REDEEMSG

Track redemptions easily

For the latest updates on features, please refer to redeem.gov.sg or contact us at feedback@redeem.gov.sg.

Statistics to date as of 3 Dec 2020:

>13 million good/voucher redemptions
14 k volunteers
>8 agencies/charities supported

Examples of previous campaigns:

May 2020 - 3rd MTI mask redemption exercise
Jun 2020   - Temasek/PA mask redemption exercise
Jul 2020   - NDP SG Together Pack Exercise
Aug 2020 - MINDEF NDP Tickets
Nov 2020 - NEA/PUB Climate Change Household Package Vouchers
Nov 2020 - Temasek/PA mask redemption exercise

How it works

Government Officers are equipped with an admin portal to perform tasks needed to manage a campaign.

Government officers can:

Use the Admin portal to create vouchers, see redemption status and generate transaction reports that can inform the amount to pay out to merchants.

See the overall statistics of vouchers redeemed and not redeemed

Manage multiple campaigns at once from the dashboard

Recipients get a digital voucher sent via SMS, that opens up in a web link.

See Sample Digital Voucher.

It can also be in any other government app such as Singpass
 as our API can support integration with other apps. (This will require further implementation and collaboration with other teams)

Merchants connect their POS system with our system
directly via API, or connect
with our system using a
mobile app to check validity
of the voucher and invalidate the voucher in real time.

Currently includes major retailers like Sheng Siong, NTUC and Gain City.

(For those not on our list, this requires the merchant to integrate with our system to be able to start accepting redemptions).

We also have a Merchant app for smaller merchants who are unable to integrate with our API. They will use the app to scan the digital vouchers and update redemption status.
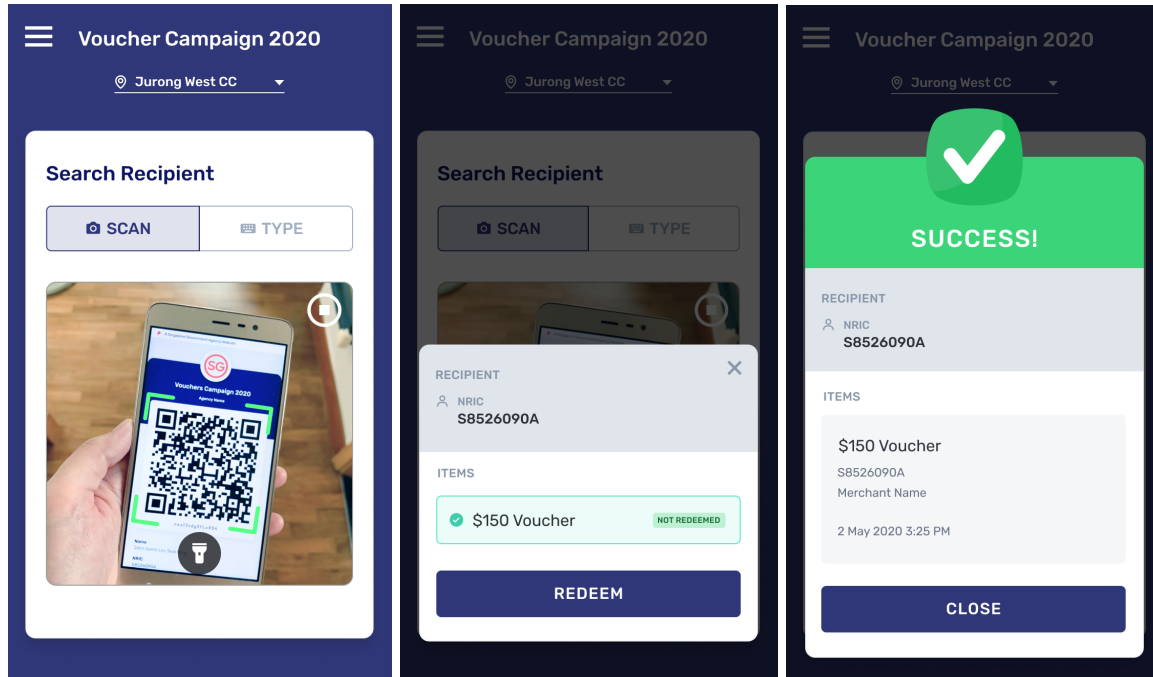
Key Features

Create Digital Vouchers	Send vouchers	Update redemption and validity check	Real Time Reporting
Provide list of recipients to create vouchers	Send e-vouchers out in one click to all recipients, track vouchers sent and seen	Vouchers are invalidated in real time so they cannot be redeemed again	Live update of status - redeemed, not redeemed
Recipients get SMS, open up voucher in link	Resend vouchers to individuals that lost their vouchers	Merchants can connect with our system via API or using the RedeemSG mobile app	Transaction report download of all redemptions and reversals
Create e-vouchers on an ad-hoc basis for appeal cases/ walk ins			Vouchers export to track vouchers status

Testimonials

"The overview page for the status of redeemed / not redeemed is very useful. Able to provide a real time update during the redeeming process"

NDP Ticketing Organizing Committee Secretariat

"Yesterday marked the end of Ramadan. In times like this, it was opportunistic to leverage technology to achieve Ops-Tech integration... OGP's RedeemSG platform was the saviour and helped to ensure the smooth delivery of the meals when beneficiaries came to CCs to collect their meals daily for breakfast. Without RedeemSG crowds might form at CCs, contravening safe distancing measures during Circuit Breaker."

PA Representative involved in Buka Puasa Distribution

*"You and your team were professional and offer great solutions to overcome the challenges that we faced throughout. I personally found that your video explanations and guides were very effective and it clearly shows when the CC staff can execute tasks using the app well during operations. Really appreciate the spontaneity and initiative that facilitated smooth operations and more"*

SG Together Pack Distribution Representative

User feedback

96% of the respondents who used our app for the mask distribution in May said the app was very easy to use.

How easy was it to use the RedeemSG App? Rating from 1 (very difficult) to 5 (very easy)

● 4 or more   ● 3 or less

4%

96%
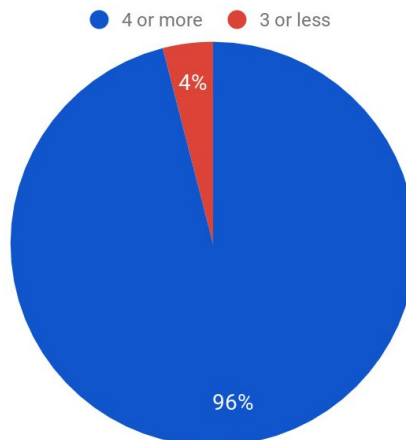
Source: Survey of RedeemSG app users for Mask distribution, 7 Jun 2020, 54 Respondents

81% of the respondents who used our app for the SG Together Pack Distribution in July- August said the app was very easy to use.

How easy was it to use the RedeemSG App? Rating from 1 (very difficult) to 5 (very difficult)

● 4 or more   ● 3 or less

19%

81%
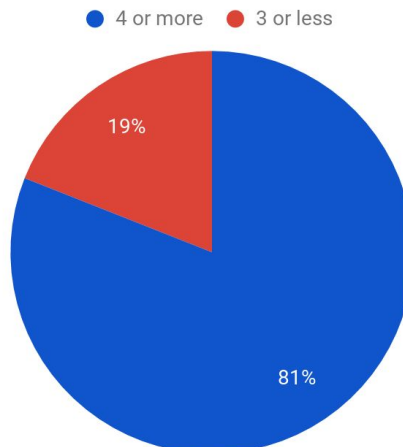
Survey of RedeemSG app users for NDP SG Together Pack distribution, 7 Aug 2020, 35 Respondents

Cost

Free up to $200 in SMS cost per campaign

Terms of Use and Privacy Policy

You may access the terms of use [here](#).

You may access the privacy policy [here](#).