



Wira Caltex 2.0

Lubricants Incentive Program

Receipt Verification Guide

(Station Owner & Investor / Station Management)



Before you begin your receipt verification, please ensure you have the following:-

1. A registered account at wiracaltex.com and can log in with your PIN.
Note: if you do not have an account, register at <https://wiracaltex.com/register>
2. You have the copy of the physical receipt(s) submitted by your staff. Receipts should be valid for the calendar month's submission.
Note: refer to the Terms & Conditions for the validity period of receipt submission



Sykt Swee Lee Trading S/B
(25732-K)
114, Jln Temerloh
28400 Mentakab, Pahang
Tel: 09-2771397

>>>>>>>>>> Invoice <<<<<<<<<<<<<<<
*Havoline motr 20W-50 1L RM 25.00 S
Total RM 25.00
Cash RM 30.00
Change Due RM 5.00
0.00 % TAX S RM 0.00
Total net RM 25.00

Transaction number: 02000447876
Date 12/11/24 Time Num 09:06 POS CNO PSNO
08:00 06557 02 0003 389

Enjoy the Journey

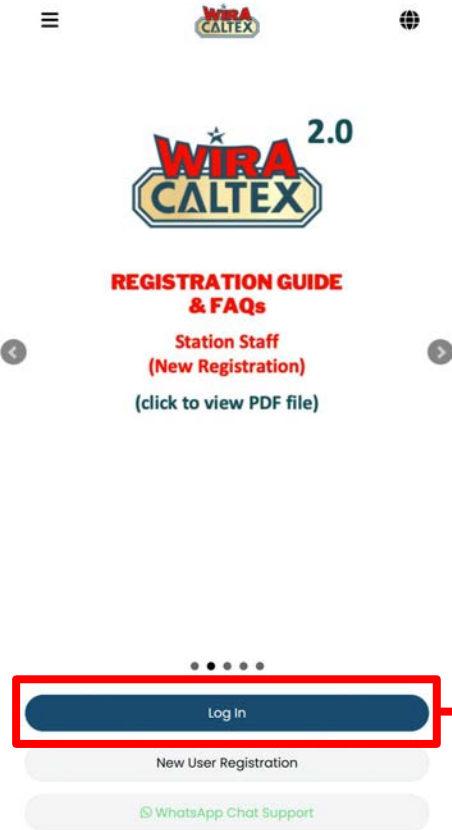
IMPORTANT

Before logging into Wira Caltex

- Have your staff's physical receipt(s) with you so that it will be easier to refer to the receipts during the information verification process.

Make sure all these essential details are **legible** in the receipt

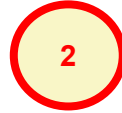
****Each submission can only use one receipt.**



1

Go to the Wira Caltex website www.wiracaltex.com. Click on the “Log In” button

Click on the “Log In” button



Input your mobile number.

**Please use your active WhatsApp number only

Log In

Enter your mobile number to continue

Mobile Number

015 1234567

Your 4-digit PIN number

- 015
- 010
- 011
- 0111
- 012
- 013
- 014
- 015
- 016
- 017
- 018
- 019

Example: If your number is 010-1122334, select 010 here

Example: If your number is 010-1122334, type 1122334 here. Do not input your prefix "010" here



Log In

Enter your mobile number to continue

Mobile Number

015



1234567

Your 4-digit PIN number

....|

Submit

Don't have an account yet? [Click here](#) to register.

Forgot your PIN? [Click here](#) for help.

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Home



Dashboard



Profile



Log Out

3

Input your 4-digit PIN and click Submit.

IMPORTANT

DO NOT SHARE your PIN with anyone.

Input your
4-digit PIN

Click **Submit**



On the homepage, locate and click on the "**Lubricants Incentive Program**" box.

Welcome

Manager Test 1

Fosstron Sdn Bhd
Hedges Calnergy Sdn Bhd
Hedges Setiawangsa Sdn Bhd
Syabas Jitu Sdn Bhd

These are the stations owned and/or managed by you.

Select the Program you wish to participate in:

Lubricants Incentive Program

You have 7 receipt submission(s) pending verification. >

The verifier will have a message if there are pending receipts. For example
"You have 7 receipt submission(s) pending verification"

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Lubricants Incentive Program

Manager Test 1

Fosson Sdn Bhd
Hedges Calnergy Sdn Bhd
Hedges Setiawangsa Sdn Bhd
Syabas Jitu Sdn Bhd

Pending Verification

14/11/2024

Submitted On : 14/11/2024

Submitted By : Staff Test 1

Station : Fosson Sdn
Bhd

Receipt No. : A1234

Receipt Date : 09/11/2024

View



Home



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Profile



Log Out

5

After clicking the "**Lubricants Incentive Program**" box, you are directed to a page with all the pending verification receipts.

Select any receipt and click "**View**" for receipt details.

Click "**View**"



Submitted On : 14/11/2024
Submitted By : Staff Test 1
Station : Fossron Sdn Bhd
Receipt No. : A1234
Receipt Date : 09/11/2024
Uploaded Receipt : Click to view

1 

Hav ProDS Fully Synthetic LE 5W-40 (4L)

Quantity : 1

Incentive Per Unit (RM) : 10.00

Incentive Sub Total (RM) : 10.00

Total Incentive (RM) : 10.00



To verify the receipt image, go to ‘Uploaded Receipt’ and click on “Click to view”.


- Verify the receipt image against the physical copy of the receipt. Ensure the image is clear and legible, as well as identical to the receipt image and physical copy.

Note:

Verifier should have the physical receipt to easily compare the receipt details on screen.



Submitted On : 14/11/2024
Submitted By : Staff Test 1
Station : Fossron Sdn Bhd
Receipt No. : A1234
Receipt Date : 09/11/2024
Uploaded Receipt : [Click to view](#)

1 

Hav ProDS Fully Synthetic LE 5W-40 (4L)

Quantity : 1

Incentive Per Unit (RM) : 10.00

Incentive Sub Total (RM) : 10.00

Total Incentive (RM) : 10.00



For the receipt details, ensure the image is clear and legible. Verify each piece of information on the screen against the hard copy receipt, **including:**

- Receipt Number
- Receipt Date
- Name of the Product
- Quantity

Note:

**Make sure all these details match with the physical receipt.*

**Refer to a physical copy of the list of eligible lubricants products to know the relevant product/category and its incentive.*



1 

Hav ProDS Fully Synthetic LE 5W-40 (4L)

Quantity : 1

Incentive Per Unit (RM) : 10.00

Incentive Sub Total (RM) : 10.00

Total Incentive (RM) : 10.00

Click to VERIFY receipt submission

Click to REJECT receipt submission

This popup will appear.

Verification of Receipt Submission

I confirm:-

Receipt image has been verified.

This sales transaction is valid.

Cancel

8

If all of the details match correctly:

a

“Click to **VERIFY** receipt submission” button. A popup will appear.

b

Tick on both tickboxes

c

Click “**OK**”.

Note: To REJECT receipt submission, go to Step #10.

*** The deadline for the submission and verification of all eligible sales receipts in the WIRA CALTEX system is the 7th day of each calendar month for the preceding month’s sales receipts. For illustration: - all sales receipts for the month of January have to be submitted and verified by the 7th of February.*



Lubricants Incentive Program

Manager Test 1

Fosson Sdn Bhd
Hedges Calnergy Sdn Bhd
Hedges Setiawangsa Sdn Bhd
Syabas Jitu Sdn Bhd

Receipt Submission Confirmation

15/11/2024

Submitted On : 14/11/2024
Submitted By : Staff Test 1
Station : Fosson Sdn Bhd
Status : Verified
Verified On : 15/11/2024
Verified By : Manager Test 1



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After you have verified the receipt, you will see a **Receipt Submission Confirmation** with the status **“Verified.”**

You can inform your station staff that you have verified the receipt submission.



1 

Hav ProDS Fully Synthetic LE 5W-40 (4L)

Quantity : 1

Incentive Per Unit (RM) : 10.00

Incentive Sub Total (RM) : 10.00

Total Incentive (RM) : 10.00

Click to VERIFY receipt submission

Click to REJECT receipt submission

This popup will appear.

Rejection of Receipt Submission

I confirm:-

Receipt submission has been rejected.

Cancel

10

If any of the details do not match or there are other issues with the receipt:

a

“Click to REJECT receipt submission” button. A popup will appear.

b

Tick on tickbox

c

Click “OK”.



Lubricants Incentive Program

Manager Test 1

Fossron Sdn Bhd
Hedges Calnergy Sdn Bhd
Hedges Setiawangsa Sdn Bhd
Syabas Jitu Sdn Bhd

Receipt Rejection Confirmation

18/11/2024

Submitted On : 18/11/2024

Submitted By : Staff Test 4



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Log Out

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After you have rejected the receipt, you will see a **Receipt Rejection Confirmation**.

You can inform your station staff that you have rejected the receipt submission and the reasons for rejection.



WIRA CALTEX Support Line

SCAN



WhatsApp #
60108441779

Whatsapp Support (Message Only)

Operation Hours:

9 am - 5 pm, Monday to Friday, except weekends
and public holidays.

For other matters, kindly contact:-

***Caltex Malaysia Customer Service Hotline
1800 88 3188.***



Wira Caltex 2.0

Lubricants Incentive Program

Receipt Verification FAQ

(Station Owner & Investor / Station Management)



1) **What is WIRA CALTEX Lubricants Incentive Program?**

It is an incentive program designed for eligible Station Staff to make additional income when they promote and sell Caltex lubricant products at their stations. Eligible staff will receive incentives based on their sales performance.

Sales receipts submitted for incentive claims on www.wiracaltex.com will then be verified by any authorised Station Owner & Investor and Station Management for that station.

2) **Is it compulsory for station staff to participate in the Lubricants Incentive Program?**

This incentive program is NOT compulsory for station staff but we encourage your station staff to participate to generate additional income.



3) What receipts are eligible for submission?

Eligible receipts must meet the following criteria:-

1. Receipts must be a valid sale and have not been voided/cancelled for any reason
2. Products that are in the latest List of eligible lubricants products
3. The receipt submitted must be for the same calendar month. Staff can submit receipts from the preceding month up to the 7th day of the following calendar month. For illustration: - all sales receipts for the month of January must be submitted in January or latest by the 7th of February.
4. Station Owner/Investor or Station Management must verify all receipts in the system by the 7th day of each calendar month for the preceding month's receipts. For illustration: - all receipts for the month of January have to be verified in January or latest by the 7th of February.

Note: If the receipts are outside the eligible period stated above, these receipts shall be deemed ineligible / expired for any incentive claims, unless approved by Chevron.



4) What do I need to do as a Station Owner / Investor or Station Management when my staff participates in this program?

As a Station Owner / Investor or Station Management, you will be required to:-

- ensure receipts submitted are valid and have not been voided
- ensure receipts verified on WIRA CALTEX meets the eligibility requirements
- submit an image of the signed and stamped **Form A - Caltex Lubricants Monthly Sales Report** for your station(s) by the 7th day of each calendar month for the preceding month's sales to the Project Coordinator at the official WIRA CALTEX Support Line WhatsApp number +6010-8441779. For illustration: - the Caltex Lubricants Sales Report for the month of January has to be submitted by the 7th of February.



5) What happens if the incentive claims exceed the total sales provided in Form A for a particular month ?

The Project Coordinator will generate for Chevron a **Report 2A - Total Sales and Incentives Submitted** to cross check against the **Form A - Caltex Lubricants Monthly Sales Report** submitted by each station for each calendar month.

In the event the Total Sales (Quantity/Incentive Total in RM) reported in your station's Report 2A is more than your Form A for a particular calendar month, the Project Coordinator will provide a copy of the Report 2A to you to validate. If required, you shall then provide an amended Form A or provide the necessary **Form B - Amend Delete Authorization Form** to ensure Total Incentive Claims (in RM) is equal or less than the Total Sales (Quantity/Incentive Total in RM) reported in that month's Report 2A.

Note: Such discrepancies may result in a delay of the station's overall incentive claims process.



6) What if my staff have entered the wrong information or image into the system?

As long as your staff has not completed the Submission Process, your staff can still amend the details of the submission form.

If they have completed the Submission Process and have gotten the “**Receipt Submission Confirmation**” page, you as the Station Owner/Investor or Station Management can log in to your account and reject their receipt submission. Your staff can re-submit their receipt within the eligible period.



7) Do I need to access my WIRA CALTEX account from my mobile phone?

Your WIRA CALTEX account can be accessed on both your mobile phone and desktop computer. However the website's pages have been designed based on mobile phone usage.

8) How can I view the list of receipt submissions approved or rejected?

A transaction log feature is currently being developed so that the you can view the status of your staff's receipt submission.

In the meantime, you can WhatsApp the WIRA CALTEX Support Line by clicking [here](#) for such inquiries.



9) How long does it take to process the incentive claims for payment?

All sales receipts submitted for each calendar month are subject to final verification and approval by Chevron. Processing of incentive claims may take approximately two (2) months.

All incentives will be paid by Chevron via a credit memo to stations. It is the responsibility of the Station Owner/Investor and Station Management to make payment to their staff based on Chevron's payment memo within five (5) working days upon receipt of the amount from the Organizer.