

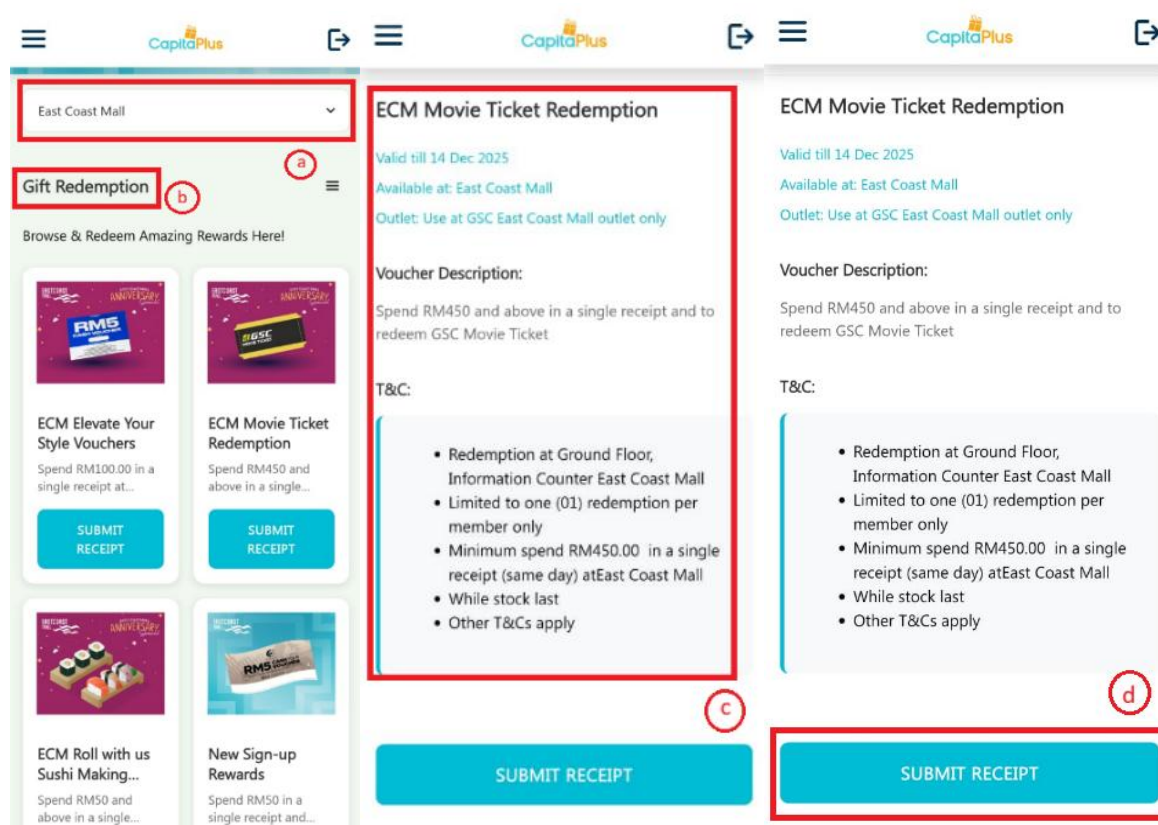
## 1. INTRODUCTION

CapitaPlus is a digital rewards program available at participating CapitaLand malls in Malaysia, including Gurney Plaza, Queensbay Mall, East Coast Mall, The Mines, 3 Damansara, Melawati Mall, and Sungei Wang Plaza.

Members can enjoy shopping and dining vouchers, as well as exclusive deals, by uploading receipts or joining eligible campaigns—no points collection required.

## 2. GIFT REDEMPTION

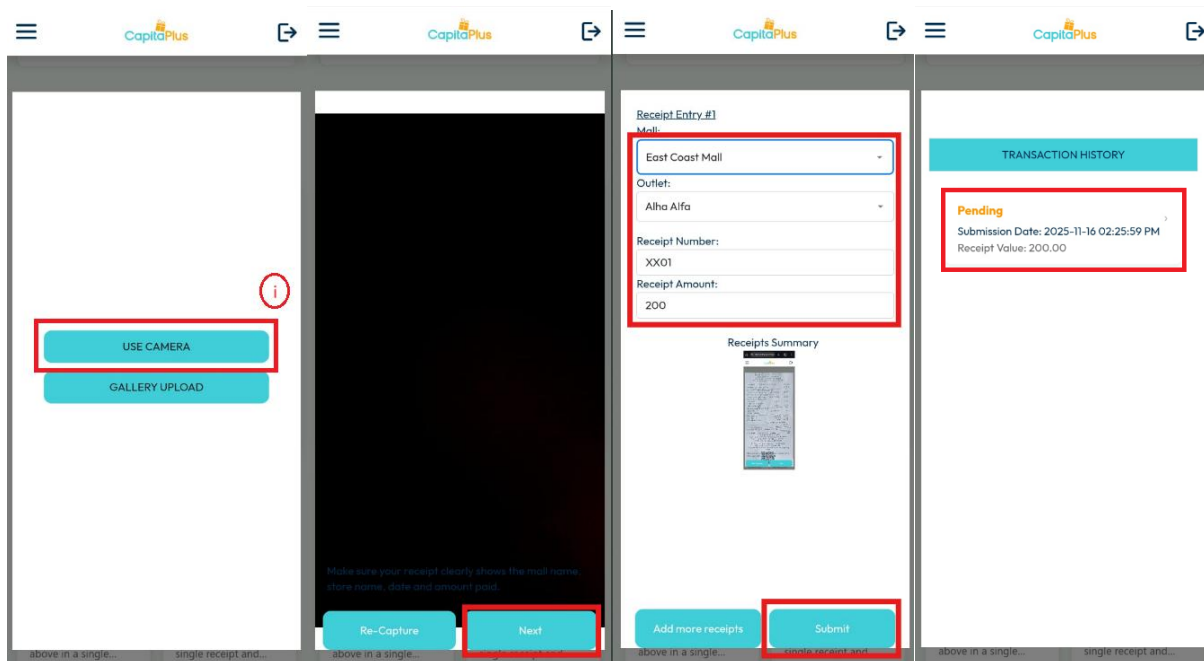
### 2.1 How to collect Gift Redemption?



- Select Mall from dropdown list
- Under “**Gift Redemption**” section, choose your preferred rewards
- Read the Voucher Description and T&C
- Click “**Submit Receipt**”

2.1.1 How to submit receipt?

a. You may choose either to “Use Camera” OR “Gallery Upload”



1. Use Camera:

- (i) Click Use Camera
  - Prompt message will appear > [member.capitaplus.my](http://member.capitaplus.my) wants to use your camera> Choose “**Allow while visiting the site**”
  - Capture the receipt > Make sure your receipt clearly shows the mall name, store name, date and amount paid

(ii) Click “Next”

Receipt Entry #1Mall: <**Choose from dropdown list**>

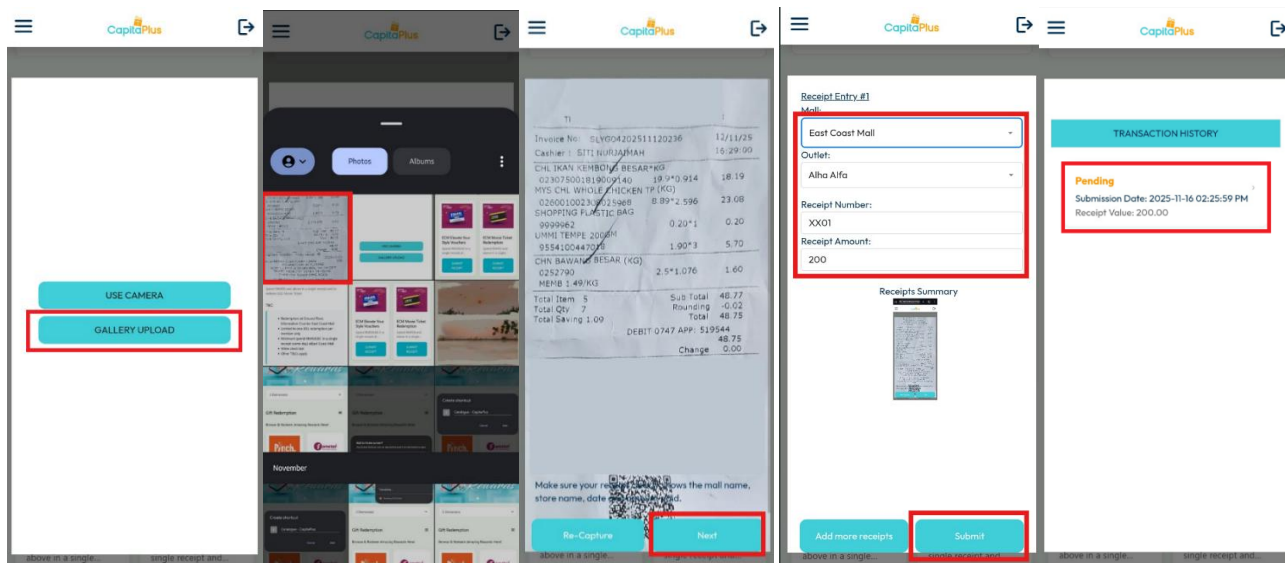
Outlet: <**Choose from dropdown list**>

Receipt Number: <**Please refer to your receipt**>

Receipt Amount: <**Please refer to your receipt**>

(iii) Click “Submit”

(iv) After submitting, receipt will shows **Pending**



2. Gallery Upload:

- (i) Capture the receipt > Make sure your receipt clearly shows the mall name, store name, date and amount paid
- (ii) System will prompt to your phone Gallery > select the receipt picture
- (iii) Click “**Next**”

Receipt Entry #1Mall: <**Choose from dropdown list**>

Outlet: <**Choose from dropdown list**>

Receipt Number: <**Please refer to your receipt**>

Receipt Amount: <**Please refer to your receipt**>

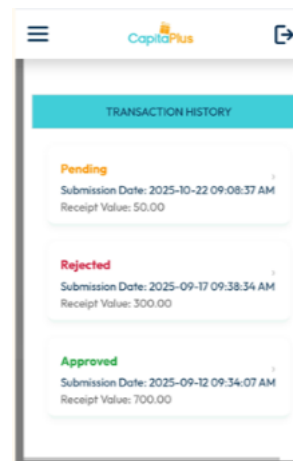
- (iv) Click “**Submit**”
- (v) After submitting, receipt will shows **Pending**.

b. The voucher will appear in “**My Rewards**” after receipt has approved.

### 2.1.2 How to check receipt status?

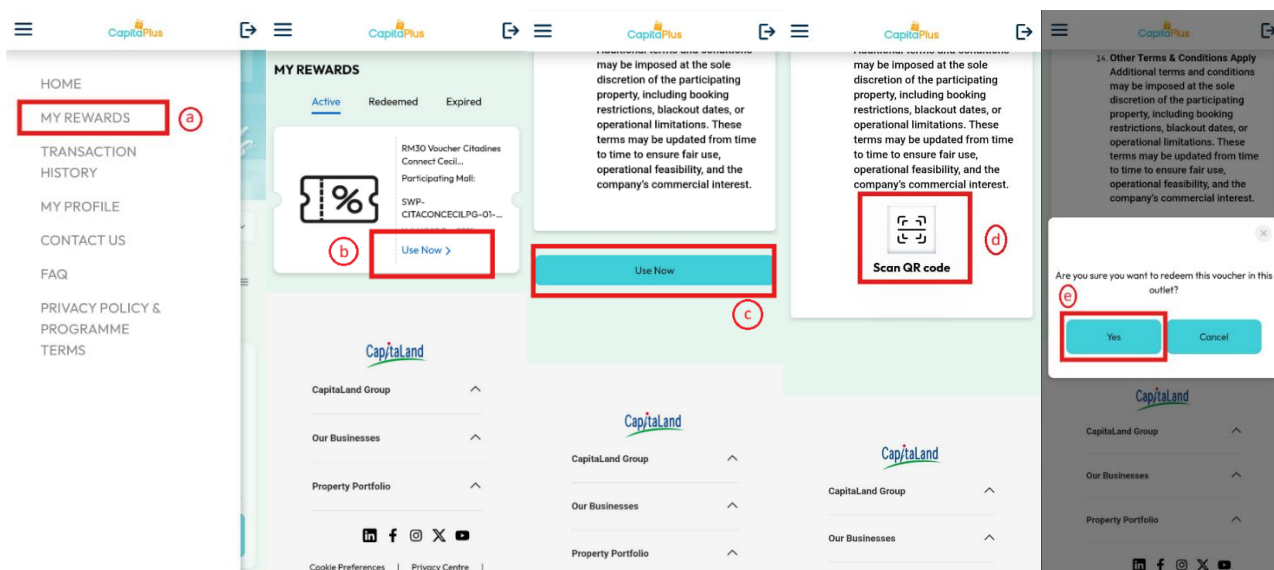
- Go to Transaction History
  - (i) **Pending**: Receipt is pending for approval
  - (ii) **Rejected**: Receipt rejected
  - (iii) **Approved**: Receipt has been approved

Upon approval the shopper will receive the reward in their **My Rewards** section.



- In **My Rewards** section all Active, Redeemed & Expired redemption will appear here.

### 2.1.3 How to redeem Gift Redemption?

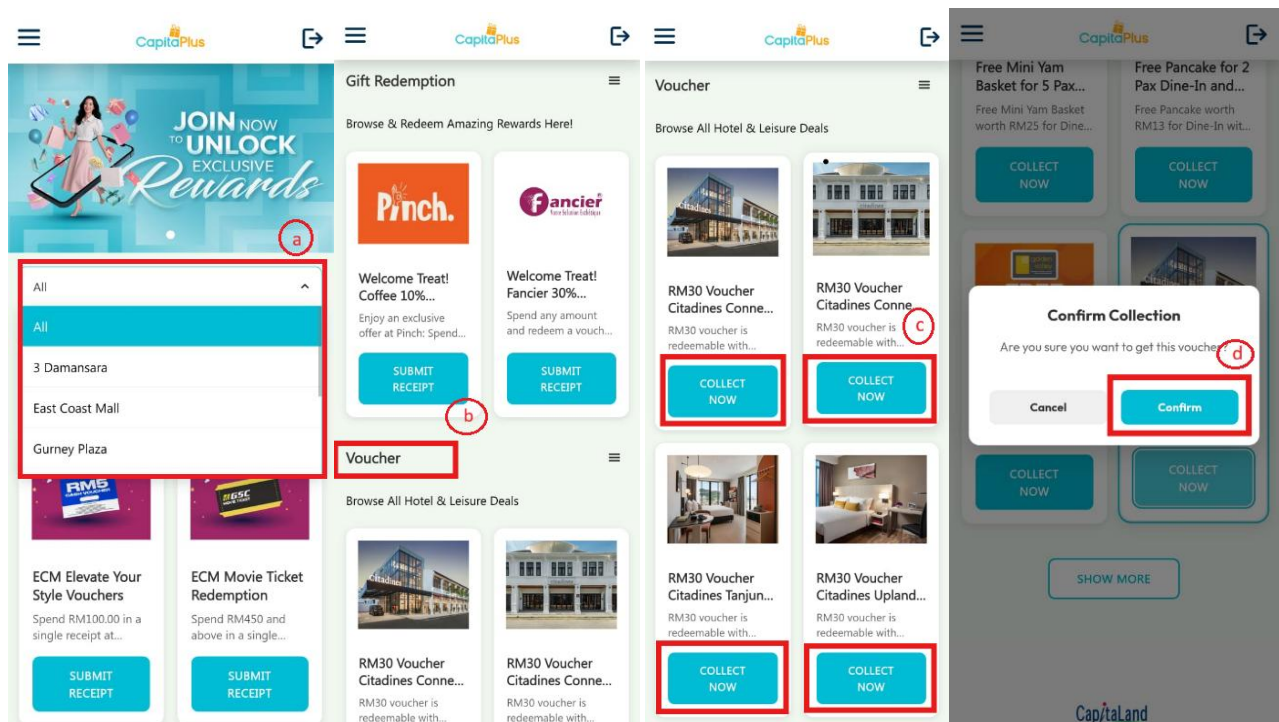


- a. Click on **“My Rewards”** to view the voucher
- b. Click on **“Use Now”** to redeem the voucher and system will prompt to display the rewards
- c. Scroll down of the voucher and click **“Use Now”** and system will change to **“Scan QR Code”**
- d. Click on **“Scan QR code”** to scan the QR code
  - Present at the info counter OR outlet, and there is a QR Code for the CapitaPlus member to scan

- e. Are you sure you want to redeem this voucher in this outlet? > Click **“Yes”** to redeem the voucher
- f. The redeemed voucher will appear in **My Rewards > Redeemed** section.

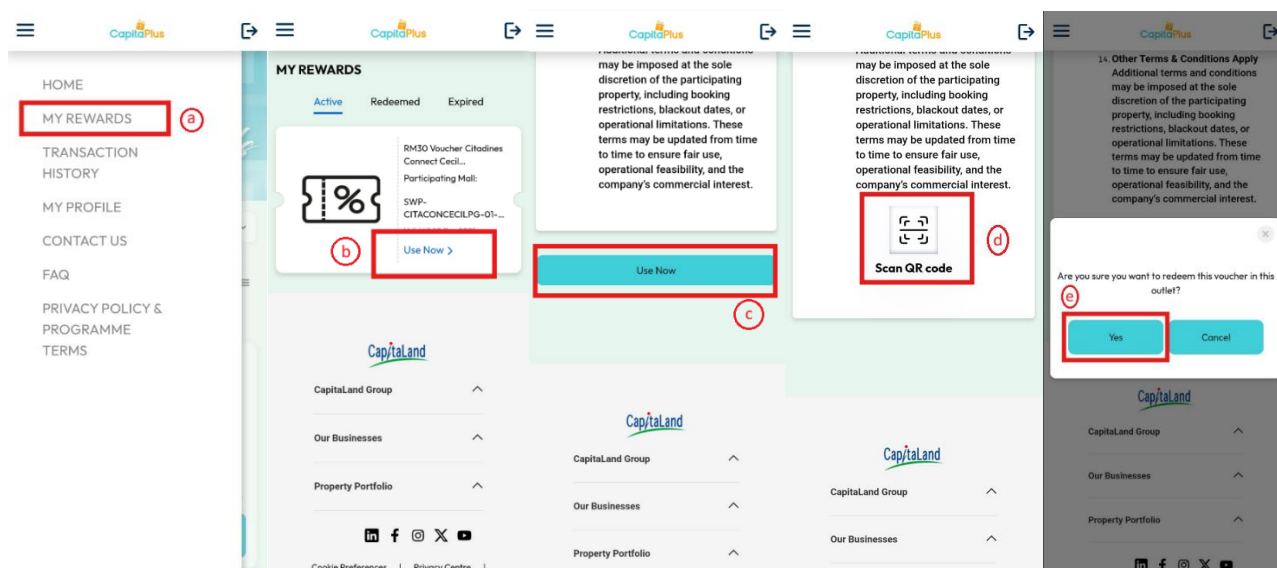
### 3. VOUCHER

#### 3.1 How to collect Voucher?



- a. Select Mall from dropdown list
- b. Scroll down to **“Voucher”** section
- c. Choose your preferred voucher and click **“Collect Now”**
- d. Click **“Confirm”**
- e. System will prompt to **“My Rewards”**, and the Voucher will auto-appear in **“Active”** section

### 3.1.1 How to use voucher at outlet?



- a. Click on **“My Rewards”** to view the voucher
- b. Click on **“Use Now”** to redeem the voucher. <System will display the Voucher>
- c. Scroll down of the voucher and click **“Use Now”** and system will change to **“Scan QR Code”**
- d. Present at the participating outlet, and there is a QR Code for the CapitaPlus member to scan
- e. Click on **“Scan QR code”** to scan the QR code
- f. Are you sure you want to redeem this voucher in this outlet? > Click **“Yes”** to redeem the voucher
- g. The redeemed voucher will appear in **My Rewards > Redeemed** section.

**THE END**