kris+

by Singapore Airlines

Customer Guide

Version 9.0

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App Overview

Kris+ by Singapore Airlines is a lifestyle and rewards app which makes it easy for you to +more rewards and +more miles to your every day.

Use Kris+ to earn and redeem miles, and enjoy exclusive privileges at over 1,000 participating outlets in Singapore and overseas!

KrisPay miles, the Kris+ currency, can be:

1. Redeemed to pay for everyday spend at a wide variety of Kris+ partners
2. Earned through payments made with Apple Pay or Google Pay™ on Kris+
3. Transferred from Kris+ to KrisFlyer* and vice versa
4. Transferred from other rewards partners to Kris+

***1 KrisFlyer mile = 1 KrisPay mile; SGD 1 = 150 KrisPay miles**

Privileges are discounts and exclusive deals with Kris+ partners in dining, retail, entertainment and more!

Vouchers are exclusive discounts and product offerings at Kris+ partners that can be purchased anytime, anywhere! Keep them in your KrisPay Wallet and redeem the vouchers in-store before the expiry date.

Navigating Home Screen (Part 1 of 3)

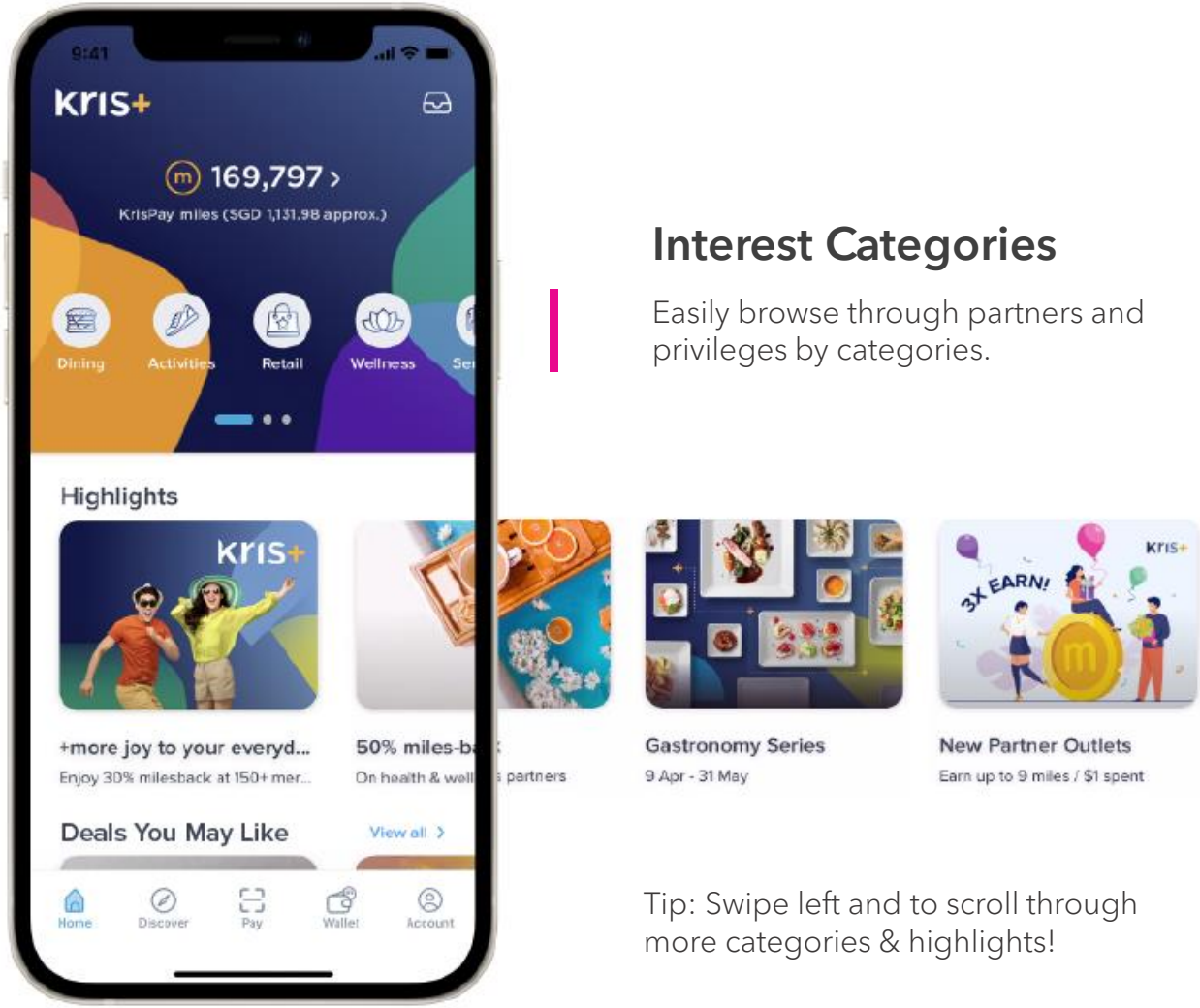
KrisPay Miles Balance

A quick glance of your KrisPay miles balance and approximate value in SGD.

Tap to access your KrisPay Wallet and view transaction history and expiring miles.

Highlights

Watch this space to catch the latest Kris+ deals and updates. Don't miss out!

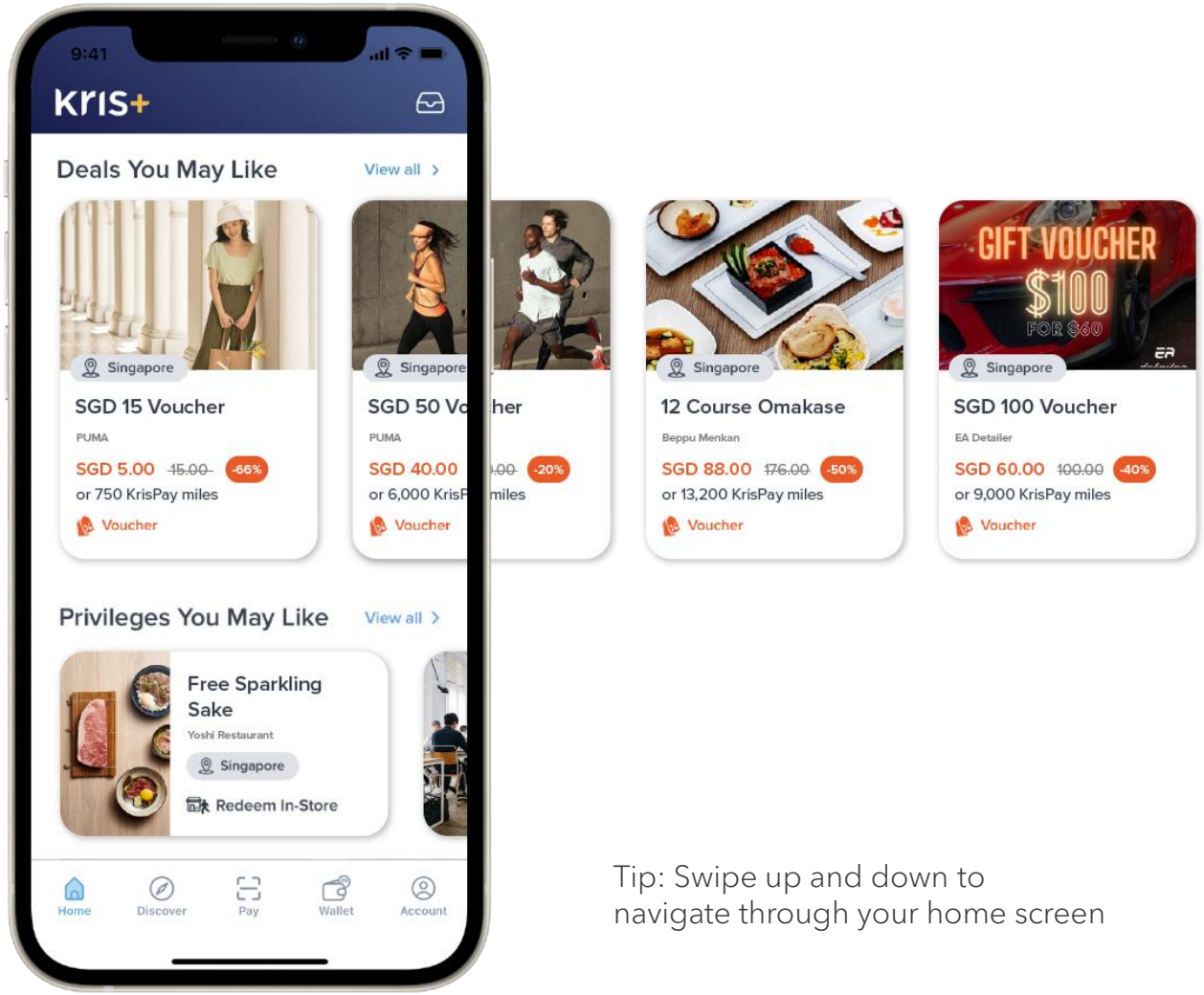


Interest Categories

Easily browse through partners and privileges by categories.

Tip: Swipe left and to scroll through more categories & highlights!

Navigating Home Screen (Part 2 of 3)

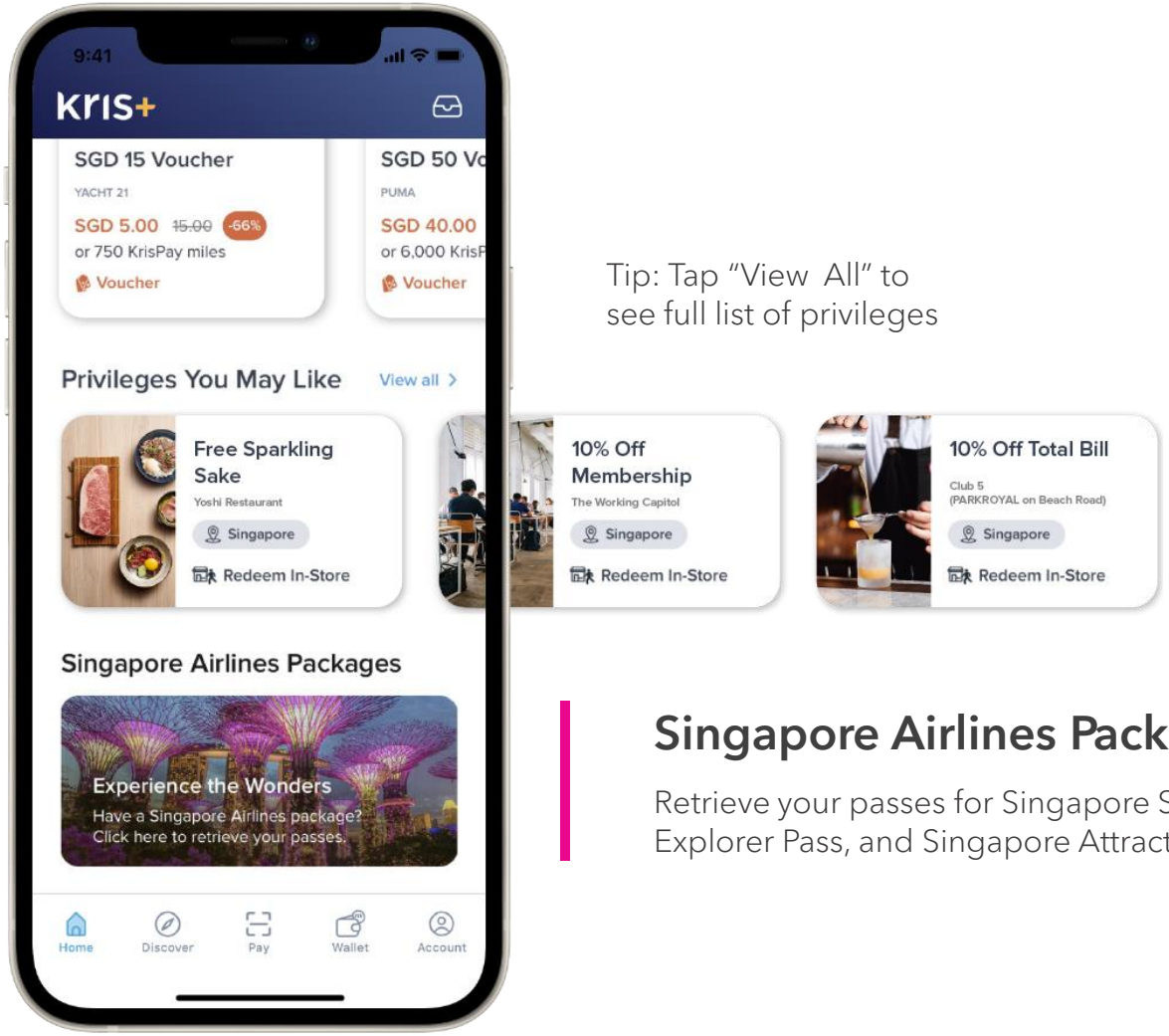


Tip: Swipe up and down to navigate through your home screen

Recommended Partner Vouchers

See exclusive deals and product offerings with Kris+ partners, estimated savings and redemption amount all at-a-glance.

Navigating Home Screen (Part 3 of 3)



Tip: Tap "View All" to see full list of privileges

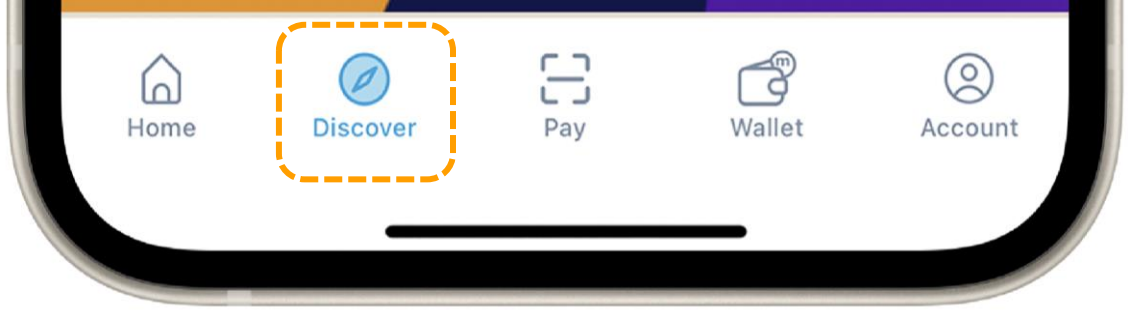
Recommended Privileges

Kris+ recommends vouchers based on your favourites and interests.

Singapore Airlines Packages

Retrieve your passes for Singapore Stopover Holiday, Singapore Explorer Pass, and Singapore Attraction Pass here for fuss-free access.

Tap "Discover" to start!

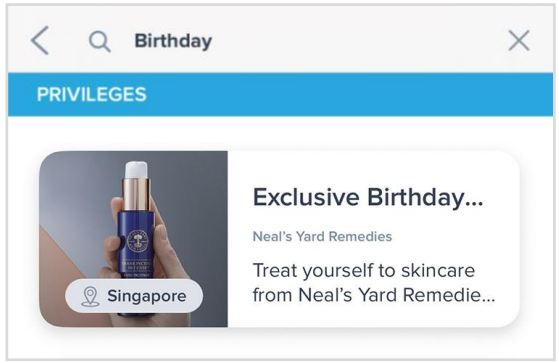


kris+ by Singapore Airlines

Discover with Kris+

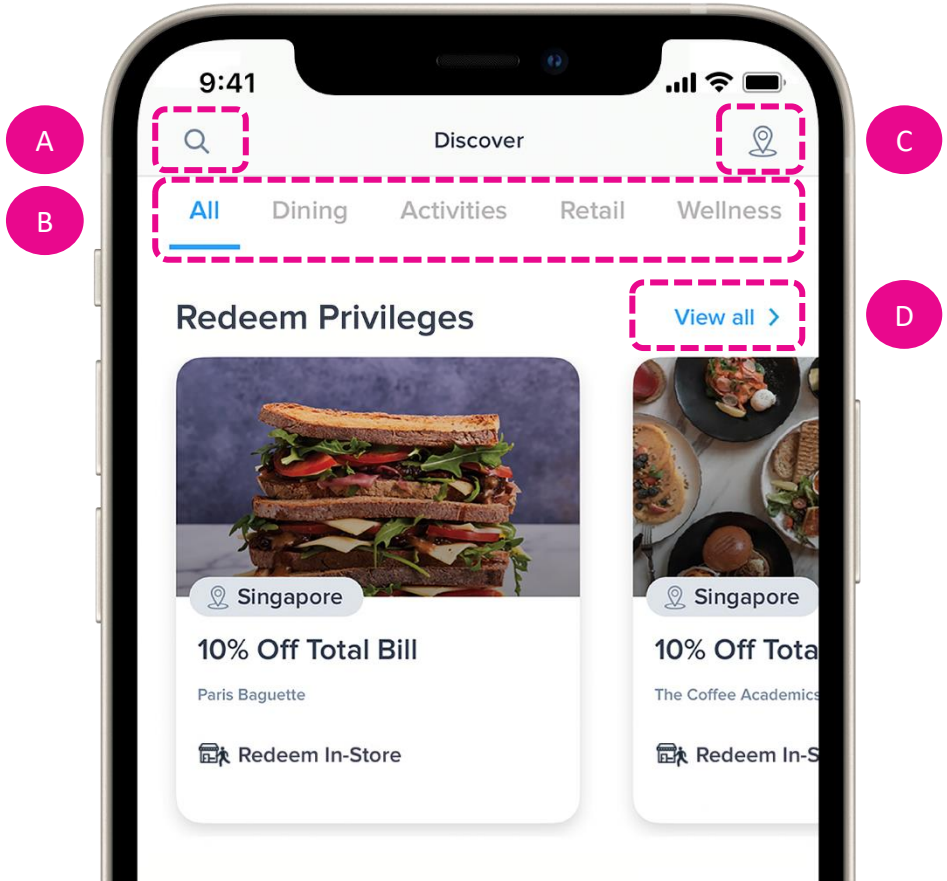
A) Type to search

Brand names, privileges, flash deals, birthday perks, etc.



B) Browse By Category

Swipe along interest categories to easily find your preferred privileges

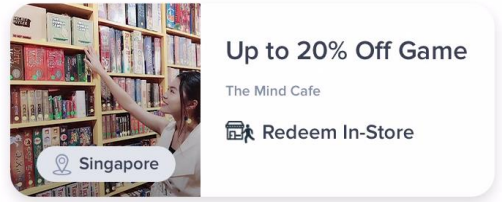


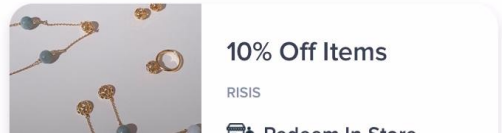
C) Locate by Map

Find by location

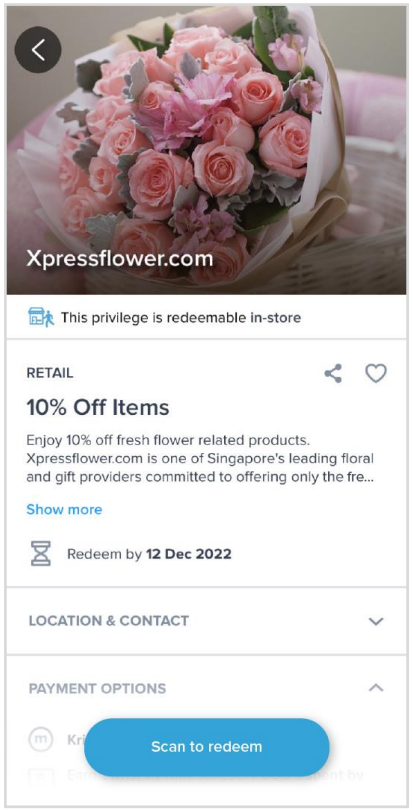
D) View All by List

Filter by category/location



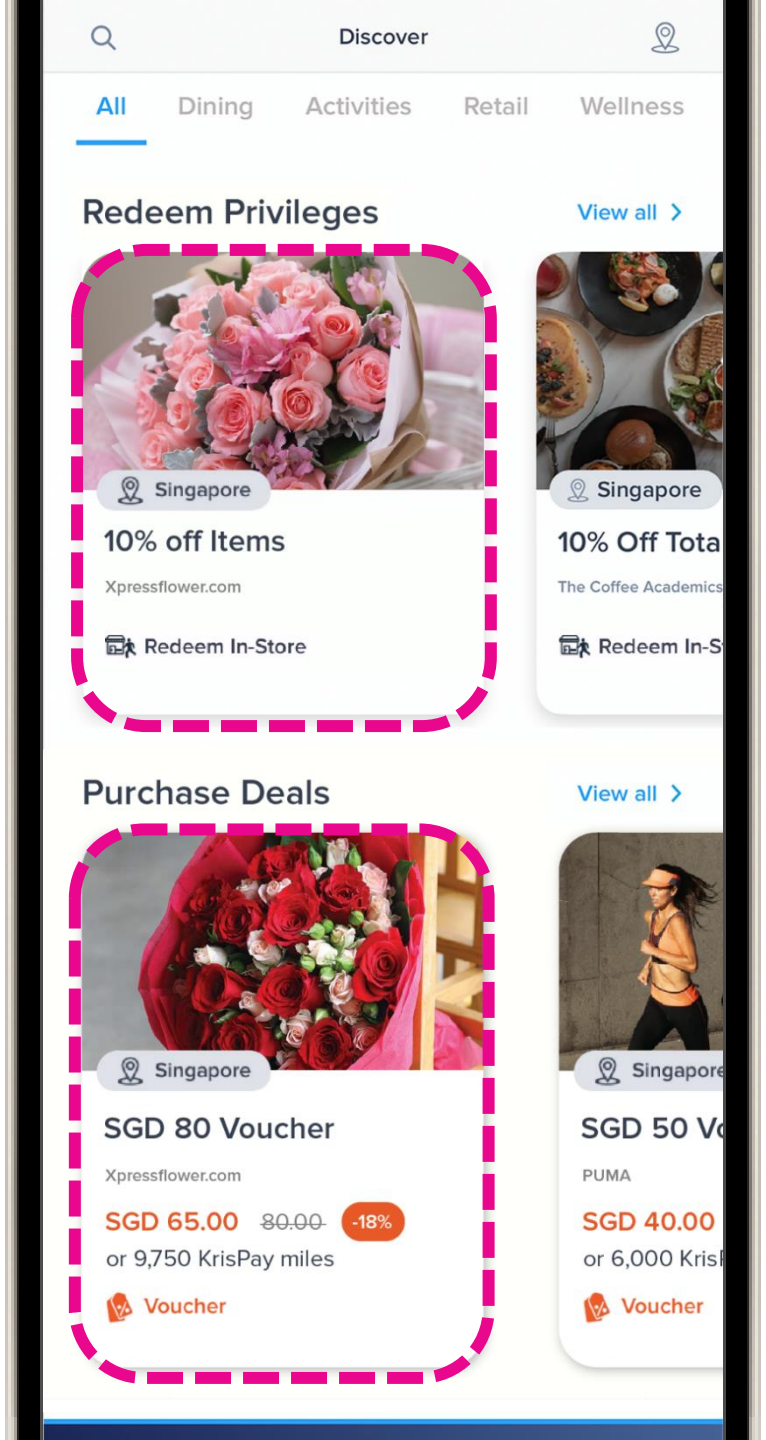


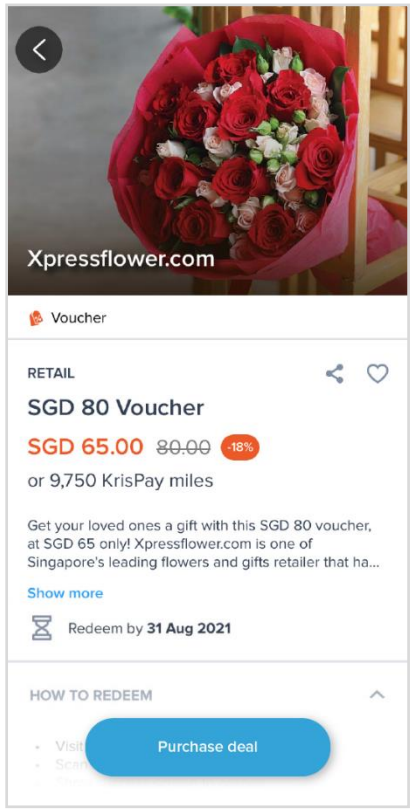
*Birthday privilege is a sample - would defer based on what is offered.



Redeem Privileges

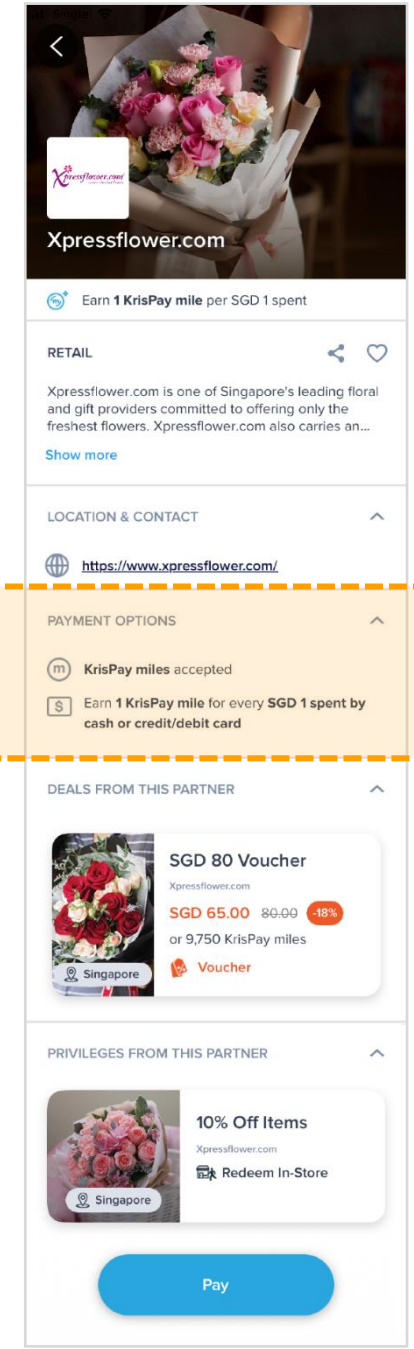
Tap into specific privilege tile for privilege details such as redemption date. Learn how to redeem privileges at page 16 >>



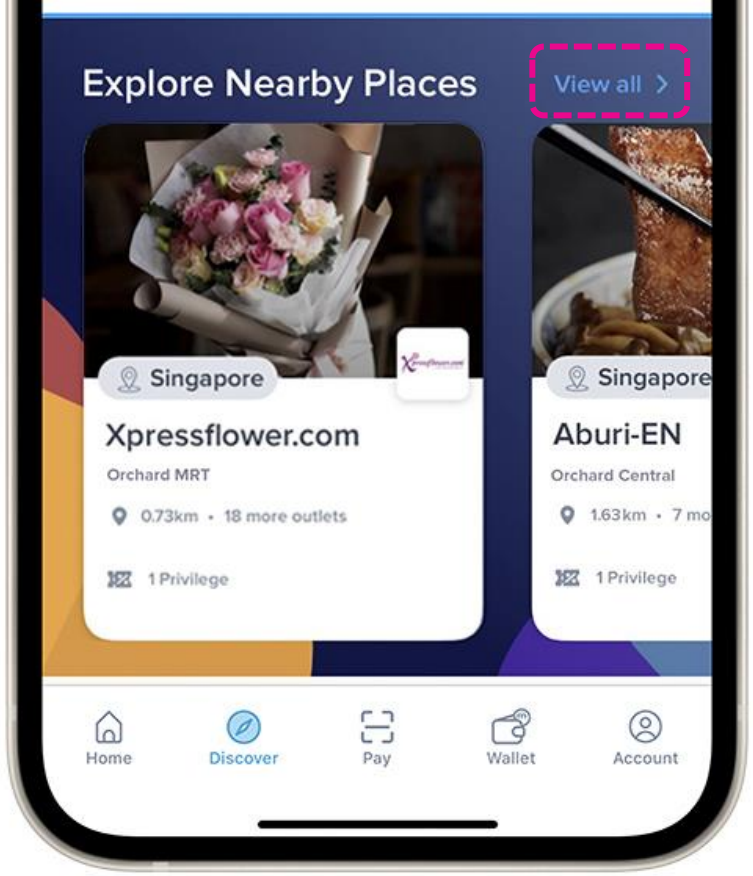


Purchase Vouchers

To use a partner voucher, first purchase the voucher in-app before redeeming it in-store. Find out more at page 19 >>



A



B

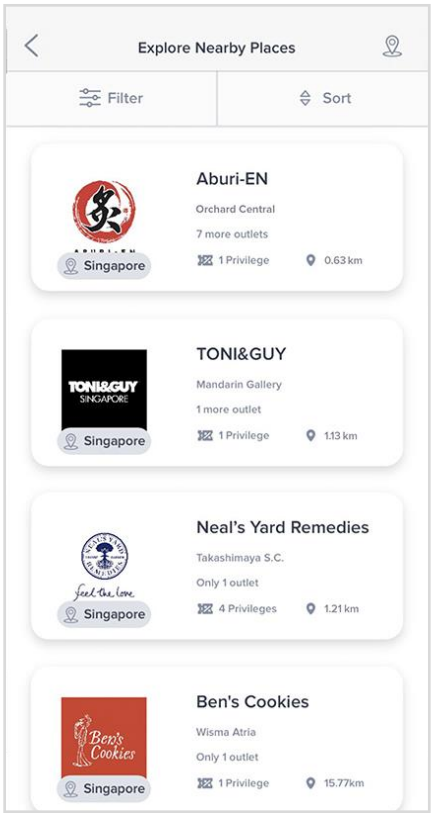
Exploring Nearby Places

A) Partners

Find out more about our participating partners here, miles earn rates and privileges offered, and more!

B) View All Nearby Places

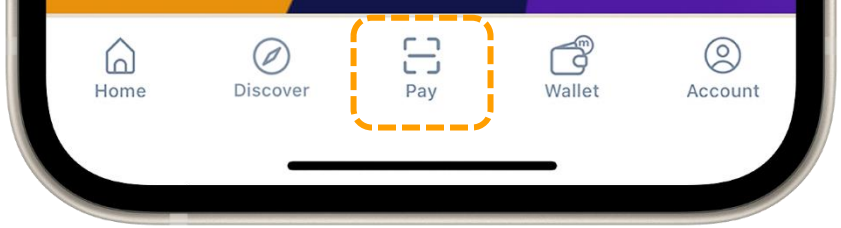
See all places starting with the partners closest to you! Choose to filter and/or sort to customise results.



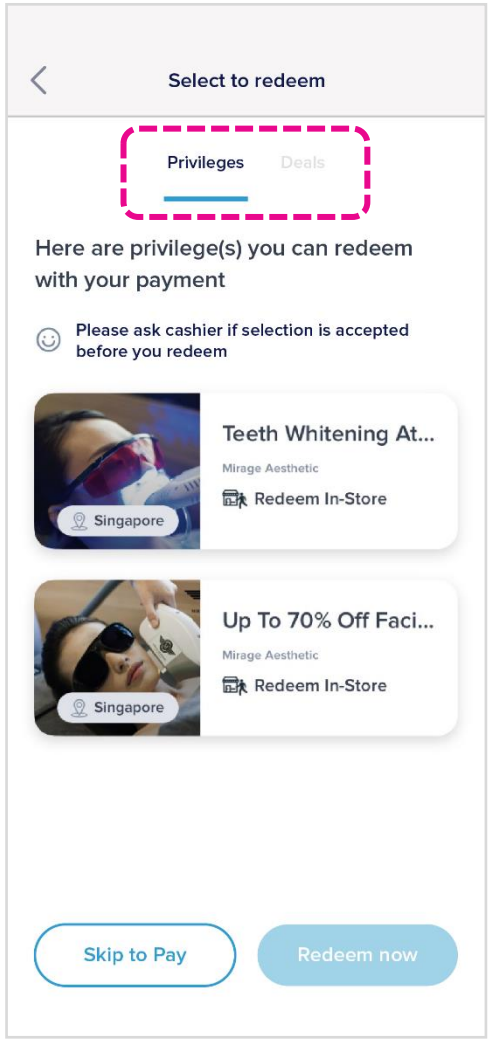
Find by Maps

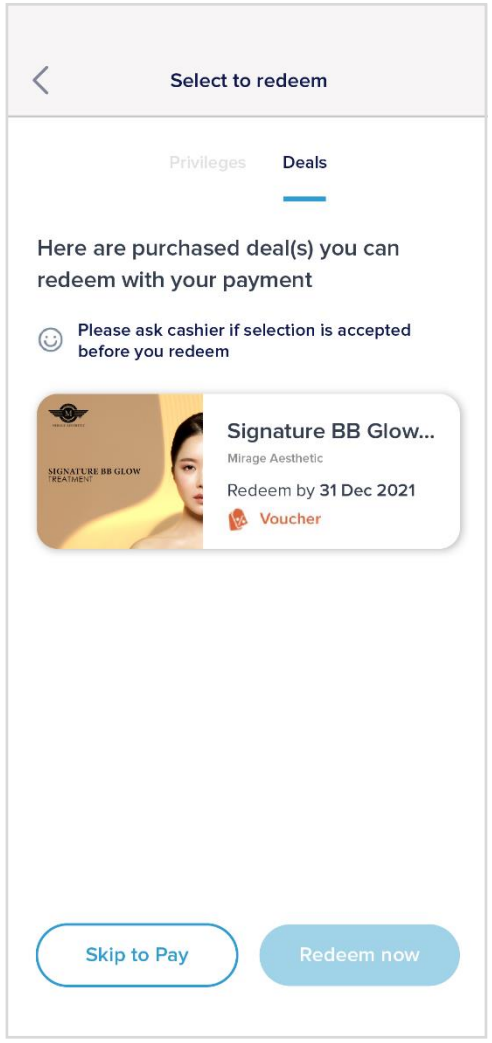
Participating partners and privileges can be found easily by using the in-app map feature.

Intuitive to navigate. Discover and explore merchants nearest to you as well as all participating outlets island-wide and abroad!



Tip: You may also scan to pay and redeem from a Partner's screen (see page 16)





Scan to Pay

(Quick Access to Privileges & Vouchers)

Privileges and purchased vouchers available for redemption are reflected, at-a-glance, when you scan the Kris+ merchant QR code in-store.

New to Partner Vouchers? Go to page 19 to learn how to purchase and redeem vouchers >>

Payment Process for Apple Pay and Google Pay enabled partners

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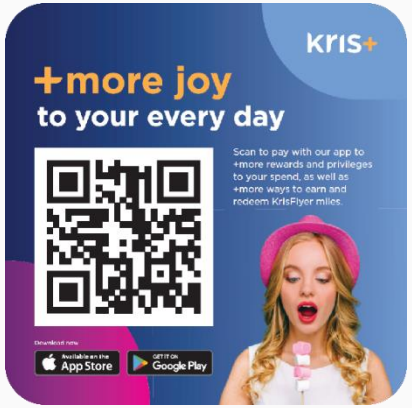
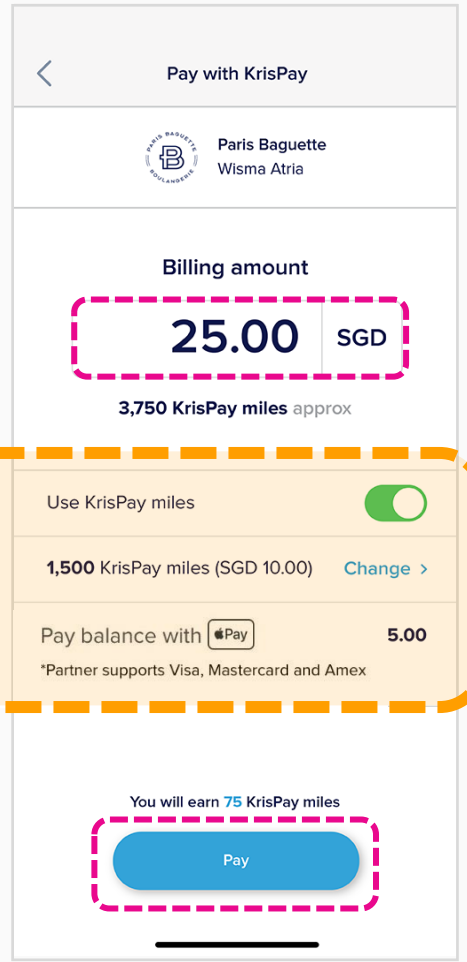
*Tap "Pay" button → Scan Merchant's QR → Enter Amount & Pay → Confirm Payment → Paid successfully

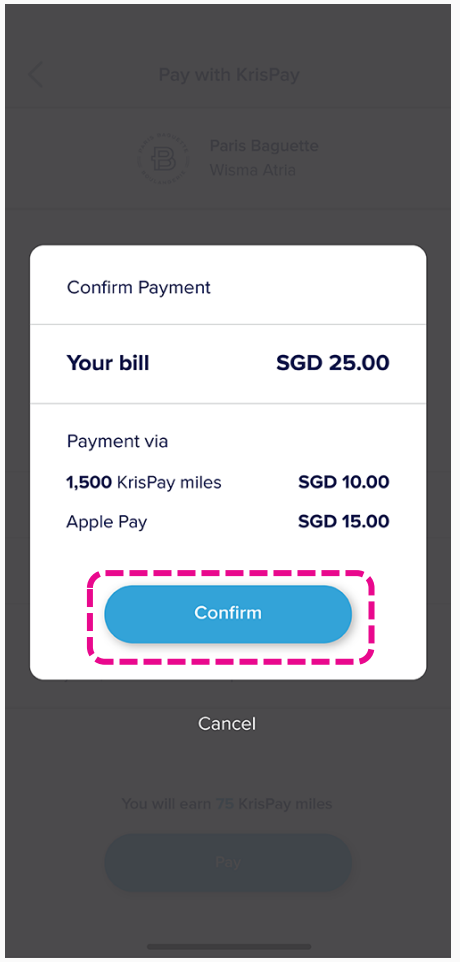


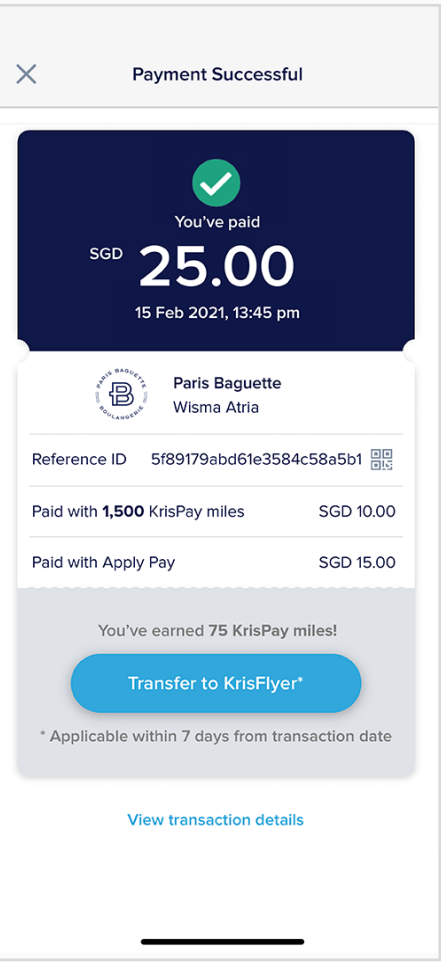


You can choose how much to pay with miles and/or Apple Pay or Google Pay

See next page for details >>

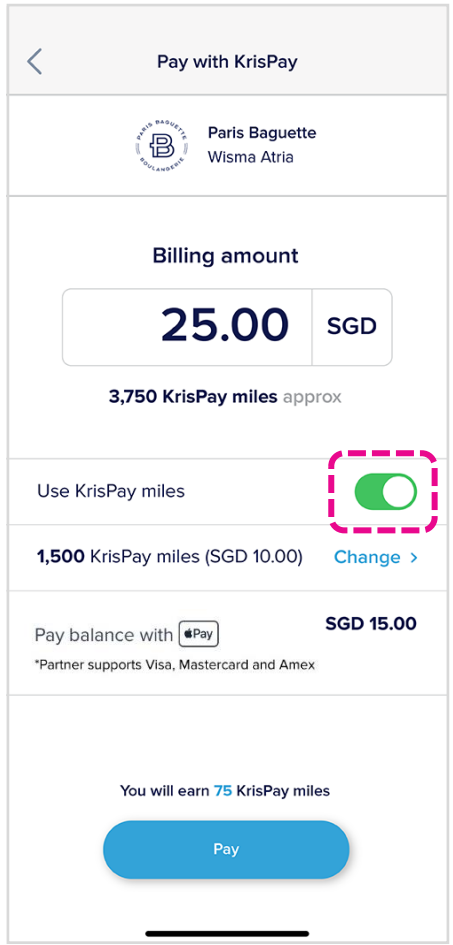
Automatically earn miles for the portion paid with Apple Pay or Google Pay!

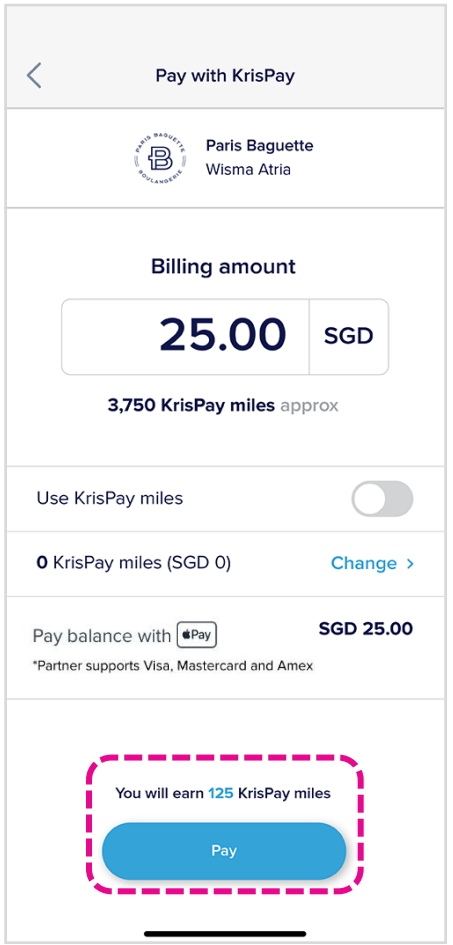




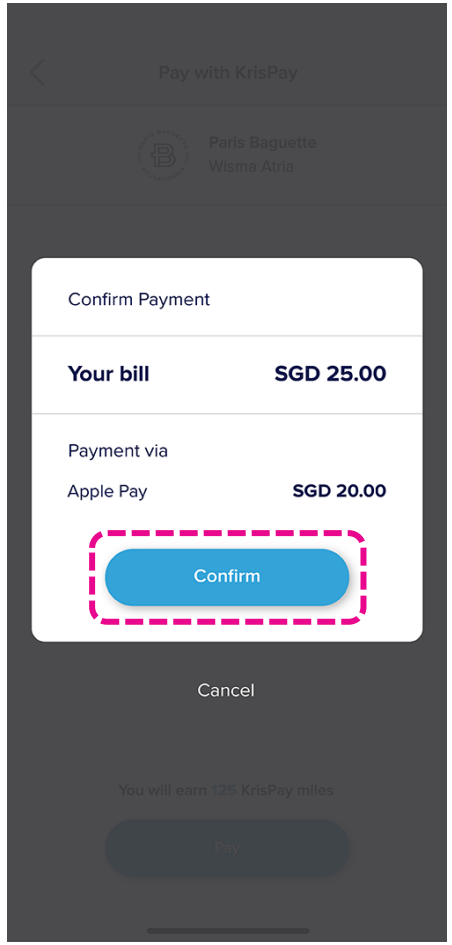
Customise Your Payment: Full Payment with Apple Pay/Google Pay

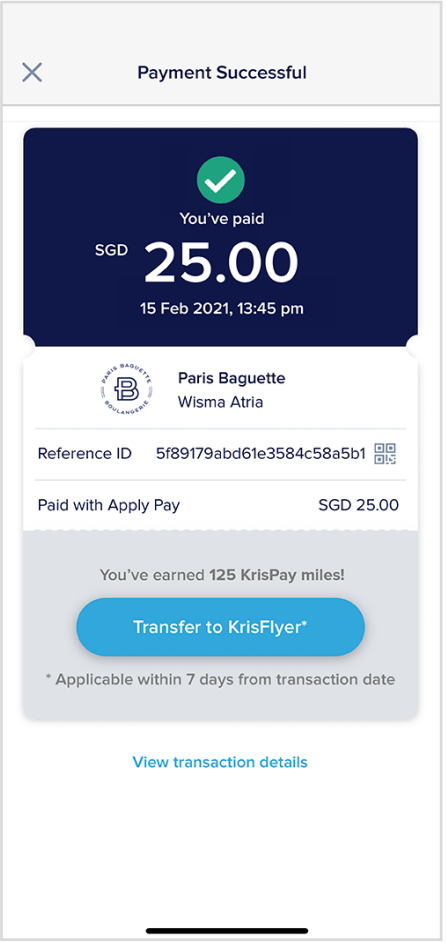
Toggle "Off" → **Full Payment with Apple Pay / Google Pay** → Paid successfully





Earn miles for the amount that is paid with Apple Pay or Google Pay

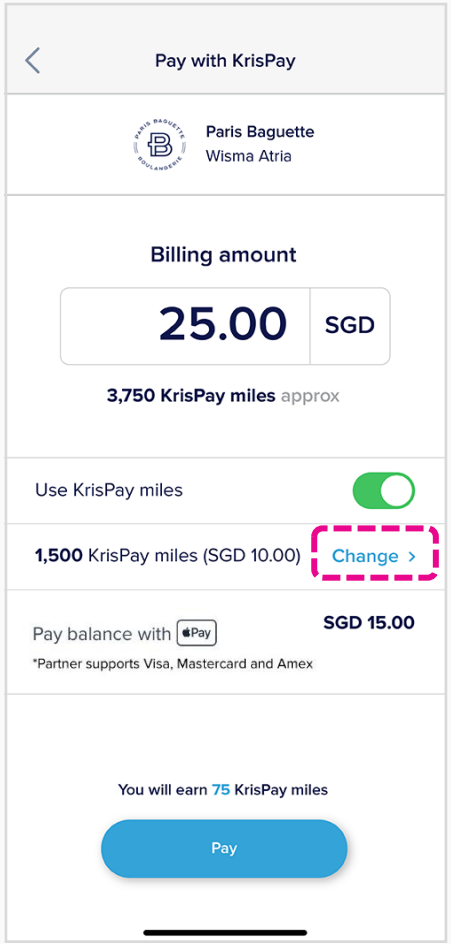


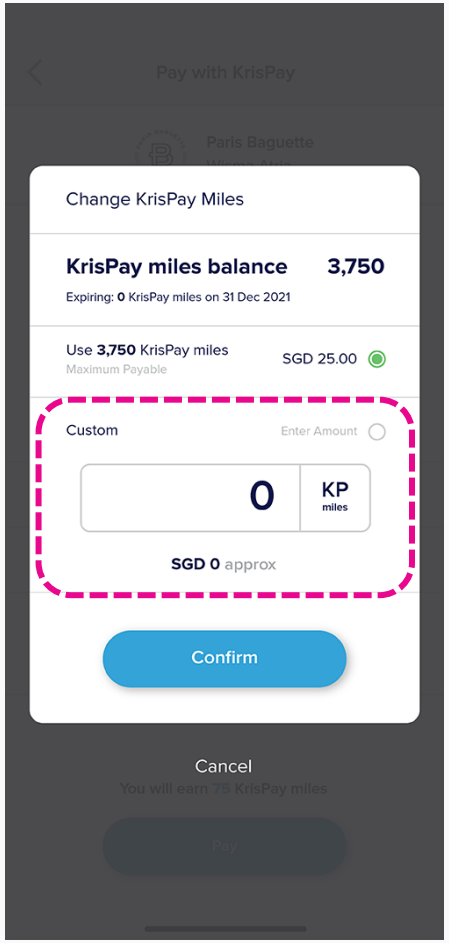


*Acceptance of both forms of payments would defer based on merchant.

Customise Your Payment: Choose Amount of Miles to Pay With

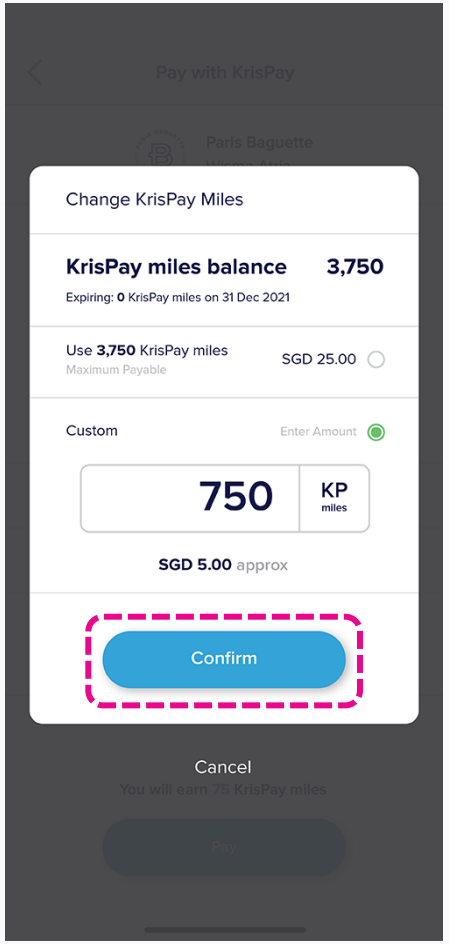
Select "Change" → **Enter the amount of KrisPay miles to use** → Paid successfully

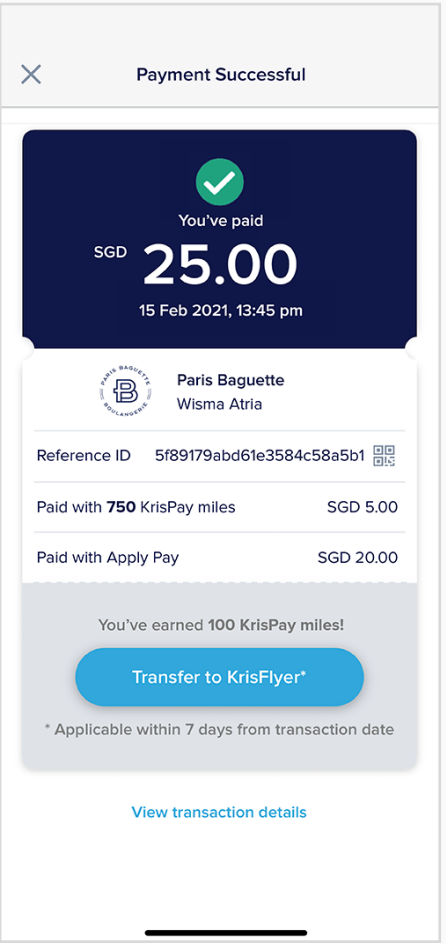




Highlights:
- Wallet miles balance
- Expiring KrisPay miles
- Maximum payable miles

Customise the amount of miles

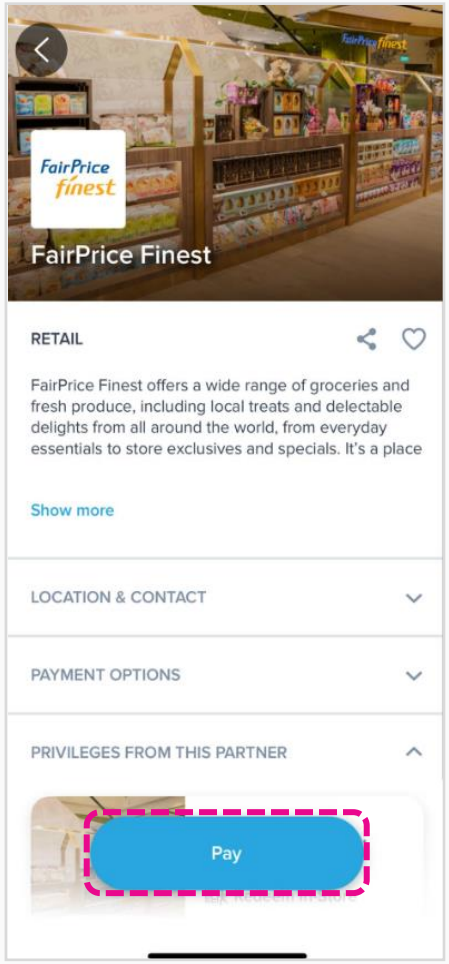


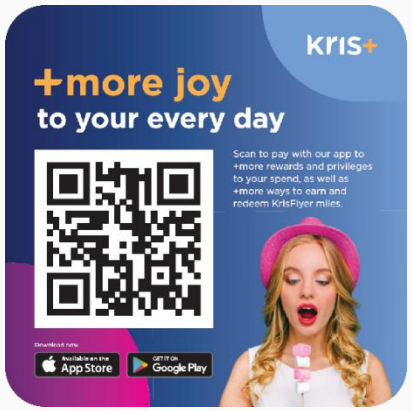


Payment Process at FairPrice Finest (miles-only-payment)

kris+ by Singapore Airlines

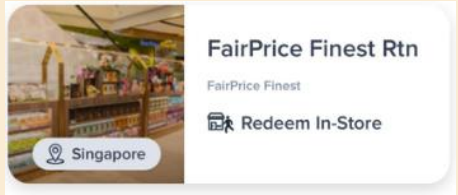
Go to customer service counter. Tap "Pay" button → Scan QR on Tent Card → Enter Total Amount for vouchers purchased → Confirm Payment → Paid successfully and receive vouchers from staff



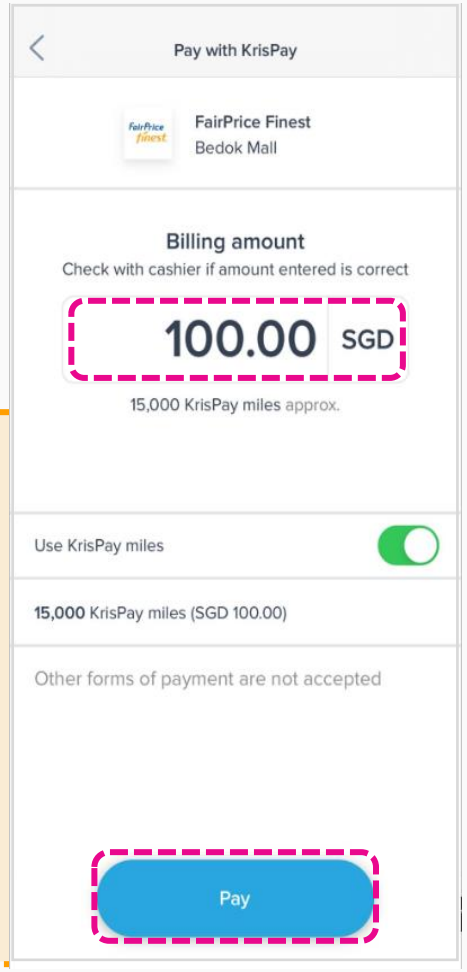


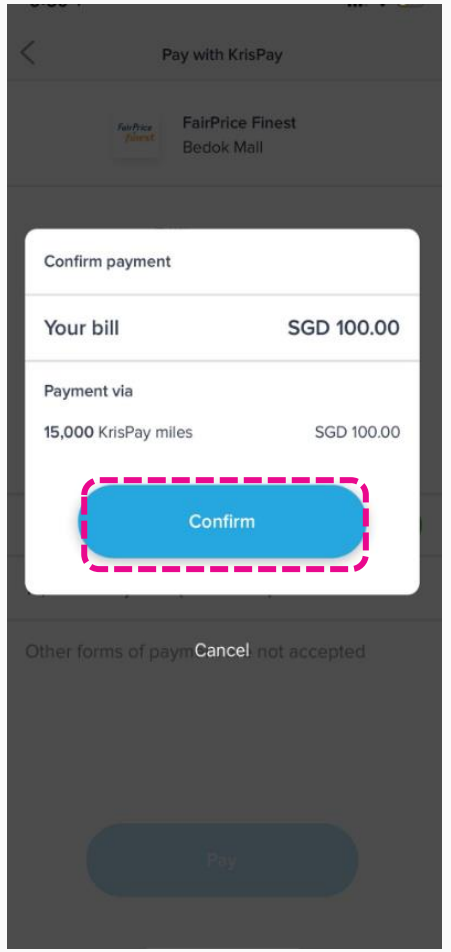
Only payment with miles is accepted

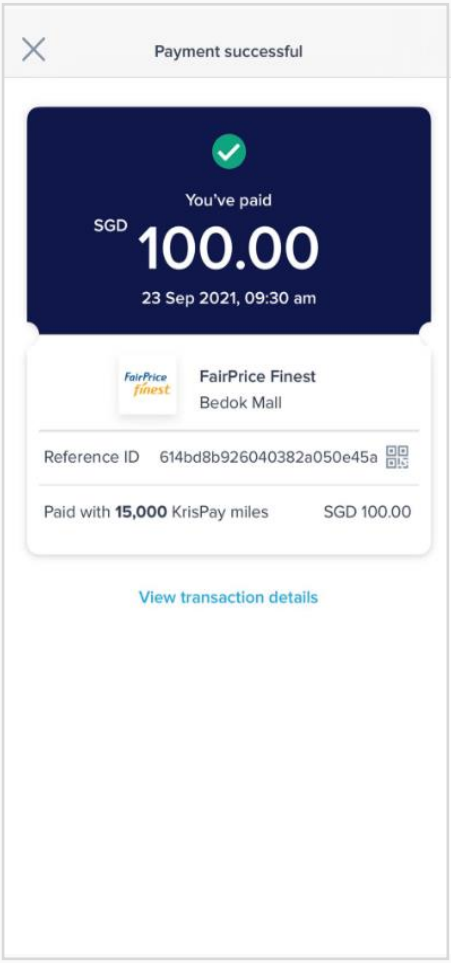
Purchase SGD 100 worth of FairPrice Gift Voucher to redeem privilege for SGD 5 FairPrice Finest Return Voucher



*Privilege for redemption

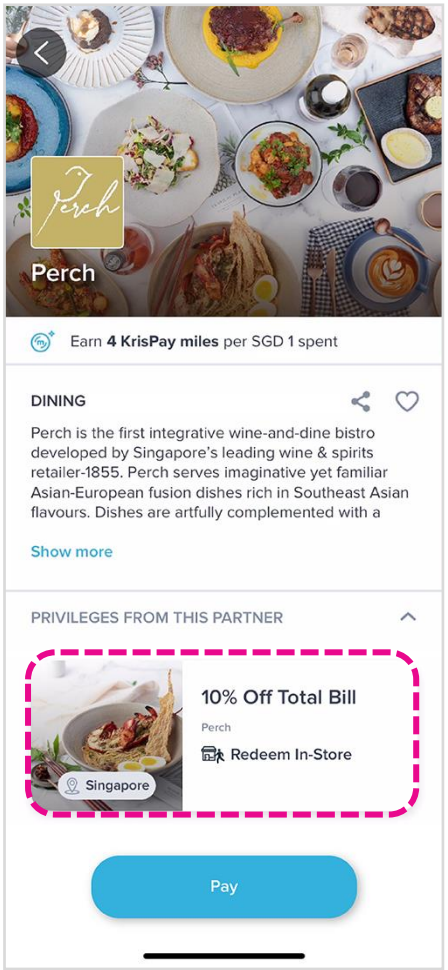


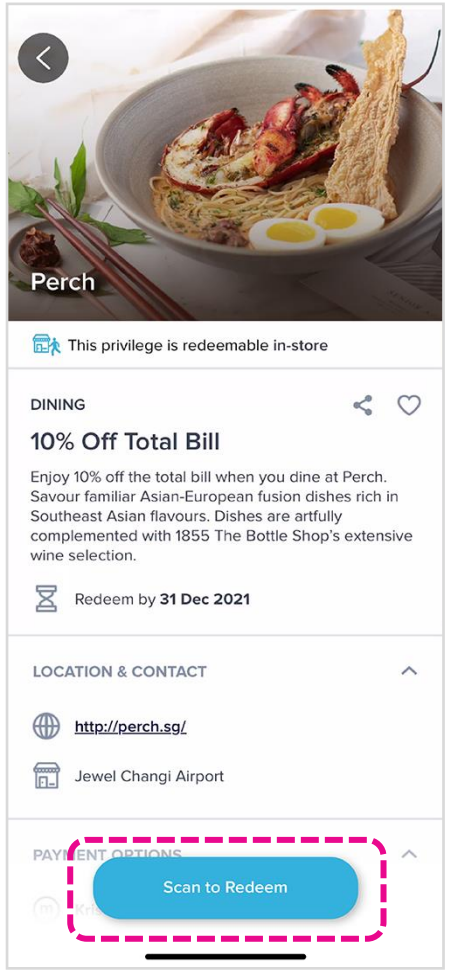


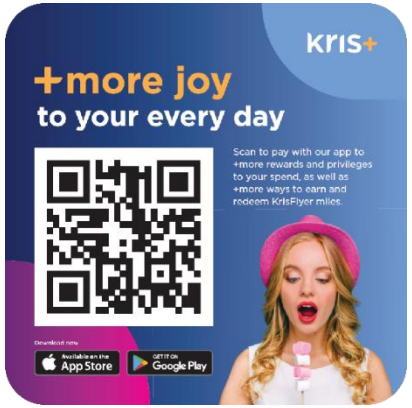


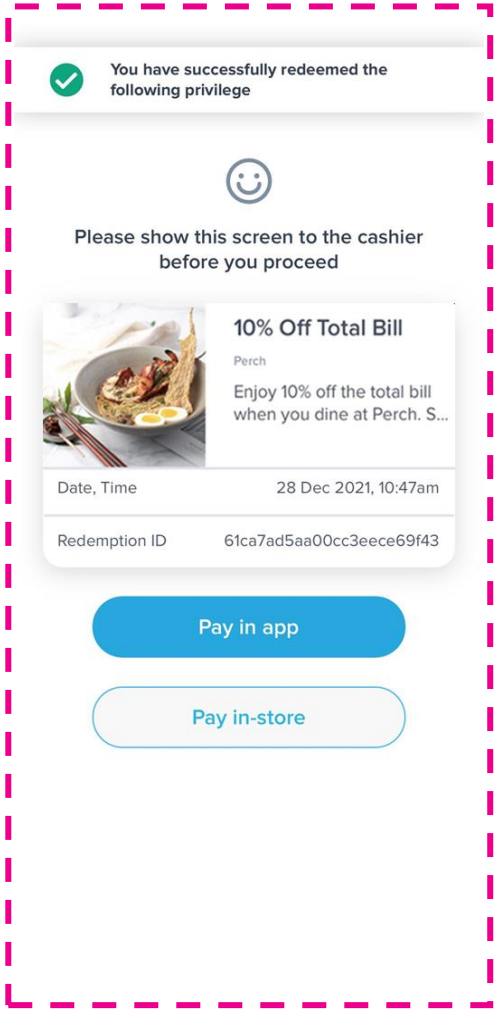
Redeeming Privileges

Select "Privilege" → Select "Scan to Redeem" → Scan Merchant QR → Privilege Redeemed









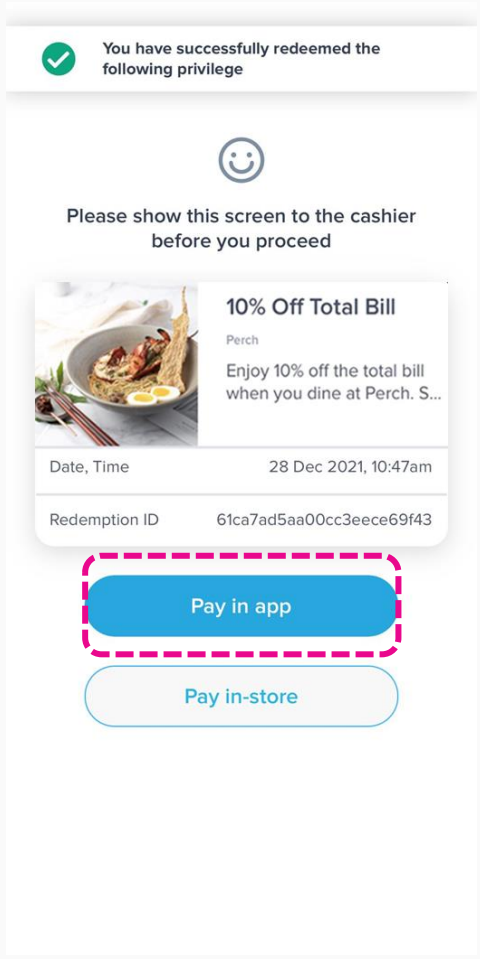
Show this screen to merchant before making payment

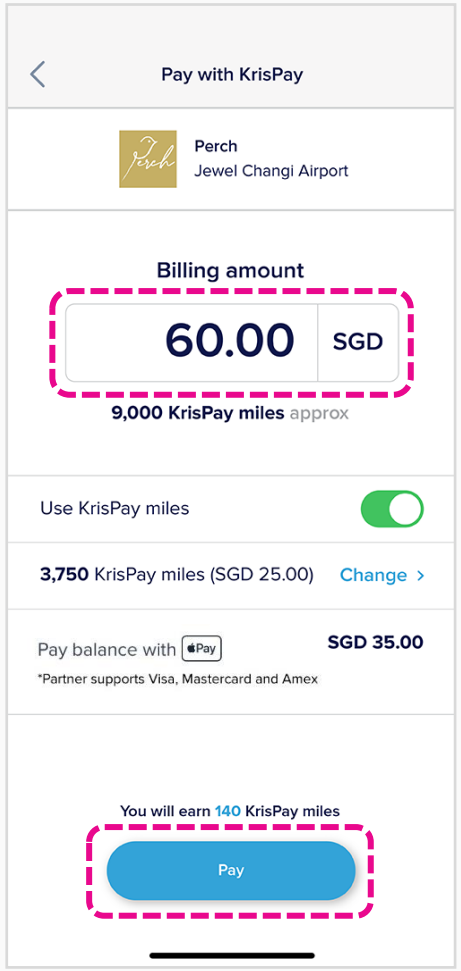
Continue to next page to learn how to make payment after redeeming privileges >>

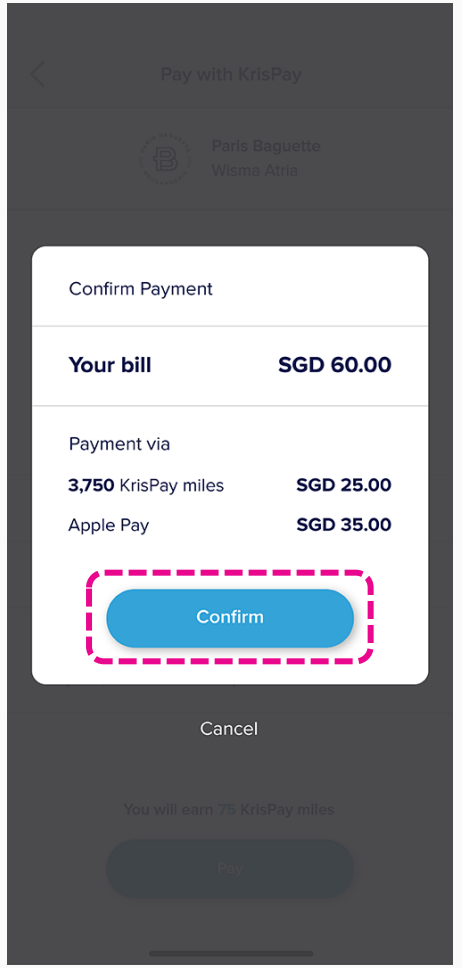
Redeeming Privileges: Follow-Up Payment In App

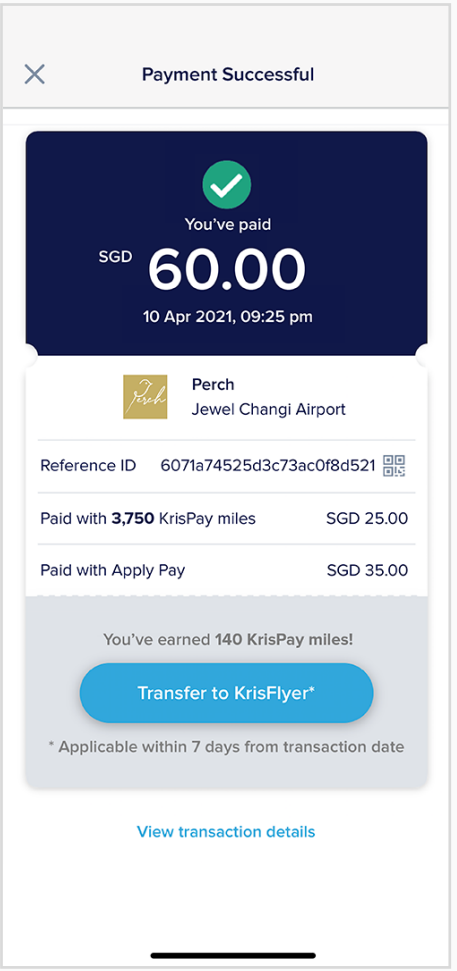
Select "Pay in app" → Enter amount* → Confirm Payment → Paid Successfully

Pay in app to seamlessly earn miles in a single transaction!





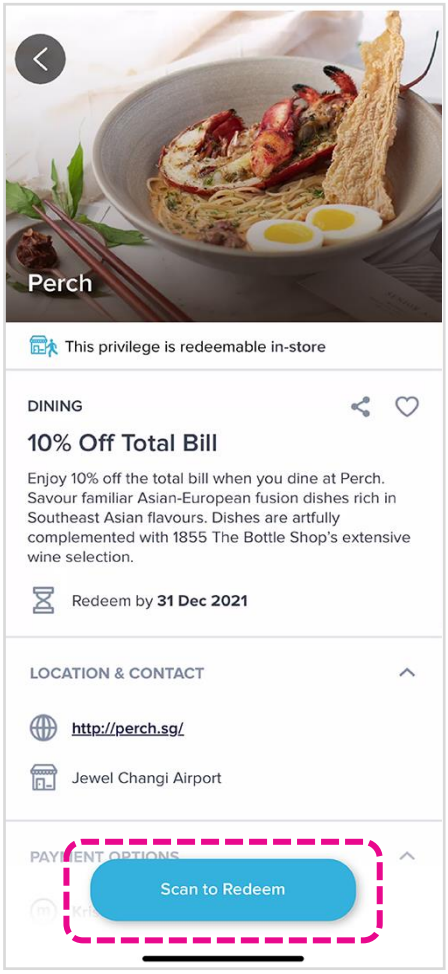


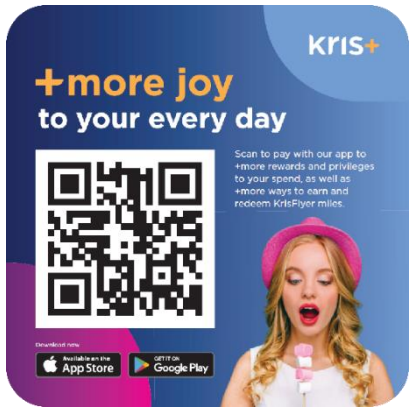


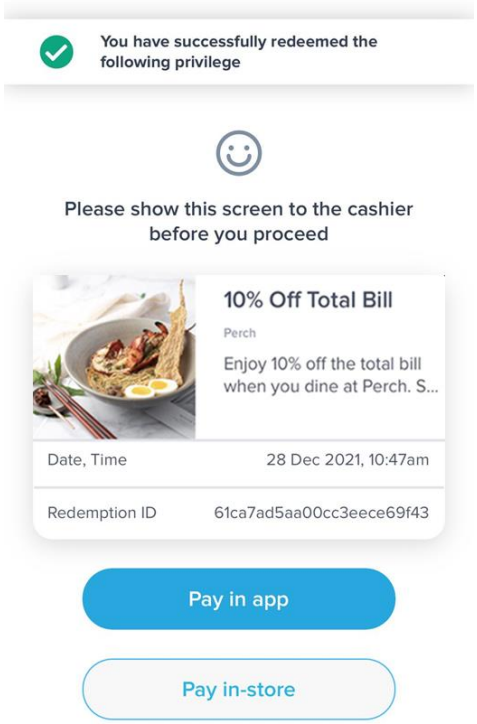
*Final billing amount would defer based on privilege offered; Please confirm with merchant final amount to pay.

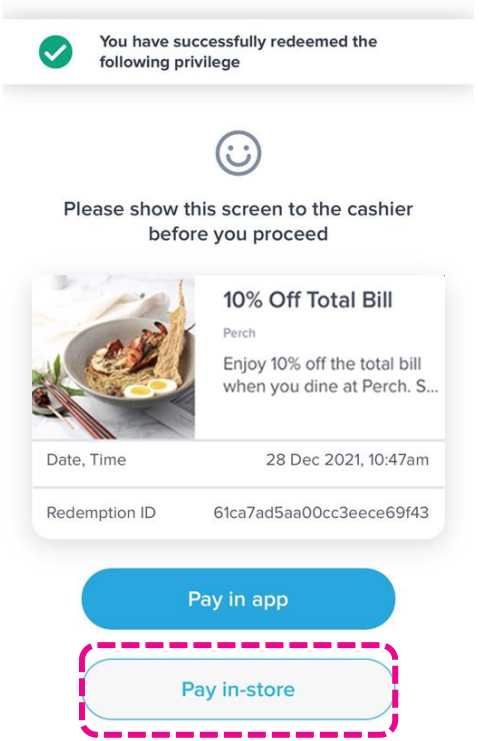
Redeeming Privileges: Follow-Up Payment In-Store

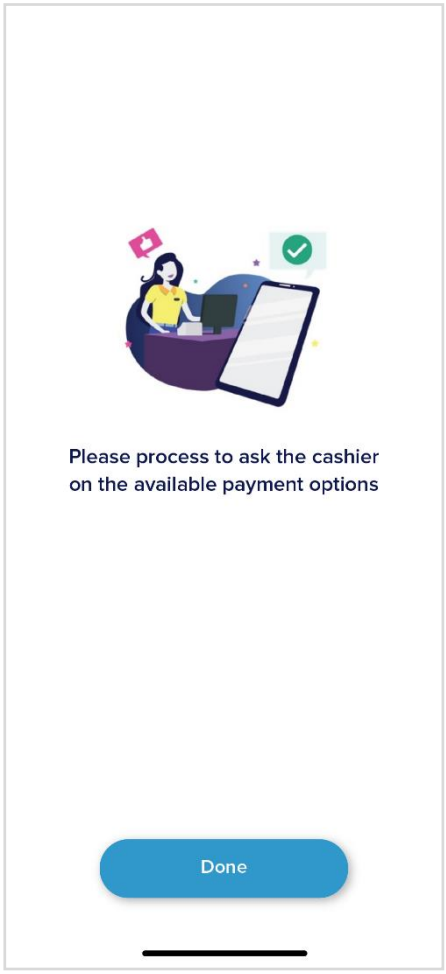
Select "Scan to Redeem" → Scan Merchant QR → Show this to merchant → Select "Pay in-store" → Make payment in-store









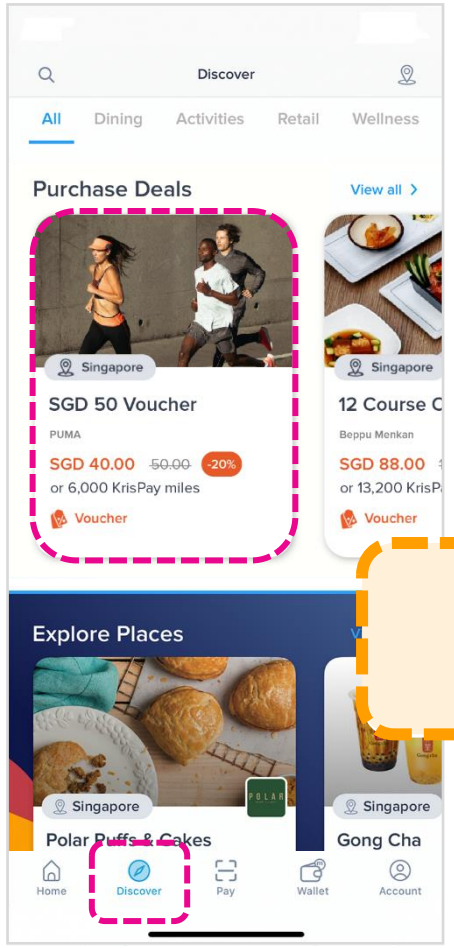


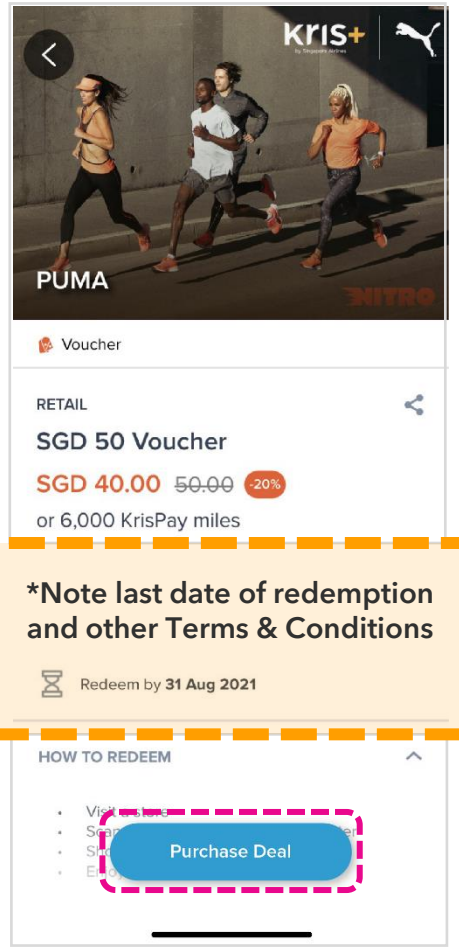
Note that you will not earn any miles for payments made by cash or card in-store. To earn miles from payments, go to page 17

Purchasing Vouchers

kris+ by Singapore Airlines

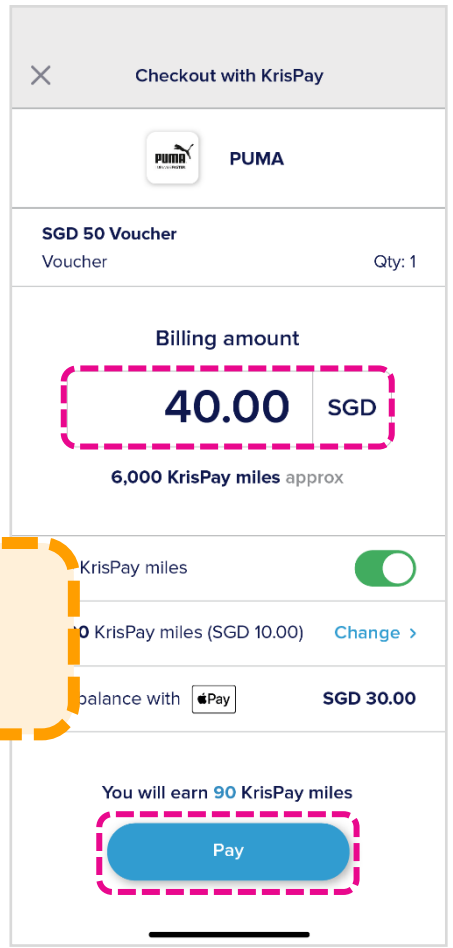
Tap on "Discover" and browse vouchers → Select "Purchase Deal" → Enter Amount & Pay → Confirm Payment → Paid successfully

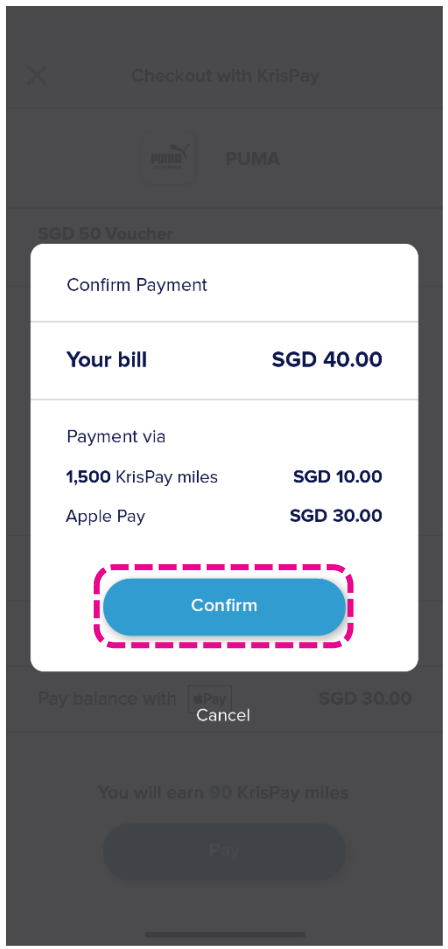


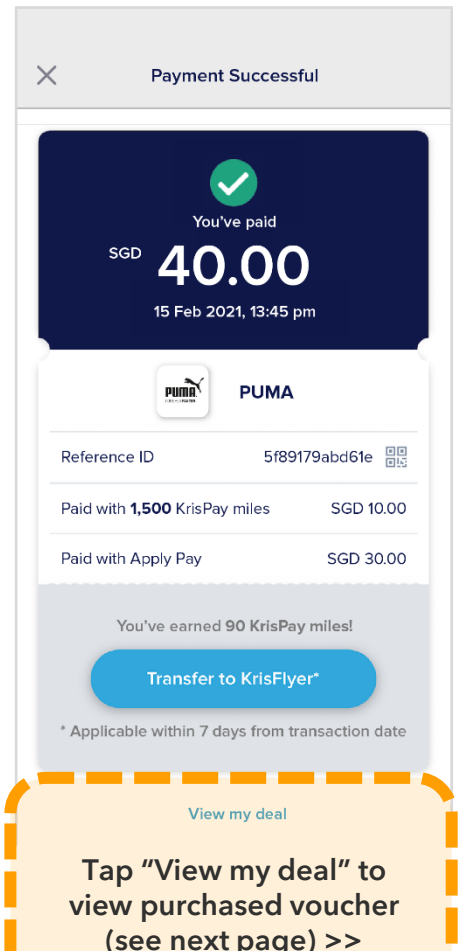


*Note last date of redemption and other Terms & Conditions

Redeem by 31 Aug 2021







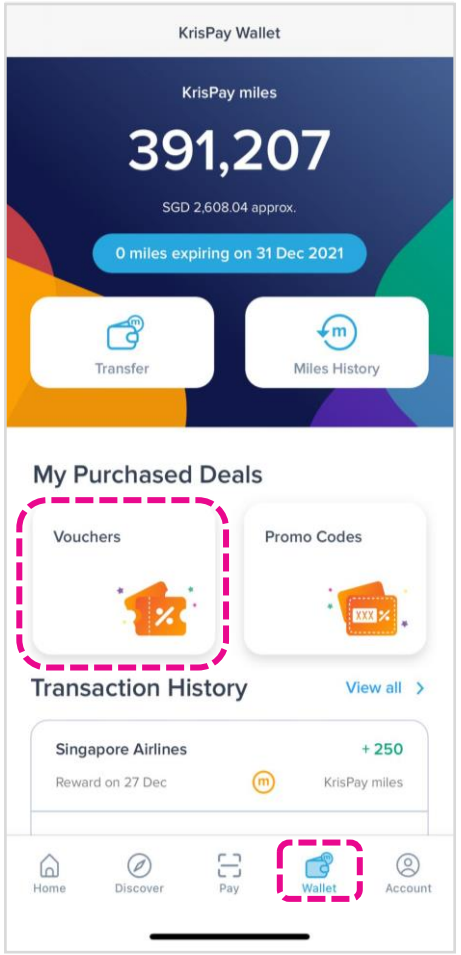
Tap "View my deal" to view purchased voucher (see next page) >>

*Refer to the **'Terms & Conditions'** section under each voucher the redemption period or last date of redemption.

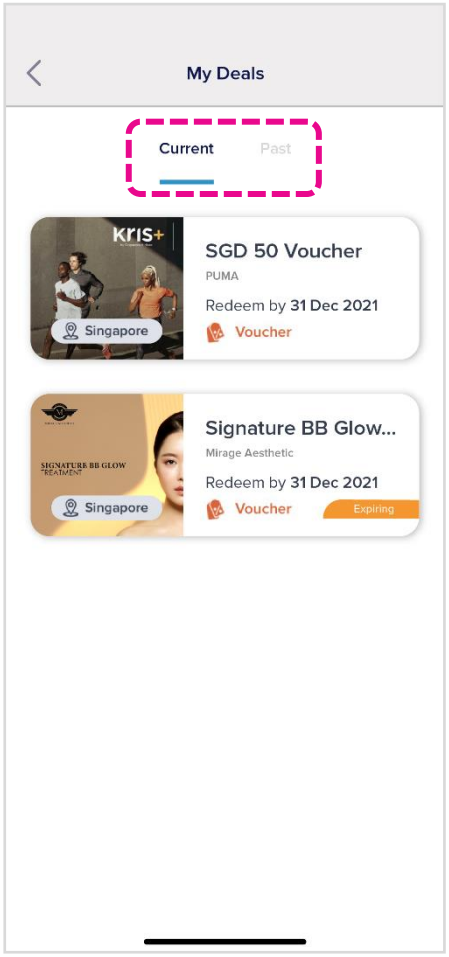
View Purchased Vouchers

Tap on “Wallet”, then see under "My Purchased Deals" section

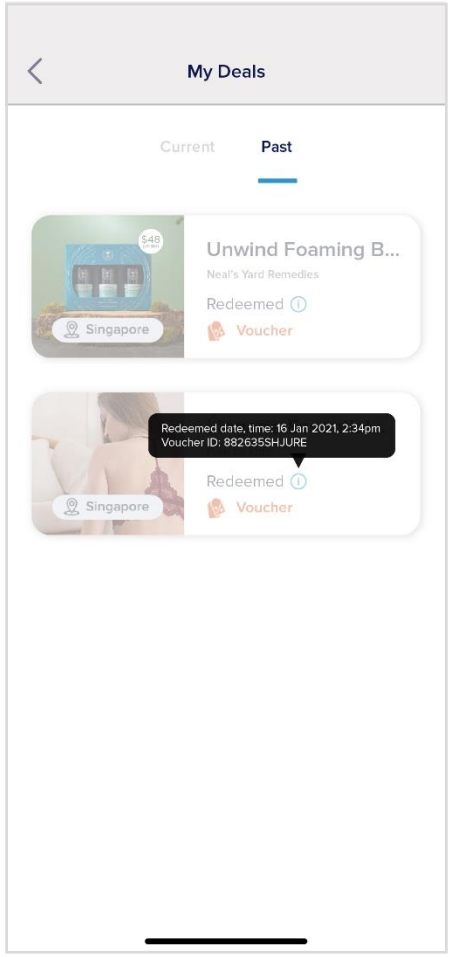
Toggle between “Current and Past” tabs



Purchased vouchers reflected in “Vouchers”



Current Deals
(Vouchers not yet redeemed)



Past Deals
(Redeemed vouchers)

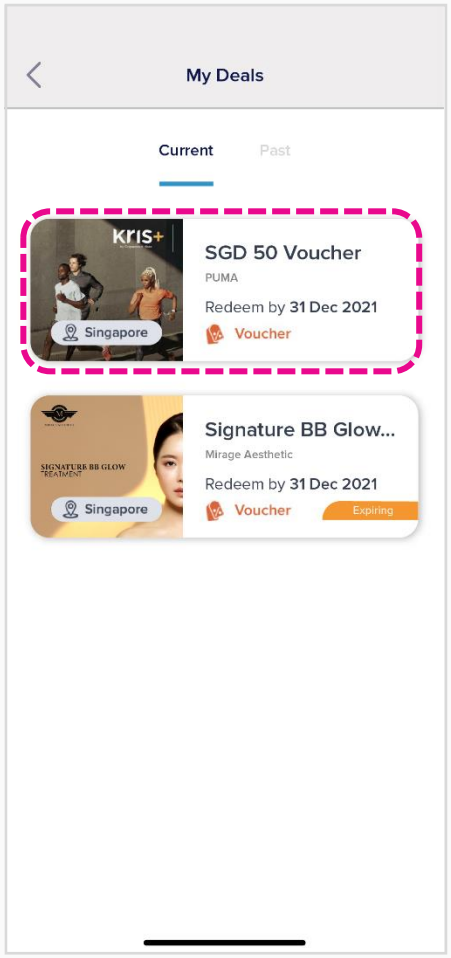
Continue to next page to learn how to redeem vouchers >>

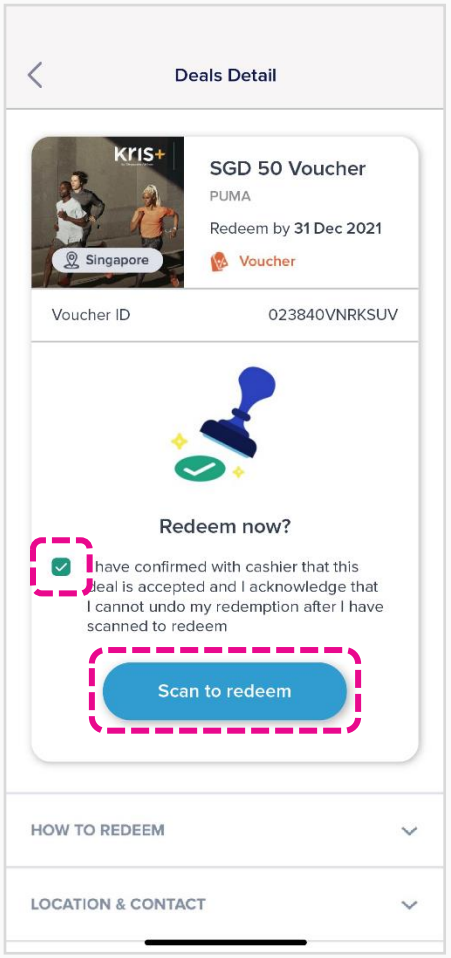
- Expiring tag is prompted when there is <1 week left to redemption date;
- Additional info for redeemed voucher

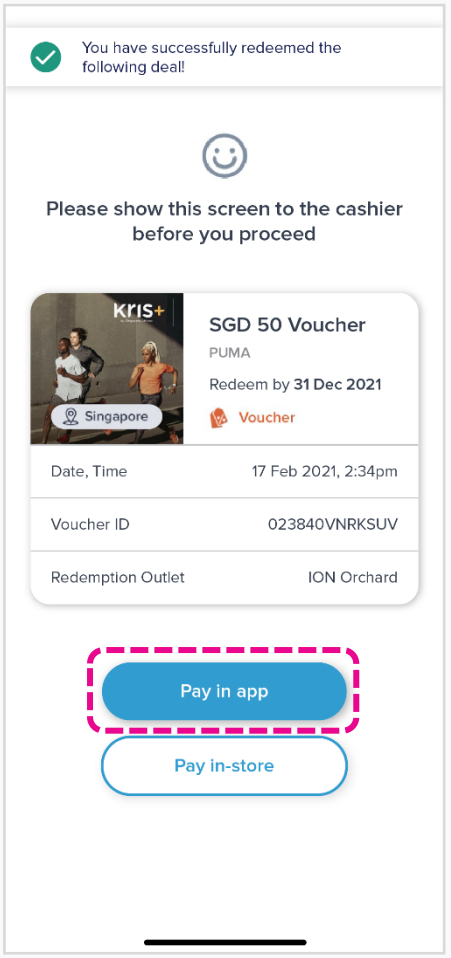
Redeeming Vouchers (via KrisPay Wallet)

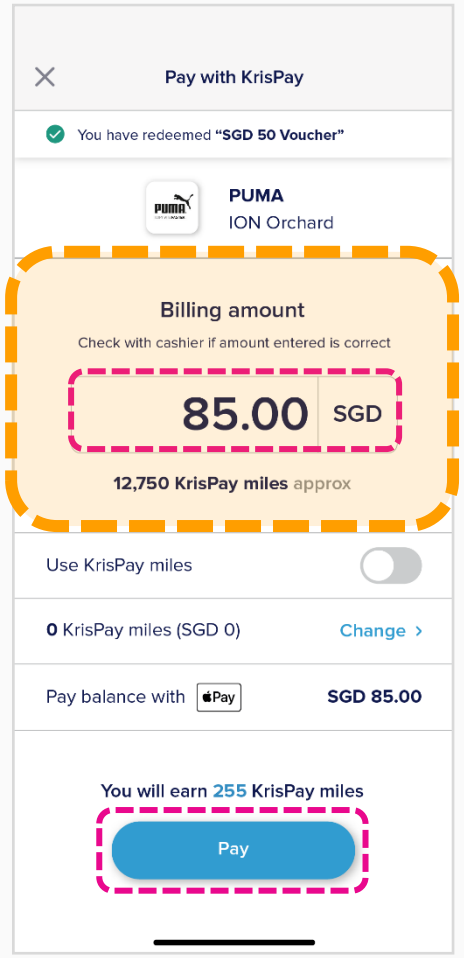
kris+ by Singapore Airlines

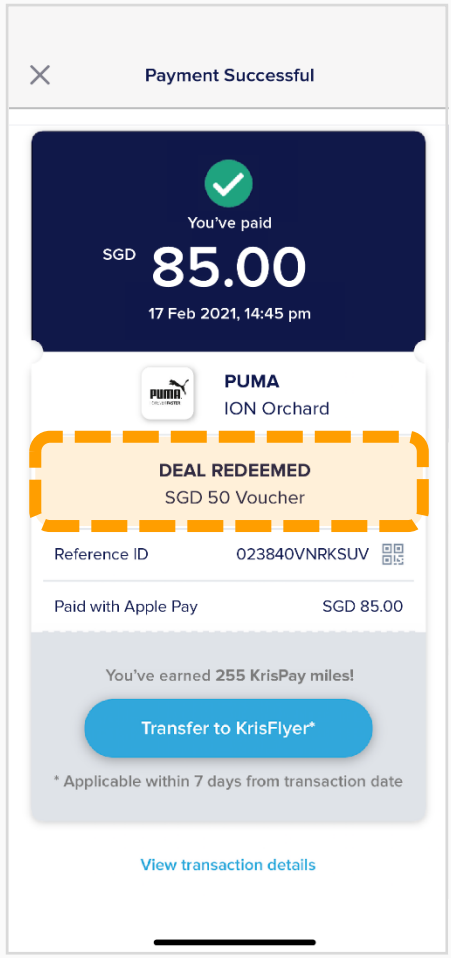
Select purchased voucher to redeem → Acknowledge & Scan Merchant QR to redeem* → Voucher redeemed; Continue to payment → Enter balance amount# → Payment Successful with voucher redeemed







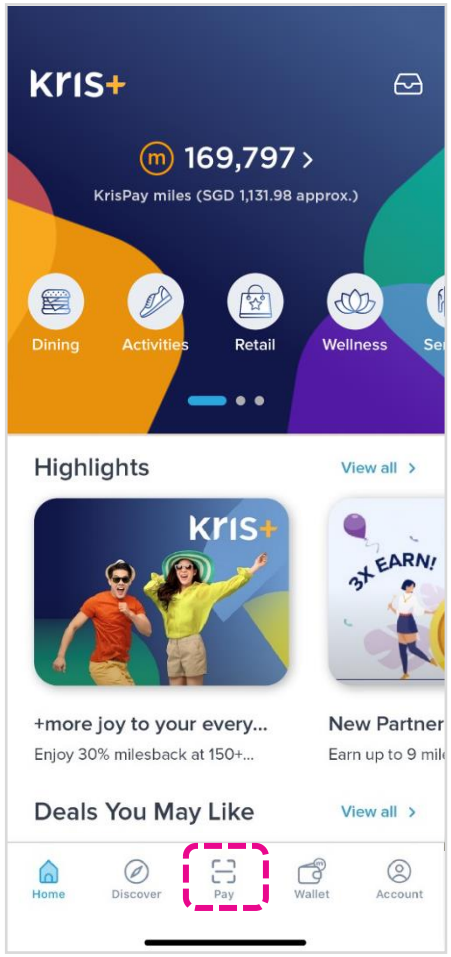


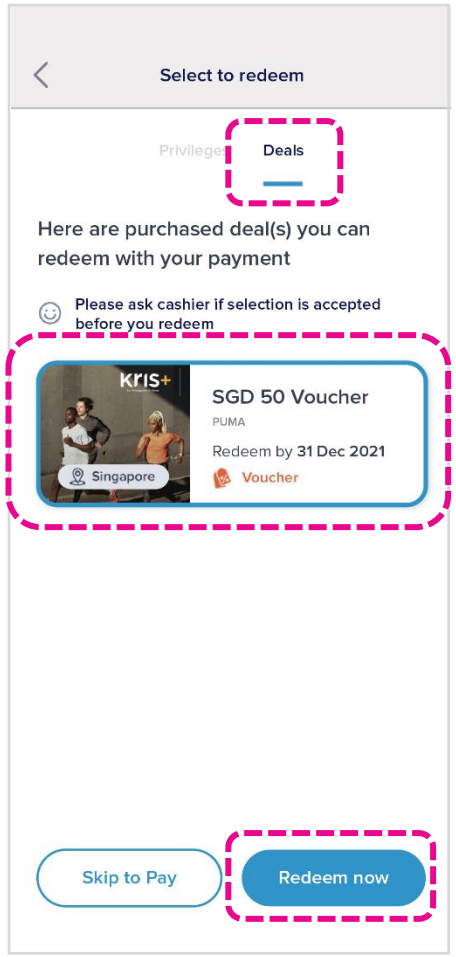


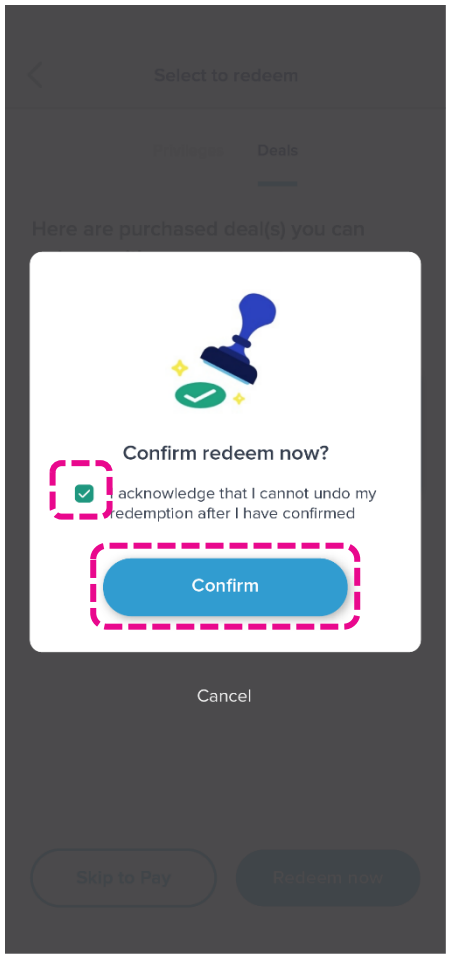
*Redemption of voucher cannot be reversed after scanning to redeem. Successful voucher redemption must be shown to cashier for verification.
#Billing amount should be after deducting voucher amount. Please verify with cashier the amount to input; view full in-app payment process on page 12.

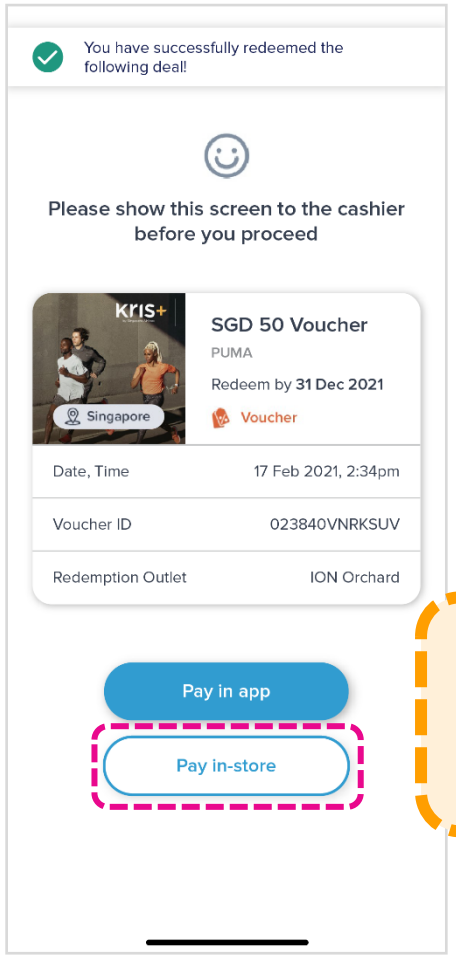
Redeeming Vouchers (via scanning merchant QR)

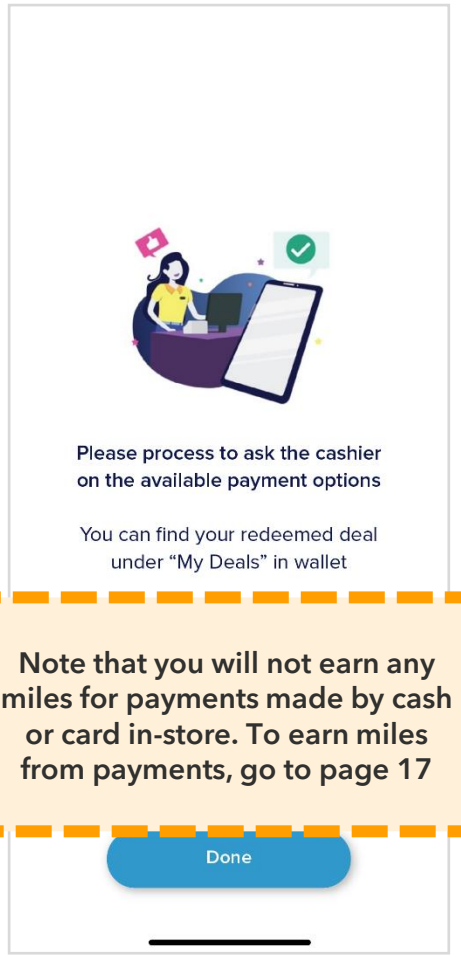
Scan Merchant QR → Toggle to "Deals" & select voucher to redeem now → Acknowledge & Confirm redemption* → Voucher redeemed; Continue to payment# → Voucher redeemed with payment made in-store









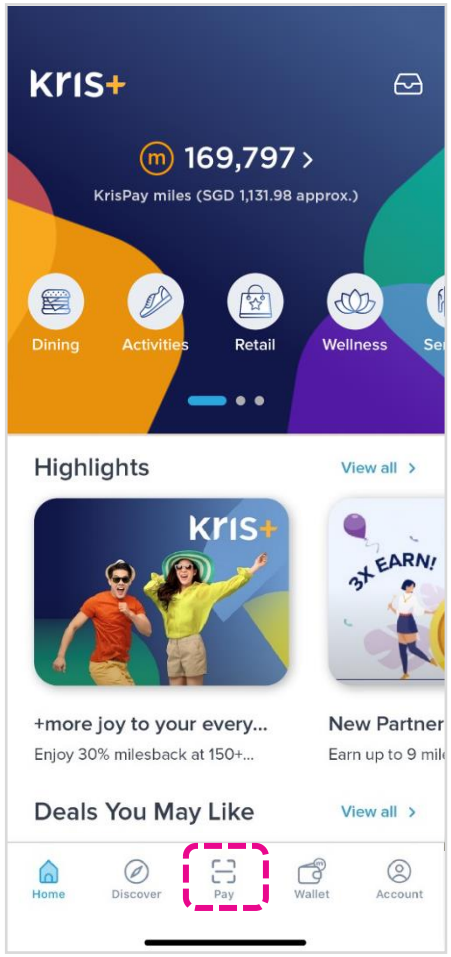


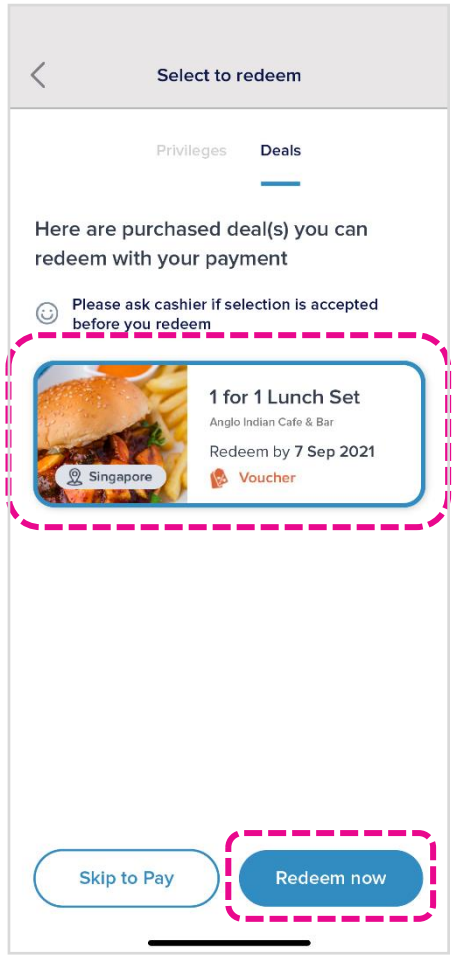
Note that you will not earn any miles for payments made by cash or card in-store. To earn miles from payments, go to page 17

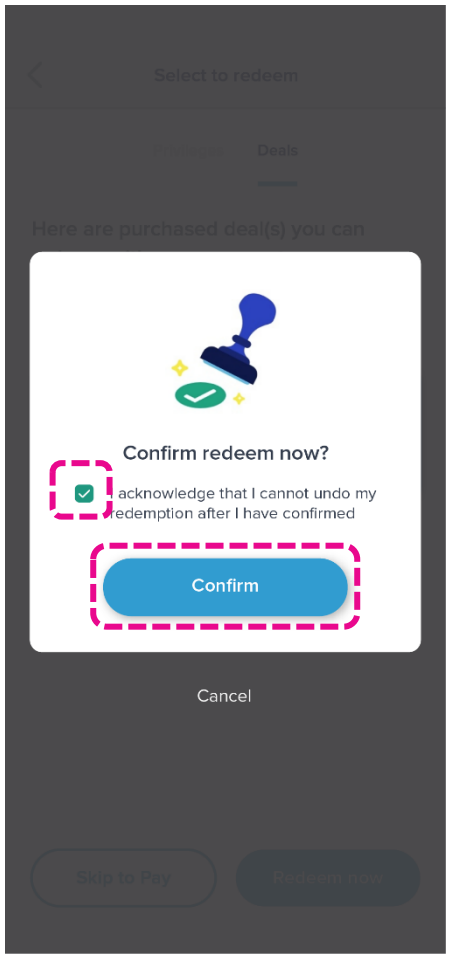
*Redemption of voucher cannot be reversed after scanning to redeem.
Successful voucher redemption must be shown to cashier for verification.
#Choose to pay out of Kris+ with cash/card by selecting 'pay in-store'

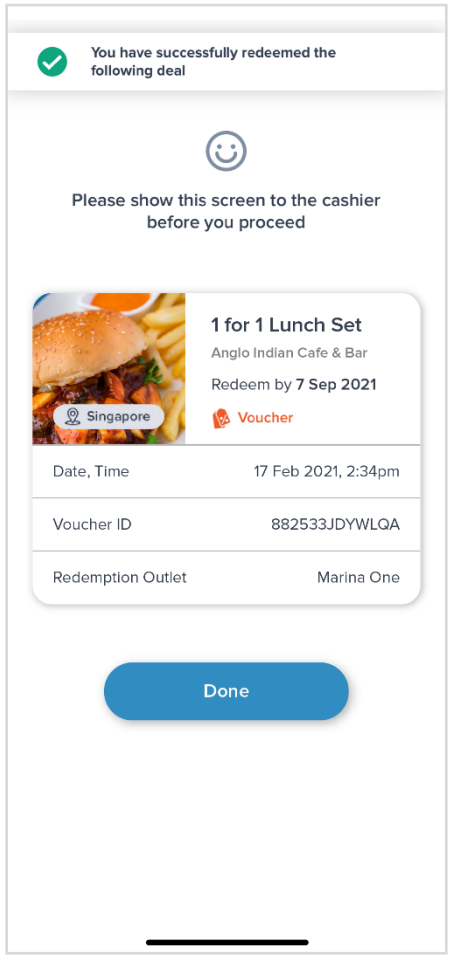
Redeeming Vouchers (Product-specific vouchers)

Scan Merchant QR → Select product voucher to redeem now → Acknowledge & Confirm redemption → Product voucher redeemed









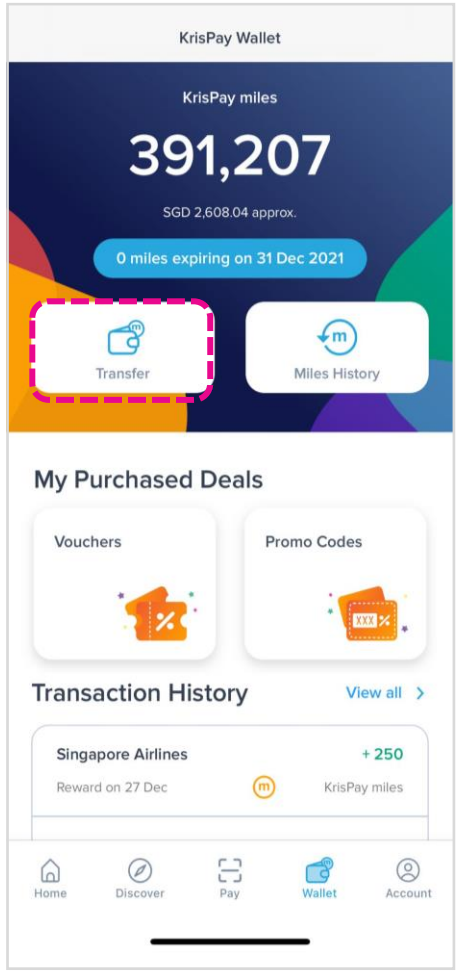
No follow-up payment is required for purchased product-specific vouchers.

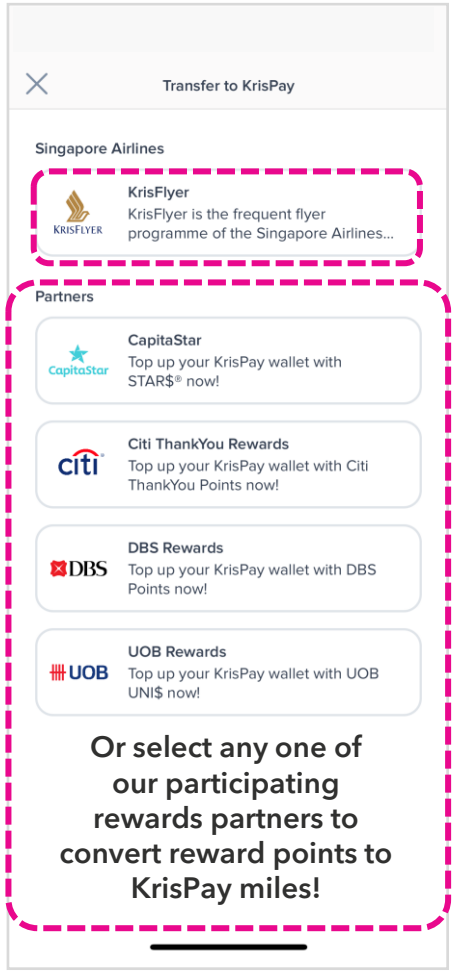
Scan merchant QR again and tap "Skip to Pay" to pay any outstanding bill with Kris+.

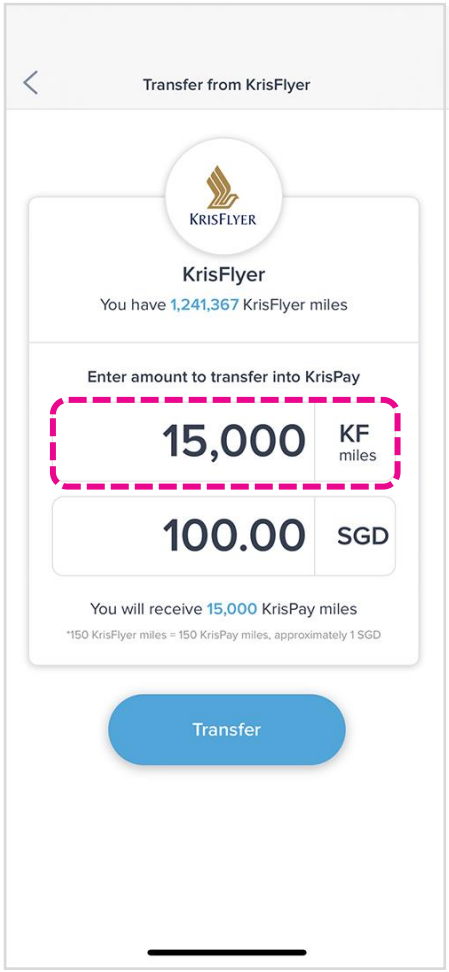
Transferring Miles from KrisFlyer or other rewards partners

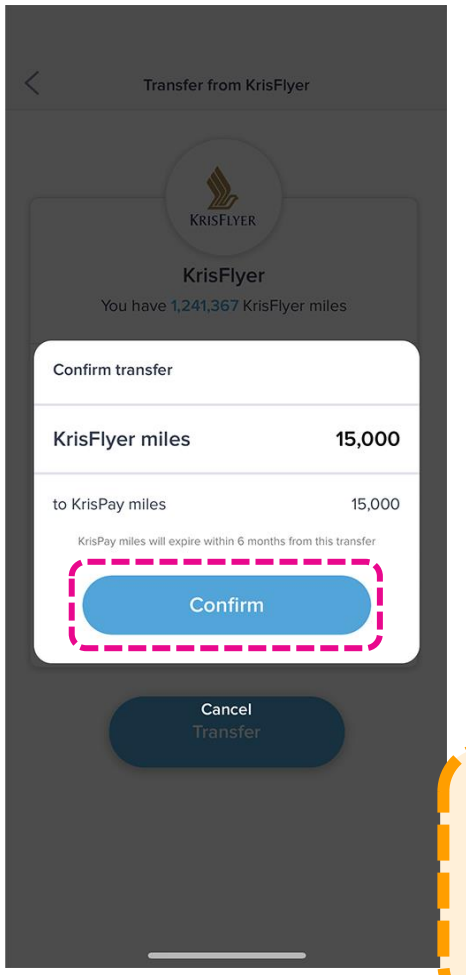
kris+ by Singapore Airlines

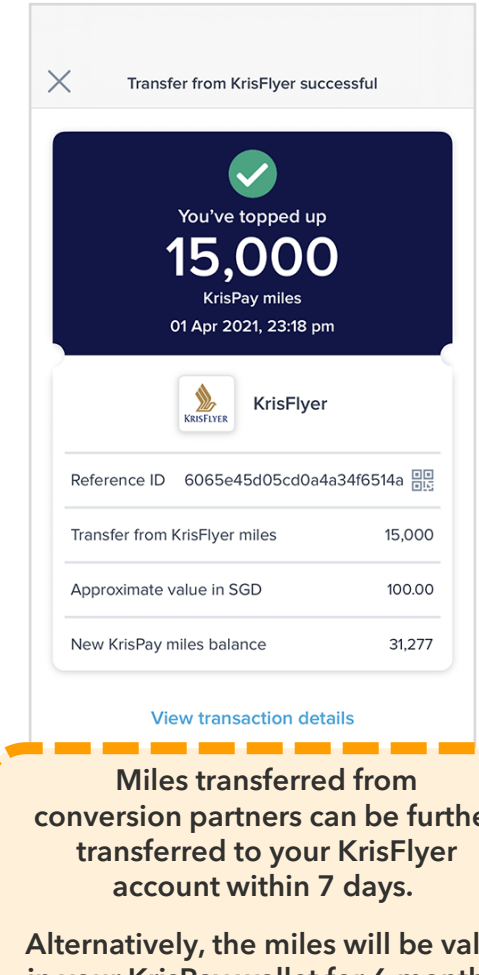
Tap "Transfer" button → Select KrisFlyer or a partner to convert miles → Key in amount to transfer → Confirm → Convert Successfully









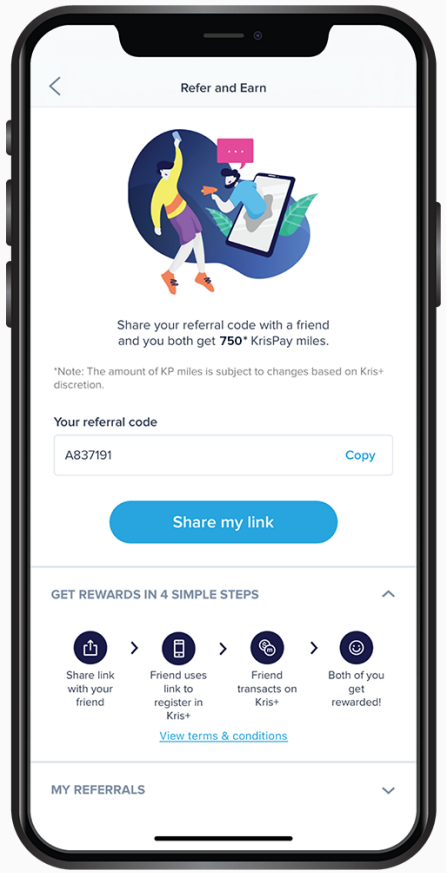


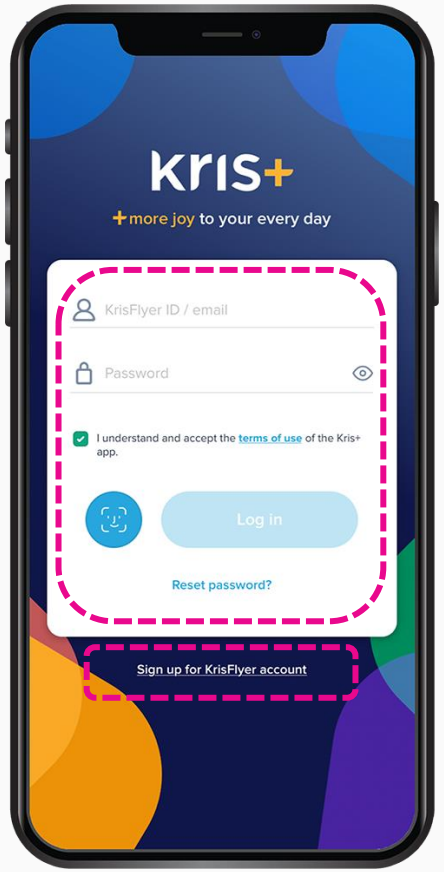
Miles transferred from conversion partners can be further transferred to your KrisFlyer account within 7 days.

Alternatively, the miles will be valid in your KrisPay wallet for 6 months.

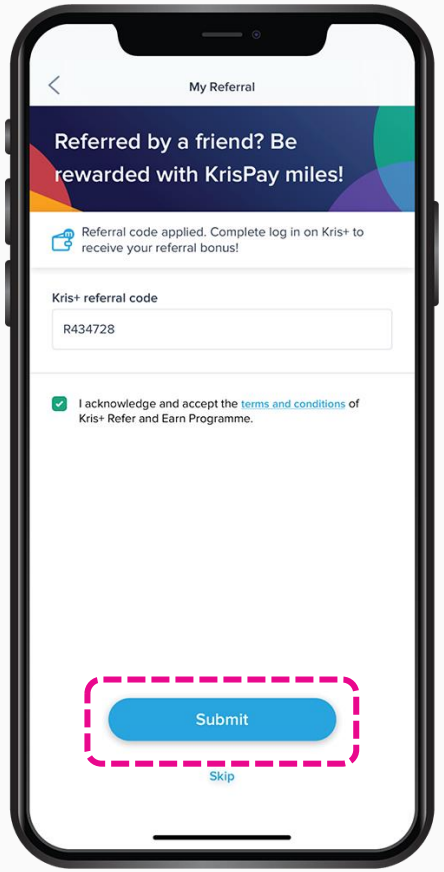
Refer and Earn Miles

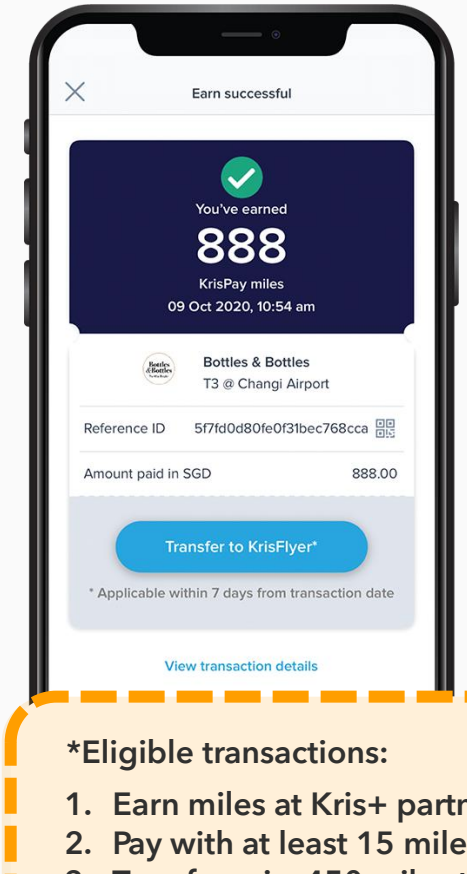
Share **Referral Link** with friend → Friend uses link to log in to Kris+ using KrisFlyer account^ → Friend submits auto-populated referral code → Friend makes **first** Kris+ transaction* → Both of you earn **750 KrisPay miles!**

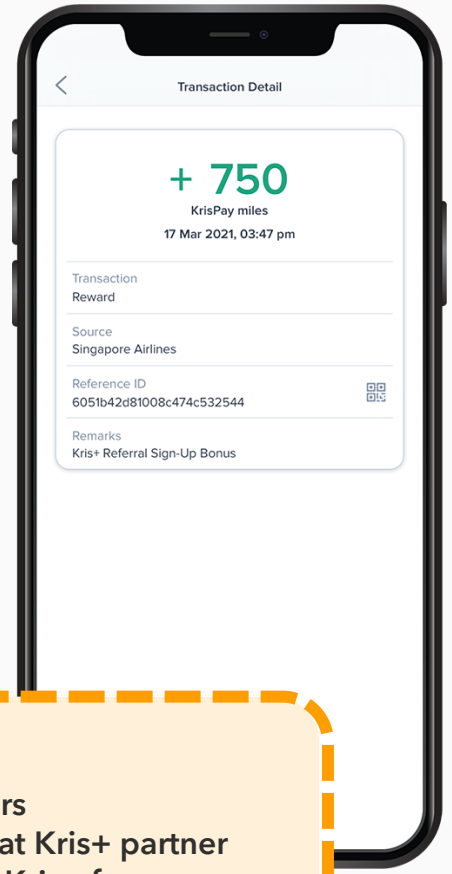




^Or sign up for a KrisFlyer account, and then log-in to Kris+



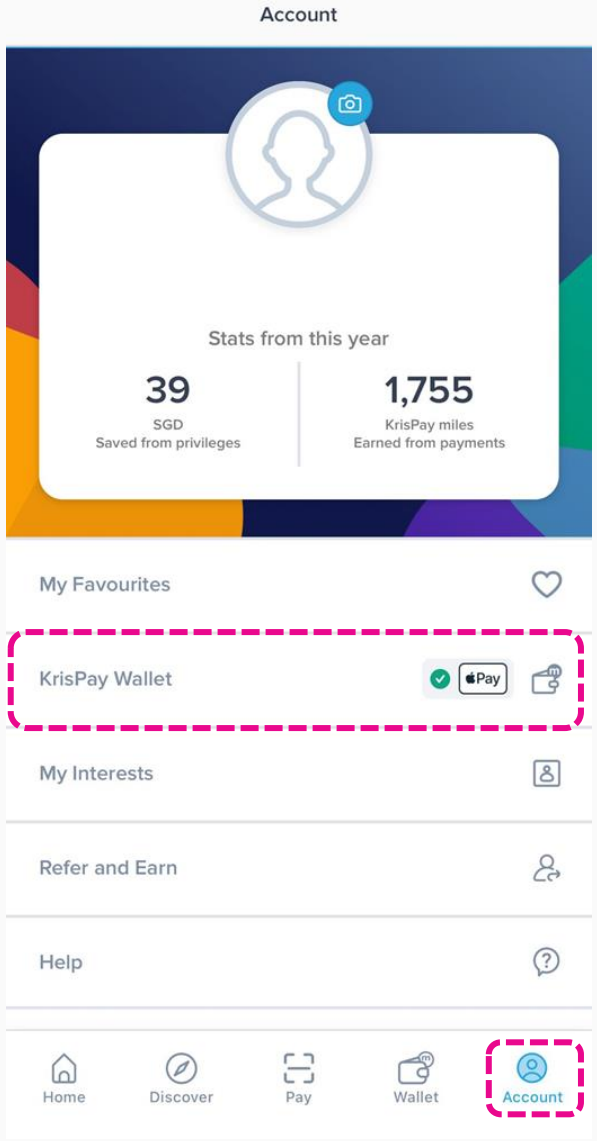




***Eligible transactions:**

1. Earn miles at Kris+ partners
2. Pay with at least 15 miles at Kris+ partner
3. Transfer min. 450 miles to Kris+ from KrisFlyer or other rewards partners to Kris+

FAQ: Verifying Apple Pay or Google Pay Wallets



A green tick is reflected under the KrisPay wallet if your Apple or Google Pay is set up properly

Accepted cards

1. Visa/Mastercard credit and debit cards
2. American Express issued credit cards

View the full list of cards accepted on Apple pay here and for Google pay here.

Have trouble setting up Apple Pay or Google Pay?

View the step-by-step guide for Apple pay here and for Google pay here.