



e-wallet feature

Costa Rhu

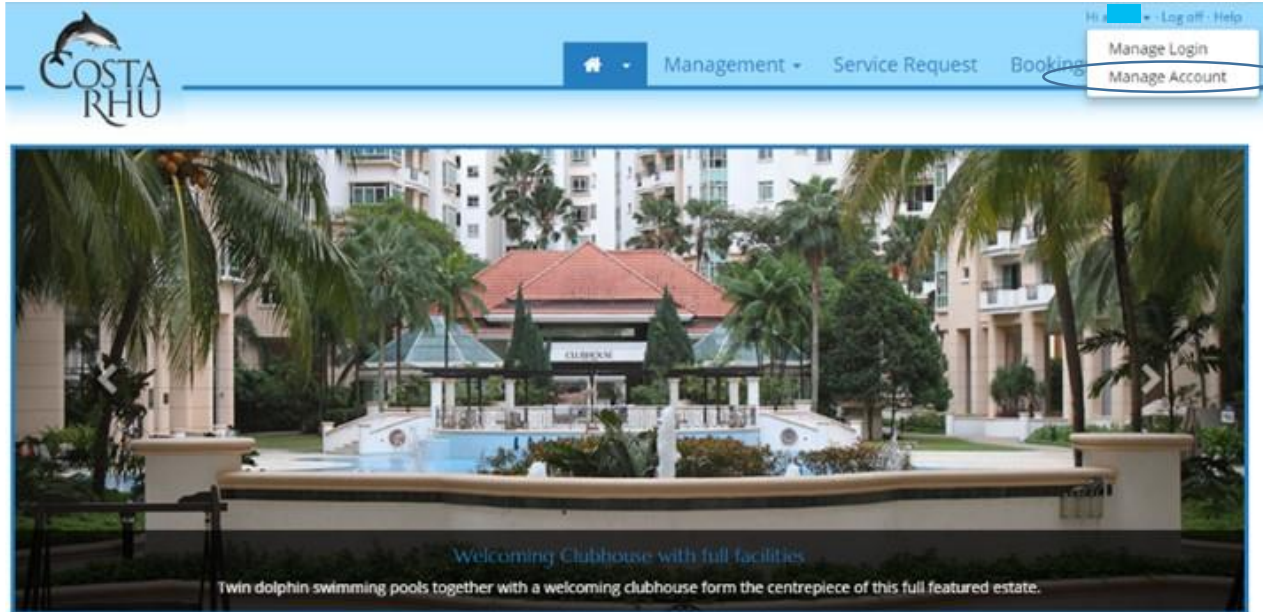
Wallet (stored credit)

- Current Situation
 - 80% of bookings are for small transactions (Tennis and Squash)
 - Resident has to come to the office to make payment (or credit cancellation)
 - Lot of time/paperwork for small transactions

What is the wallet?

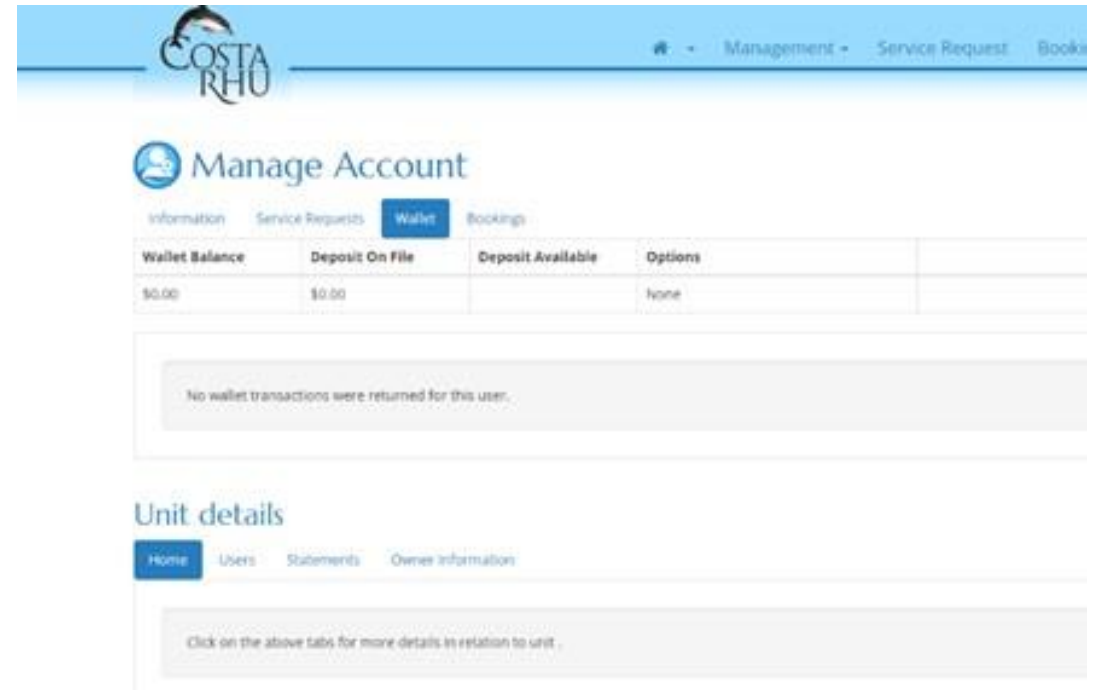
- Wallet is a debit/pre-paid method (not a credit/post paid)
- Residents charge/top up wallet
- Booking automatically approved if funds available in wallet
- If funds not available resident needs to come to the office
- On booking cancellation, wallet is credited
- Wallet is associated with resident/user (not unit)

Finding the wallet on your login screen on the website




Choose “Manage Account” from the options next to “Hi *username*” once you Login

Click on the “wallet” tab




Use case example

- Booking automatically approved
- Less visits to the office
- Resident can see balance and last 100 transactions




Facilities Booking


Please select the facility that you wish to book below.




Tennis (Fee)




Tennis (Fee, Wallet)




BBQ (Fee, Deposit)



BBQ (Wallet, DoF)




KTV (Deposit)



KTV (Deposit, DoF)

Tap to see/cancel current bookings for Unit 01-03




KTV (Deposit)

on Thursday June 28th, 2018 at 5:00 pm for 5 hour(s)

MA Approved

Paid Cheque Deposit

Deposit NOT refunded




Tennis (Fee)

on Wednesday June 27th, 2018 at 12:00 pm for 1 hour(s)

MA Approved

Paid

1




Tennis (Wallet)

on Wednesday June 27th, 2018 at 11:00 am for 2 hour(s)

System Approved

Paid Wallet




Manage Account

Information Service Requests **Wallet** Bookings

Wallet Balance	Deposit On File	Deposit Available	Options
\$20.00	\$0.00		None

Date	Type	Description	Amount
22-Jun-2018	Facility Booking	Cancel: Tennis (Wallet) on 27-Jun-18 11:00 AM for 2 hour(s)	\$4.00
22-Jun-2018	Facility Booking	01-03: Tennis (Wallet) on 27-Jun-18 11:00 AM for 2 hour(s)	-\$4.00
22-Jun-2018	Counter Collection	Counter Collection by 1. Resident 1 - (12345)	\$20.00

1



Tennis (Wallet)

on Wednesday June 27th, 2018 at 11:00 am for 2 hour(s)

System Approved

Paid Wallet

Wallet Rules

1. The Wallet is a prepayment credit for bookings, and is associated to the resident's user login account at the Costa Rhu web-portal. Each wallet will hence be linked to the user/resident (and NOT the unit). Residents may continue to pay on a case by case basis at the Management Office (MO) but all booking fee refunds, if and as relevant, will be made through the e-wallet only.
2. All outstanding payments must be cleared before the wallet function can be used. Residents need to make a prepayment to top up the e-wallet credit at the MO during office hours. Once this is done, your bookings will be automatically approved if adequate funds are available in the wallet, and the relevant booking fee will be debited from your wallet. If you cancel a booking (now allowed by the system to the time of booking for all facilities), the relevant booking fee will be credited back into your wallet. Do note that request for cancellations after the time of booking will not be entertained.
3. Wallet balances are NOT refundable. However, wallet top up amounts start at S\$2 and are allowed in any incremental amount in the multiples of \$2. So your minimum exposure is very nominal and is in your control.
4. Some facilities (e.g. barbecue pits, function rooms etc.) require residents to make a refundable deposit by cheque. We will continue to follow existing procedure for these but with one IMPORTANT change. If residents do not collect their cheque deposits within a week of use of facilities, the MO will bank your cheque. This will then reflect in your Wallet as Deposit-on-File and subsequent bookings for facilities can be made using this deposit on file. This feature reduces the physical need of the resident coming to the Management Office to pay the deposit every time he books a facility.
5. Deposit-on-File accounts balances will be refunded at the request of the resident within two months of the date of request. Any balance shall be forfeited by the MO after six months from the date when the Resident cease to be a owner, subsidiary proprietor or tenant of the estate.
6. All balances in the Wallet and Deposit-on-File accounts are not subject to interest (free of interest). Disputes over amount balances will be verified using the system transaction records. Management reserves the right to make the final decision regarding any Wallet dispute.