

PETRONAS Shop Setel voucher FAQ

1.0 BUSINESS TO CUSTOMER

How does the B2C voucher purchase process work?

B2C voucher purchases involve individual customers buying Setel vouchers for personal use. The process is simple and can be completed on the PETRONAS Shop [website](#).

How quickly will I receive the Setel voucher code after purchase?

You will receive the Setel voucher code immediately upon completing the purchase.

Can I get a quotation for B2C voucher purchases?

No, PETRONAS Shop does not provide quotations for B2C voucher purchases. The prices are as displayed on the website.

Is there a receipt for my B2C voucher purchase?

Yes, an e-Receipt will be sent as soon as the order is complete. For an additional receipt, contact Mesralink at mesralink@petronas.com.

Are there any tax or delivery fees for B2C voucher orders?

No, there are no delivery fees or taxes for B2C voucher orders as they are digital products.

Can I share my voucher code with others?

Once you receive the Setel voucher code, it is your responsibility to keep it secure. Avoid sharing unless you are certain and comfortable doing so.

Can I receive a physical voucher?

No, Setel vouchers are e-Vouchers and do not have physical delivery. If you intend to distribute the voucher, consider printing it from your end.

Can I get a sample for a physical voucher template?

Reach out to Mesralink for the Setel voucher physical template.

How long is the Setel voucher valid after purchase?

The Setel voucher is valid for 365 days. For example, if you purchase on 1 Jan 2024 at 2:00 PM, the code's expiry date is 1 Jan 2025 at 11:59 PM.

Can I extend the validity of my Setel voucher?

No, as per the terms and conditions, Setel vouchers are valid for 365 days from the purchase date, and extensions are not possible.

Can I get the terms & conditions of Setel voucher?

Setel voucher terms & conditions are detailed on the [product page's description](#).

Where is my Setel voucher code?

You will receive the voucher code in your order details as soon as the payment is successful;
Login > My Account > Order ID.

Why am I unable to download the Setel voucher CSV file?

You can download and open the Setel voucher CSV file on your laptop, as it is not supported via phones.

Where can I use my Setel voucher code?

Your Setel voucher code can be used to redeem credits into your Setel Wallet. To redeem, go on the Setel app > Profile > Payment method > Voucher top-up. Enter the Setel voucher code as per the case sensitivity.

Can I check who redeemed the Setel voucher?

Due to personal data protection, we provide only the status and validity date for Setel voucher codes.

What if my code does not work or has been redeemed?

Ensure that you are redeeming on the Setel app > Profile > Payment method > Voucher top-up. Enter the Setel voucher code according to uppercase or lowercase.

Can someone else receive the same Setel voucher code?

Setel voucher codes are auto-generated and unique, minimising the chance of duplication.

What if I received the voucher codes from a contest, but they are invalid?

Reach out to the voucher distributor for further clarification.

I've redeemed my Setel voucher codes, but why are they not reflected in my Setel Wallet?

If your Setel Wallet should have a balance of more than RM500, please verify your Setel Wallet. If not, contact Mesralink for assistance.

Is customer support available for B2C voucher purchases?

Yes, for any inquiries or assistance regarding B2C voucher purchases, contact our customer support at mesralink@petronas.com .

2.0 BUSINESS TO BUSINESS (B2B)

What is a B2B voucher purchase?

B2B voucher purchases refer to transactions made by businesses for Setel vouchers, typically involving larger quantities or for corporate needs.

What constitutes a B2B transaction in terms of amount?

B2B transactions are considered for Setel voucher purchases up to RM 10,000 per day and RM 50,000 per month.

What are the steps to purchase Setel vouchers in bulk?

To start a B2B voucher purchase, please complete the e-KYC verification process by submitting the required information and documents [[HERE](#)]. Once verified, you can proceed with your purchase.

How are the voucher codes delivered for B2B purchases?

Voucher codes for B2B purchases are automatically emailed to your inbox in a CSV file format upon successful payment.

What payment methods are accepted for B2B voucher purchases?

Payments for B2B voucher purchases can be made via online banking or credit card on the PETRONAS Shop website.

How long does the e-KYC verification process take?

The e-KYC verification process takes 7-10 business days. You will be contacted upon successful verification.

Can I modify or cancel a B2B voucher order after payment?

Once the payment is confirmed, modifications or cancellations may not be possible. Please review your order carefully before proceeding with payment.

Is there a dedicated support channel for B2B voucher purchases?

For any inquiries or assistance regarding B2B voucher purchases, you can reach out to mesralink@petronas.com.