



Wira Caltex 2.0

Registration Guide

(Station Staff - Pre Registration)

for existing staff registrations before 31 August 2024



Pre-Registration

Role : Station Staff

Mobile Number

Submit

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

Note the role is **“Station Staff”**



Input your mobile number.

**Please use your active WhatsApp number only

Pre-Registration

Role : Station Staff

Mobile Number

010 1122334

Submit

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010

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

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

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



After input your mobile number, click the “Submit” button.

Pre-Registration

Role : Station Staff

Mobile Number

010



1122334

Submit



After clicking the “Submit” button, this is the screen that will appear.

Pre-Registration

Role : Station Staff

Mobile Number

Example: 0101122334

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 (as per NRIC / Passport)

Example: MUHAMAD ALI BIN ABU



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

3

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.**

4

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



Your 4-digit PIN number

Note: Do not share your PIN with anyone.

Confirm your 4-digit PIN number

Please key in your PIN number again to confirm.

Name

Example:

5

The name section will be pre-filled with your name, check if it is correct.

If correct, proceed to step 6.



Your 4-digit PIN number

Note: Do not share your PIN with anyone.

....

Confirm your 4-digit PIN number

Please key in your PIN number again to confirm.

....

Name

Example: MUHAMAD ALI BIN ABU

If it is not correct, update your correct name as per your NRIC / Passport.

IMPORTANT

- Do not use nicknames only (Example: Ali, Nicky, Ah Cheng)
- Full names are needed to validate incentive payouts



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

6

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



State

Kedah

Town / City

Kulim

Station

Usaha Jaya Kawan Enterprise

7

The state, town/city and station section will be pre-filled with the station where you are located, check if it is correct.

If correct, proceed to step 8.

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



State

Kedah

Town / City

Kulim

Station

Usaha Jaya Kawanan Enterprise

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

If it is not correct, update the correct state, town/city and station where your station is located.

Please select

- Please select
- Johor
- Kedah
- Kelantan
- Kuala Lumpur
- Melaka
- Negeri Sembilan
- Pahang
- Perak
- Perlis
- Pulau Pinang
- Putrajaya
- Selangor
- Terengganu

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



State

Kedah

Town / City

Kulim

Station

Usaha Jaya Kawanan Enterprise



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

8

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!



22 Aug 2024 | 12:10 AM

Role : Station Staff

State : Kedah

Town / City : Kulim

Station : Usaha Jaya Kawanan Enterprise

Name (as per NRIC / Passport) : MUHAMAD ALI BIN ABU

Mobile Number : +60133548334

Language : English

Home

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



9

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

18 Jul 2024 | 02:16 PM

Role : Station Staff

State : Kedah
Town / City : Kulim
Station : Usaha Jaya Kawanan Enterprise

Name : MUHAMAD ALI BIN ABU
Mobile Number : +60101122334
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

10

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 Staff)**



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?

All present and future station staff (full-time and part-time) can register and be part of WIRA CALTEX. Your status as a station staff will be validated by your station's Retail Partner or Station Management.

Registering for WIRA CALTEX allows all station staff to participate in the first program - Lubricants Incentive Program in the 4th Quarter of 2024. The current Quiz segment will be migrated from the current WIRA CALTEX 1.0 site after the implementation of the Lubricants Incentive Program.



3) How do I register for WIRA CALTEX 2.0?

If you are a staff that registered on the WIRA CALTEX 1.0 (wira.retailbuzz.com.my) site with a valid WhatsApp number before **31 August 2024**, you will be contacted directly via a WhatsApp message to update your details at **WIRA CALTEX 2.0 Pre-Registration page**. The purpose is to ensure that you update your details where needed and confirm your preferred language and Personal Identification Number (PIN).

If you had previously registered on WIRA CALTEX 1.0 and you currently are unable to register via the WIRA CALTEX 2.0 Pre-Registration page, that particular number may not be an active WhatsApp number. You may either contact the WIRA CALTEX Support Line by clicking **here** to check your status or register as a New User using the instructions below.

4) 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 or STATION MANAGEMENT** 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).



5) 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.

6) 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.



7) How does WIRA CALTEX benefit me as a staff?

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

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

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

The full name as per NRIC/Passport is a requirement to allow Chevron Malaysia and the Project Coordinator to validate the names upon a Station Staff achieving a reward - financial (such as lubricants incentive) and non-financial (such as a winner's certificate).



9) 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.

10) 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.

If you do not update the information, the processing of any rewards (financial and non-financial) will be delayed until the winner's information is validated.



11) Can I request changes to my colleague's Profile Information on their behalf?

No, you cannot request changes to your colleague's Profile Information on their behalf.

12) 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.

13) 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.



14) 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](#).

15) 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**.



16) How do I delete my account?

If you need to delete your account, please contact the WIRA CALTEX Support Line by clicking [here](#).

17) 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.***