

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.

REDEEMSG

Voucher Campaign 2020

Dashboard Vouchers Merchants Settings

Vouchers

Search By Mobile

Redeemed	Not Redeemed	Net Sent	All						
Voucher ID	Address	Mobile	Status	Last Sent	Last Redeemed	Actions			
5455v-4d55v-4d55v-4d55v-4d55v	76 Serangoon Road #12-145 Singapore 554931	9884 5453	Not Redeemed	17 Sep 2020 8:23 PM	28 Sep 2020 11:58 AM	<input type="button" value="View"/> <input type="button" value="Redeem"/>			
u333-3u333-3u333-3u333-3u333	363 343A 18 Valley Street #12-11 Singapore 576424	8284 4732	Redeemed	12 Sep 2020 11:58 AM	16 Oct 2020 10:59 PM	<input type="button" value="View"/> <input type="button" value="Redeem"/>			
2224v-4775v-4775v-4775v-4775v	39 25 Henderson Road #10-17 Singapore 208270	8247 7766	Not Redeemed	23 Sep 2020 7:23 PM	1 Oct 2020 9:12 PM	<input type="button" value="View"/> <input type="button" value="Redeem"/>			
7237-5244v-4d55v-4d55v-4d55v	16 Serangoon Road #11-11 Singapore 552424	9262 2372	Redeemed	16 Sep 2020 4:34 PM	28 Sep 2020 10:10 AM	<input type="button" value="View"/> <input type="button" value="Redeem"/>			
1235v-3244v-3244v-3244v-3244v	225 Cornerblock Avenue 24 Singapore 284534	8244 5450	Not Redeemed	30 Sep 2020 10:59 PM	11 Nov 2020 3:29 PM	<input type="button" value="View"/> <input type="button" value="Redeem"/>			
7314v-3u333-3u333-3u333-3u333	363 343A 18 Valley Street #12-11 Singapore 576424	9247 5421	Not Redeemed	8 Sep 2020 11:24 AM	25 Sep 2020 6:59 PM	<input type="button" value="View"/> <input type="button" value="Redeem"/>			
u333-3u333-3u333-3u333-3u333	4762 3u333 West Street #12-11 Singapore 552424	8237 5274	Not Redeemed	9 Oct 2020 2:52 PM	16 Nov 2020 8:16 AM	<input type="button" value="View"/> <input type="button" value="Redeem"/>			
4u33v-3u33v-3u33v-3u33v-3u33v	39 25 Henderson Road #10-17 Singapore 208270	8247 7766	Redeemed	14 Sep 2020 4:34 PM	30 Oct 2020 8:16 AM	<input type="button" value="View"/> <input type="button" value="Redeem"/>			
4u33v-3u33v-3u33v-3u33v-3u33v	4762 3u333 West Street #12-11 Singapore 552424	9247 5421	Not Redeemed	21 Sep 2020 11:58 AM	8 Nov 2020 11:58 AM	<input type="button" value="View"/> <input type="button" value="Redeem"/>			
1235v-3244v-3244v-3244v-3244v	363 343A 18 Valley Street #12-11 Singapore 576424	8247 7766	Redeemed	21 Sep 2020 7:23 PM	16 Oct 2020 10:59 PM	<input type="button" value="View"/> <input type="button" value="Redeem"/>			
4775v-4775v-4775v-4775v-4775v	76 Serangoon Road #12-145 Singapore 554931	9262 2372	Not Redeemed	8 Sep 2020 11:24 AM	16 Sep 2020 10:10 AM	<input type="button" value="View"/> <input type="button" value="Redeem"/>			

Home Dashboard Terms of Use Privacy Policy Contact Us

Built by OPEN GOVERNMENT PRODUCTS

© 2020 Open Government Products, Government Technology Agency of Singapore

See the overall statistics of vouchers redeemed and not redeemed

Statistics

28 Aug 2020 (Today) Last updated 11:56:30 AM

Total redeemed on 28th August 2020

2 NEA Water Fitting Vouchers

Cumulative redemption as of 28th August 2020 11:56 AM

Redeemed	5
Not redeemed	3

Manage multiple campaigns at once from the dashboard

REDEEMSG

Welcome Talitha

RedeemSG is self-service portal for creating and managing vouchers campaigns. The best way to learn about the service is to create your first campaign and try it out.

Create a new Campaign

Campaign	Organizer	Status	Created	Last Updated	Actions
CDC Voucher Campaign	People's Association	Active	5 Aug 2020 9:32 AM	11 Nov 2020 8:24 PM	<input type="button" value="View"/> <input type="button" value="Redeem"/>
Voucher Campaign 2020	PAUS	Active	12 Sep 2020 4:29 PM	9 Nov 2020 5:43 PM	<input type="button" value="View"/> <input type="button" value="Redeem"/>
NEA Fridge Campaign 2020	National Environment Agency	Active	22 Aug 2020 6:32 AM	11 Nov 2020 11:58 AM	<input type="button" value="View"/> <input type="button" value="Redeem"/>
NDP Ticket Campaign 2020	NDP Committee	Active	1 Aug 2020 11:14 AM	10 Aug 2020 9:32 PM	<input type="button" value="View"/> <input type="button" value="Redeem"/>

Home Dashboard Terms of Use Privacy Policy Contact Us

Built by OPEN GOVERNMENT PRODUCTS

© 2020 Open Government Products, Government Technology Agency of Singapore

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)



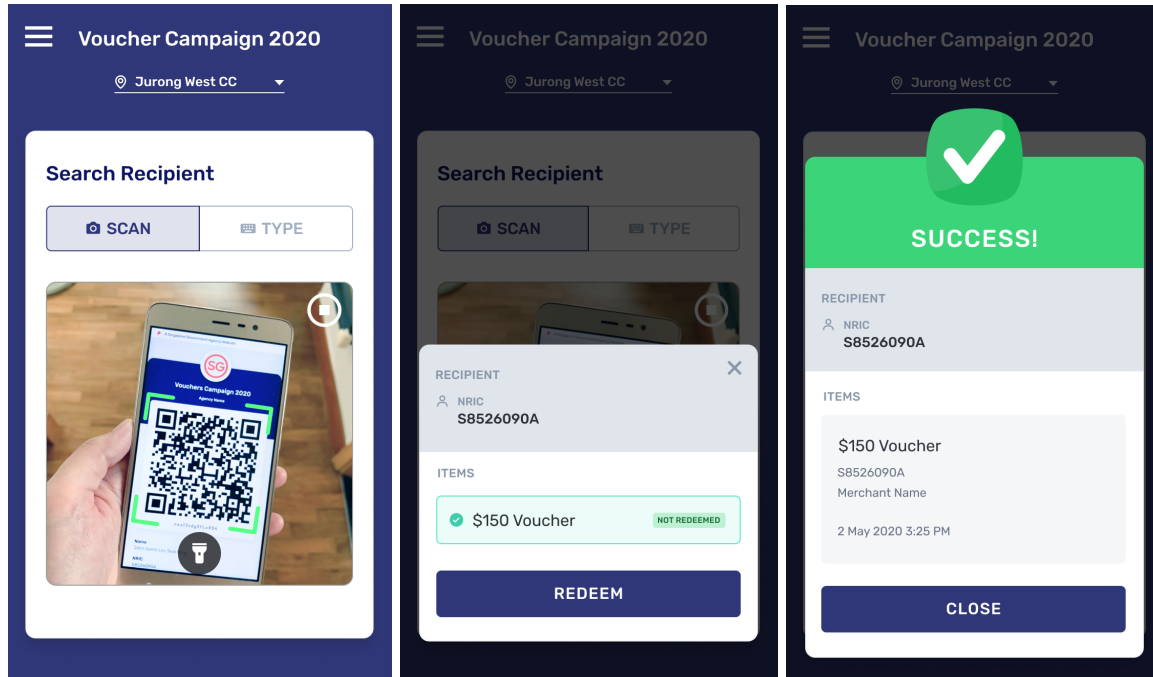
Merchants connect their POS system with our system directly via API, or connect with our system using a mobile app to check validity of the voucher and invalidate the voucher in real time.

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

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

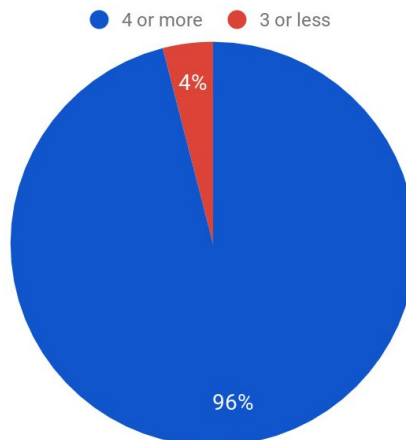
"You and your team were professional and offer great solutions to overcome the challenges that we faced throughout. I personally found that your video explanations and guides were very effective and it clearly shows when the CC staff can execute tasks using the app well during operations. Really appreciate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

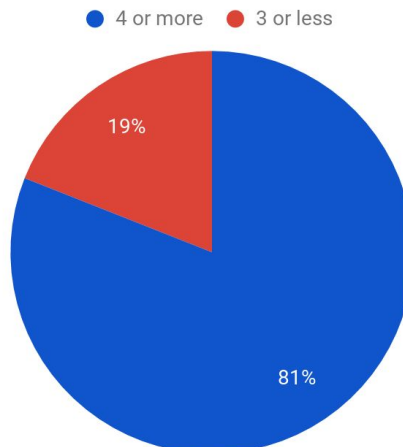
How easy was it to use the RedeemSG App? Rating from 1 (very difficult) to 5 (very easy)



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 easy)



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](#).