



savee

Get Miles Anytime, Anywhere

USER MANUAL



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1. HOW TO DOWNLOAD SAVEE

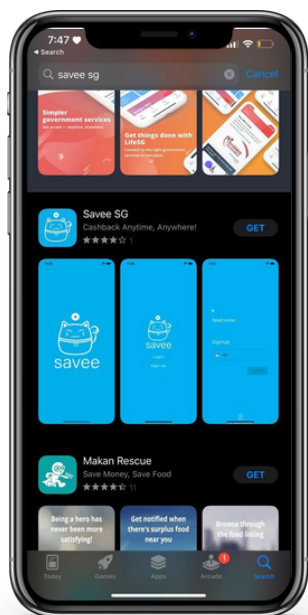
A. Mobile app*

Savee runs on both the App Store (Apple) and Play Store (Android)

*Please ensure you have updated your phone to the latest software operating systems

B. Web browser

Search for app.savee.sg on your web browser, and click sign up



Search for "**Savee SG**"
on the App Store or
Play Store

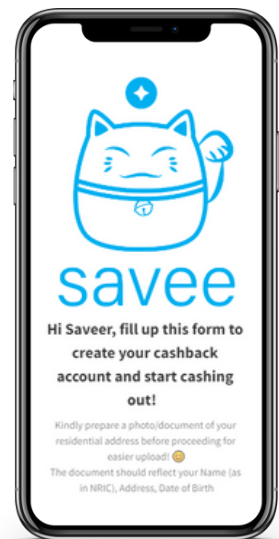
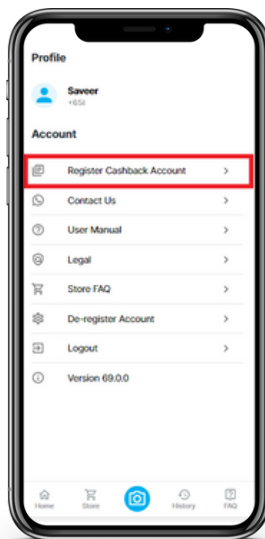
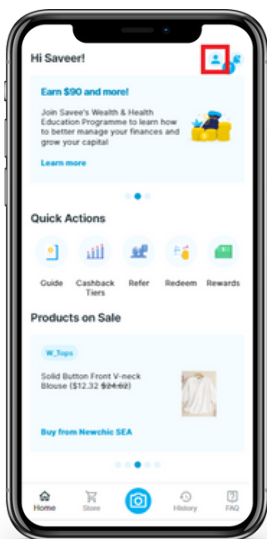


Click **Download**

2. REGISTRATION PROCESS

Register for a miles account so that you can have a smoother redemption process later.

*Ensure you have a **Proof of Residential Address** document ready for upload



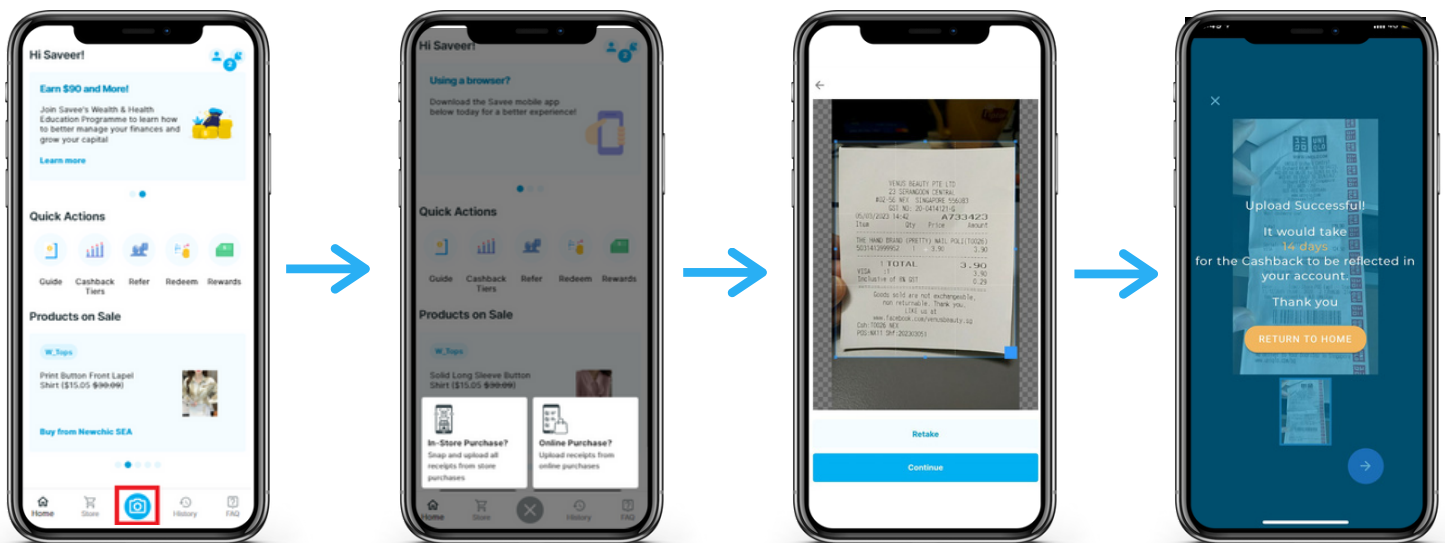
Click on your **Profile** Icon on the **top right**

Click "**Register Miles Account**"

Fill up the Account Registration Form

3. HOW TO USE

There are 2 ways to upload your receipts, depending if it is a "Physical In-store Purchase" or an "Online Purchase"



Click on the
Camera Icon

Select "**In-Store**" or
"**Online Purchase**"
accordingly

"In-store Purchase"
Snap a picture* of your
receipt and **crop it**

"Online Purchase"
Select the receipt from
your gallery

Submit and
wait for your
Miles

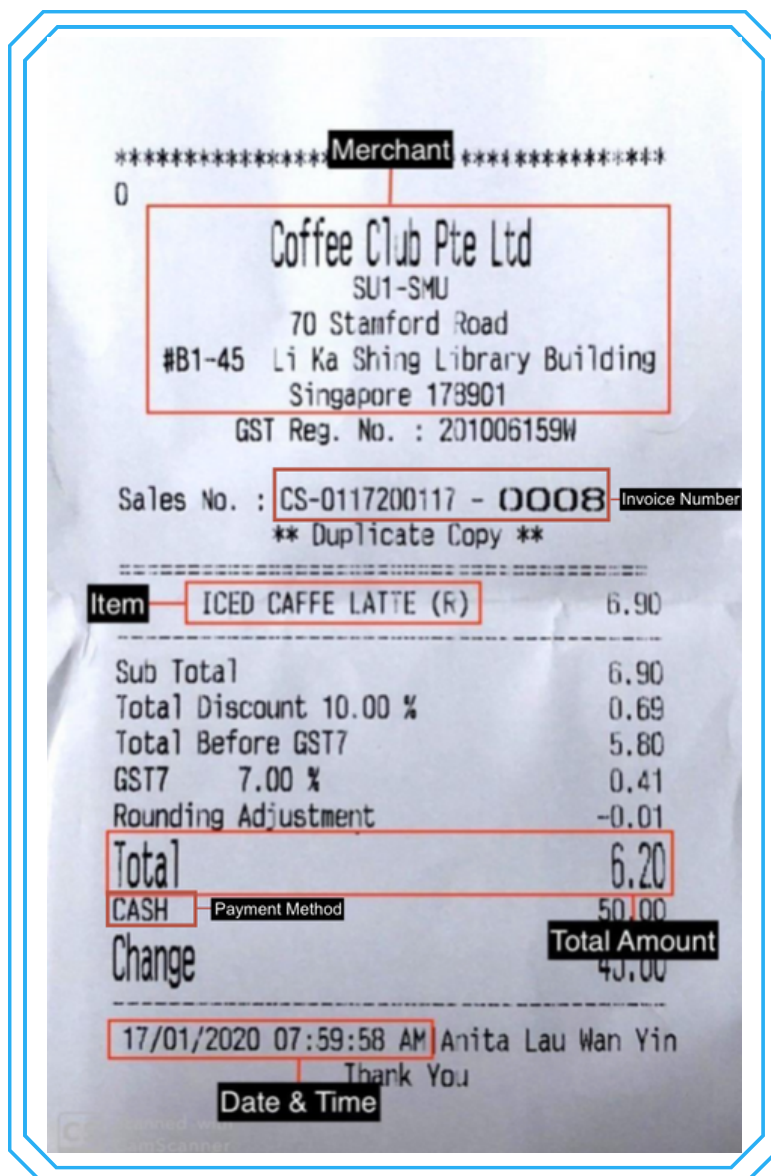
*Hold your phone still for **2 seconds** after snapping to ensure image taken is **not blur**

**Ensure that you submit all supporting documents of that transaction to increase the chance of successfully processing your receipt

4. RECEIPT REQUIREMENT

Ensure each receipt has the relevant requirements to get your Miles

In-Store Receipt



Requirements

Merchant Name

Address of Shop

Invoice Number

Items Bought

Total Amount

Payment Type

Date & Time

4. RECEIPT REQUIREMENT

Ensure each receipt has the relevant requirements to get your Miles

Online E-Commerce

The screenshot shows an 'Order Details' page for a purchase from Lazada. Red boxes and black labels highlight specific information required for a receipt:

- Personal Information:** A box containing the customer's name 'Daryl Lim', phone number '91726854', and address 'Singapore, Singapore, 123 Watten Rise, 01-123, 283123'.
- Merchant:** A box containing the merchant's name 'LozMail' and the product description 'dodocool USB Type-C to USB 3.0 Adapter Convert USB Type-C to USB 3.0 Connector for HuaWei / Apple / Samsung / XiaoMi / OPPO / VIVO / MacBook / ChromeBook Pixel / Nexus 5X / Nexus 6P / OnePlus Two / Nokia N1 / Type C Supported Device Silver'.
- Item Description:** A box containing the item description 'dodocool USB Type-C to USB 3.0 Adapter Convert USB Type-C to USB 3.0 Connector for HuaWei / Apple / Samsung / XiaoMi / OPPO / VIVO / MacBook / ChromeBook Pixel / Nexus 5X / Nexus 6P / OnePlus Two / Nokia N1 / Type C Supported Device Silver'.
- Invoice Number:** A box containing the order number 'Order #21658067120195'.
- Date & Time:** A box containing the order date and time 'Placed on 28 Sep 2019 22:19:19' and 'Paid on 28 Sep 2019 22:20:34'.
- Total Amount:** A box containing the total amount 'Total: \$2.99'.

Other visible information includes the package status 'Delivered', the item price '\$2.99', and the payment method 'Paid by Credit/Debit Card'.

Requirements

Merchant Name

Delivery Address

Invoice Number

Items Bought

Total Amount

Payment Type

Date & Time

4. RECEIPT REQUIREMENT

Ensure each receipt has the relevant requirements to get your Miles

Online - Food Delivery

3:50 4G

31 Jul 2020 at 6:58 PM

Booking ID Date & Time IOS-0732269-9-288

McDonald's - Chong Pang Community Centre
Delivered • GF-607

Invoice Number

Merchant Name

21 Yishun Ring Road, 01-01, Yishun, 768677
706 Yishun Avenue 5, Singapore, 760706

Note to driver Merchant Address & Receipt Address

Order Summary Reorder

1x	McSpicy® + M Fries Coke® Original Taste Less Sugar Small	7.90
2x	McSpicy® + M Fries Coke® No Sugar Small Remove Salt	15.80
1x	Double Cheeseburger™ + M Fries Coke® Original Taste Less Sugar Small	6.95
1x	McChicken® + M Fries Coke® Original Taste Less Sugar Small	5.95
1x	Spicy Chicken McNuggets® (20pc) Curry Sauce Tub Curry Sauce Tub Curry Sauce Tub Curry Sauce Tub	13.80
1x	Apple Pie	1.65

Less details Item Description

Subtotal S\$52.05
Service fees 2.20

Total Total Amount S\$54.25

Requirements

Merchant Name

Delivery Address

Invoice Number

Items Bought

Total Amount

Payment Type

Date & Time

5. MERCHANTS ACCEPTED

Savee accepts **In-Store & Online** purchases from **All Merchants** in these categories:

- 1) **Food & Beverage** (ie. Food Courts, Cafes, Restaurants, Hawkers)
- 2) **Groceries** (ie. Supermarkets, Farmers Market, Online Grocery Delivery)
- 3) **Retail Goods & Services** (ie. E-Commerce, Fashion, Education, Hairdressing, Electronics)
- 4) **Food Delivery** (ie. Food Ordering Platforms, Restaurants' & Hawkers' Delivery)
- 5) **Convenience Stores** (ie. Minimarts, Shophouses, Pharmacies)

Examples of Some Merchants Savee Accepts:



The merchants list above is **non-exhaustive**. Savee accepts **ALL merchants** within these **qualifying categories**

Note:

*Miles on all **Food Buffets** will be capped at a **maximum of 0.01 miles per dollar**

*Miles is not provided on all **GST & Service Charge amount**, but only on the price of the items bought

***Vouchers, Card Top Ups & Fuel purchases, Ride Hailing** are **not accepted**. No Miles will be provided for them

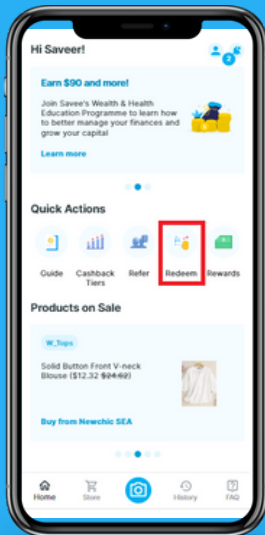
***Insurance, Utilities & Phone Bills** are **not accepted for every single month**. Savee will inform you of which special months you are able to provide such purchases to obtain your Miles in due time

6. HOW TO REDEEM

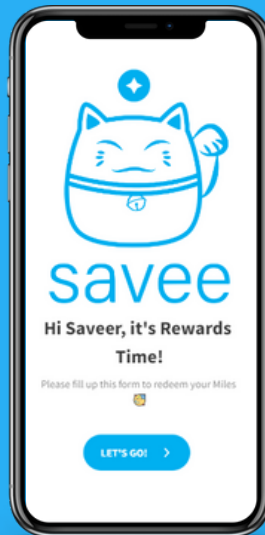
Redeem your Miles in **3 Easy Steps**.

There is a minimum number of miles per request, which is dependent on your chosen airline partner.

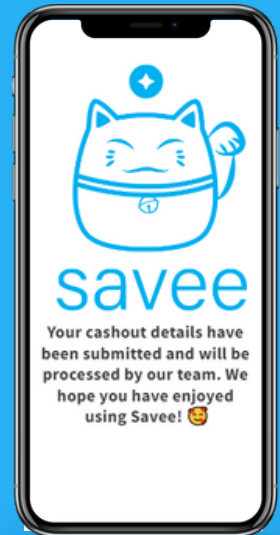
Savee Redemption



Click "**Redeem**"
on the home page



Complete the
Redemption Form



Submit to Savee
for processing

7. SAVEE TROUBLESHOOT

Common Issue 1:

Image taken seems blurry for **Web-Browser** Users using **IOS**

Troubleshooting Methods

- 1) Hold your phone still for **2 seconds** after snapping to ensure the image can be captured with reduced motion
- 2) Ensure your Apple Device is **updated to the latest iOS** as the \$avee Web Browser works best on the latest operating system.
- 3) If you are already on the most updated iOS, try to adjust your **camera settings** instead:

Step 1: Click on "**Settings**" of your iOS Device

Step 2: Scroll down and click on "**Camera**"

Step 3: Click on "**Formats**"

Step 4: Select "**Most Compatible**"

7. SAVEE TROUBLESHOOT

Common Issue 2:

I cannot access the camera to snap my purchase in the Savee **Web-Browser**

Troubleshooting Methods

For iOS Web-Browser Users

- 1) Ensure you are accessing Savee via the **Safari Browser** only. Apple has blocked Google Chrome from being able to access a Web App's browser
- 2) Ensure your Apple Device is **updated to the latest iOS** as the Savee Web-Browser works best on the latest operating system.

For Android Web-Browser Users

- 1) Ensure you are accessing the Savee App via the **Google Chrome Browser** only. The Savee Web-Browser is optimized only for Google Chrome on Android Devices to provide users with the best reliability
- 2) Ensure your Android Device is **updated to the latest OS** as the Savee Web-Browser can only access the camera on the **latest operating system**.

***Savee recommends users to download the Savee App in the App Stores to enjoy a better experience**

FAQS

SAVEE ACCOUNT

a) When can I start using my Savee account?

A newly signed up Savee user can immediately access their account and upload receipts.

Miles

b) What is a Miles account?

A Miles account reflects the receipts you have uploaded, and the amount of miles you have earned. You can use Savee without registering for a Miles account, however registration is required before you can redeem your miles.

c) Why can't I access my Miles account?

After signing up to Savee, please wait for 1 day before you access your Miles account.

d) How do I know if my Miles registration is verified?

Our friendly representative Eevee on WhatsApp will get back to you within 14 business days after confirming your registration. In the meantime, you can continue to use Savee and upload your receipts to start stacking your Miles!

f) Can I redeem any amount of miles from my Miles account?

The minimum redemption amount is *10,000 miles*. Each airline partner may have different minimum miles for redemption, thus please check our Rewards catalogue for more info.

On Savee, your miles will never expire.

g) How long do I have to wait before receiving my miles?

Miles redemption requests are processed monthly. The wait time depends on the volume of requests, but our team strives to keep it at a wait of 3 months from the date of request. After processing, please wait for ~1-2 weeks before the miles reflect in your chosen miles account.

We are working to speed up our processes so that you can redeem your miles faster!

h) Why did the miles in my Miles account decrease?

Our team does periodic checks on receipts, and corrects errors that may have occurred. Fraudulent receipts and those that do not meet our requirements are rejected. During the same process, we also correct receipts that should have entitled miles to them.

FAQS

RECEIPTS

i) Can I submit receipts made before joining Savee?

We do not accept receipts that you have made before the day that you have joined Savee.

j) Why is one of my receipts rejected?

To protect all our users, miles will not be awarded if receipts do not fulfill our invoice requirements or for any of the following reasons (list is not exhaustive):

- a. Receipt submitted is not clear and/or visible.
- b. Receipt submitted is suspected of tampering.
- c. An abnormal behaviour is detected by Savee's system such as uploading the same receipt multiple times.
- d. Receipt has been purchased in-store overseas.

k) How many receipts can I submit per day?

There is no limit to the number of receipts you can upload within a day.

9. PERSONAL DATA PROTECTION

To continue delivering greater savings to you and to keep the lights on, Savee provides advertising for merchants to reach out to you. **By registering and using Savee, you hereby agree to receive such promotions from our merchant partners to help you save even more money.**

Rest assure that Savee does not reveal any personal identifiable data of you to any 3rd party merchant partners and providers when they use Savee's services unless you **provide consent** to Savee to disclose such information

Savee provides a high level of anonymity for all our users and your privacy is our utmost priority. Savee complies strictly to the **Personal Data Protection Act of Singapore**. Please refer to [Savee's Privacy Policy](#) here for a more comprehensive understanding.



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