



## LINK PARTNER USER GUIDE

# Award & Redemption of Linkpoints with issued terminal

### Linkpoints transaction type

### Rate



#### Award

Every Linkpoint awarded to Link members will be billed to the Link Partner

Linkpoints award rate is based on Partner's contractual agreement



#### Redemption

Every Linkpoint redeemed from members' Link account will be reimbursed by NTUC Link

Universal rate:  
**100 Linkpoints = \$1 redemption**

### IMPORTANT things to note:

- Linkpoints are to be awarded based on the **gross purchase amount**, e.g. \$60
  - If a member possesses \$23.50 worth of Linkpoints and wants to redeem this amount from the gross purchase amount, Partner should perform a "Award and Redeem by Amount" transaction
  - Linkpoints are to be awarded to the gross purchase amount (i.e. \$60)
  - Member will make a balance payment of \$36.50 to Partner
  - NTUC Link will reimburse Partner \$23.50 for this transaction
- Ideally, Partner's **Point of Sale (POS) system** should include a **dedicated payment button** for processing of Linkpoints redemption to offset member's purchase amount.



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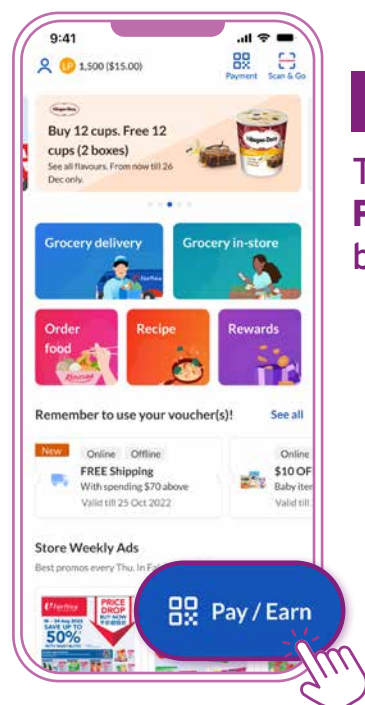
Let's get **STARTED**  
with this question



**Would you like to  
earn **Linkpoints**  
on your purchase?**

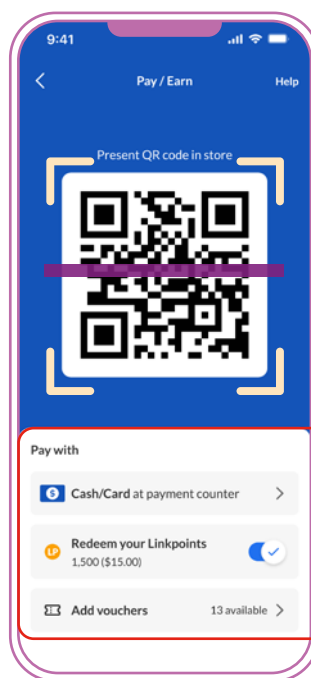
# How does MEMBER EARN LINKPOINTS WITH THEIR APP

FairPrice Group app user interface



## STEP 1

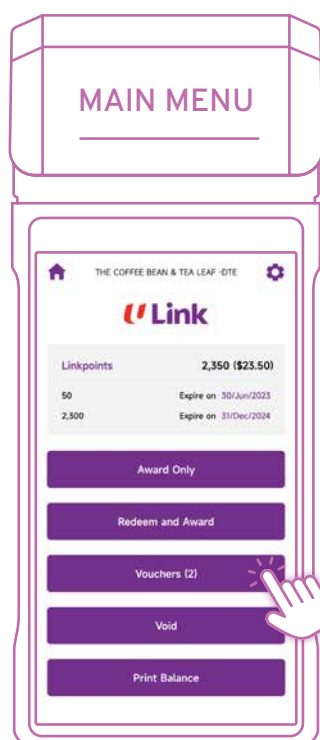
Tap on **Pay / Earn** button



## STEP 2

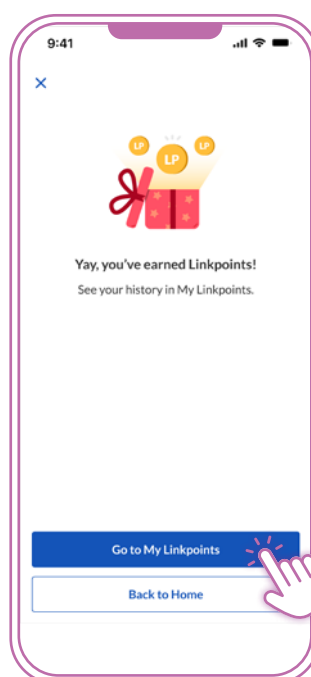
Partner **scans the QR code** using the terminal

**Note that payment, Linkpoints redemption & vouchers are not supported in-app at Link Partners.**



## STEP 3

Partner proceeds to **apply voucher, redeem and award Linkpoints** on the terminal

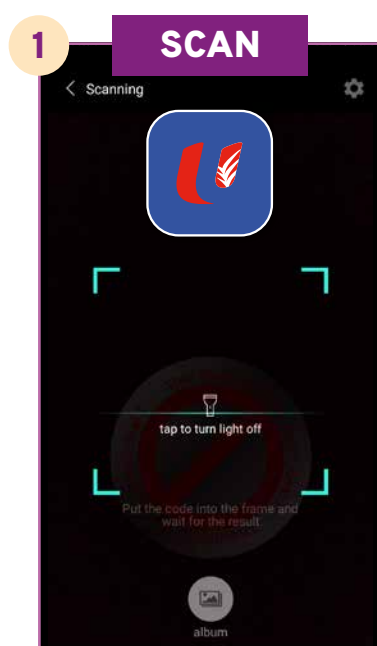
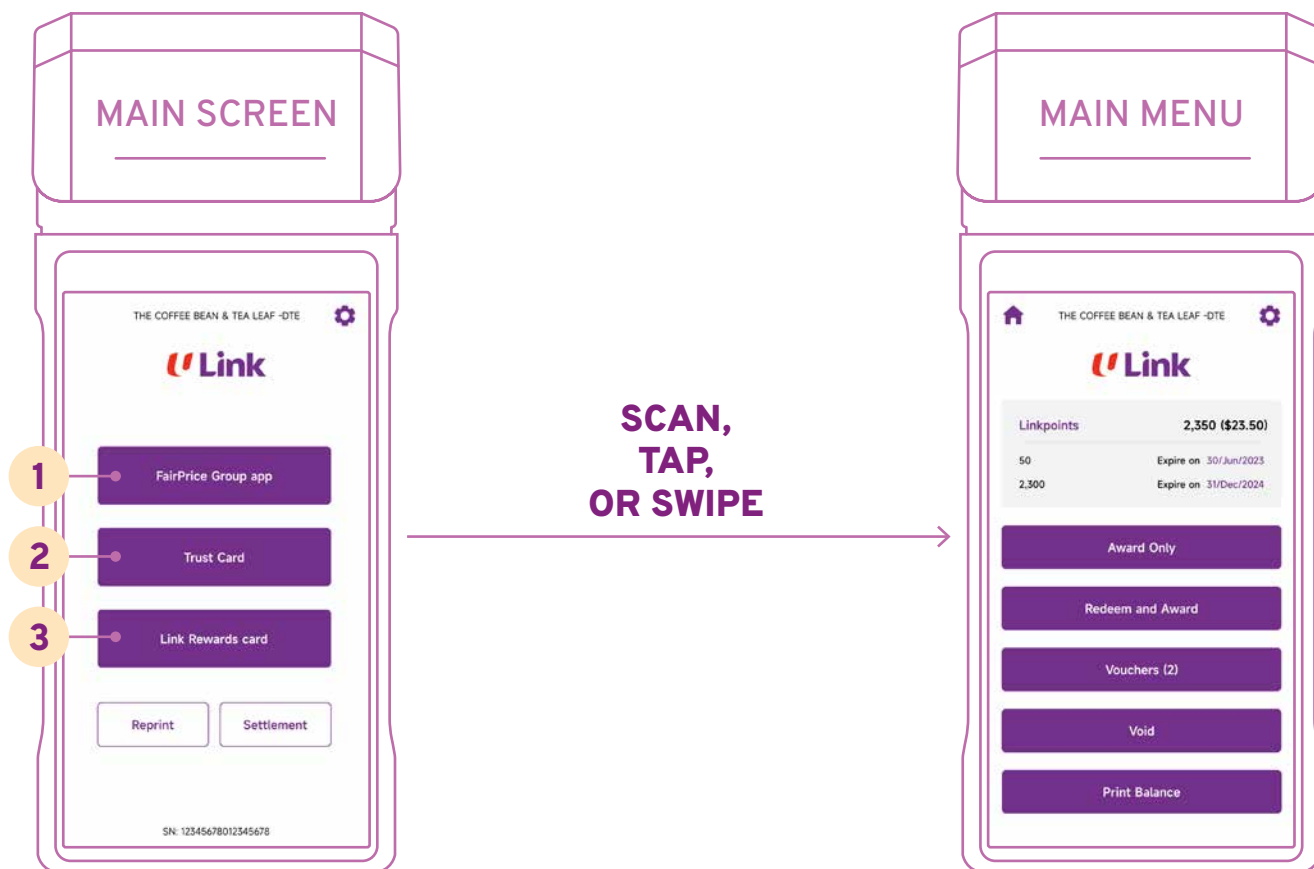


## STEP 4

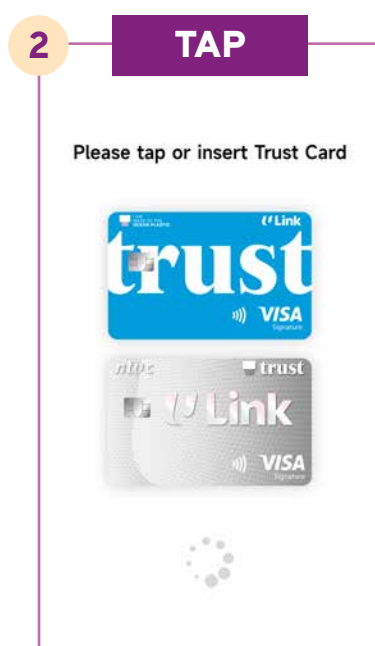
Member can then track their Linkpoints transactions in **My Linkpoints**

# How to AWARD & REDEEM, VOID, CHECK/PRINT BALANCE RECEIPT

**STEP 1:** Select membership mode, SCAN / TAP / SWIPE to enter main menu



FairPrice Group app



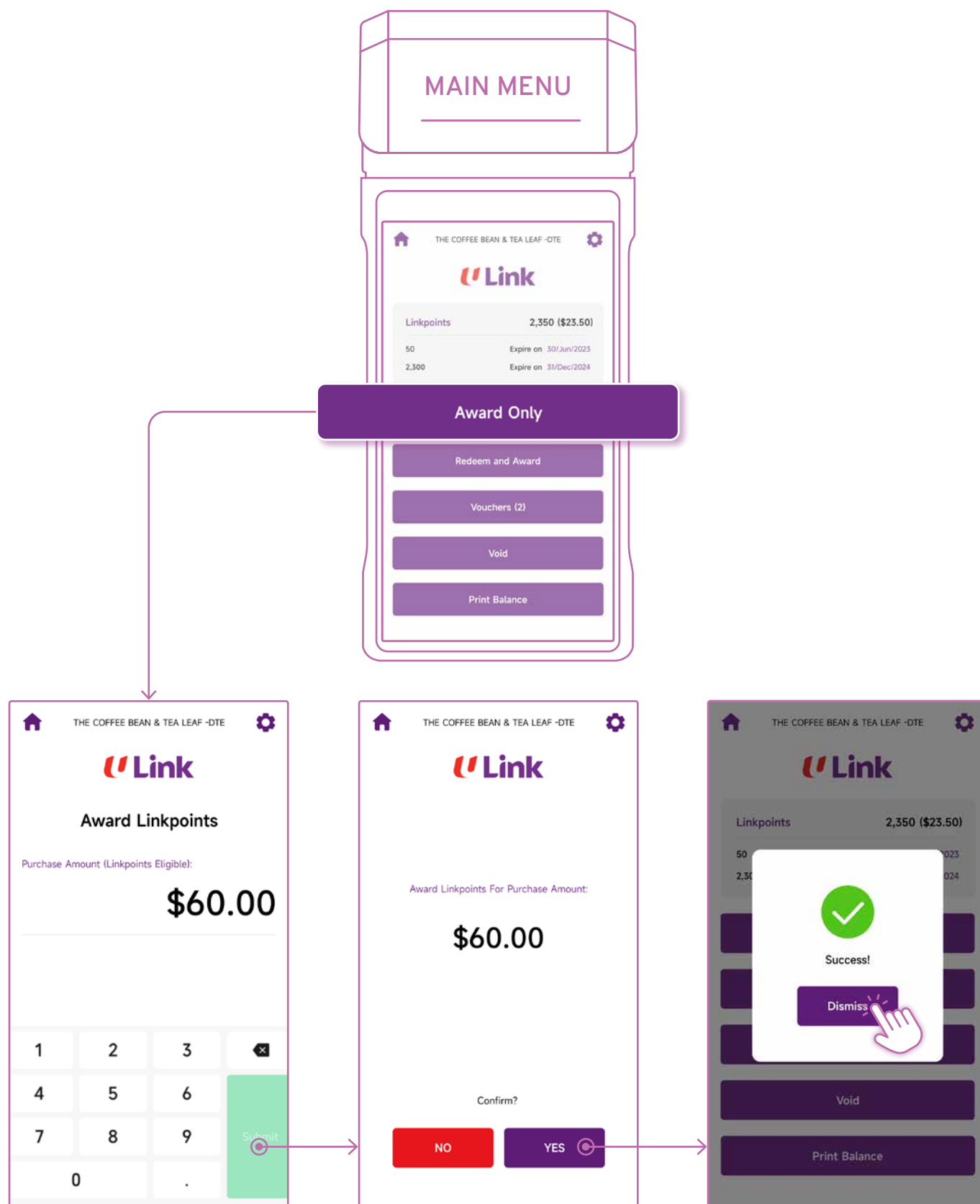
Trust card



Link Rewards card

# How to AWARD ONLY

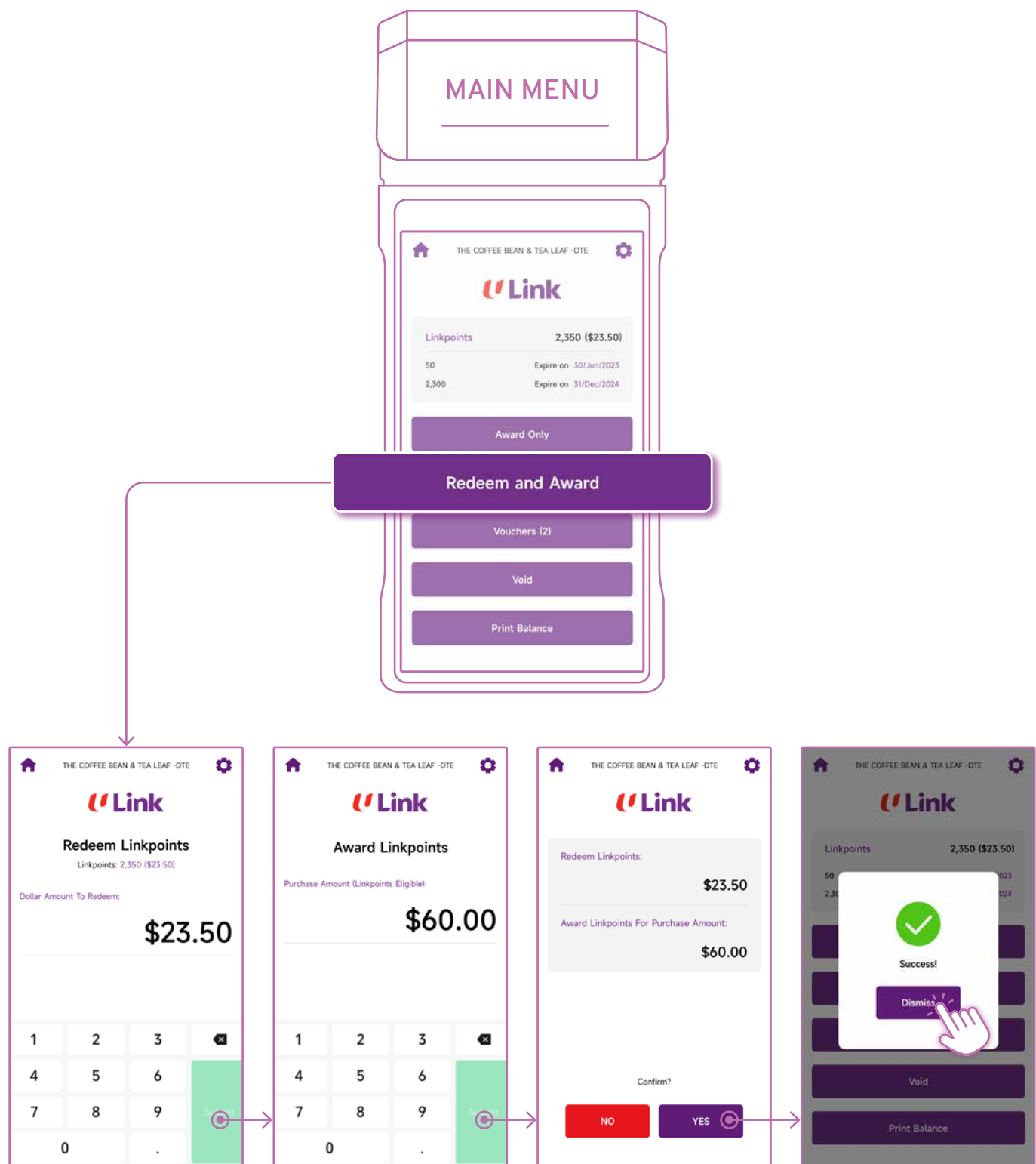
## STEP 2: Award Linkpoints based on gross purchase amount only



Key in purchase amount

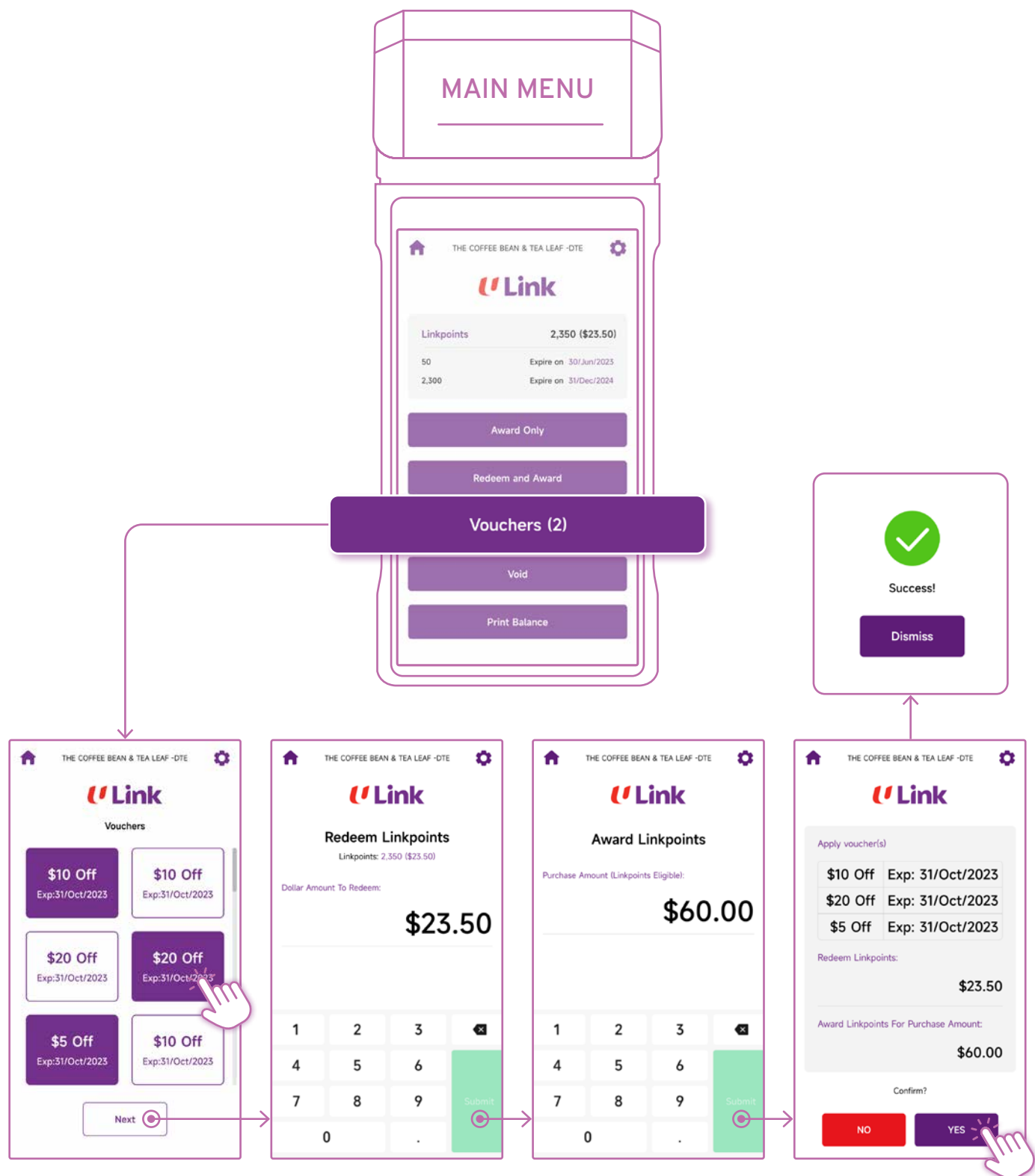
# How to REDEEM & AWARD

**STEP 2:** Redeem member's preferred amount then award Linkpoints on gross purchase amount



# How to APPLY VOUCHER, REDEEM & AWARD

**STEP 2:** Apply voucher(s) in member's account, redeem Linkpoints from balance amount then award Linkpoints on gross purchase amount

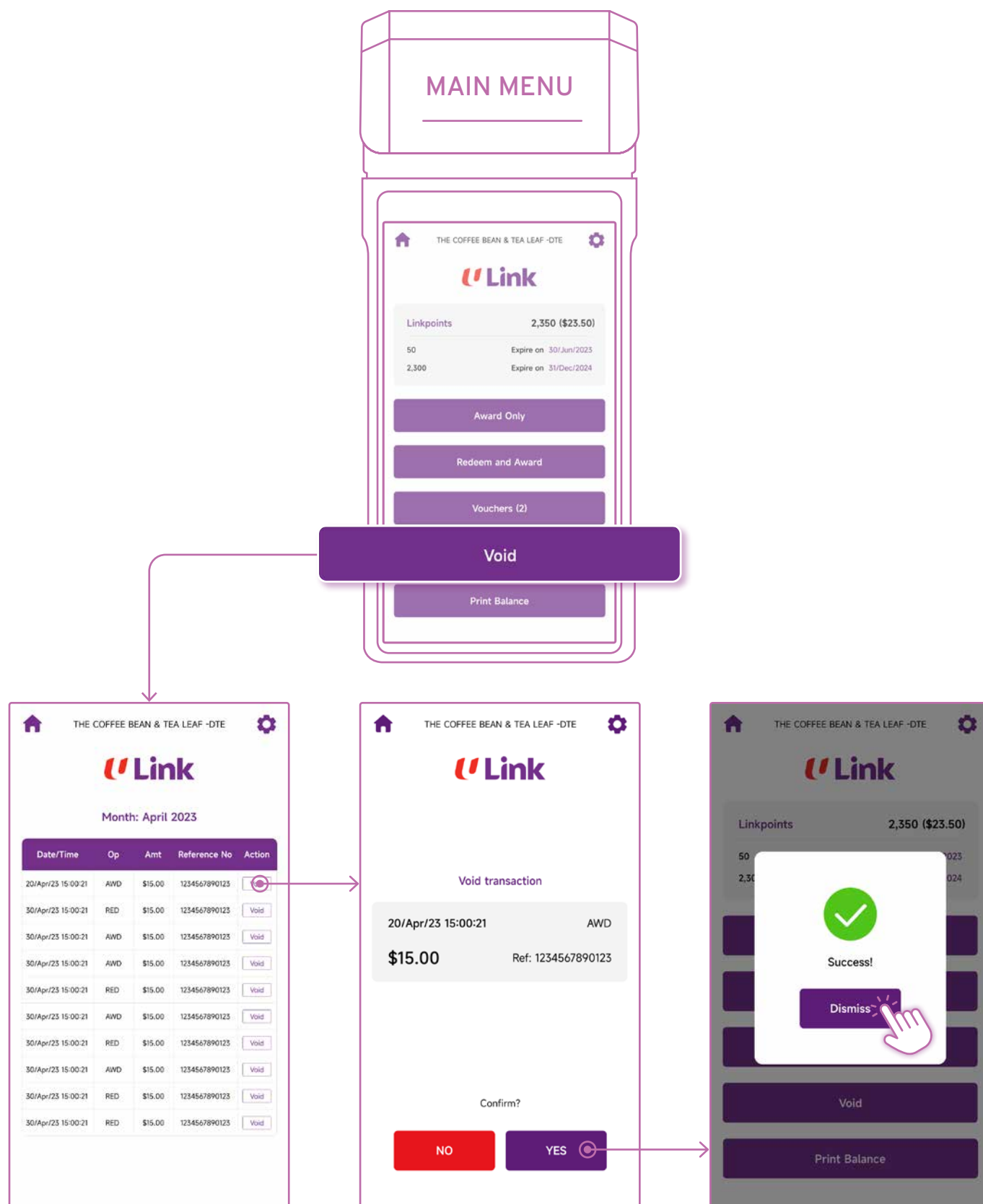




# How to VOID

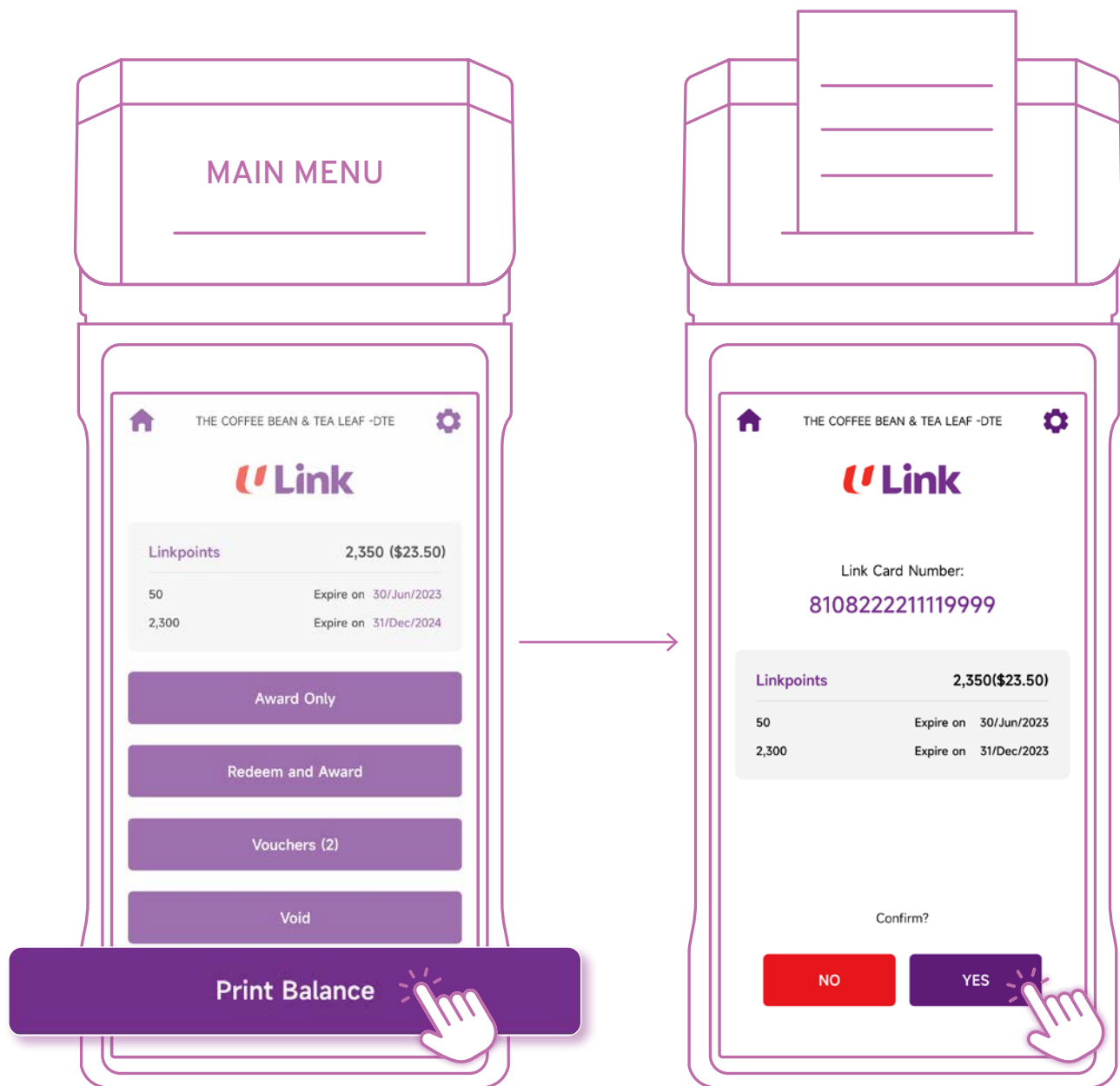
## STEP 2: Void Linkpoints transaction based on Reference No.

Note: Once the daily settlement has been completed, a transaction can no longer be voided.



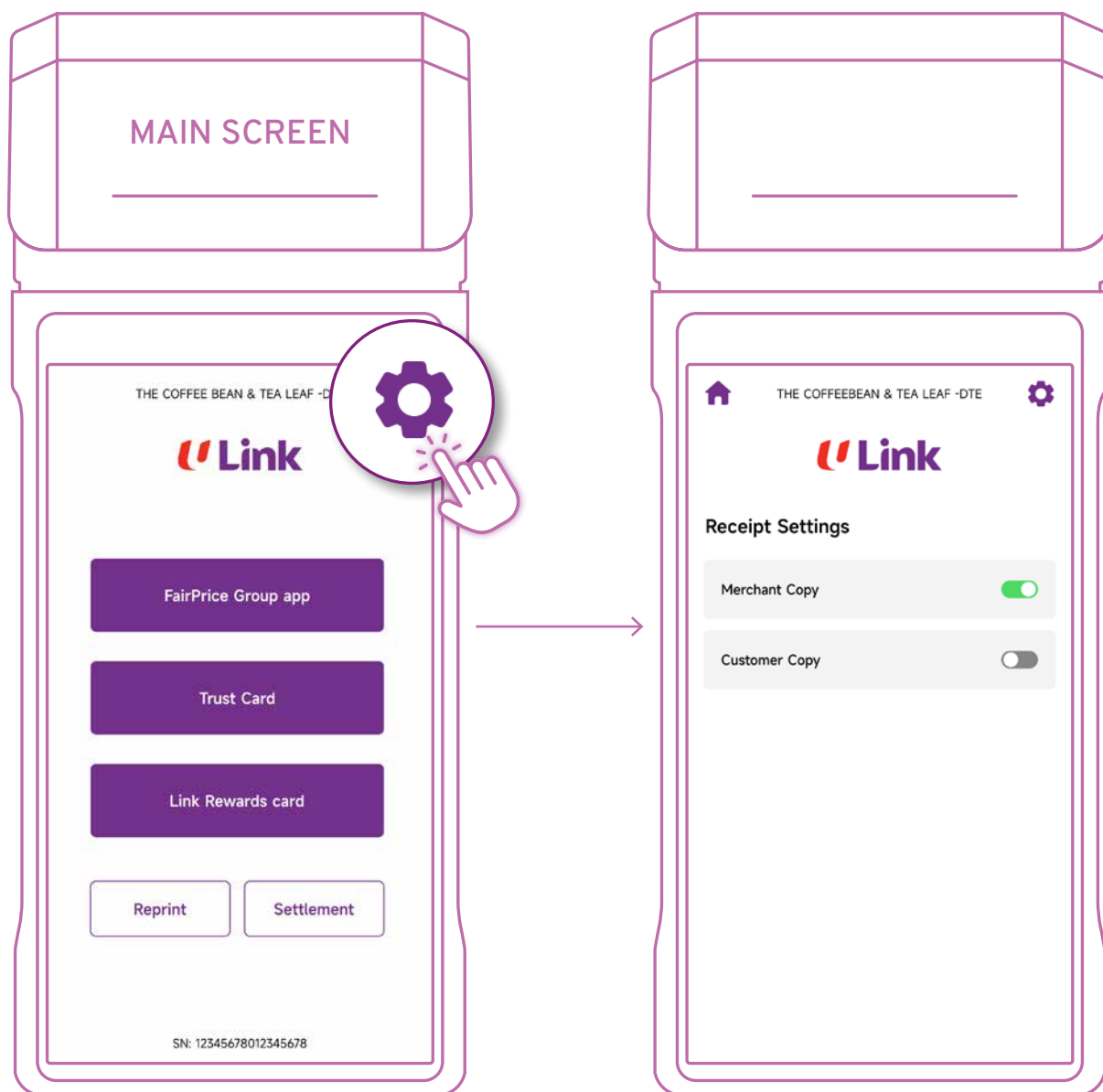
# How to PRINT BALANCE RECEIPT

## STEP 2: Print Linkpoints balance receipt



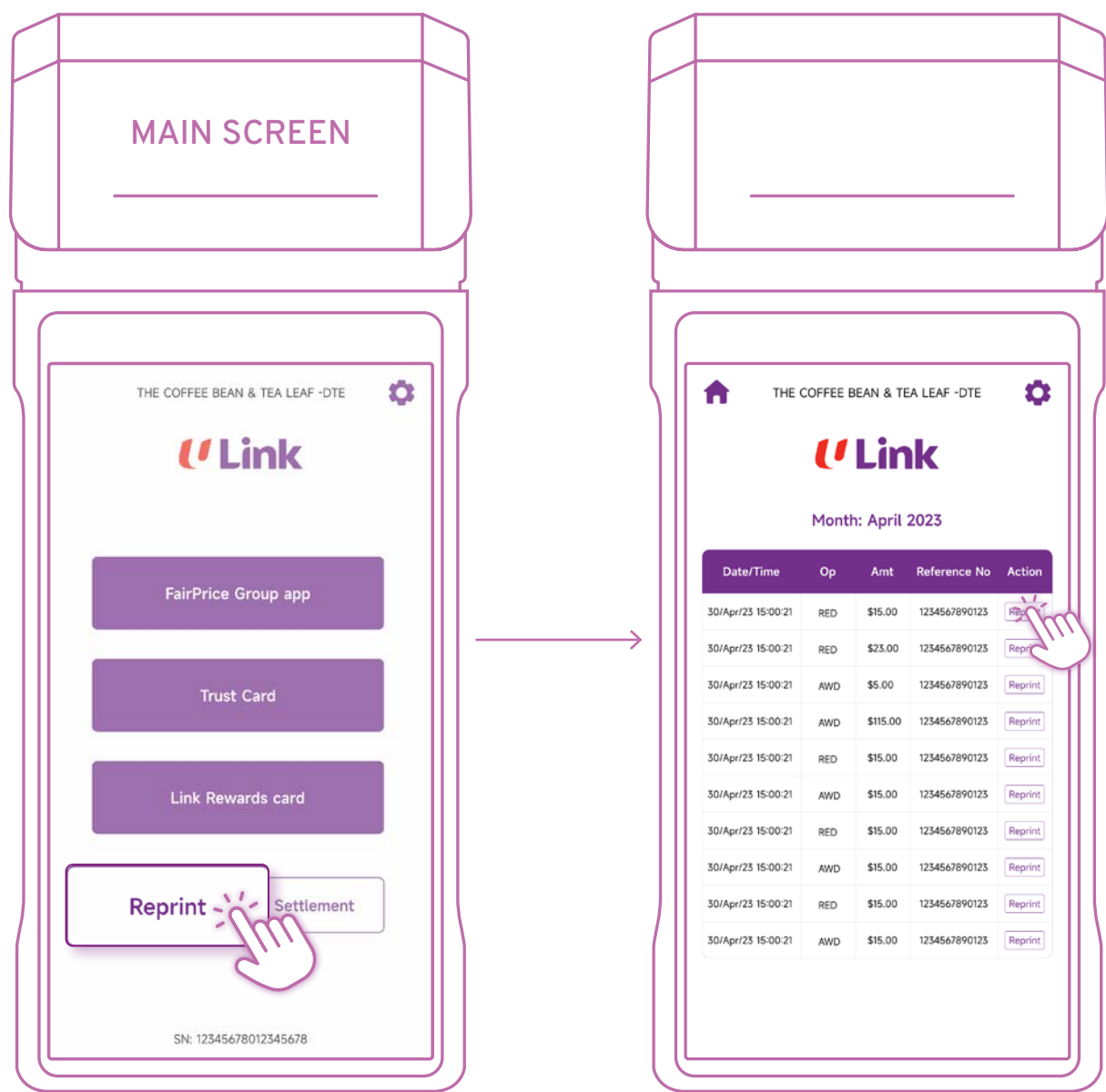
# OTHERS

## 1: Set your preferred receipt printing settings



# OTHERS

## 2: Reprint receipt based on Reference No.

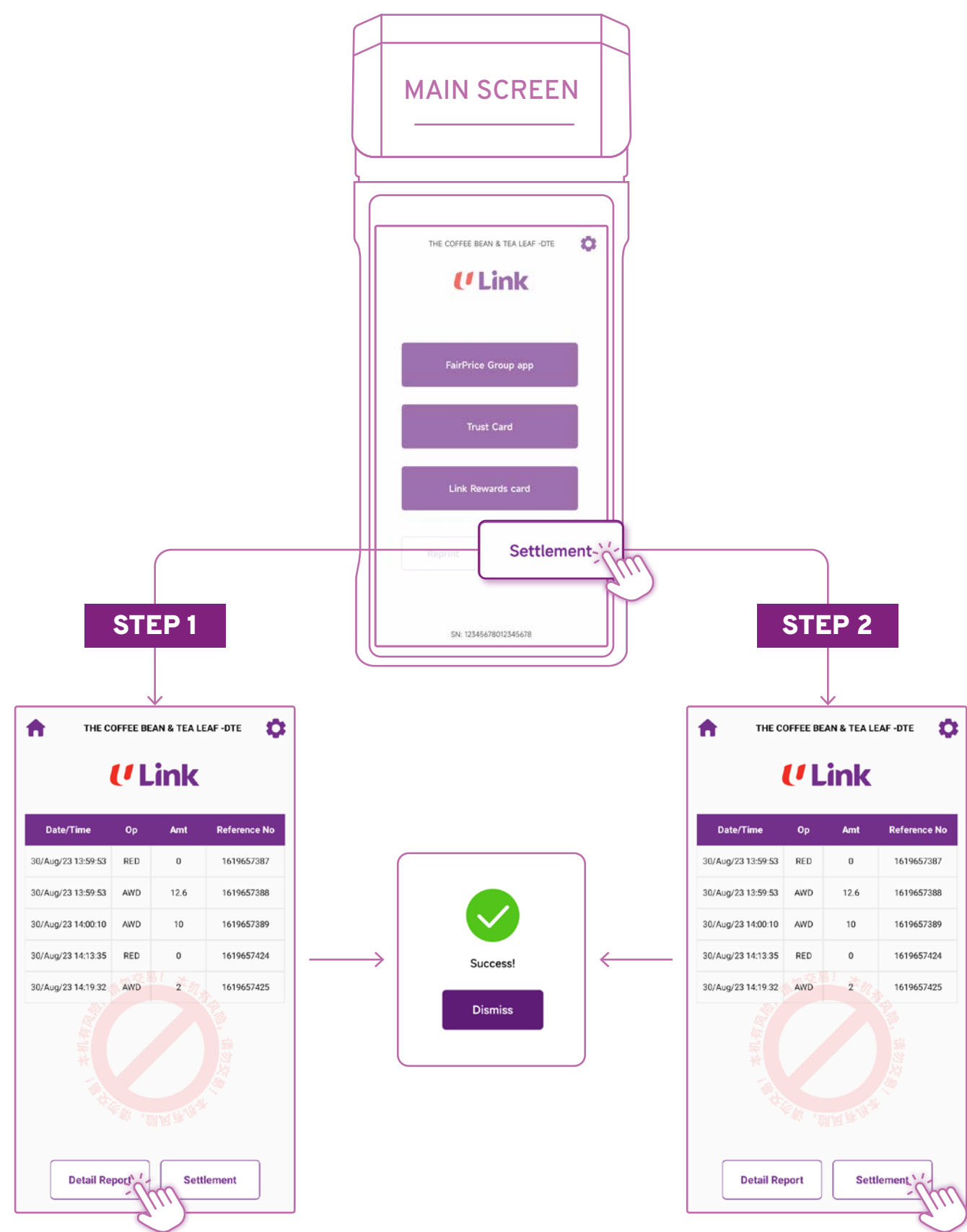


# OTHERS

## 3. Complete Detail & Settlement reports

It is recommended for Partners to print out Detail & Settlement reports daily for record keeping purposes

**!** Complete Detail report before Settlement.



## For ASSISTANCE

For **member enquiries** on Link Rewards Programme,  
please get in touch with us at

☎ 6380 5858

🕒 8.30am to 10.00pm daily

For **Partner support** matters, please get in touch with us at

☎ 8268 4889

✉ [Link-sd@ntuclink.com.sg](mailto:Link-sd@ntuclink.com.sg) (Subject: Partner Enquiries)



For **Link Partner FAQs**,  
please refer to [go.link.sg/partner-faqs](https://go.link.sg/partner-faqs)

