

## FAQ

### 1. **What is PLUSTRack program?**

A product that is created for fleet operators that provides convenience, saving, effective management and control for your fleet operators.

### 2. **How does PLUSTRack work?**

It is a prepaid (debit) card that comes with loyalty application. Fleet Operators need to sign up to become a subscriber of the product. There are two packages to choose from that is Package A which is with a Terminal and Cards or package B with Cards only.

It is based on Touch n Go usage, through a special designed card.

### 3. **Who is entitled for PLUSTRack program?**

The program is targeted for transport operators (class 2 and class 3 only)

### 4. **What are the benefits of PLUSTRack?**

Subscribers will enjoy a more efficient day to day fleet management with professional support services. A loyalty program and toll rebates (subject to fulfillment of requirements) are also made available as extended form of benefits.

### 5. **What is the minimum number of fleet can be subscribed?**

There is no limitation of fleet numbers.

### 6. **Can the number of subscription be increased from time to time?**

Yes. Subscribers at their own discretion may add number of vehicles under PLUSTRack from time to time.

### 7. **Can PLUSTRack be used at other highways?**

Yes, PLUSTRack's can be used at other highways. Please refer to the attach list for your reference.

### 8. **How does a PLUSTRack subscriber rewarded?**

Under PLUS discretion, entitled subscribers will be rewarded via toll rebates provided these requirements are adhered:

- Customer meets the criteria of RM150K usage monthly, usage at PLUS Highway only (i.e. North South Expressway, Federal Highway Route II, ELITE, LINKEDUA and BKE).
- Prompt payment for any outstanding toll payment.

### 9. **How is the rebate calculated?**

The rebate is calculated based on total transacted toll payment along PLUS highway network. The rebates given cannot be contested.

### 10. **Can PLUSTRack Touch 'n Go card be reloaded at any PLUS Customer Service, ATM, Petrol Station or any other places along the highway?**



Yes, PLUSTRack card can be reloaded at all Highway Customer Service, ATM, Petrol Station and any other reload points that offer Touch 'n Go reload.

**11. Can the driver pass through the toll plaza if the amount in the card is insufficient?**

Yes. The driver must pay balance of the toll amount i.e cash payment before allowed to pass through the toll plaza.

**12. Will Highway accept cash payment from the PLUSTRack's driver if the amount in the card is insufficient?**

Yes, Highway operators will accept cash payment.

**13. What will happen if the PLUSTRack's driver lost the card upon entry?**

Transit ticket will be issued.

**14. What will happen if the PLUSTRack's driver lost the card upon exit?**

The cash payment will be collected.

**15. What will happen if the PLUSTRack's driver surrenders the transit ticket upon exit plaza?**

The normal toll fare will be collected.

16. Issues on matter below, please contact respective units for assistance.

Job Function	Name of Person In-Charge	Office Direct Line	Direct Fax	Email Address	Working Hours
Sales – new application	Rahyulia Ramlan (Touch n Go Sdn Bhd)	03-2714 8124	03-2714 8034	<a href="mailto:rahyulia.ningsih@touchngo.com.my">rahyulia.ningsih@touchngo.com.my</a>	8.30am – 5.30pm (Monday – Friday)
	Nazifah Mohd Hazimin (PLUS Bhd)	03-7666 4330		<a href="mailto:nazifah@plus.uemnet.com">nazifah@plus.uemnet.com</a>	
Service Fulfillment: Order Processing for service fulfillment - for processing of additional cards & terminal and replacement cards	Salhamrina (Touch n Go Sdn Bhd)	03-2714 8545	03-2714 8008	<a href="mailto:fulfillment@touchngo.com.my">fulfillment@touchngo.com.my</a>	8.30am – 5.30pm (Monday – Friday)
	Farrah Dilla (Touch n Go Sdn Bhd)	03-2714 8315			
Reload Channel Support – for reload top up	Reload Team (Touch n Go Sdn Bhd)	03-2714 8585	03-2714 8002	<a href="mailto:rcs@touchngo.com.my">rcs@touchngo.com.my</a>	7.30am – 9.00pm (Monday – Sunday)
Customer Service	Careline Centre (Touch n Go Sdn Bhd)	03-2714 8899		<a href="mailto:careline@touchngo.com.my">careline@touchngo.com.my</a>	7.30am – 9.30pm (Monday – Sunday)
Helpdesk Support – for terminal problem	Helpdesk (Touch n Go Sdn Bhd)	03-2714 8585 019-3854962		<a href="mailto:helpdesk@touchngo.com.my">helpdesk@touchngo.com.my</a>	Office Phone: 8.30am – 9.00pm (Monday – Friday) <i>Handphone: After Office Hours, Weekend and Public Holiday</i>
Rebate Requisition & Outstanding Toll Payment	Nazifah Mohamad Hazimin (PLUS Bhd)  Hasbullah Kassim (PLUS Bhd)	03-7666 4330 / 03-7666 4331		<a href="mailto:nazifah@plus.uemnet.com">nazifah@plus.uemnet.com</a> <a href="mailto:hasbullah@plus.uemnet.com">hasbullah@plus.uemnet.com</a>	8.30am – 5.30pm (Monday – Friday)

## Soalan Lazim

### 1. Apakah program PLUSTRack?

Suatu produk yang diwujudkan untuk memberi kemudahan, keijimatan & pengurusan yang lebih efektif di kalangan pengendali kenderaan.

### 2. Bagaimana PLUSTRack berfungsi?

Ia merupakan kad prabayar (debit) yang didatangkan dengan program kesetiaan pelanggan. Pengendali kenderaan hendaklah mendaftar untuk melanggan produk ini. Terdapat dua (2) pakej yang boleh dipilih; Pakej A yang didatangkan bersama terminal dan kad, atau Pakej B yang didatangkan dengan kad sahaja.

Ia adalah berdasarkan penggunaan Touch 'n Go dengan rekaan kad yang khusus.

### 3. Siapakah yang layak untuk program ini?

Program ini disasarkan kepada pengendali kenderaan (Kelas 2 dan Kelas 3 sahaja)

### 4. Apakah faedah PLUSTRack?

Pelanggan akan menikmati pengurusan kenderaan harian yang lebih efisien bersama khidmat sokongan professional. Satu program kesetiaan dan juga rebat tol (tertakluk kepada keperluan tertentu) juga terdapat sebagai faedah produk ini.

### 5. Berapakah jumlah minimum kad yang boleh dilanggan?

Tiada had untuk bilangan kenderaan yang melanggan produk ini.

### 6. Bolehkah bilangan kad yang dilanggan ditambah dari masa ke masa?

Ya. Pelanggan boleh menambah bilangan kenderaan di bawah program PLUSTRack dari masa ke masa.

### 7. Bolehkah PLUSTRack digunakan di lebuh raya lain?

Ya. PLUSTRack boleh digunakan di lebuh raya lain. Sila rujuk kepada senarai yang dilampirkan.

### 8. Bagaimana pelanggan PLUSTRack diberi ganjaran?

Dengan budi bicara PLUS, pelanggan yang layak akan diberi ganjaran melalui rebat tol sekiranya keperluan di bawah dipenuhi:

- a) Pelanggan mencapai penggunaan sebanyak RM150K sebulan, di lebuh raya PLUS sahaja (lebuh raya Utara Selatan, Lebuh raya Persekutuan II, ELITE, LINKEDUA dan BKE)
- b) Pembayaran segera bagi jumlah bayaran tol tertunggak.

**9. Bagaimana rebat dikira?**

Rebat dikira berdasarkan transaksi keseluruhan pembayaran tol di lebuh raya PLUS. Rebat yang diberikan tidak boleh dipertikaikan.

**10. Bolehkah kad Touch 'n Go PLUSTRack ditambah nilai di mana-mana kaunter khidmat pelanggan PLUS, mesin ATM, stesen petrol atau mana-mana lokasi di sepanjang lebuh raya?**

Ya. PLUSTRack boleh ditambah nilai di kesemua kaunter khidmat pelanggan PLUS, mesin ATM, stesen petrol dan di mana-mana lokasi tambah nilai yang disediakan.

**11. Bolehkah pemandu melepasi plaza tol sekiranya baki kad tidak mencukupi?**

Ya. Bagaimanapun, pemandu perlu menjelaskan baki bayaran tol menggunakan tunai sebelum dibenarkan melepasi plaza tol.

**12. Adakah lebuh raya menerima pembayaran tunai daripada pemandu PLUSTRack sekiranya jumlah di dalam kad tidak mencukupi?**

Ya. Pengendali lebuh raya akan menerima pembayaran tunai.

**13. Apa yang akan berlaku sekiranya pemandu PLUSTRack kehilangan kad sebelum memasuki plaza tol?**

Tike transit akan diberikan kepada pemandu.

**14. Apa yang akan berlaku jika pemandu PLUSTRack kehilangan kad ketika hendak keluar daripada plaza tol?**

Pembayaran tunai akan dikutip.

**15. Apakah yang akan berlaku sekiranya pemandu PLUSTRack menyerahkan tiket transit ketika keluar daripada plaza tol?**

Pembayaran tunai akan dikutip.

16. Sebarang isu mengenai perkara di bawah, sila hubungi unit yang berkenaan untuk bantuan lanjut.

Tugas	Nama orang yang bertanggungjawab	Talian pejabat	Fax	Email Address	Waktu bekerja
Bahagian jualan – permohonan baru	Rahyulia Ramlan (Touch n Go Sdn Bhd)	03-2714 8124	03-2714 8034	<a href="mailto:rahyulia.ningsih@touchngo.com.my">rahyulia.ningsih@touchngo.com.my</a>	8.30am – 5.30pm (Isnin – Jumaat)
	Nazifah Hazimin (PLUS Bhd)	03-7666 4330		<a href="mailto:nazifah@plus.uemnet.com">nazifah@plus.uemnet.com</a>	
Perlaksanaan perkhidmatan: Pemprosesan pesanan untuk pelaksanaan perkhidmatan kerana pemprosesan kad-kad tambahan & kad terminal dan penggantian	Salhamrina (Touch n Go Sdn Bhd)	03-2714 8545	03-2714 8008	<a href="mailto:fulfillment@touchngo.com.my">fulfillment@touchngo.com.my</a>	8.30am – 5.30pm (Isnin – Jumaat)
	Farrah Dilla (Touch n Go Sdn Bhd)	03-2714 8315			
Saluran sokongan tambah nilai – untuk tujuan menambah nilai	Kumpulan Tambah Nilai (Touch n Go Sdn Bhd)	03-2714 8585	03-2714 8002	<a href="mailto:rcs@touchngo.com.my">rcs@touchngo.com.my</a>	7.30am – 9.00pm (Isnin - Ahad)
Khidmat Pelanggan	Khidmat Pelanggan (Touch n Go Sdn Bhd)	03-2714 8899		<a href="mailto:careline@touchngo.com.my">careline@touchngo.com.my</a>	7.30am – 10.00pm (Isnin - Ahad)
Sokongan Helpdesk – untuk masalah terminal	Helpdesk (Touch n Go Sdn Bhd)	03-2714 8585 019-3854962		<a href="mailto:helpdesk@touchngo.com.my">helpdesk@touchngo.com.my</a>	Telefon pejabat: 8.30am – 9.00pm (Monday – Friday) <i>Handphone: After Office Hours, Weekend and Public Holiday</i>
Tuntutan rebat & Pembayaran tol yang tertunggak	Nazifah Mohamad Hazimin (PLUS Bhd) Hasbullah Kassim (PLUS Bhd)	03-7666 4330 / 03-7666 4331		<a href="mailto:nazifah@plus.uemnet.com">nazifah@plus.uemnet.com</a> <a href="mailto:hasbullah@plus.uemnet.com">hasbullah@plus.uemnet.com</a>	8.30am – 5.30pm (Isnin - Jumaat)