



Zoom Webinar Session with  
Parents

Pei Chun Public School

20<sup>th</sup> and 21<sup>st</sup> September 2022



# Content of Presentation Deck

- 1. Introduction of Yeap Transport**
- 2. Portfolio of Clients**
- 3. Corporate Video**
- 4. Registration of Bus Service**
- 5. Payment Methods**
- 6. Parent App**
- 7. FAQs**
- 8. Contact Us**





# Yeap Transport Pte Ltd

- 2<sup>nd</sup> Generation Family Business founded in 1979 in Singapore
- Values of Company - Safety, Service & Innovation
- Over 40 years domain expertise in Bus Fleet Management and School Bus Transportation

## 2) Our Portfolio of Clients - Singapore



Driving the Future

### 5 International Schools



Canadian International School



Melbourne Specialist International School



Singapore American School



The Guild International College



United World College

### 10 Other Corporate & Sustainability Clients



Brighton Montessori



Children's Cancer Foundation



Posso Preschool



Pat's Schoolhouse



Thinkkidz Childcare



Alpha Green

Alpha Green Preschool



Homestead Group Asia



Play Facto School



Mulberry Learning Centre



## 2) Our Portfolio of Clients – Ministry of Education



Driving the Future

3



Opera Estate  
Primary School



公立培群学校  
PEI CHUN PUBLIC SCHOOL  
创立于一九三三年  
Established 1933



Cedar Primary School

Opera Estate Primary School

Pei Chun Public School

11



Clementi Primary School



Greenwood Primary School



Hougang Primary School



Marsiling Primary School



Princess Elizabeth Primary School



Batu Kambing Secondary School



Chua Chu Kang Secondary School



Damai Secondary School



Greenridge Secondary School



Nanyang Girls' High School



Zhonghua Secondary School

With Chinese subtitles:- <https://youtu.be/JcmgZhUC7SI>

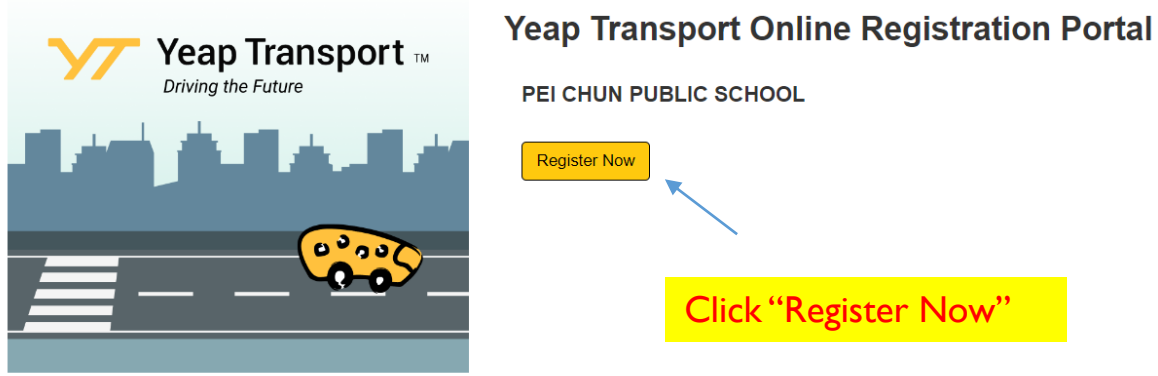


Yeap Transport Driving the Future

## 4. Registration for Bus Services

Step 1: Online Registration Portal

<https://bit.ly/pcpsbus>



**Yeap Transport**™  
Driving the Future

**Yeap Transport Online Registration Portal**

PEI CHUN PUBLIC SCHOOL

Register Now

Click "Register Now"



Step 2: Registration Starts



**Yeap Transport**™  
Driving the Future

**Yeap Transport Online Registration Portal**

Welcome to the Yeap Transport Parent Online Registration Portal

It might take about 10-15mins to complete the registration.

TO REGISTER FOR A PARENT APP ACCOUNT, YOU WILL NEED:

Your personal email address – this email address will serve as the login username for our parent app. If you do not have an email account, you may consider to create a free email account from gmail.com, outlook.com, yahoo.com etc.

TO REGISTER YOUR CHILD(REN), YOU WILL NEED:

- Your child's photo(not exceed 1GB file size)
- Your child's name according to birth certificate
- Last 3 digits + alphabet of your child's birth certificate


Click "Let's get started to register"

Let's get started to register

Documents needed

# 4. Registration for Bus Services

## Step 3: Terms and Conditions

 Yeap Transport™  
Driving the Future

1

2

3

### TERMS AND CONDITIONS GOVERNING THE REQUESTS FOR SERVICES

#### DEFINITIONS

1. All expressions in these Terms and Conditions shall, unless the context otherwise requires, have the same meaning as that in the Agreement for Appointment of School Bus Operator to Provide School Bus Services (the **"Main Agreement"**).

#### SERVICES TO BE PROVIDED BY THE SCHOOL BUS OPERATOR

2. In consideration of the Parent paying the applicable bus fare in such manner and at such time as may be agreed between the School Bus Operator and that Parent, the School Bus Operator agrees to:

- provide the Services that were raised in that Parent's Request for Services; and
- faithfully observe all the terms and conditions applicable to that Request for Services.

3. The School Bus Operator shall provide the Services with all reasonable care, skill and diligence.

4. The Services shall conform to the requirement specifications in the Main Agreement.

5. The bus fares charged by the School Bus Operator to Parents shall not exceed the maximum bus fare prices set out to the Main Agreement.

6. In respect of all the Services provided under the Contract in a given year, the School

☒ I have read and agreed TERMS and CONDITIONS of the waiver and indemnity form.

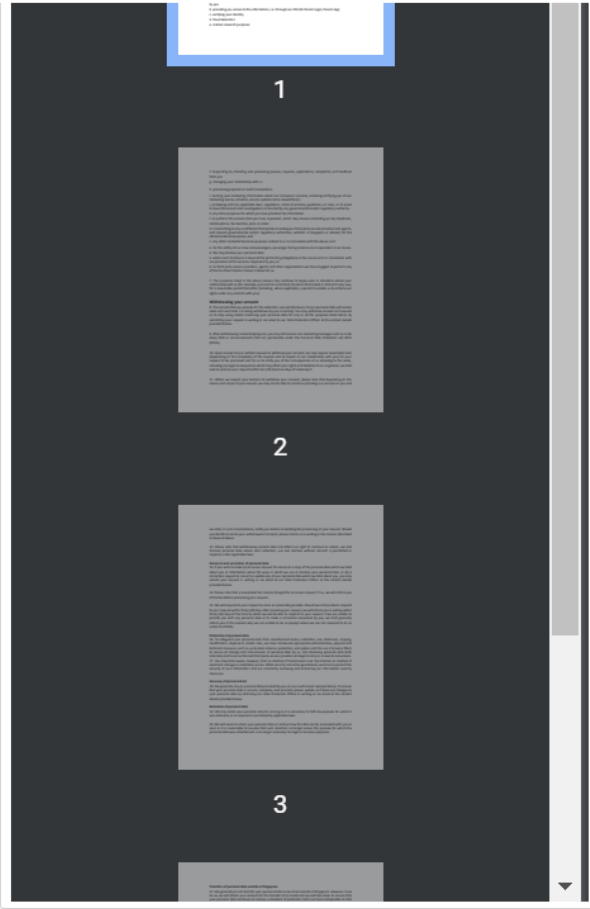
Accept & Next

Checked the box



# 4. Registration for Bus Services

## Step 4: Data Protection Notice



1

2

3

**Privacy Notice**

This Privacy Notice sets out the basis which Yeap Transport Pte Ltd may collect, use, disclose or otherwise process personal data of our customers in accordance with the Personal Data Protection Act (PDPA). This Notice applies to personal data in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose or process personal data for our purposes.

**Personal data**

1. As used in this Notice:

“Customer” means an individual who (a) has contacted us through any means to find out more about any services we provide, or (b) may, or has, entered a contract with us for the supply of services by us; and

“Personal Data” means data, whether true or not, about a customer who can be identified: (a) from that data; or (b) from that data and other information to which we have or are likely to have access.

2. Depending on the nature of your interaction with us, some examples of personal data which we may collect from you include your name and identification information such as your contact information such as your address, email address or telephone number, nationality, gender, photograph and medical conditions.

3. Other terms used in this Notice shall have the meanings given to them in the PDPA (where the context so permits).

**Collection, use and disclosure of personal data**

4. We generally do not collect your personal data unless (a) it is provided to us voluntarily by you directly or via a third party who has been duly authorised by you to disclose your personal data to us (your “authorised representative”) after (i) you (or your authorised representative) have been notified of the purposes for which the data is collected, and (ii) you (or your authorised representative) have provided written consent to the collection and usage of your personal data for those purposes, or (b) collection and use of personal data without consent is permitted or required by the PDPA or other laws. We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which has not been notified to you (except where permitted or authorised by law).

5. We may collect and use your personal data for any or all the following purposes:

a. performing obligations in the course of or in connection with our provision of our services requested by you

☒ I have read and agreed to the Yeap Transport's Data Protection Policy.

Accept & Next

Checked the box

## 4. Registration for Bus Services

### Step 5: Safety Video



☒ I have watched SAFE ROAD CROSSING VIDEO together with my child/children.

Accept & Continue

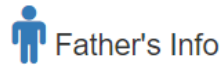
Checked the box

# 4. Registration for Bus Services

## Step 6: Parents/ Guardian Information

Father's Info	Mother's Info	Guardian's Info	Main Address	Billing Address	Student's Info
---------------	---------------	-----------------	--------------	-----------------	----------------

Next




☐ N/A (Click this if father's info is not available)

Title

\*Father's Family Name

\*Father's Given Name

 Select Title






\*Father's Mobile

\*Father's Email






Father's Job Title

Father's Company





Father's Company Phone

Father's Company Fax





\*Compulsory field

Next

Parent to fill out  
the particulars



# 4. Registration for Bus Services

## Step 7: Mailing Address

Father's Info

Mother's Info

Guardian's Info

Main Address

Billing Address

Student's Info

Previous

Next

Address

\*Country

Singapore

\*Postal Code

\*Block/House Number

Floor Number

Unit Number

Home Number

\*Street

Building

Remarks

\*Compulsory field

Previous

Next

Parent to fill out  
the address

## 4. Registration for Bus Services

### Step 9: Billing Address

Parent to fill out  
the billing address,  
if different from  
main address

Father's Info

Mother's Info

Guardian's Info

Main Address

Billing Address

Student's Info

Previous

Next

☒ Same as main address?

\*Compulsory field

Previous

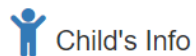
Next

# 4. Registration for Bus Services

## Step 10 (a) : Student Information

Father's Info	Mother's Info	Guardian's Info	Main Address	Billing Address	Student's Info
---------------	---------------	-----------------	--------------	-----------------	----------------

Previous



Child's Info

\*Child's Family Name

\*Child's Given Name

\*Gender



Male



Female

\*Last 3 digits + alphabet of your child's birth certificate



School ID

\*School Grade

Select Grade

\*School Ezlink Card Number ?

Confirmed School Ezlink Card Number

Ride Start Date

03-01-2023

Photo

\*Upload Photo

Choose File No file chosen

1. Parent to fill out the child's information

4. Parent to upload the child's photo

2. Parent to indicate child's EZlink Card Number

3. Parent to indicate commencement date



## 4. Registration for Bus Services

Step 10 (b) : if Pickup / Drop off Address are different

### \*Rides Options

☐ AM Bus(Pick up)

☐ PM Bus(Drop off)

1. Parent to indicate if they wish to sign up for AM or PM or both service

(Please note: There is no bus fare collection for Jun, Nov & Dec.)

☐ Pickup address different from parent address

☐ Drop off address different from parent address

2. Parent ONLY need to fill out this portion if pickup/ drop off addresses are different

### Remarks



Add another child

Submit

# 4. Acknowledgement Email



Dear Sir/Mdm

You have successfully applied for YEAP TRANSPORT bus services to PEI CHUN PUBLIC SCHOOL for student AMRELIA , TOH

Bus details (i.e Bus Number, Time, Location) will be given via another email five days before the first day of school in Jan 2023. Please ensure your mobile number and email address provided are accurate. In the event you have not received any notification from us, please email us at [pcpsbus@yeaptpt.com](mailto:pcpsbus@yeaptpt.com) .

Thank You

YEAP TRANSPORT OPERATION TEAM



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Parent receives an acknowledgement email

## 4. Registration for Bus Services

- 1. Registration will close on Monday 31 October 2022**
- 2. Parents can expect the invoice to come in early Dec 2022**
- 3. Parents are to make payment by end Dec 2022**
- 4. Parents will receive bus information by Tuesday 27 December 2022**



# 5. Payment Methods

CARDUP

[What is CardUp?](#)


Pay by

☐ PayNow QR 

1. Parent to choose either:
- ✓ PAYNOW; or
  - ✓ CREDIT CARD (Visa, Mastercard, UnionPay)

☒ Credit Card   

## Card Details

 Secure 256-bit SSL  

Card

 Card number MM / YY CVC

Country of Billing Address

 Singapore ▼

Postal Code

Example 123456

State

Singapore

City

Singapore

Address

## YEAP TRANSPORT PTE. LTD.

YEAP TRANSPORT PTE. LTD. uses CardUp to accept payments.

### Payment details

Invoice Amount

Invoice No

2. Invoice no. and Amount will be auto-populated.

### Contact details

First Name

First name

Last Name

Last name

Email Address ⓘ

Email address

Phone Number ⓘ

 +65 |

☒ I would like to receive more information that will guide me how to maximize the benefits of my payment.

☐ I acknowledge that payments cannot be refunded directly via CardUp and agree to CardUp's [Terms Of Service & Privacy Policy](#)

Pay by

☐ PayNow QR 

New

3. Parent to enter contact details accordingly and effect payment

# 6. Parent App



## Login

Email

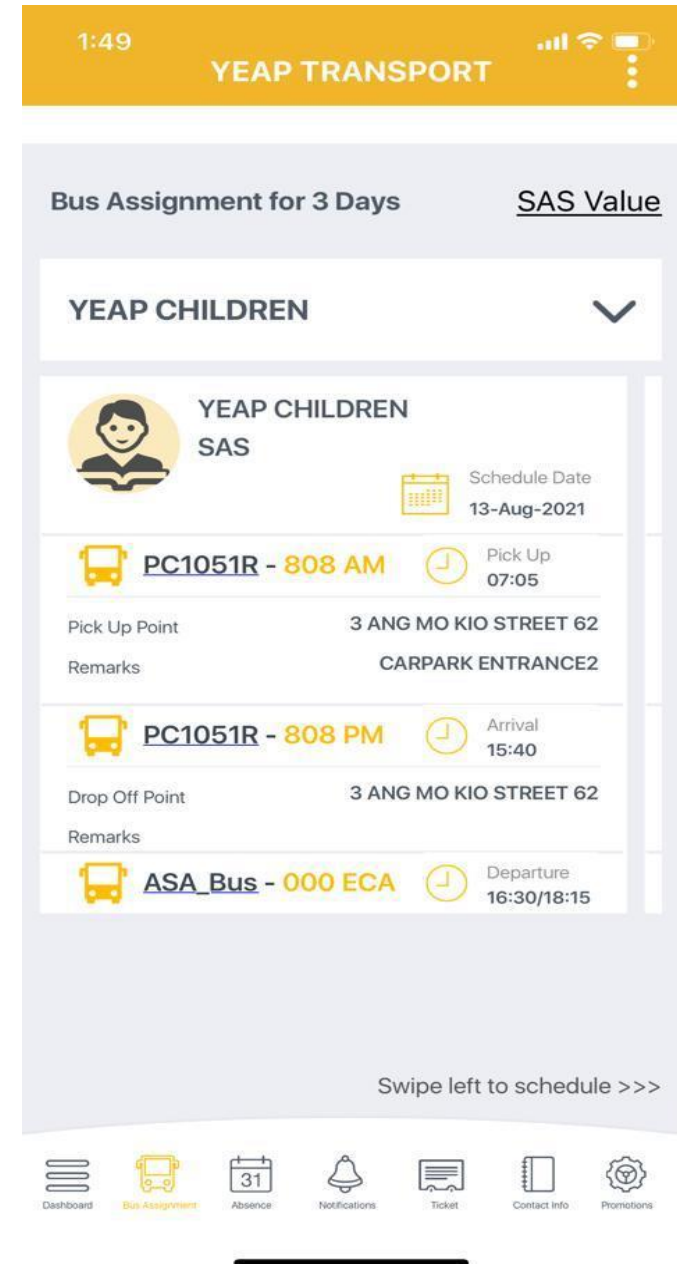
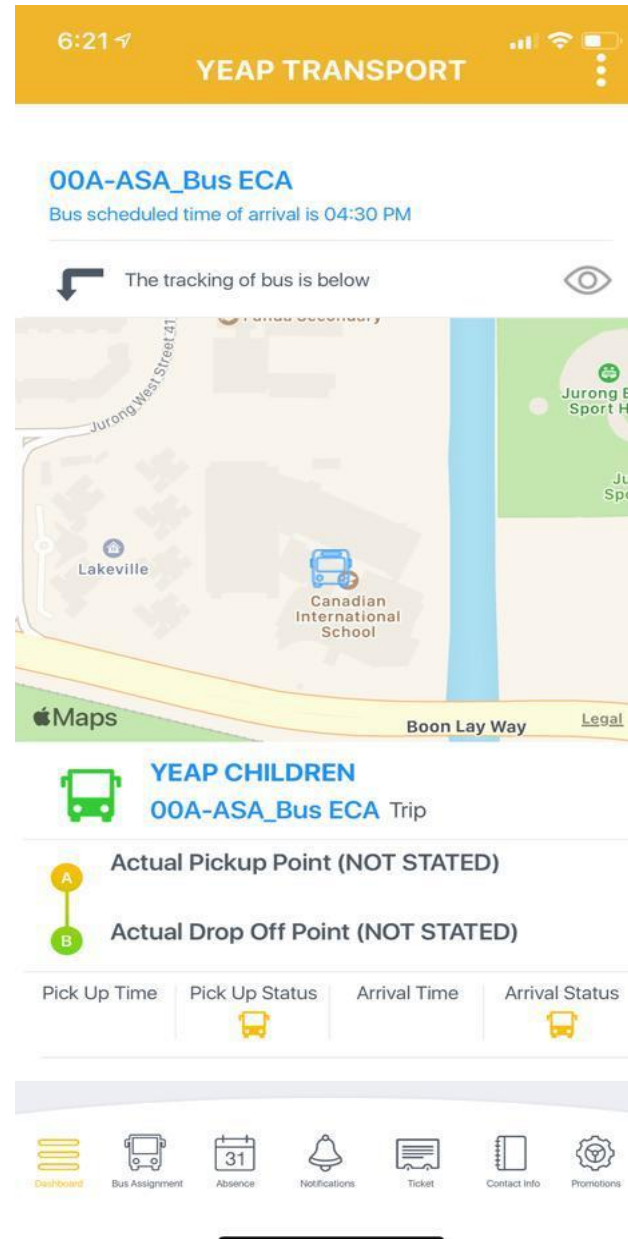
testdaddy@gmail.com

Password

\*\*\*\*\*

Login

[Reset Password](#)

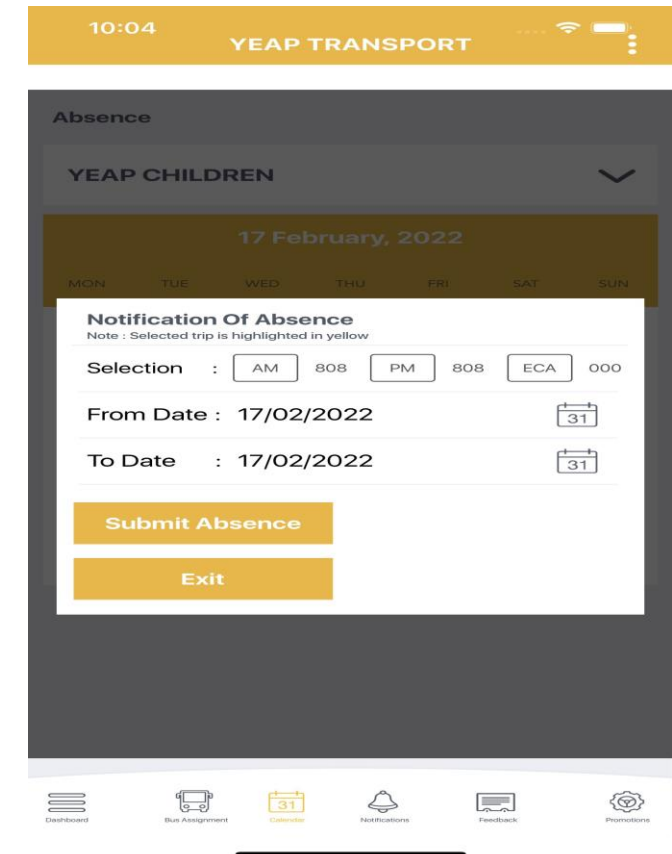
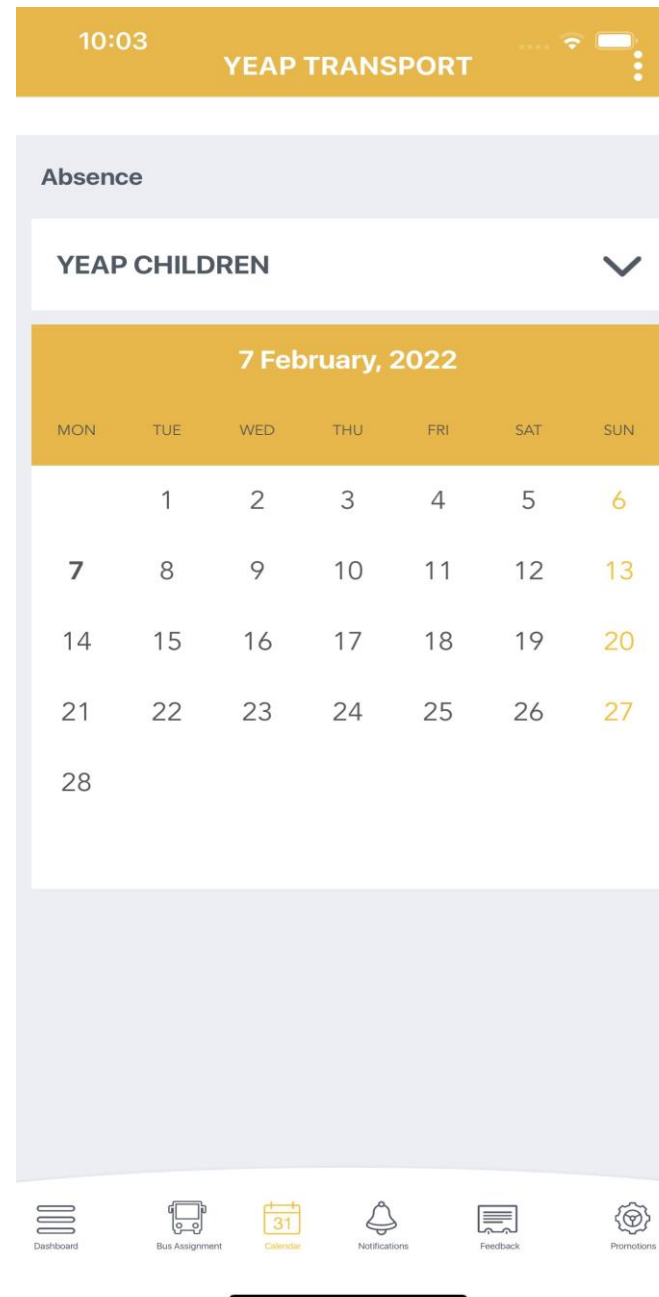
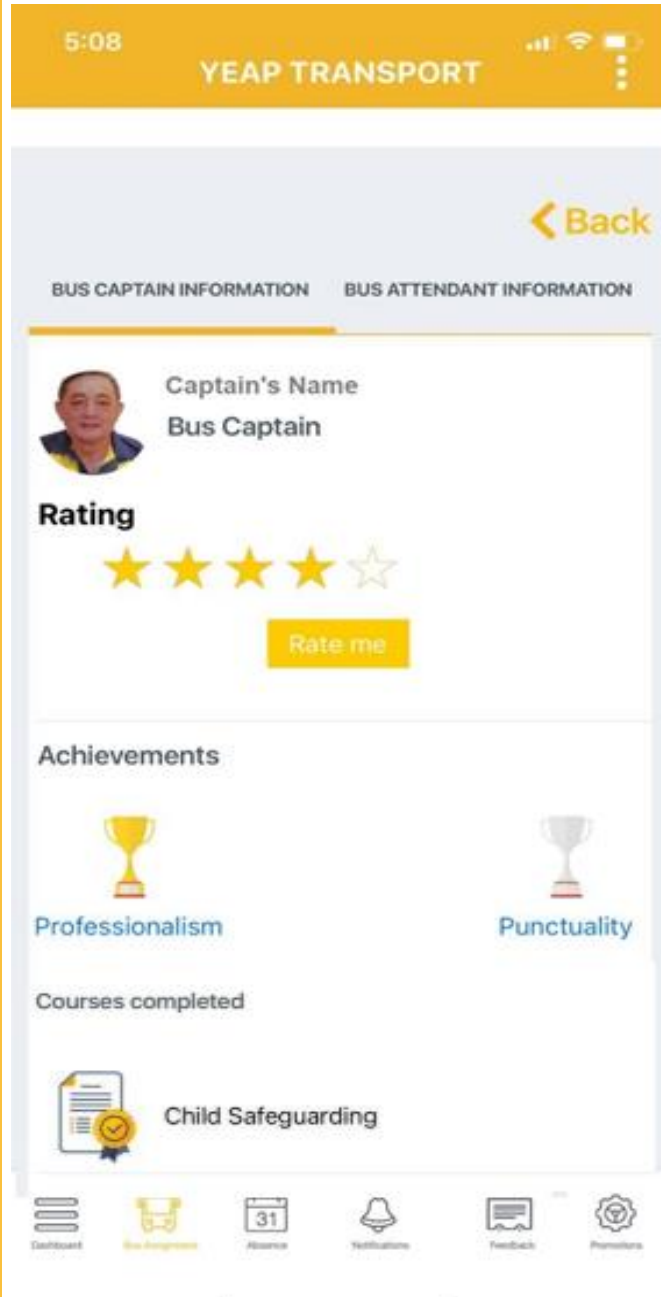


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# 6. Parent App



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## 6. Parent App



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2:09

YEAP TRANSPORT

Add Ticket Details

< Back

Select Feedback Category

Feedback Header

Feedback Description

Select Child Name

Child and Trip Details

Child Name

Child Grade

Child ID

Route Number

Cancel

Submit

Dashboard

Bus Assignment

Absence

Notifications

Ticket

Contact Info

Promotions

6:29

YEAP TRANSPORT

Contact Information

Campus Name

UWC DOVER

Email

uwcbusdover@yeaptp.com

Tel

+6568723213

Fax

+6567757236

After Office Hr (5-8 pm)

+6593890018

Address

1207 Dover Road  
Singapore 139654

Dashboard

Bus Assignment

Absence

Notifications

Ticket

Contact Info

Promotions

# 6. Parent App



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## Supportable Version of Parent App

Android - version 9 to 12

iPhone - iOS 11 to 16

iPad - iPadOS 11 to 15

(If there is any compatibility issue with the new OS version releases, we will fix and release it as soon as possible.)

## 7. FAQs



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FAQ1: Is registration for bus service on a first come first serve basis?

YT: It is not but we encourage all parents to sign up before the deadline (31 Oct 2022) as we need time to plan out the routes

FAQ2: Does your bus pick up students who stay beyond the maximum distance range?

YT: We do invite you to submit your application early. We will evaluate the routes and advise you accordingly.

FAQ3: As we stay far from school, my concern is that the pickup/ drop off time will be too early/ late for my child?

YT: As bus service is communal service, we seek your understanding that the timings may not be the preferred ones.

FAQ4: I have a preferred pick up/ drop off point. Can your bus adhere to those locations?

YT: We will try our best. If it's not possible, we will pick up/ drop off your child at the nearest point where it is safe for your child

FAQ5: if the revised location is not ideal, can I switch back from 2 way to 1 way?

YT: Yes, you can write to us. Fees will be adjusted accordingly.

## 7. FAQs (Cont'd)



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FAQ6: Will the bus fare be adjusted if I were to sign up for the service during the course of a month?

YT: Yes, fees will be prorated in the same week if service does not commence from the start of the month.

FAQ7: What is the refund policy when I withdraw my child(ren) from the bus service?

YT: As per the guide from MOE, parents are to give 2 months' notice for termination of services. The parents shall pay the actual bus fee incurred up to the week of service rendered.

FAQ8: As the pickup and drop off timings do not fit into my schedule, I decide not to proceed with the service on 3<sup>rd</sup> Jan 2023. Will I still be required to give 2 months notice?

YT: The 2 months notice period will come into effect only after parent confirm the service i.e. after the student takes school bus on 3<sup>rd</sup> Jan 2023.

FAQ9: My family will be moving to a new address. How will the fees be computed?

YT: Please give at least 2 weeks notification. If the fees are different, it will be prorated in the week the new fees comes into effect.

FAQ10: How will the fees be adjusted if I were to change the bus service from 1 way to 2 way or vice versa?

YT: 2 way to 1 way

The new bus fare will start in the following month.

1 way to 2 way

Please give at least 2 weeks notification. it will be prorated in the week the new fees comes into effect.

## 7. FAQs (Cont'd)



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### **Student EZ LINK Card**

FAQ10: May I confirm if the student EZ link card is the same as school pass?

YT: Yes, it is (sample image below).



FAQ11: My child is in P1 next year and is not issued with a EZ Link Card. How can I proceed with the registration?

YT: If your child's height is at least 0.9m, you can apply for a Child Concession Card at any Transit Link Office. When your child receives the school-issued EZ Link card, you can write to us to replace the CAN Number.

FAQ12: My child has lost his EZ Link Card in school. Can he/she still take the bus?

YT: Yes, the driver will ask for the name of your child and manually checked the attendance on their Driver App.



## 8. Contact Us

For more clarification, pls reach out to

**Mr. Alistair Yeong**

**Mobile: 8666 2406**

**[pcpsbus@yeaptpt.com](mailto:pcpsbus@yeaptpt.com)**



### Awards & Certification:

