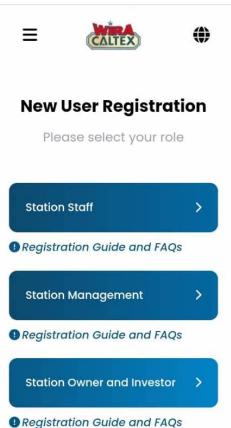


Wira Caltex 2.0

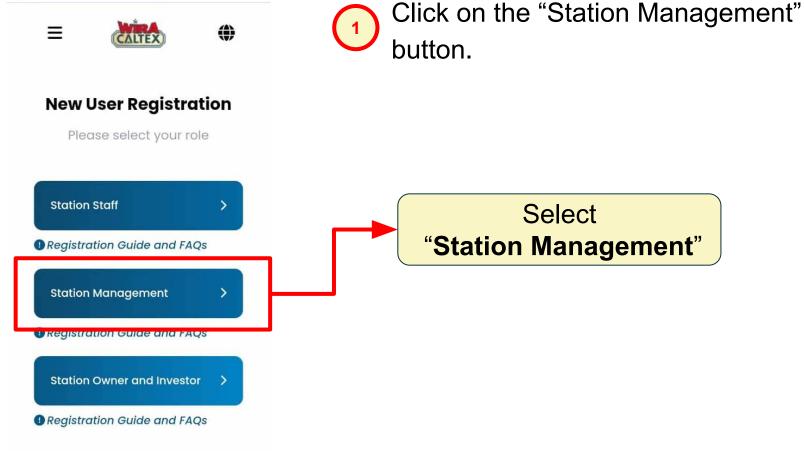
Registration Guide (Station Management)





Upon clicking on the link provided from the email or WhatsApp message, you will be directed to this webpage (http://www.wiracaltex.com/register)

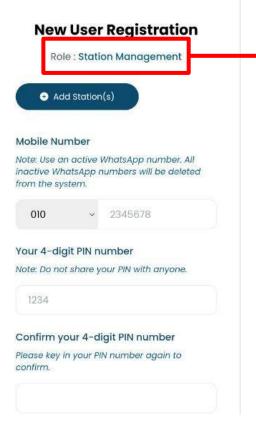








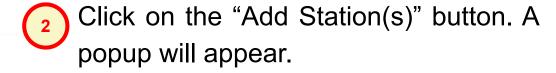


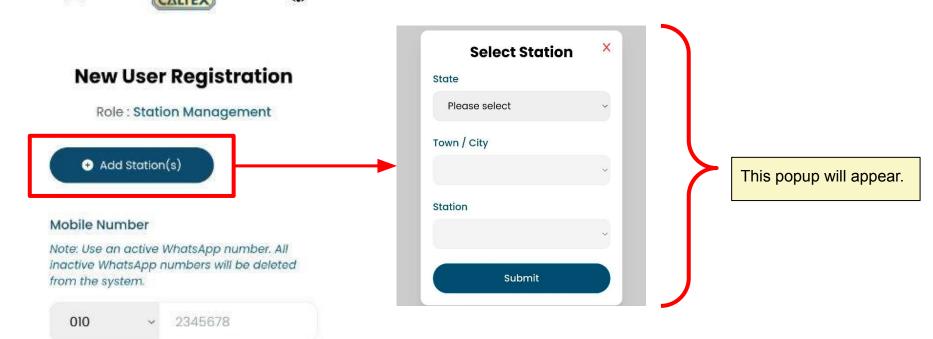


Upon clicking on the "Station Management" button, this is the screen that will appear.

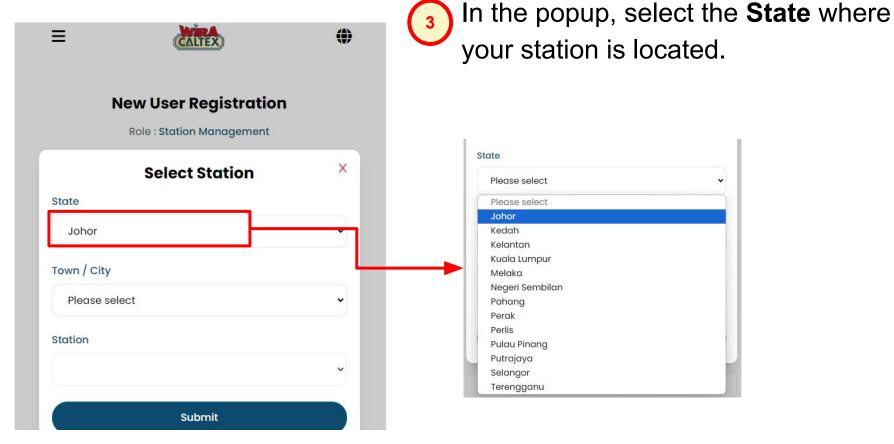
Note the role is "Station Management"



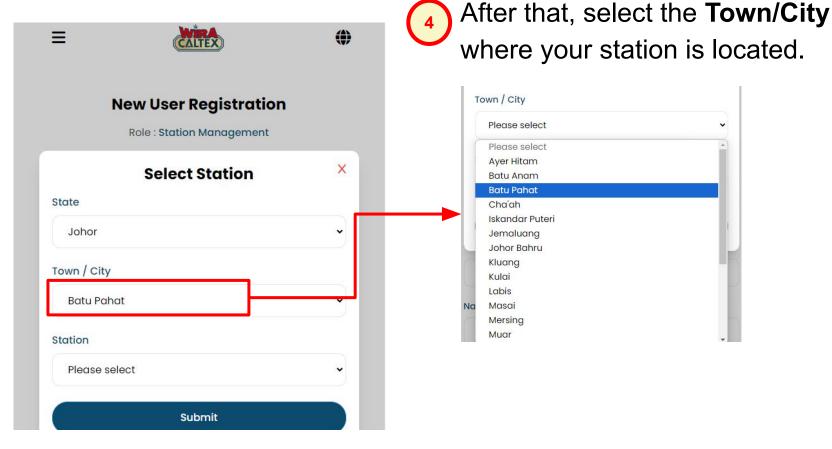




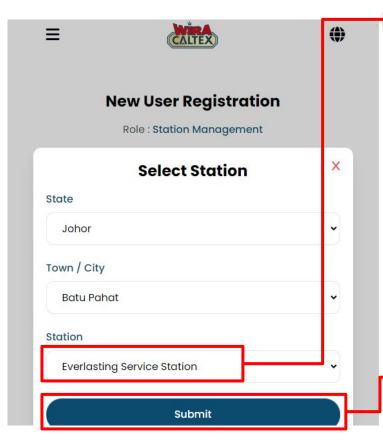












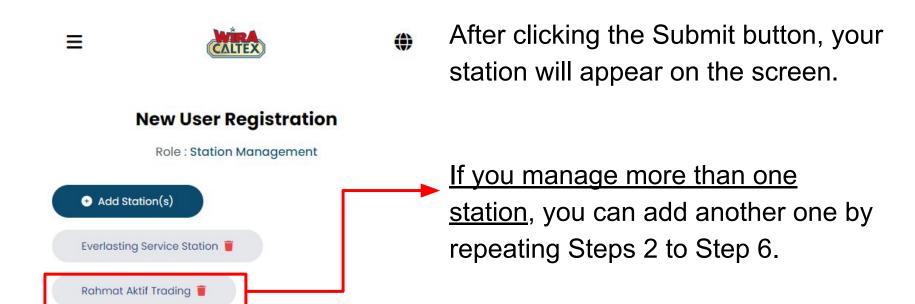
Select your **Station** from the list of available stations.



Note: If you are unable to locate your Station name, please contact the WIRA CALTEX Support Line for assistance.

Then, click the "Submit" button.















Next, type in your mobile number.

**Please use your active WhatsApp number only.

New User Registration

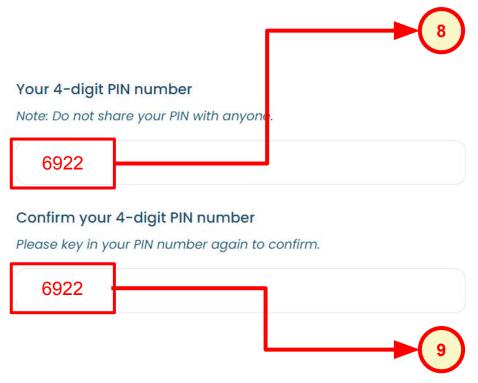
Role: Station Management



Example: If your number is 010-1122334, type 1122334 here. Do not type your prefix here. (example - 010-)

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





Input your 4-digit PIN number in the first column.

IMPORTANT

- Avoid using numbers that are common or easy to guess (Example: 1234)
- DO NOT SHARE your PIN with anyone.

Input the same 4-digit PIN number again to confirm.



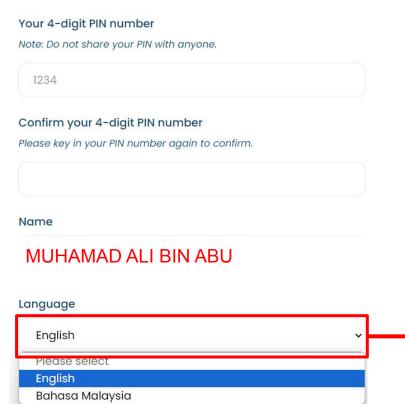


Input your name as per your NRIC / Passport.

IMPORTANT

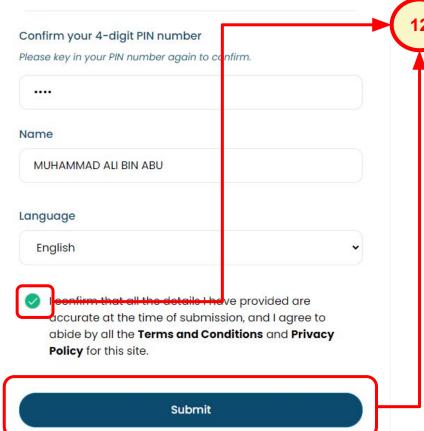
- Do not use nicknames only (Example: Ali, Nicky, Ah Cheng)
- Full names are needed to ensure the communication from authorised Chevron Malaysia WhatsApp numbers are sent only to authorised personnel.





Select your preferred language, **English** or **Bahasa Malaysia.**





Check that the form is complete and click to confirm that you agree to abide by the **Terms and Conditions** and **Privacy Policy** in using the WIRA CALTEX website.

Finally, click on the "Submit" button.





Registration Successful!



21 Jul 2024 | 08:38 PM

Role

: Station Management

State
Town / City

: Johor

Station

: Batu Pahat

idon

: Everlasting Service Station

Name

: MUHAMAD ALI BIN ABU

Mobile Number

: +60123833333

Language

: English



WhatsApp Number Validated by System

Your registration has been completed and the "Registration Successful" page will appear.

Click the WhatsApp icon and forward this page to yourself if you wish to keep a copy of the registration

Home

Note: if you wish to send this information to yourself using WhatsApp, click on the following button.



Click on WhatsApp icon to forward a copy to yourself





Registration Pending

21 Jul 2024 | 08:40 PM

Role

: Station Management

State

: Johor

Town / City

: Batu Pahat

Station

: Everlasting Service Station

Name

: MUHAMAD ALI BIN ABU

Mobile Number

: +60120000001

Language

: English

Note: Your Mobile Number cannot be validated due to unsuccessful WhatsApp Validation.

Upon validation of your WhatsApp, the program coordinator will WhatsApp to you directly with the update.

Note: if you wish to send this information to yourself using WhatsApp, click on the following button.



WhatsApp Number Not Validated by System

Your registration has been completed but the system could not confirm the WhatsApp number. (Refer to FAQ).

Project Coordinator will manually validate the mobile number and update you directly via WhatsApp.

In the meantime, you can click the WhatsApp icon and forward this page to yourself if you wish to keep a copy of the registration.

Click on WhatsApp icon to forward a copy to yourself



Wira Caltex 2.0

Frequently Asked Questions - FAQ (Station Management)



1) What is WIRA CALTEX 2.0?

WIRA CALTEX 2.0 is a dedicated portal where all Caltex Station Staff in Malaysia can register and participate in the various programs conducted by Chevron Malaysia.

2) Why do I need to register for WIRA CALTEX 2.0?

Registration of Station Management is required as you are involved in the daily operations of the station.

In addition, your registration is necessary to approve your Station Staff's submission in the Lubricants Incentive Program scheduled to begin in the 4th Quarter of 2024.



3) Who is considered Station Management?

This category is for station personnel that have supervisory responsibilities such as Station Manager, Assistant Station Manager and Supervisor.

Those not included under Station Management include Retail Partners/Station Owners / Shareholders / Investors of the particular station. They should register as **Station Owner / Investor.**

4) How do I register for WIRA CALTEX 2.0?

It is simple. Go to <u>WIRA CALTEX 2.0</u> website and click on the button "New User Registration" and select the relevant Category - **Station Management** and follow the necessary Registration Guide to register.



5) What do I do if I have a new mobile number because I lost my phone or changed my mobile number?

Since you cannot Whatsapp using your previous mobile number, all you need to do is to complete **FORM B - Amend Delete Authorisation Form** and get it approved by any **STATION OWNER / INVESTOR** with the station rubber stamp/chop.

Take a photo of the completed FORM B and WhatsApp it to the WIRA CALTEX Support Line. After validation of the form, the Project Coordinator will make the necessary changes and update you directly via the WIRA CALTEX Support Line.

Once completed, you can login using your new mobile number with your original 4-digit Personal Identification Number (PIN).



6) Can I register more than one mobile (WhatsApp) number?

Each mobile (WhatsApp) number can only be registered in one of the categories. For example, the same mobile number cannot be used for **Station Owner/Investor** and **Station Management** categories, **Station Management** and **Station Staff** categories, etc.

7) Can I register using the same name but with two (2) different mobile numbers?

Each person is only allowed to register in one of the available categories. Should a duplicate name be identified, the person will need to confirm which category they wish to remain in and the duplicate will be deleted.



8) How does WIRA CALTEX benefit me as a Station Management?

The aim of WIRA CALTEX is to provide a single platform for your staff to:-

- i) Participate in all staff-related campaigns such as incentive programs, quizzes, surveys, etc
- ii) Win financial and non-financial rewards to acknowledge their work performed
- iii) Access new information and knowledge that will help them grow professionally

9) Why do I need to input my full name as per NRIC/Passport?

The full name as per NRIC/Passport is a requirement by Chevron Malaysia to validate the names to ensure the communication from authorised Chevron Malaysia WhatsApp numbers are sent only to authorised personnel.



10) How do I update my Profile Information?

If you wish to update your Profile Information on WIRA CALTEX, contact the WIRA CALTEX Support Line by clicking **here** using the mobile number used for that particular profile.

11) What will happen if I enter incorrect information such as name, station details and mobile number?

Incorrect information can be updated by contacting the WIRA CALTEX Support Line by clicking **here** using the registered mobile number for that particular profile.



12) Can I delete or make amendments to the Station Management and Station Staff in my station?

As Station Management, you can only delete or make amendments for the Station Staff in your station. Only a Station Owner / Investor registered mobile number can delete or make amendments to the Station Management listing in their station.

Prior to the launch of the Lubricants Incentive Program, a Station Staff profile can be deleted/ amended by contacting the WIRA CALTEX Support Line by clicking <a href="https://example.com/here-using-new-right-new-ri

After the launch of the Lubricants Incentive Program, a Station Staff profile can be deleted/ amended by sending a Profile Amendment Form to the WIRA CALTEX Support Line by clicking here. The Profile Amendment Form will be shared during the launch of the Incentive Program.



13) What should I do if I forget my 4-digit PIN, and how can I change it? If you forget your PIN, contact the WIRA CALTEX Support Line by clicking here using the registered mobile number for that particular profile. The Support Line can assist to reset the PIN as long as the WhatsApp message comes from the same registered mobile number.

14) Can I share my PIN number with anyone?

No, you should not share your PIN with anyone to prevent them from accessing your account / profile.



15) If the website is not loading, what should I do?

If the website is not loading, here are some of the steps you can take:

- Check your network connection to see if you are connected to the Internet
- Access the website using another device
- Try a different browser (Safari, Microsoft Edge etc)
- Clear your web cache and cookies

If all of the above do not work, please contact the WIRA CALTEX Support Line by clicking **here**.

16) What are the operating hours of the WIRA CALTEX Support Line?

If you have any inquiries related to WIRA CALTEX, please WhatsApp WIRA CALTEX Support Line by clicking **here**. The working hours/days is from 9am - 5pm, Monday to Friday, except weekends & Public Holidays.

This Support Line does not provide voice/phone call support. For other matters not related to WIRA CALTEX, kindly contact the **Caltex Malaysia Customer Service Hotline** at **1800 88 3188**.



17) How do I delete my account?

If you need to delete your account, please contact the WIRA CALTEX Support Line by clicking **here**.

18) What happens if I get the "Registration Pending" page upon submitting the Registration Form?

The "Registration Pending" page appears only when the WhatsApp validation function in the system is temporarily down and cannot confirm your mobile number. Your registration information has been captured by the system and the Project Coordinator will manually validate your mobile number and update you directly via the WIRA CALTEX Support Line.



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.