Wira Caltex 2.0

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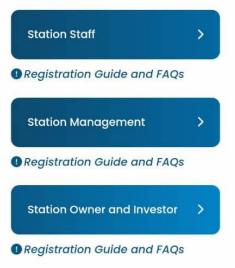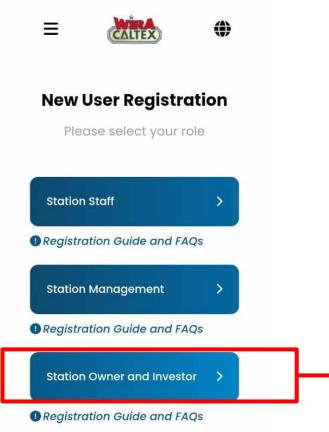
Upon clicking on the link provided from the email or WhatsApp message, you will be directed to this webpage (http://www.wiracaltex.com/register)

New User Registration

Please select your role

Station Staff >

ⓘ *Registration Guide and FAQs*

Station Management >

ⓘ *Registration Guide and FAQs*

Station Owner and Investor >

ⓘ *Registration Guide and FAQs*

1 Click on the "Station Owner and Investor" button.

Select "**Station Owner and Investor**"

New User Registration

Role : Station Owner and Investor

⊕ Add Station(s)

Mobile Number

Note: Use an active WhatsApp number. All inactive WhatsApp numbers will be deleted from the system.

| 010 | ⌄ | 2345678 |

Your 4-digit PIN number

Note: Do not share your PIN with anyone.

1234

Confirm your 4-digit PIN number

Please key in your PIN number again to confirm.
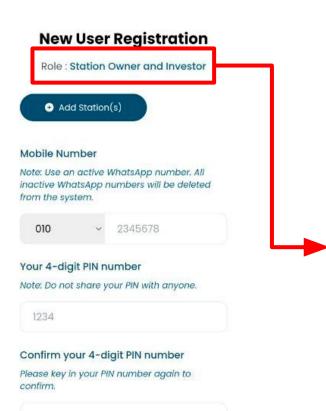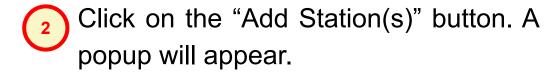
Upon clicking on the "Station Owner and Investor" button, this is the screen that will appear.
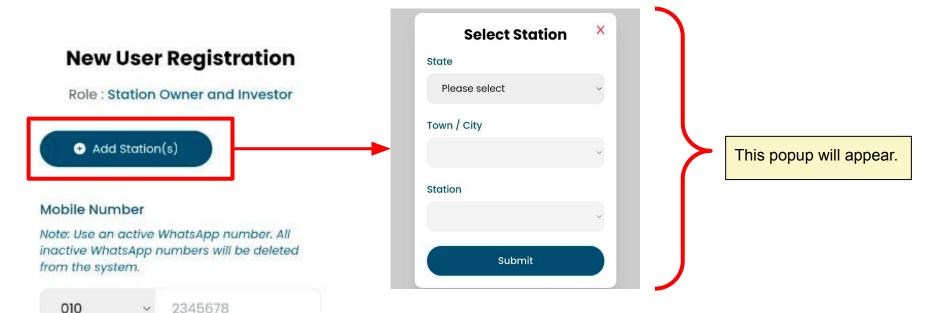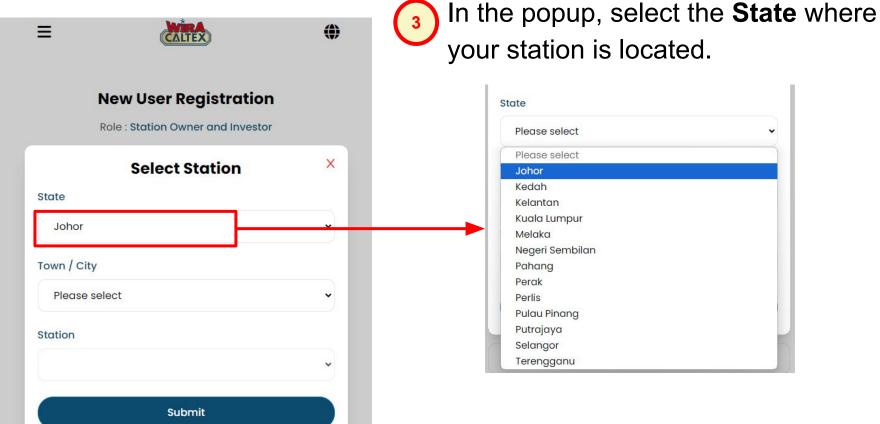
Note the role is
"**Station Owner and Investor**"

2 Click on the "Add Station(s)" button. A popup will appear.

New User Registration

Role : Station Owner and Investor

⊕ Add Station(s)

Mobile Number

Note: Use an active WhatsApp number. All inactive WhatsApp numbers will be deleted from the system.

| 010 ⌄ | 2345678 |

Select Station ✕

State

Please select ⌄

Town / City

⌄

Station

⌄

Submit

This popup will appear.

3 In the popup, select the **State** where your station is located.

4 After that, select the **Town/City** where your station is located.

New User Registration

Role : Station Owner and Investor

Select Station ✕

State

Johor

Town / City

Batu Pahat

Station

Everlasting Service Station

Submit

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

Station

Please select

Please select
Everlasting Service Station
Rahmat Aktif Trading

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

6 Then, click the "**Submit**" button.

New User Registration

Role : Station Owner and Investor

⊕ Add Station(s)

Everlasting Service Station 🗑

Rahmat Aktif Trading 🗑

After clicking the Submit button, your station will appear on the screen.

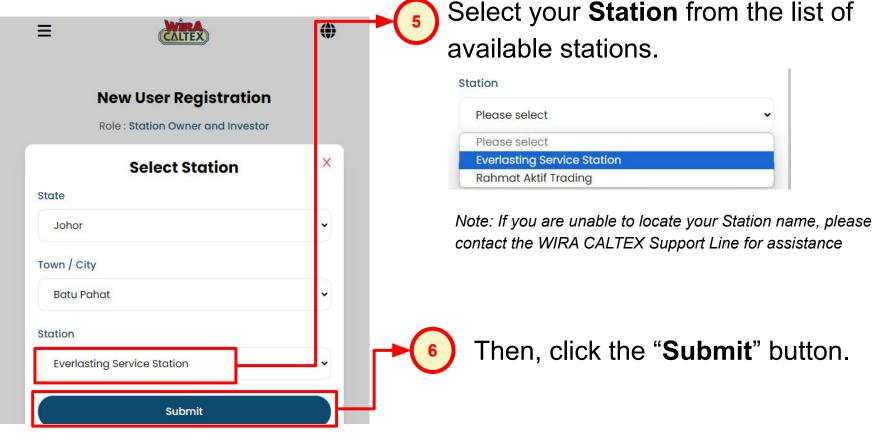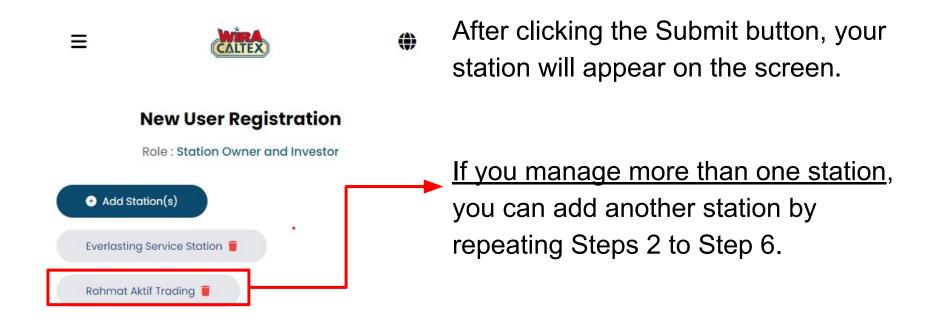If you manage more than one station, you can add another station by repeating Steps 2 to Step 6.

7 Next, type in your mobile number.
**Please use your active WhatsApp number only.

New User Registration

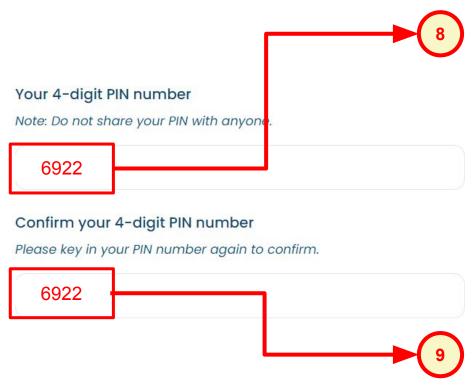Role : **Station Owner and Investor**

⊕ Add Station(s)

Everlasting Service Station 🗑

Mobile Number

Note: Use an active WhatsApp number. All inactive WhatsApp numbers will be deleted from the system.

| 010 | 1122334 |

010 ⌄
| 010 |
| 011 |
| 0111 |
| 012 |
| 013 |
| 014 |
| 015 |
| 016 |
| 017 |
| 018 |
| 019 |

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

Your 4-digit PIN number

Note: Do not share your PIN with anyone.

6922

Confirm your 4-digit PIN number

Please key in your PIN number again to confirm.

6922

8 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.**

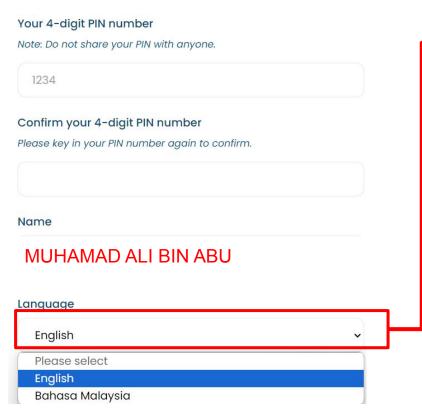**9** Input the same 4-digit PIN number again to confirm.

Your 4-digit PIN number

Note: Do not share your PIN with anyone.

> 1234

Confirm your 4-digit PIN number

Please key in your PIN number again to confirm.

Name

Example:
> MUHAMAD ALI BIN ABU

10

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.**

Your 4-digit PIN number

Note: Do not share your PIN with anyone.

> 1234

Confirm your 4-digit PIN number

Please key in your PIN number again to confirm.

Name

MUHAMAD ALI BIN ABU

Language

English

Please select
English
Bahasa Malaysia

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

Name (as per NRIC / Passport)

MUHAMAD ALI BIN ABU

Language

English

✓ I agree to receive all station operation updates through WhatsApp.

✓ I confirm that all the details I have provided are accurate at the time of submission, and I agree to abide by all the **Terms and Conditions** and **Privacy Policy** for this site.

Submit

12 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.

Optional: If you are an investor and wish to receive the operation updates, please tick on this box

Finally, click on the "**Submit**" button.

14

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

Click on WhatsApp icon to forward a copy to yourself

Registration Pending

21 Jul 2024 | 08:54 PM

Role	:	Station Owner and Investor
State	:	Johor
Town / City	:	Batu Pahat
Station	:	Everlasting Service Station
Name	:	MUHAMAD ALI BIN ABU
Mobile Number	:	+60100000002
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.

Home

14

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 Owner and Investor)

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 Owners / Investors is required if you are involved in the daily operations of the station or if you wish to be kept updated via WhatsApp on station operation information from Chevron Malaysia.

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

3) I am a Retail Partner, should i register as Station Owner/Investor or Station Management?

All Retail Partners should register as a **Station Owner / Investor.** This category is to differentiate between the standard Station Management registrants such as Station Manager, Assistant Station Manager and Supervisor.

4) Who should register in this category if the station is owned by a subsidiary of a public listed company or a society/association?

For stations in this situation, we encourage the company or society/association to have at least one representative registered under this category to allow easier validation should there be any changes to staff under the **STATION MANAGEMENT** category.

If there is no registrant in the **STATION OWNER / INVESTOR** category, any changes to **STATION MANAGEMENT** will require additional steps and time to validate the new person with Chevron Malaysia and/or Branded Marketer.

5) How do I register for WIRA CALTEX 2.0?

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

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) 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 another **STATION OWNER / INVESTOR** registrant with the station rubber stamp/chop.

If there is no additional registrant in the **STATION OWNER / INVESTOR** category for your station, additional steps and time will be taken to validate with Chevron Malaysia and/or Branded Marketer.

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).

8) 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.

9) How does WIRA CALTEX benefit me as a Station Owner/Investor?

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

10) 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.

11) 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.

12) 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.

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

Yes, you can delete or make amendments for the personnel in your station.

Prior to the launch of the Lubricants Incentive Program, a profile can be deleted/ amended by contacting the WIRA CALTEX Support Line by clicking **here** using a **Station Owner / Investor** registered mobile number.

After the launch of the Lubricants Incentive Program, a 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.

14) 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.

15) 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.

16) 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**.

17) 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**.

18) How do I delete my account?
If you need to delete your account, please contact the WIRA CALTEX Support Line by clicking **here**.

19) 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.