1 **PURCHASE TICKET VIA CENTRALISED TICKETING SYSTEM (CTS)**

2) This website is compatible with all major browsers
3) Customer must register an account with CTS Ticket Online Purchase website to make online purchase
4) Remember to disable pop-up blocker
5) Local Malaysian customers can make payment using:
   a) Credit Card – Visa or Mastercard
   b) Online Banking (MEPS) or WEBCASH prepaid
6) International customers may purchase ticket using CashU Prepaid via WEBCASH website. This option however is only available for Arabic speaking countries.

**HOW TO SIGN UP FOR TBS ONLINE TICKETING**

2) Click on e-Ticketing icon to open TBS Online Ticketing page:
3) Proceed to our main e-ticketing portal and click on the “Sign Up Button”

![Image of login page]

4) Fill in the Sign Up Form. Click on the sign up button once you have filled in the form.

![Image of sign up form]

5) Immediately you will receive a confirmation email from eticketing@tbsbts.com.my. Click on the activation link to begin using your account to purchase tickets. This email will also list out your full name and username for your own reference. If you have not received the confirmation email, you may look into your trash or spam folders, or in subject categories (social, promotions, updates etc.) in your inbox, which may contain our confirmation email.
6) You need to click on the activation link once and proceed to the login page to log on to your account.

**PURCHASE CTS TICKET AT WWW.TBSBTS.COM.MY**


2) Click on e-Ticketing icon to open TBS Online Ticketing page:
3) Submit your credentials and Security number to login.
4) Search for your trip. Maximum number of seats per one purchase transaction is only 4.

5) Select trip:
6) Select your seat. Reserved seats are marked red and not available for purchase.
Please confirm your purchase details. Enter details of each ticket holder and select payment method.

<table>
<thead>
<tr>
<th>Departure Date Time</th>
<th>26 Feb 2017 12:00 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company</td>
<td>ALISAN GOLDEN COACH [Route: TBS - MELAKA SENTRAL]</td>
</tr>
<tr>
<td>Seat No</td>
<td>04A [05A]</td>
</tr>
<tr>
<td>Adult</td>
<td>2 x RM 1.50 = RM 3.00</td>
</tr>
<tr>
<td>TBS Insurance</td>
<td>2 x RM 0.40 = RM 0.80</td>
</tr>
<tr>
<td>Online Service Charge</td>
<td>2 x RM 2.00 = RM 4.00 (inclusive GST)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>RM 7.80</strong></td>
</tr>
</tbody>
</table>

**Terms & Conditions On Ticket Purchase And Change Of Boarding Pass**
1. Individual ticket price will add-on Online Service Charge.
2. Tickets sold are not returnable / refundable.
3. Tickets are valid for bus on the date and time shown only.
4. Change on time, date and seat numbers are not permitted.
5. Only ticket holders are allowed into the Departure Hall.
6. Passengers must be at the Departure Hall 30 minutes before departure time.
7. Please keep your ticket for inspection.
8. Damaged or Lost of tickets will not be entertained.
9. Bus companies have the right to change the departure schedule without prior notice and no guarantees are given for cancellation of buses or bus delayed.
10. The terminal and the bus company is not responsible for any theft and/or damage to passengers’ goods.
11. This terms & conditions is subject to change without prior notice.

**Customer Name / Contact**

<table>
<thead>
<tr>
<th>1. Name(Adult) *</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ID/Passport No *</td>
<td></td>
</tr>
<tr>
<td>Contact *</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Name(Adult) *</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ID/Passport No *</td>
<td></td>
</tr>
<tr>
<td>Contact *</td>
<td></td>
</tr>
</tbody>
</table>

**Please select your payment method**

- [ ] VISA
- [ ] MBPS

[Confirm] [Cancel]
8) Confirm your purchase:

![Confirmation]

You must complete the payment transaction in **15 minutes**. Are you sure you want to confirm the seat(s)?

Yes  No

9) Make payment:

**Credit Card (VISA or MASTERCARD)**

i) A new window will open to display a form for you to enter your credit card details. Enter your credit card details and submit.

![Secure Payment Page]

*Before you proceed:
- Disable pop-up blockers.
- Enable cookies & Javascript on your browser.
- Browser compatibility: Internet Explorer 8.0 and above, Mozilla Firefox and Chrome.

**NOTE:** Upon clicking on Submit, you will be redirected to the Payment Gateway Provider system. Please do not refresh or close your browser until your transaction is completed.*
At the same time, TBS Online Ticketing page will display a countdown.

ii) You will receive an OTP (One-Time Pin) on your registered phone.

![OTP Image]

From HLB: Your OTP is [Redacted] for online transaction at TERMINAL BERSEPADU SLT EC of MYR 9.70. Valid for 4 mins. 21/04/16

OK

iii) In the new window, a form to enter your OTP will be shown. Enter your OTP and click OK to complete the payment process.
iv) The new window will close and TBS Online Ticketing page will now display your booking code receipt with QR code. As an alternative, you can check your ‘Purchase History’ to get your booking receipt with QR Code. Please print or screen capture the QR code to be scanned at Automatic Control Gate (ACG) and show your QR Code to on-duty staff at Boarding Gate.
WEBCASH or MEPS – Direct Banking (CIMB)

i) Submit your Name and Contact number for WEBCASH
ii) A new window will open to display WEBCASH form. Select a payment option and enter your details before clicking Submit.
10) Confirm your purchase:

You must complete the payment transaction in 15 minutes. Are you sure you want to confirm the seat(s)?

Yes  No

iii) At the same time, TBS Online Ticketing page will display a countdown.
iv) Click Connect to CIMB Clicks button to make payment

v) A pop-up will appear to display your bank’s website. Login to your bank and complete your payment.
1. Click OK in your bank’s website to log out and close the pop-up.
i) The new window will close and TBS Online Ticketing page will now display your booking code receipt with QR code. As an alternative, you can check your ‘Purchase History’ to get your booking receipt with QR Code. Please print or screen capture the QR code to be scanned at Automatic Control Gate (ACG) and show your QR Code to on-duty staff at Boarding Gate.
2 HOW TO DISABLE POP-UP BLOCKER

**Internet Explorer:**
By default, Pop-up Blocker is enabled. When a pop-up is blocked, an error message is shown on the page.

To turn Pop-up Blocker off, follow these steps:
   i) Open Internet Explorer, and then click Internet Options on the Tools menu to open the Internet Properties dialog box
   ii) Click the Privacy tab:
        Click to clear Block pop-ups to turn Pop-up Blocker off.

Click [here](#) for more information.

**Google Chrome:**
By default, Google Chrome blocks pop-ups from automatically showing up on your screen. When a pop-up is blocked, the address bar will show a pop-up blocker icon [x].

Turn pop-ups on or off:
   i) Open Chrome.
   ii) In the top-right corner, click the Chrome menu [≡].
   iii) Click Settings.
   iv) Click Show advanced settings.
   v) Under "Privacy", click Content settings.
   vi) Under "Pop-ups," select Allow all sites to show pop-ups.

Allow pop-ups from eticketing.tbsbts.com.my:
   i) Allow pop-ups from eticketing.tbsbts.com.my:
        (1) Open Chrome.
        (2) Find a page that has pop-ups blocked for you.
        (3) At the end of the address bar, click the pop-up blocker icon [x].
        (4) Click the link for the pop-up window you'd like to see.
        (5) To always see pop-ups for the site, select "Always show pop-ups from eticketing.tbsbts.com.my"

   ii) Always allow pop-ups from a site:
        (1) Open Chrome.
        (2) In the top-right corner, click the Chrome menu [≡].
        (3) Click Settings.
        (4) Click Show advanced settings.
        (5) Under "Privacy," click the Content settings button.
        (6) Under "Pop-ups," click Manage exceptions.

Click [here](#) for more information.

**Mozilla Firefox:**
Pop-up blocking is turned on by default. When blocking a pop-up, Firefox displays an information bar, as well as an icon [ ] in the location bar.
When you click either the **Options** button in the info bar or the icon in the location bar, a menu is displayed with the following choices:

i) Allow/Block pop-ups for this site  
ii) Edit Pop-up Blocker Options…  
iii) Don't show this message when pop-ups are blocked  
iv) Show (the blocked pop-up)

To disable pop-up blocker altogether:

i) Click the menu button and choose **Options**.
ii) Select the **Content** panel.
iii) In the Content panel: **Block pop-up windows:** Uncheck this to disable the pop-up blocker altogether

To disable pop-up blocker for eticketing.tbsbts.com.my:

i) Click the menu button  
ii) choose **Options,**  
iii) select the **Content** panel.  
iv) Click **Exceptions:** This is a list of sites that you want to allow to display pop-ups

Alternatively,

i) You can click the **Options** button in the info bar or the icon in the location bar
   i) click **Edit Pop-up Blocker Options....**  
   ii) Click **Exceptions:** This is a list of sites that you want to allow to display pop-ups
Click [here](#) for more information.

**Opera:**
By default, Pop-up Blocker is enabled. When a pop-up is blocked, an error message is shown on the page, and the address bar will show a pop-up blocker icon.

![Image](#)

To turn Pop-up Blocker off, follow these steps:
1. Click Opera and choose **Settings**.
2. Select the **Websites** panel.
3. In the **Websites** panel:
   - (1) **Allow all sites to show pop-ups**: turn Pop-up blocker off.

To disable pop-up blocker for eticketing.tbsbts.com.my:
1. From the address bar: Click the ![icon](#) icon in the address bar and click **Always allow pop-ups from eTicketing**.
2. From the **Settings**:
   - (1) Click Opera and choose **Settings**.
   - (2) Select the **Websites** panel.
   - (3) Click **Manage Exceptions**.... This is a list of sites that you want to allow to display pop-ups.

![Image](#)

Click [here](#) for more information.

**Safari:**
To turn Pop-up Blocker off, follow these steps:
1. Choose **Safari > Preferences**, then click **Security**.
2. Deselect **Block pop-up windows** making sure that the box is empty.

Click [here](#) for more information.