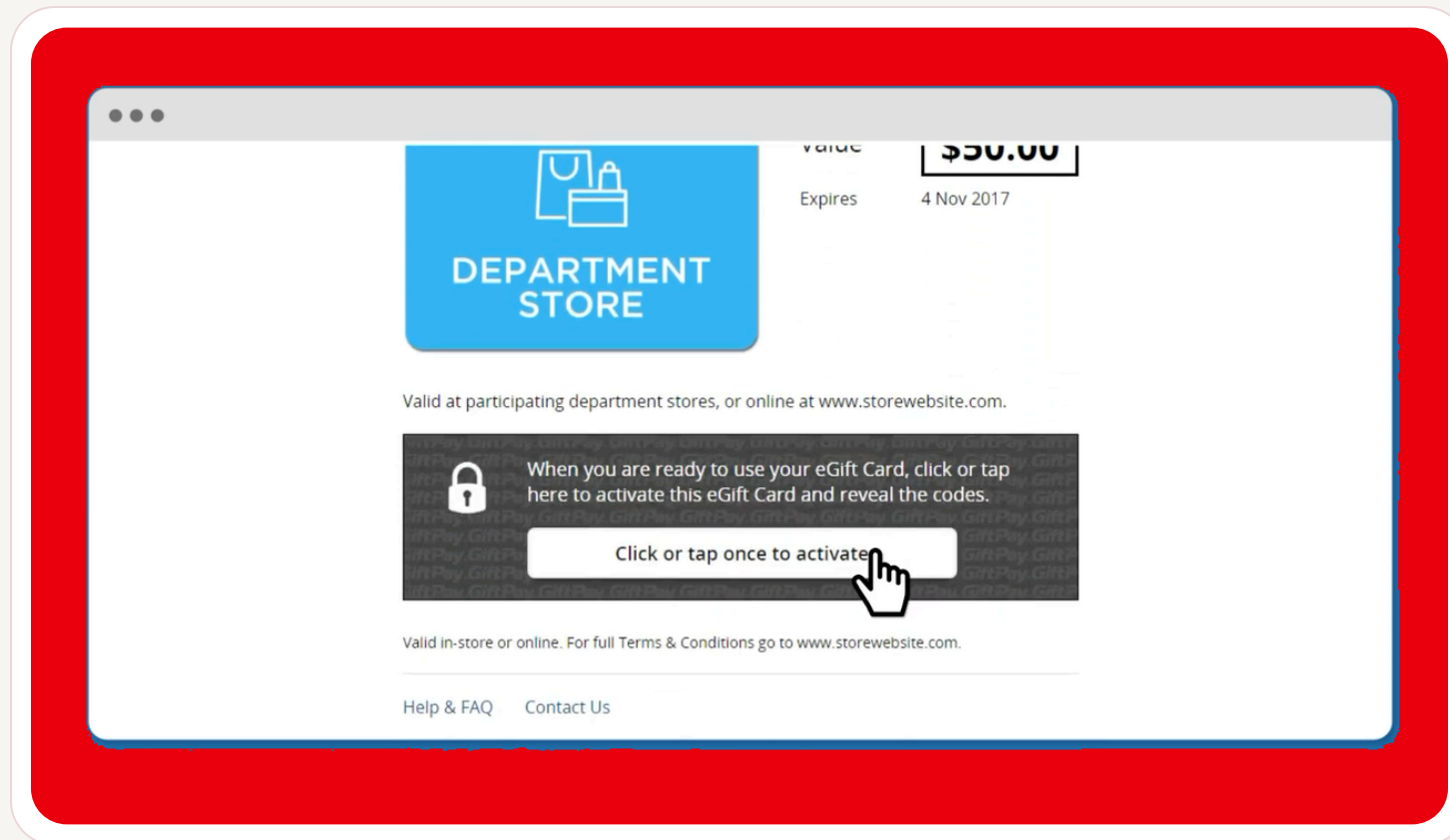
Activation reveals the barcode, Card Number and PIN

Activate with one click

Open the voucher and select “Click or tap once to activate”.

GiftPay then displays the Card Number and PIN for in-store or online payment.

Do not share a screenshot of the barcode, Card Number or PIN with anyone.

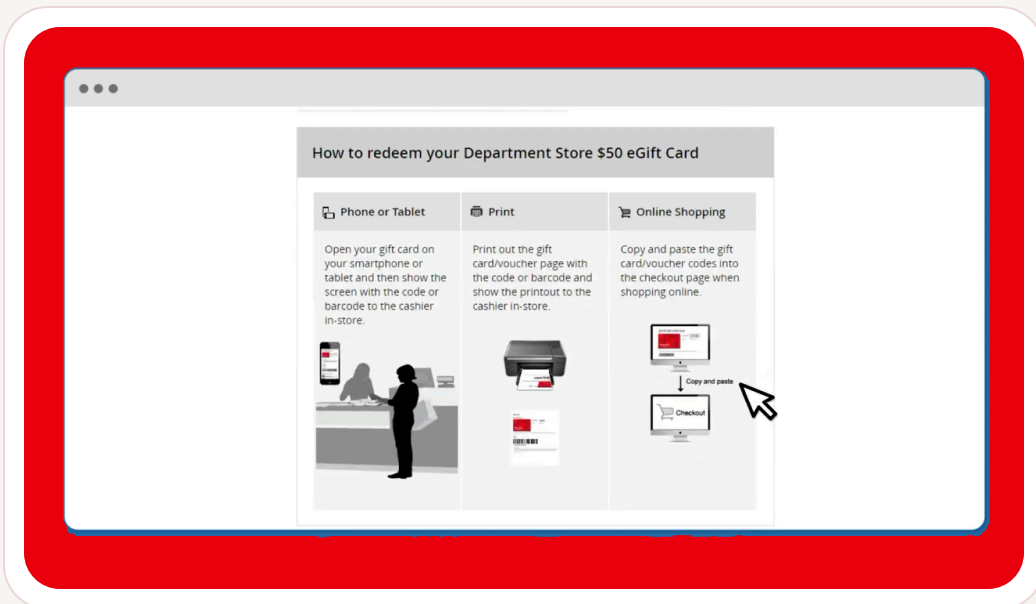


07 Using the voucher in-store or online

Follow the merchant's checkout instructions

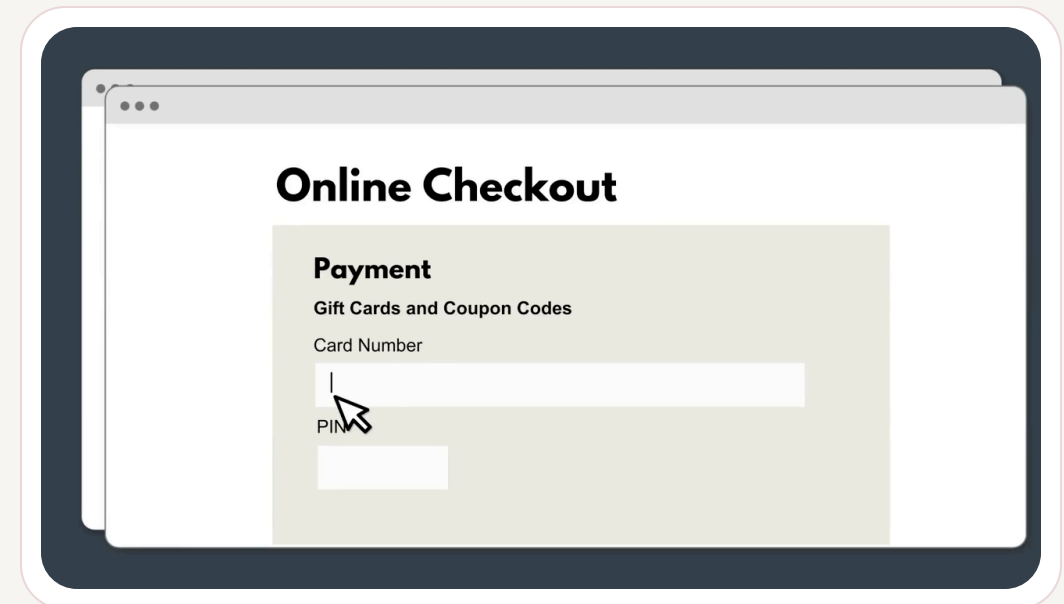
In-store

Open the voucher on your phone and show the barcode or voucher number to the cashier. You may also print the voucher page before visiting the store.



Online shopping

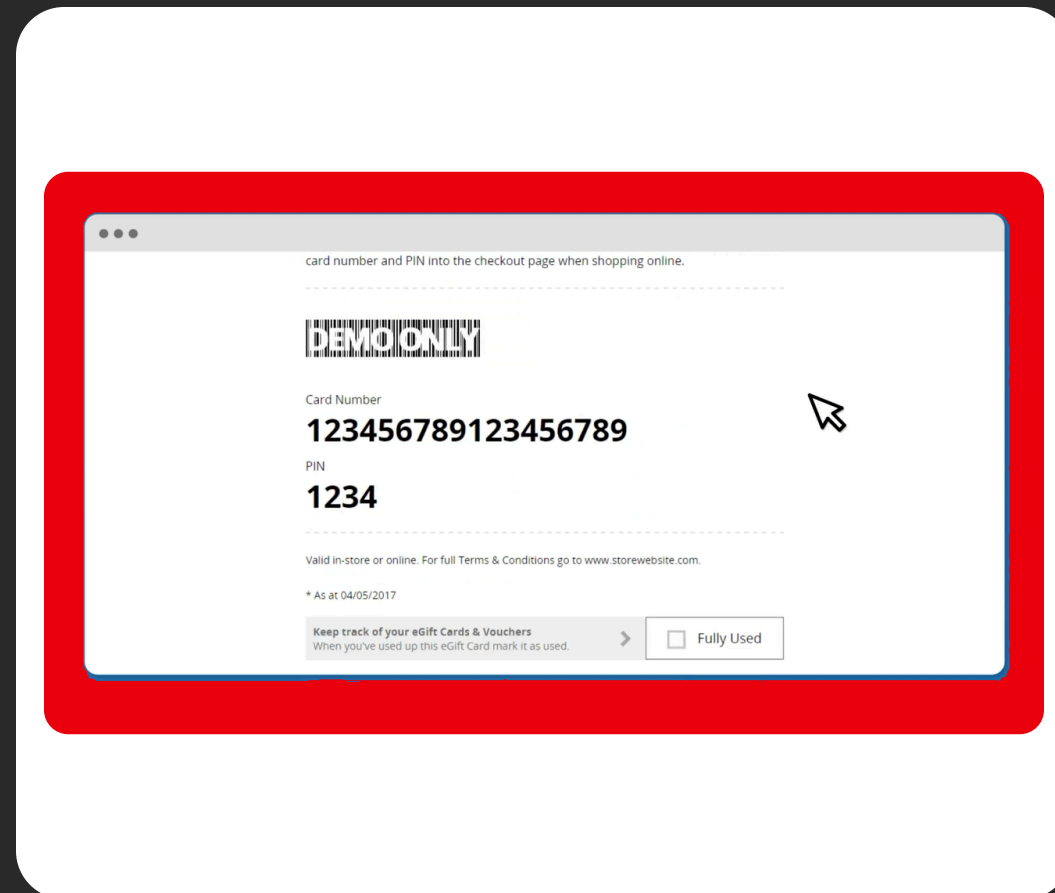
At checkout, find the Gift Card, Voucher or Coupon Code payment option. Enter the Card Number and PIN shown on your voucher.



Video tutorial: <https://www.youtube.com/watch?v=E1bJzv4Sr1Q>

Final checks before use

- 01** Keep the original GiftPay email
Use the original email whenever you need to reopen the voucher.
- 02** Check each voucher's expiry date
Use the date shown on your own voucher page.
- 03** Protect the card number, PIN and barcode
Do not share them or upload them to a public platform.
- 04** Record a fully used voucher
After using the full value, you may mark it as "Fully Used".



The number shown in the video is a DEMO ONLY example and cannot be used for payment

GiftPay

电子礼券兑换指引

(中文版)

收到礼券后，按照页面提示即可完成兑换和使用

线上指引视频:

<https://www.youtube.com/watch?v=E1bJzv4Sr1Q>

顾客使用指南



01 从邮件打开礼券

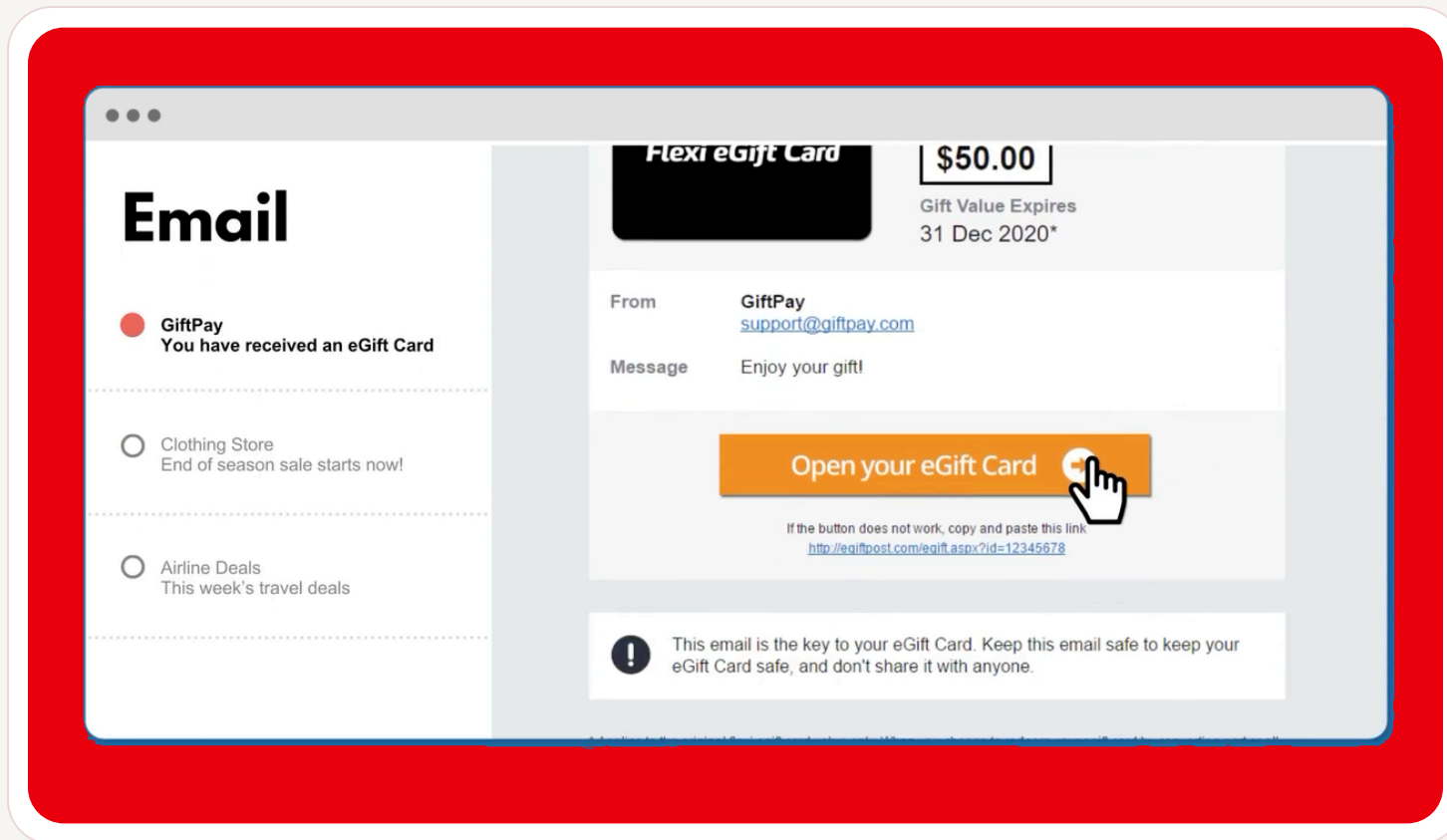
找到 GiftPay 发来的电子礼券邮件

点击橙色按钮

在邮件中点击 “Open your eGift Card”。

如果按钮无法打开，可复制按钮下方的礼券链接，再粘贴到浏览器访问。

原始邮件就是礼券入口，请妥善保管，不要转发给他人。



按钮名称以英文页面显示为准

02 选择想要兑换的礼券

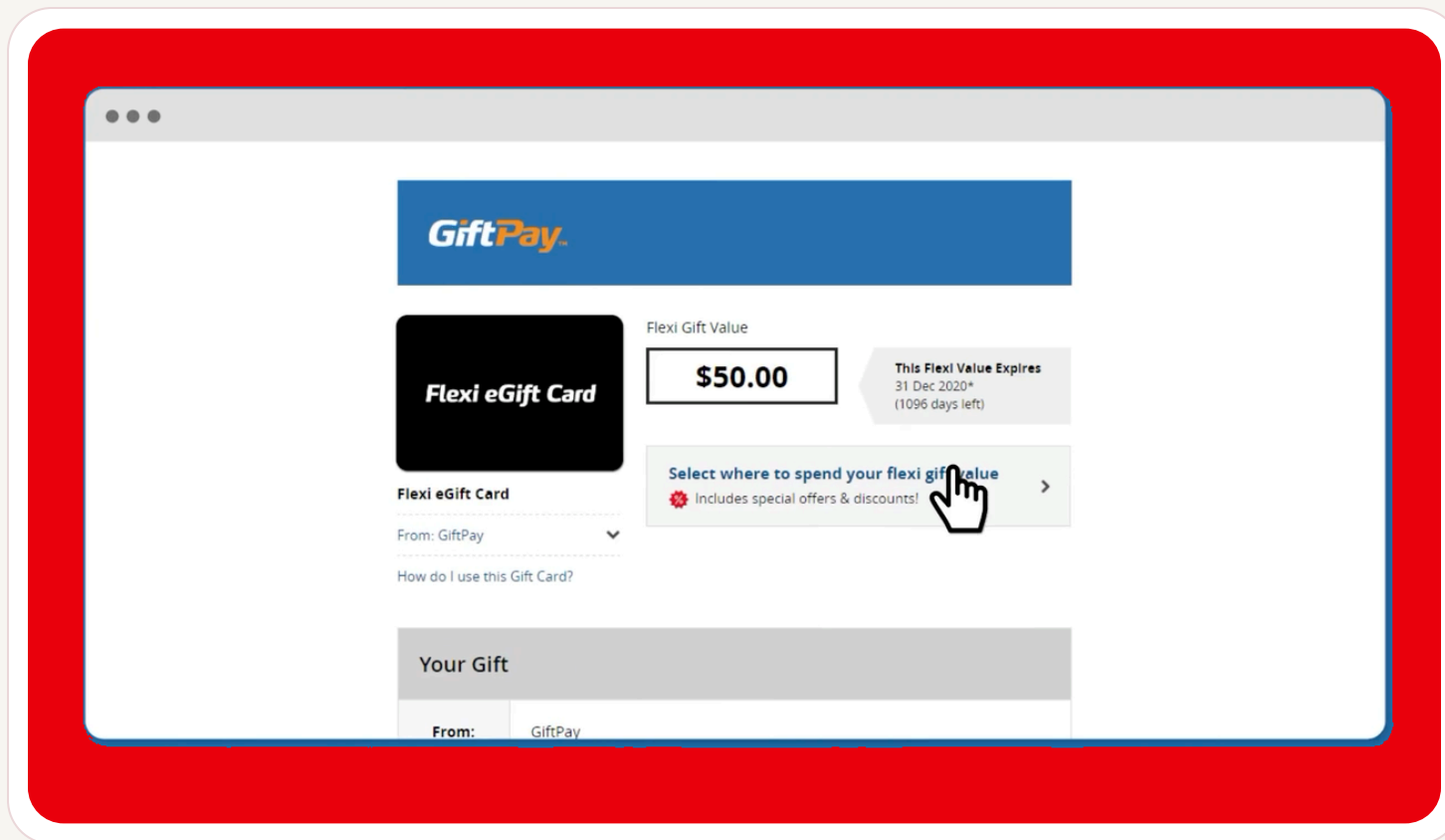
可按类别浏览适用商户与不同面额

进入礼券选择页面

点击 “Select where to spend your flexi eGift value”，再选择类别、品牌及所需面额。

选择前请查看适用商户和有效期。

页面如提供相应面额，可把 Flexi 余额拆分兑换成多张礼券。所选总金额不可超过现有余额。



GiftPay 支持的商家选择

所提供的列表涵盖日常消费、餐饮、购物及休闲品牌

所提供商家列表中的部分例子

日常消费

7-Eleven、FairPrice、Cold Storage、Giant、Guardian、Market Place、U Stars Supermarket

餐饮与食品

Andersen's、COCA、Dunkin'、foodpanda、GrabFood、Paris Baguette、PastaMania、Subway、TungLok、Udders

购物与家居

Amazon、Shopee、Zalora、IKEA、Courts、TANGS、MINISO、DMK、LEGO

生活方式与电子产品

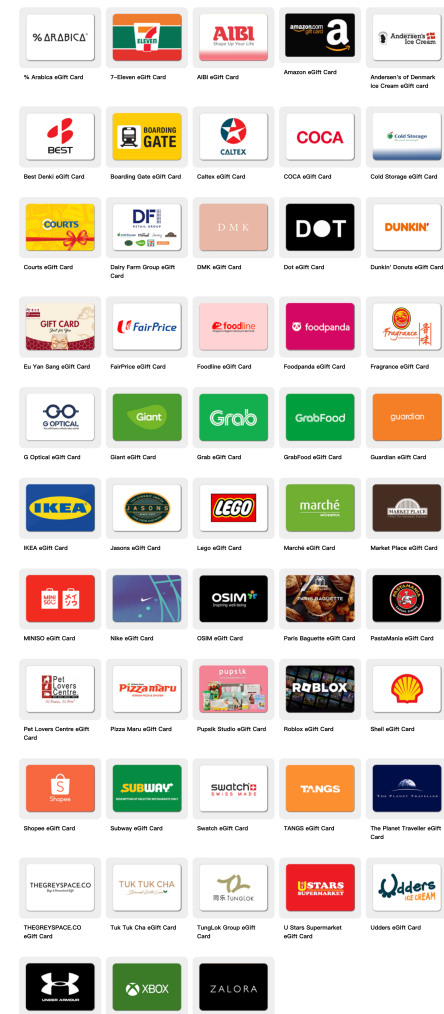
Best Denki、AIBI、Nike、Under Armour、OSIM、Swatch、G Optical、Pupsik Studio

燃油、旅游与数码娱乐

Caltex、Shell、Boarding Gate、The Planet Traveller、Grab、Roblox、Xbox

可兑换商家、礼券面额及有效期可能有所调整，请以顾客兑换时 GiftPay 页面实际显示的选项为准。

Can include all these options...



04 核对礼券后确认兑换

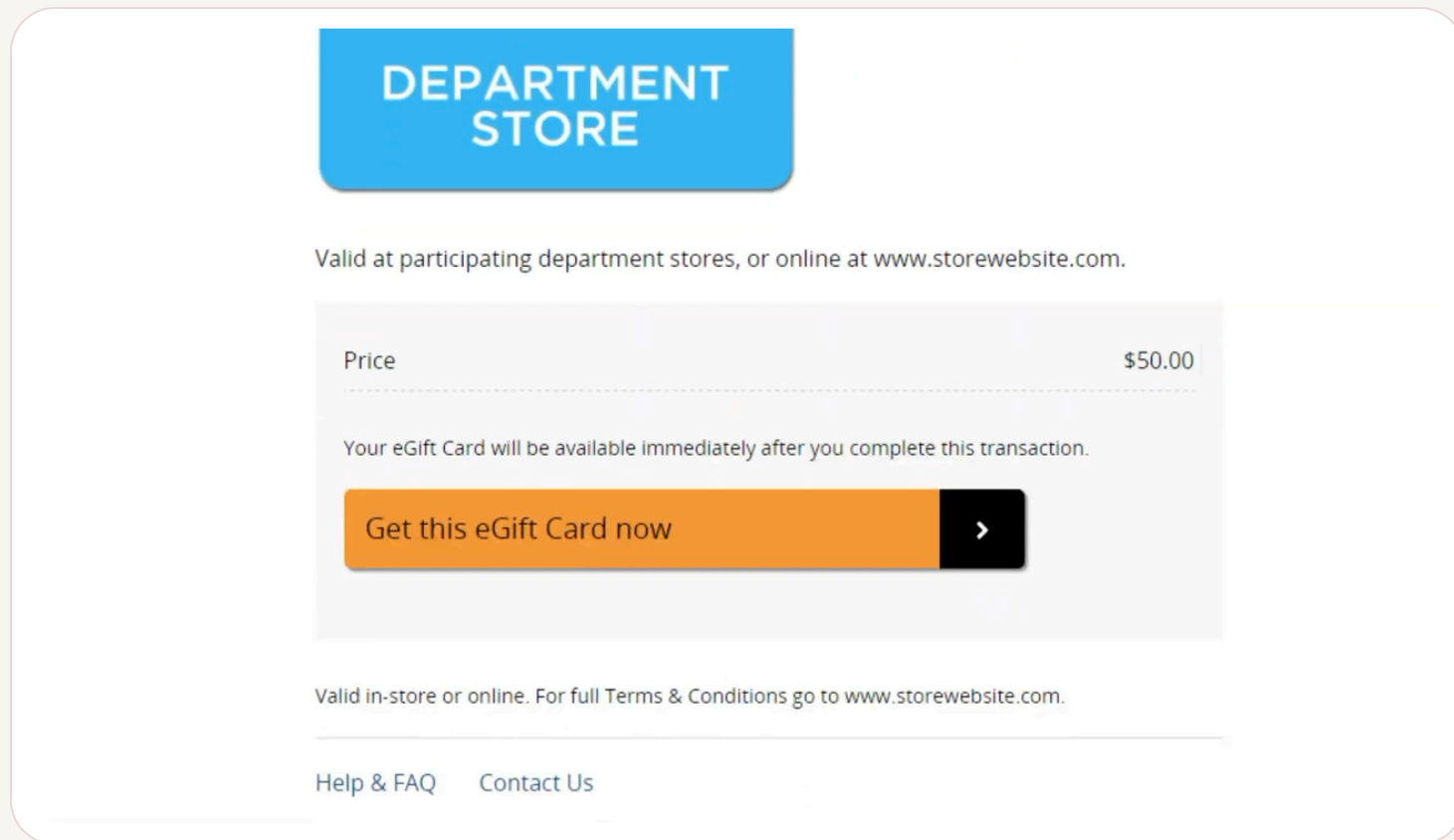
确认面额、适用范围及有效期

点击兑换按钮

进入所选礼券详情页，确认信息无误后，点击“Get this eGift Card now”。

页面出现成功提示后，礼券即加入您的 GiftPay 礼券列表。

不同礼券的有效期可能不同，请以所选礼券详情页显示为准。



05 返回礼券列表

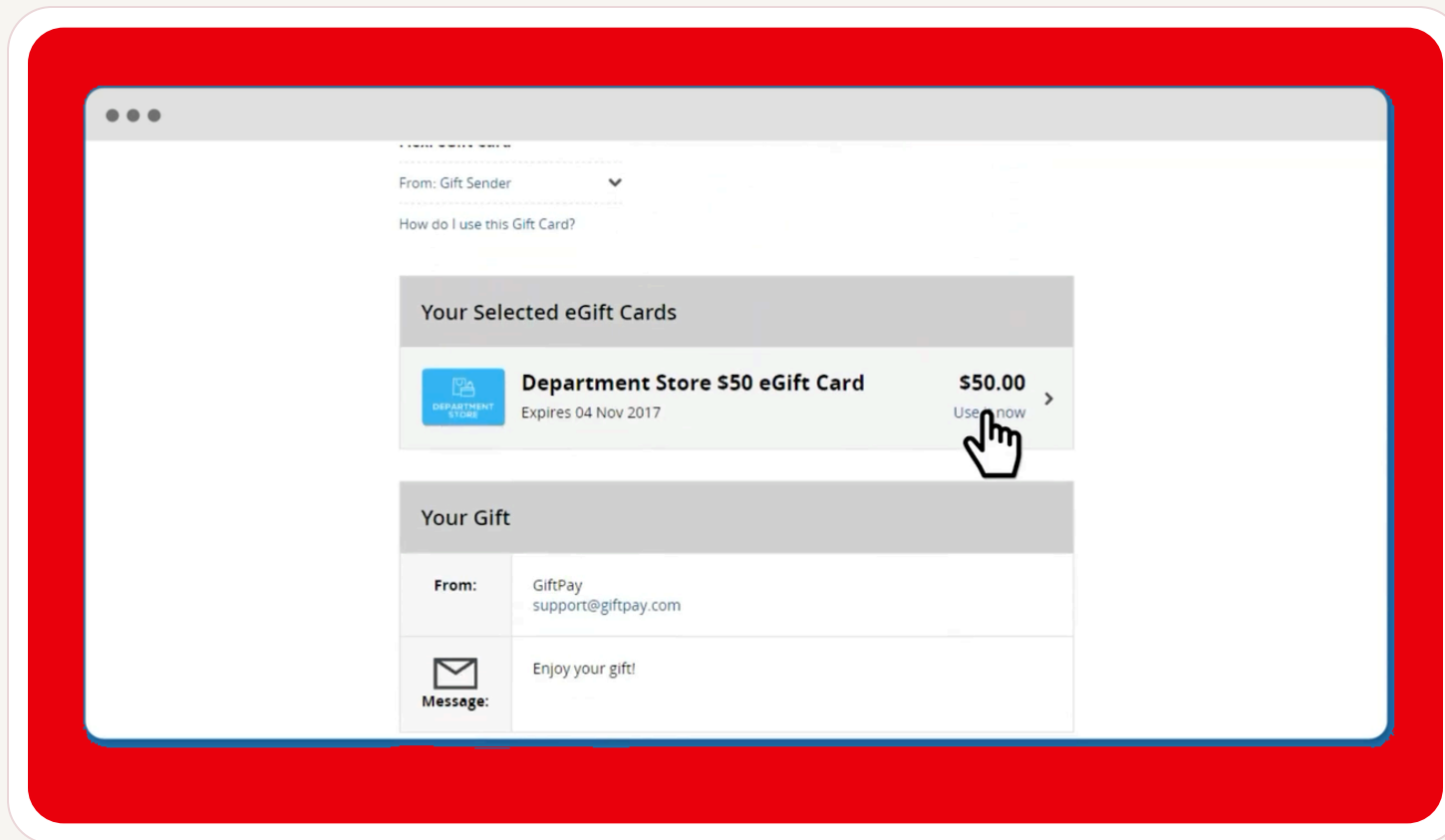
已兑换的礼券会显示在 Your Selected eGift Cards

打开已兑换的礼券

点击 “Return to your Flexi eGift Card” 返回主页。

在 “Your Selected eGift Cards” 中找到对应礼券，准备使用时点击 “Use now”。

请逐张查看有效期。Flexi 礼券与兑换后的商户礼券可能采用不同的有效期。



准备付款时再激活礼券

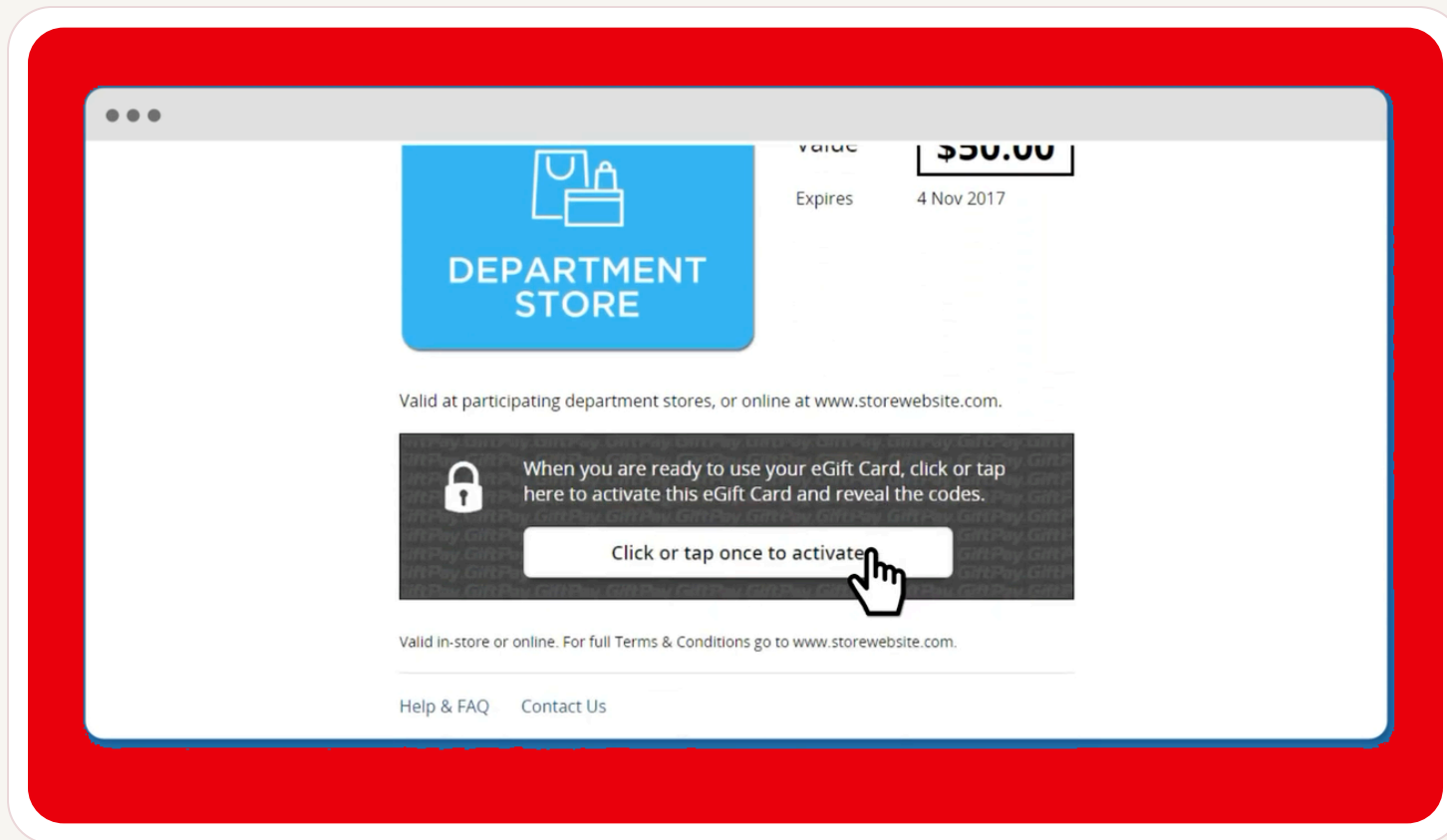
激活后页面会显示条形码、卡号及 PIN

点击一次完成激活

打开礼券后，点击“Click or tap once to activate”。

系统随后显示 Card Number 和 PIN，供门店或网上付款使用。

请勿把条形码、Card Number 或 PIN 截图转发给他人。

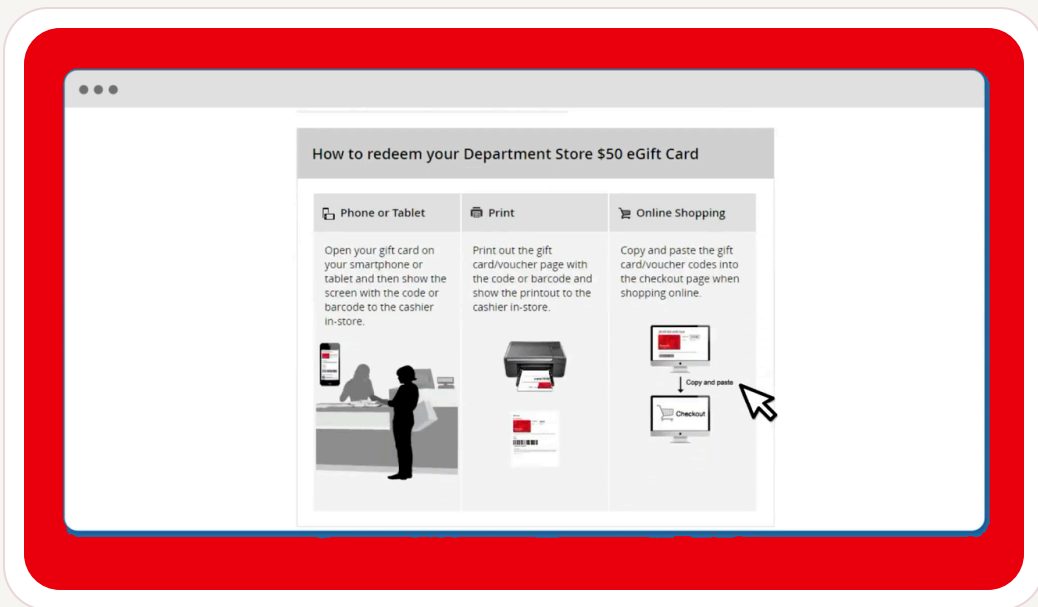


07 门店和网上使用方式

按照商户结账页面或收银员指示完成付款

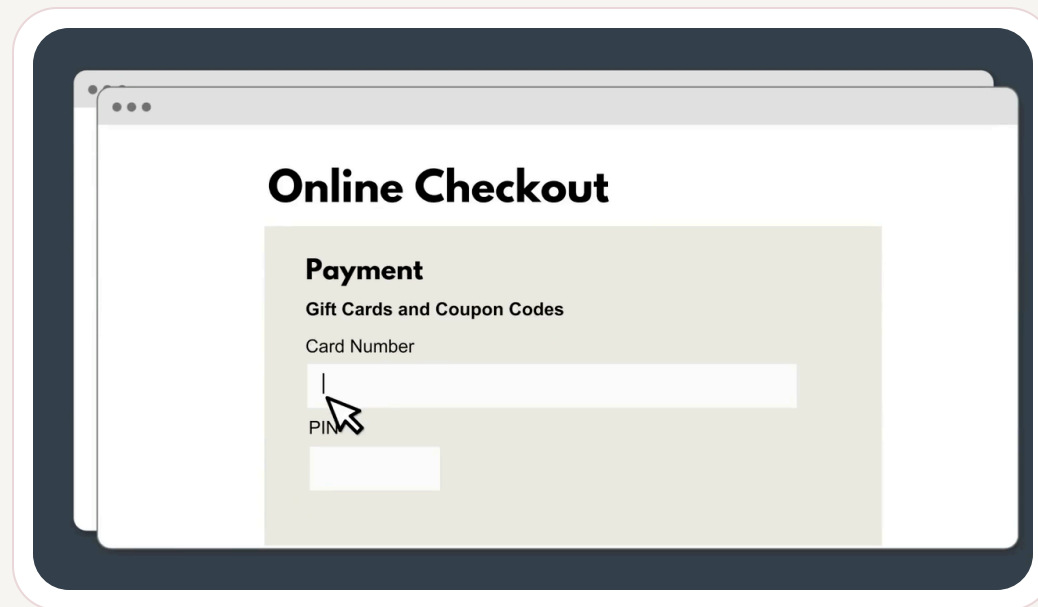
实体店使用

在手机上打开礼券，向收银员出示条形码或礼券号码。也可以提前打印礼券页面并带到门店。



网上购物

结账时找到 Gift Card、Voucher 或 Coupon Code 付款选项，输入 Card Number 和 PIN。



电子券使用教程视频：<https://www.youtube.com/watch?v=E1bJzv4Sr1Q>

使用前请再次确认

01

保留原始 GiftPay 邮件

需要再次打开礼券时，可从原邮件进入。

02

检查每张礼券的有效期

实际日期以您的礼券页面显示为准。

03

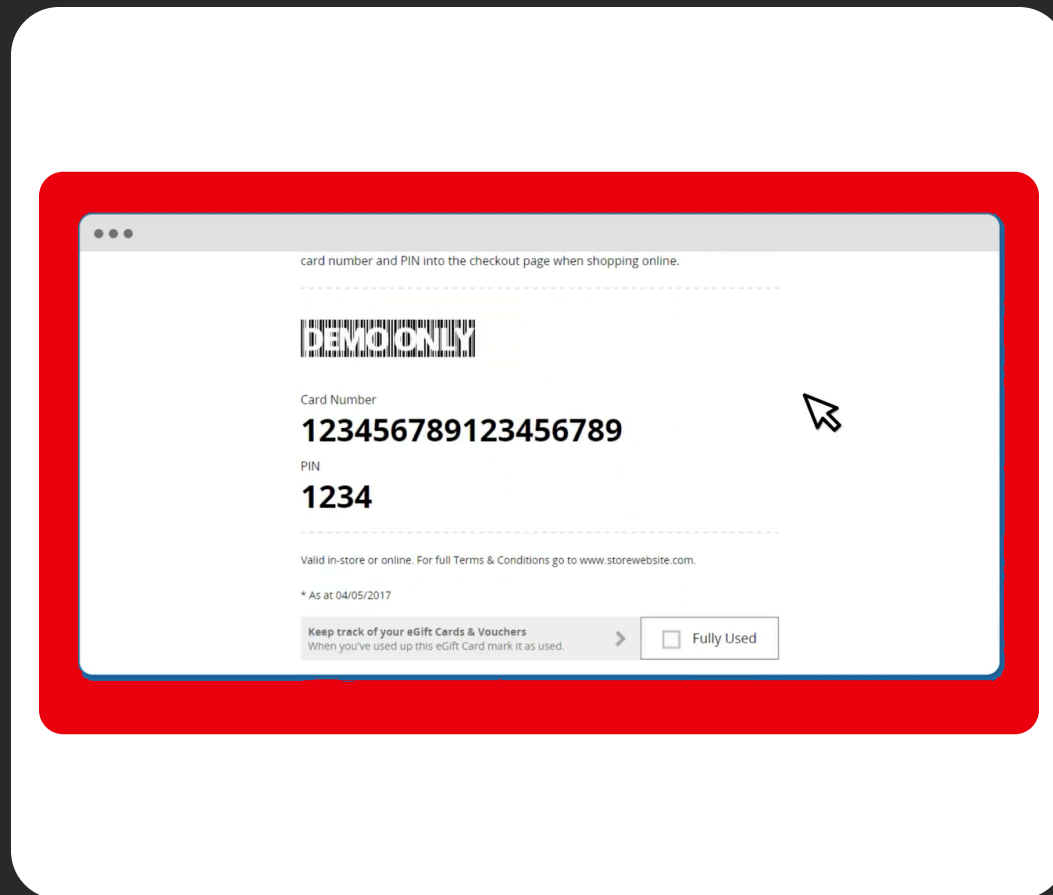
保护卡号、PIN 与条形码

不要向他人分享，也不要上传到公开平台。

04

使用完毕后做好记录

礼券全部用完后，可在页面标记“Fully Used”。



视频中的号码仅为 DEMO ONLY 示例，不能用于付款