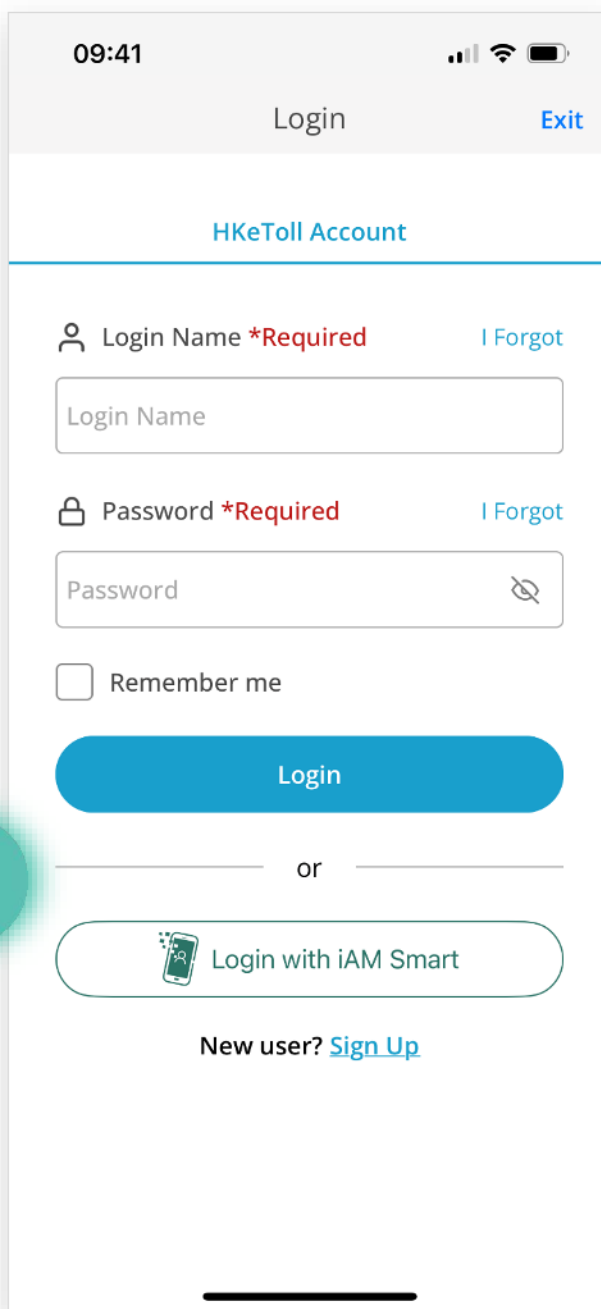


Tutorial on Replacement of Vehicle Tag

Step 1 :

- ☐ Log in to your HKeToll account

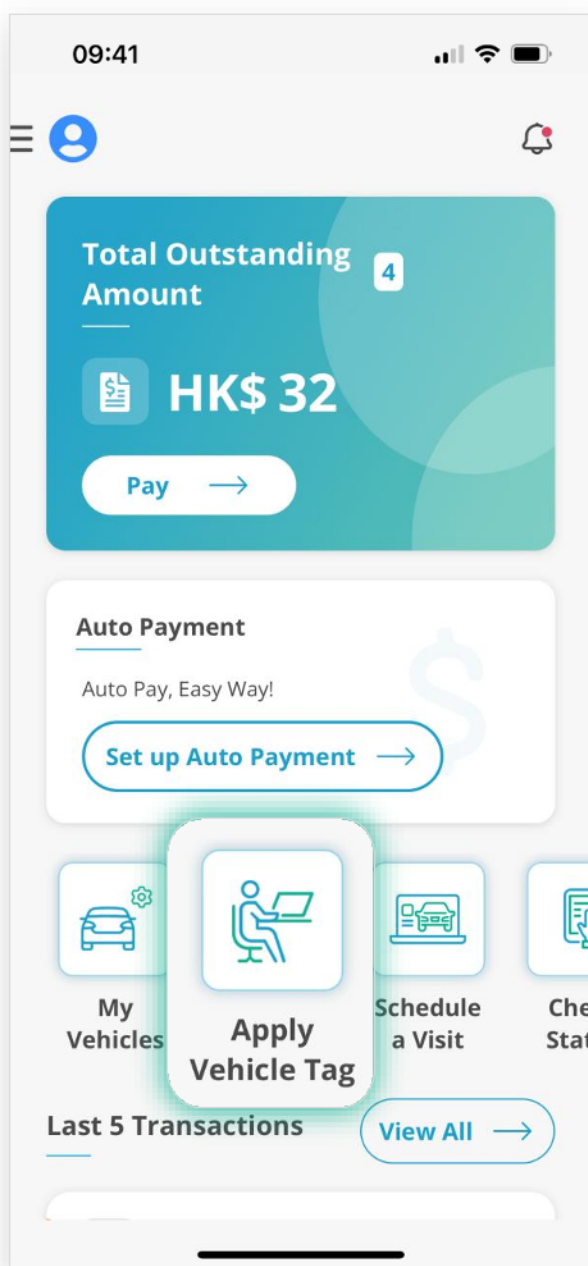


Note:

- ☐ The application steps for mobile app and website are similar.
- ☐ The prescribed fee for the subsequent issued Vehicle Tag is HK\$51.

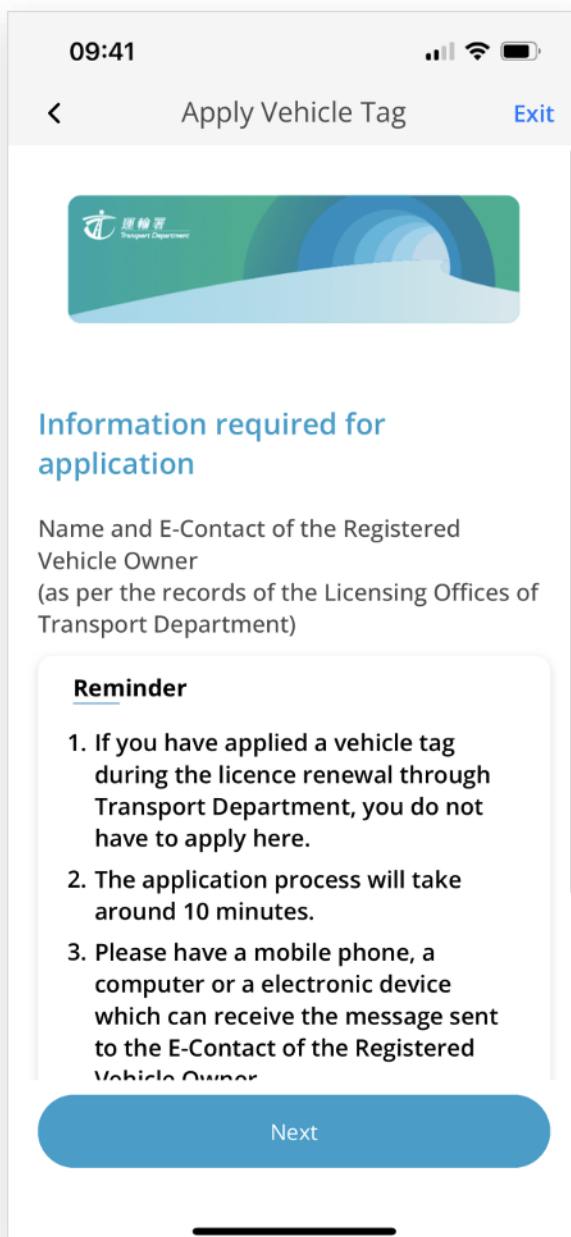
Step 2 :

- ❑ Click on “[Apply Vehicle Tag](#)” on the account home page




Step 3 :

- ☐ Prepare the **Information Required** for the application. The application process will take around 10 minutes
- ☐ Then, click on “Next”



09:41

< Apply Vehicle Tag Exit

 運輸署
Transport Department

Information required for application

Name and E-Contact of the Registered Vehicle Owner
(as per the records of the Licensing Offices of Transport Department)

Reminder

1. If you have applied a vehicle tag during the licence renewal through Transport Department, you do not have to apply here.
2. The application process will take around 10 minutes.
3. Please have a mobile phone, a computer or a electronic device which can receive the message sent to the E-Contact of the Registered Vehicle Owner

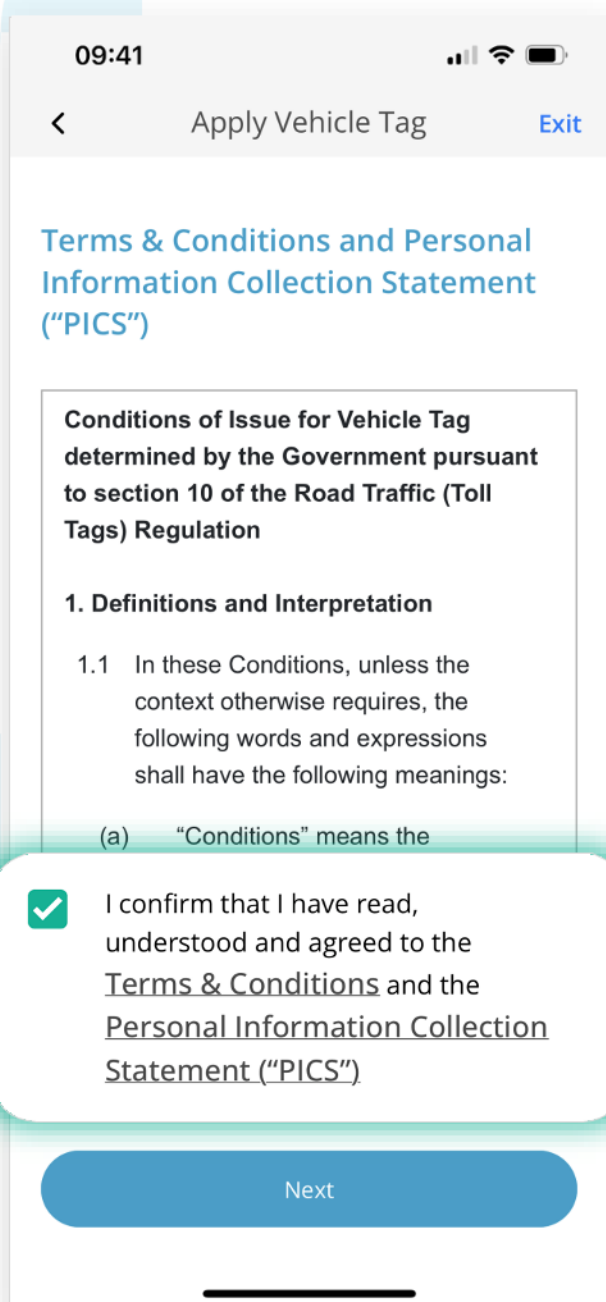
Next

Required Information:

- ☐ Name and e-Contact of the Registered Vehicle Owner (as registered in the Transport Department)

Step 4 :

- ☐ Read the Terms and Conditions and the Personal Information Collection Statement. [Confirm that you have read](#) all the information, and click on “Next”
- ☐ Enter the [Verification Code](#), then click on “Confirm”



09:41

< Apply Vehicle Tag Exit

Terms & Conditions and Personal Information Collection Statement ("PICS")

Conditions of Issue for Vehicle Tag determined by the Government pursuant to section 10 of the Road Traffic (Toll Tags) Regulation

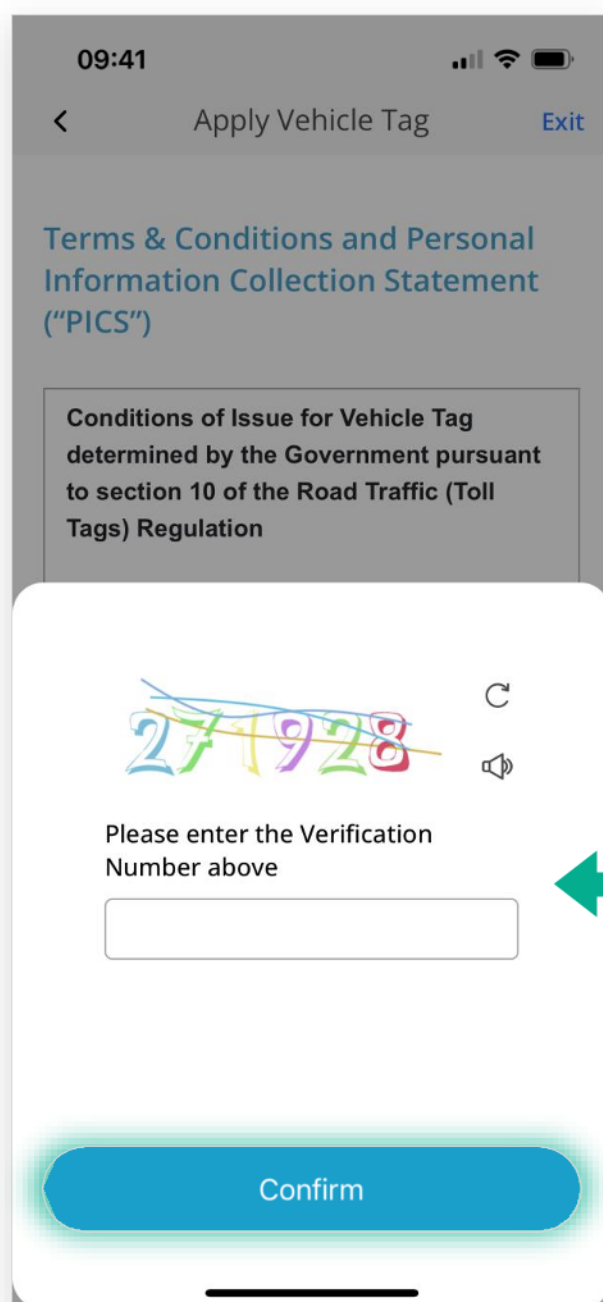
1. Definitions and Interpretation

1.1 In these Conditions, unless the context otherwise requires, the following words and expressions shall have the following meanings:

(a) "Conditions" means the

☒ I confirm that I have read, understood and agreed to the Terms & Conditions and the Personal Information Collection Statement ("PICS")

Next



09:41

< Apply Vehicle Tag Exit

Terms & Conditions and Personal Information Collection Statement ("PICS")

Conditions of Issue for Vehicle Tag determined by the Government pursuant to section 10 of the Road Traffic (Toll Tags) Regulation

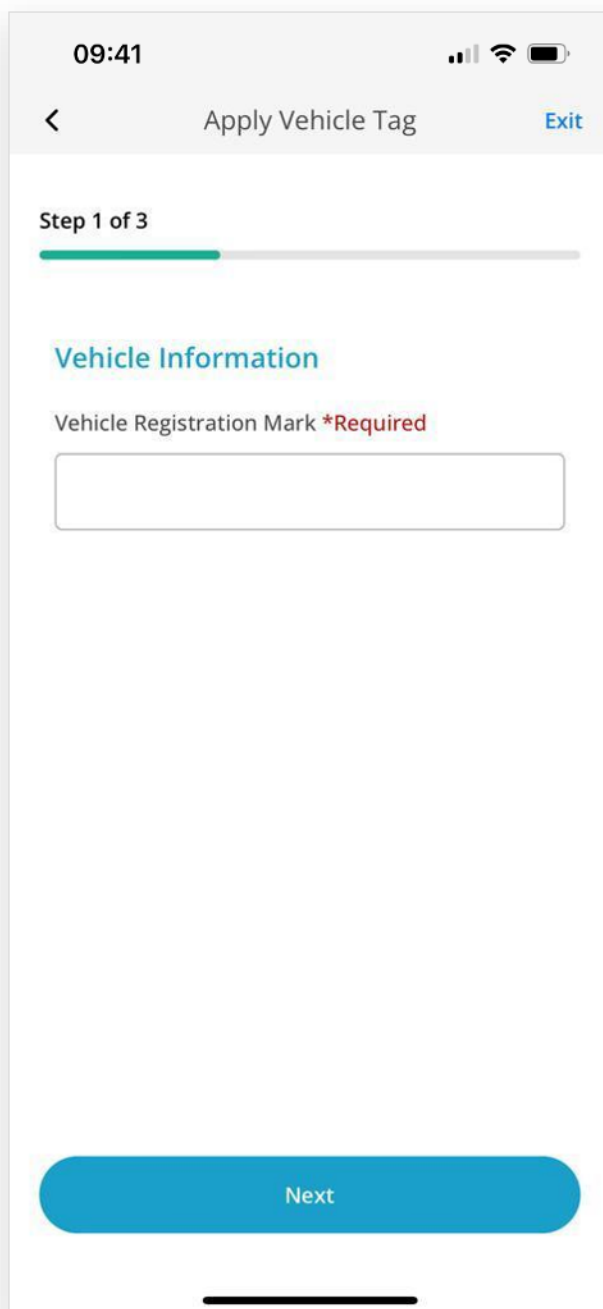
271928

Please enter the Verification Number above

Confirm

Step 5 :

- ❑ Enter the [Vehicle Registration Mark](#)



09:41 Signal, Wi-Fi, and Battery icons

< Apply Vehicle Tag Exit

Step 1 of 3

Vehicle Information




Vehicle Registration Mark *Required

Next

Step 6.1 :

- ☐ Enter the Name of the Registered Vehicle Owner



09:41   

< Apply Vehicle Tag [Exit](#)

Step 2 of 3

Information of Registered Vehicle Owner

Name of Registered Vehicle Owner
***Required**

Should be identical to the record of the Licensing Offices of Transport Department

E-contact of Registered Vehicle Owner *Required

Should be identical to the record of the Licensing Offices of Transport Department

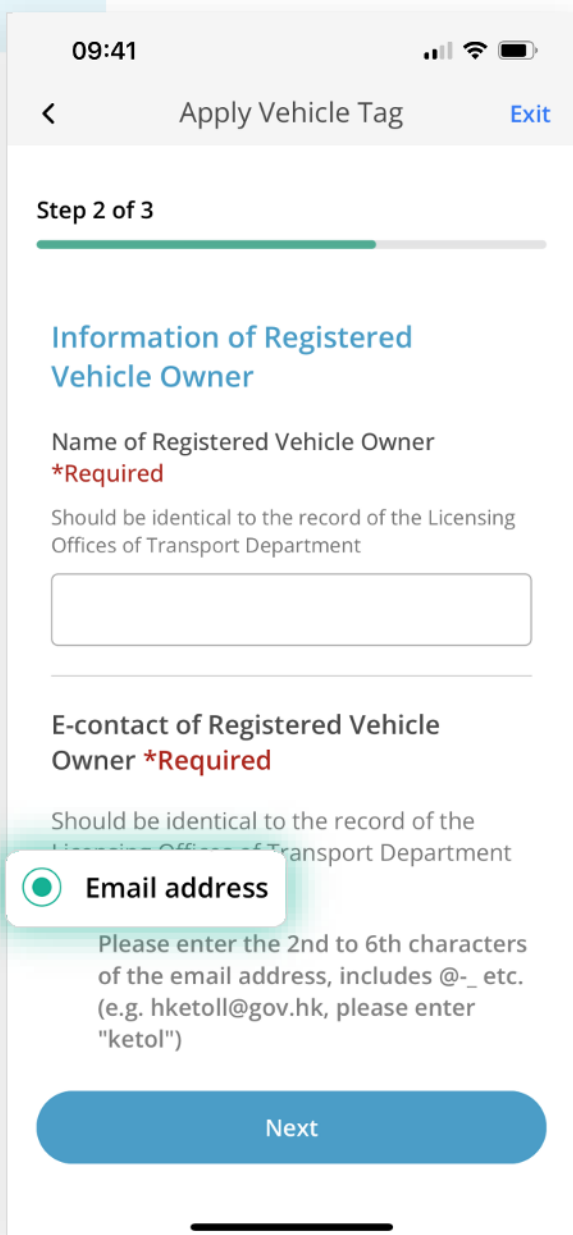
☒ **Email address**

Please enter the 2nd to 6th characters of the email address, includes @-_ etc. (e.g. hketoll@gov.hk, please enter "ketol")

Next

Step 6.2 :

- ❑ Enter the **e-Contact** of the **Registered Vehicle Owner** (as registered in the Transport Department)
- ❑ Then click on “Next”



09:41

< Apply Vehicle Tag Exit

Step 2 of 3

Information of Registered Vehicle Owner

Name of Registered Vehicle Owner
***Required**

Should be identical to the record of the Licensing Offices of Transport Department

E-contact of Registered Vehicle Owner ***Required**

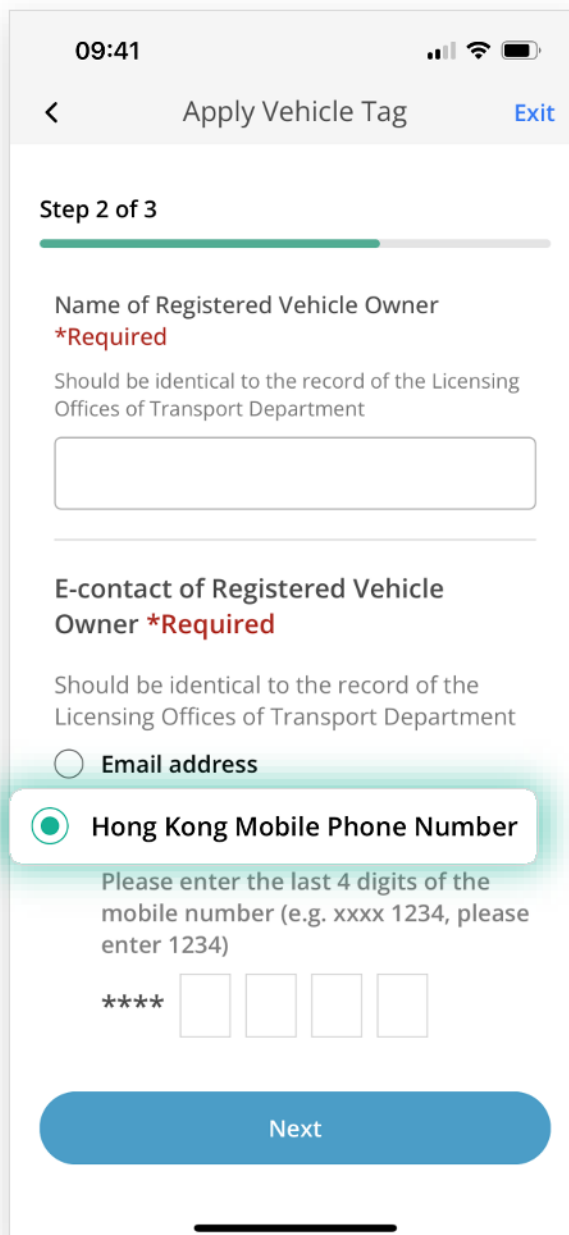
Should be identical to the record of the Licensing Offices of Transport Department

☒ **Email address**

Please enter the 2nd to 6th characters of the email address, includes @-_ etc. (e.g. hketoll@gov.hk, please enter "ketol")

Next

- Please enter the 2nd to 6th characters of the email address (includes @-_ etc.)
- For example, hketoll@gov.hk. Please enter "ketol"



09:41

< Apply Vehicle Tag Exit

Step 2 of 3

Name of Registered Vehicle Owner
***Required**

Should be identical to the record of the Licensing Offices of Transport Department

E-contact of Registered Vehicle Owner ***Required**

Should be identical to the record of the Licensing Offices of Transport Department

☐ Email address

☒ **Hong Kong Mobile Phone Number**

Please enter the last 4 digits of the mobile number (e.g. xxxx 1234, please enter 1234)

Next

- Please enter the last 4 digits of the Hong Kong mobile phone number

Step 7.1 :

- ☐ A **One-time Password** will be sent to the **e-Contact** of the **Registered Vehicle Owner**
- ☐ After receiving the message, enter the **One-time Password**



09:41

< Apply Vehicle Tag Exit

Step 3 of 3

Verification

Please enter One-time Password (OTP)

A One-time Password (OTP) has been sent to the E-Contact below (valid for 5mins).

Hong Kong Mobile Phone Number:
+852 *****

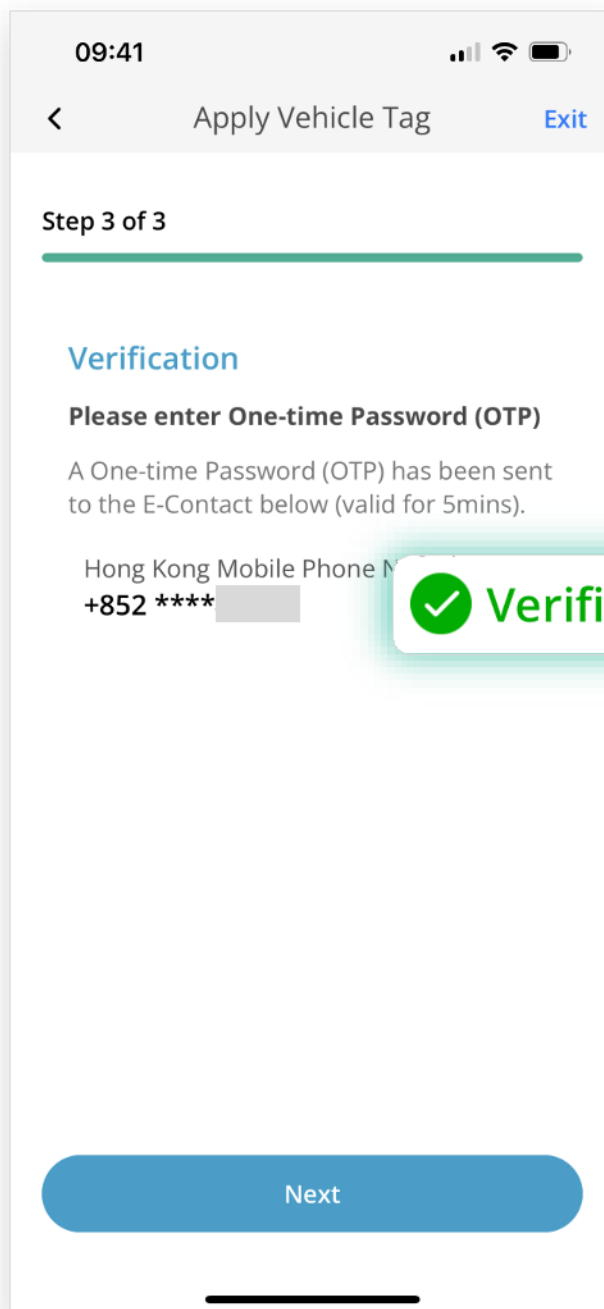
AS -

Did not receive the OTP? [Resend](#)

Next

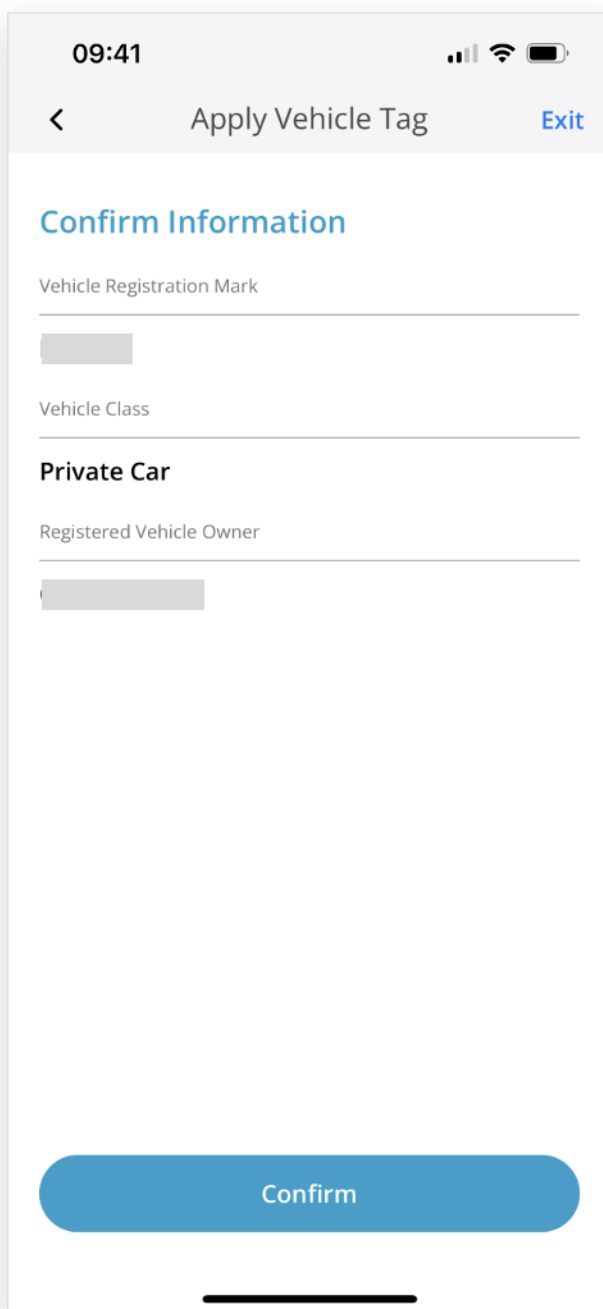
Step 7.2 :

- ❑ Upon successful verification, “**Verified**” will be displayed on the screen. Then, click on “Next”



Step 8 :

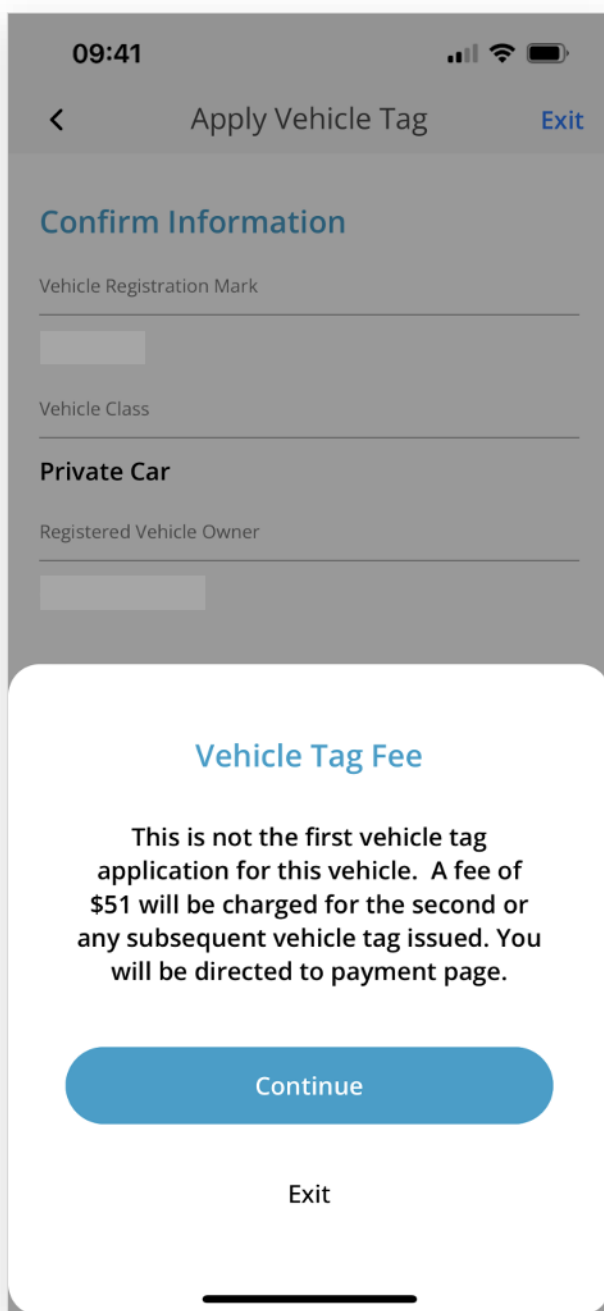
- ☐ Click on “Confirm” if the information is checked in order



The screenshot shows a mobile app interface for applying a vehicle tag. At the top, the status bar displays the time 09:41, signal strength, Wi-Fi, and battery icons. The app's title bar shows a back arrow, the text "Apply Vehicle Tag", and an "Exit" link. The main content area is titled "Confirm Information" and contains three sections: "Vehicle Registration Mark" with a greyed-out input field, "Vehicle Class" with a dropdown menu showing "Private Car", and "Registered Vehicle Owner" with a greyed-out input field. A large blue "Confirm" button is at the bottom.

Step 9 :

- ❑ Then, click on “Continue” after you have read the reminder about the Vehicle Tag Fee



09:41

< Apply Vehicle Tag Exit

Confirm Information

Vehicle Registration Mark

Vehicle Class

Private Car

Registered Vehicle Owner

Vehicle Tag Fee

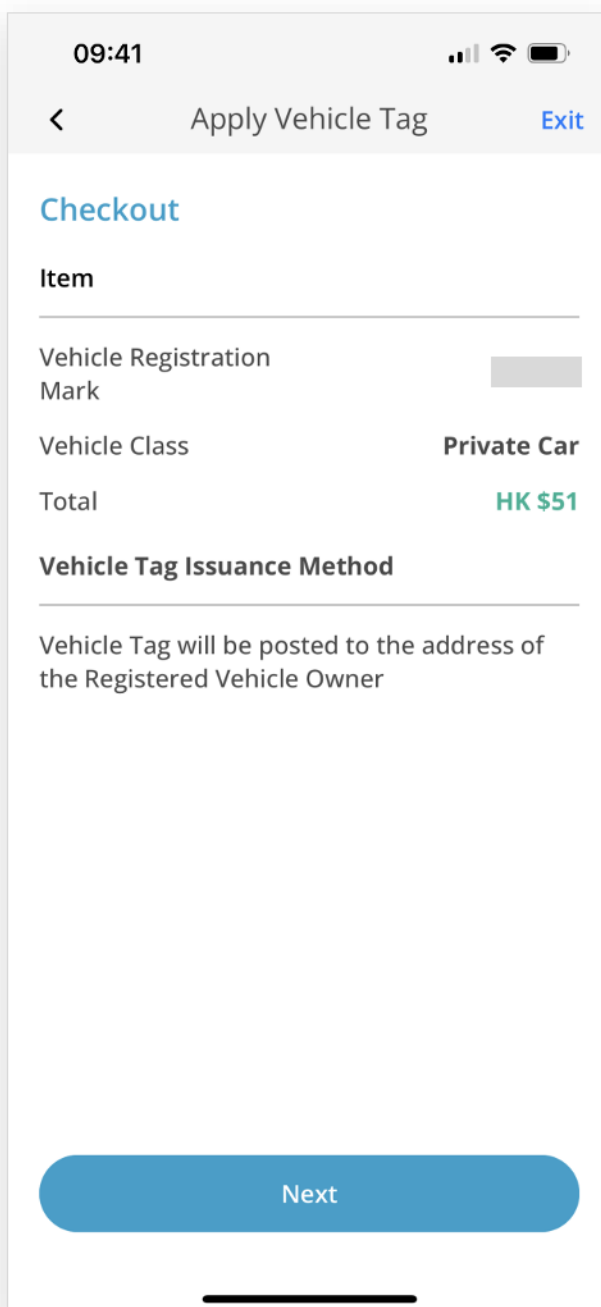
This is not the first vehicle tag application for this vehicle. A fee of \$51 will be charged for the second or any subsequent vehicle tag issued. You will be directed to payment page.




Continue

Exit

Step 10 :


- ☐ Click on “Next” if the information is checked in order



09:41   

< Apply Vehicle Tag [Exit](#)

Checkout

Item	
Vehicle Registration Mark	
Vehicle Class	Private Car
Total	HK \$51

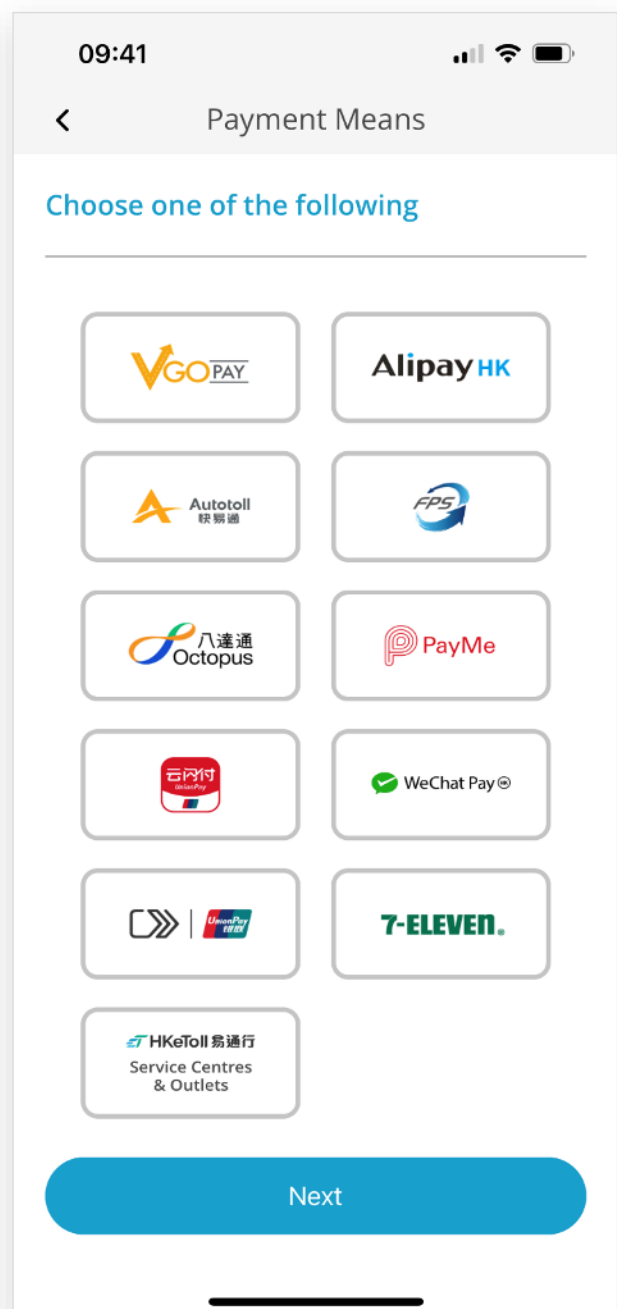
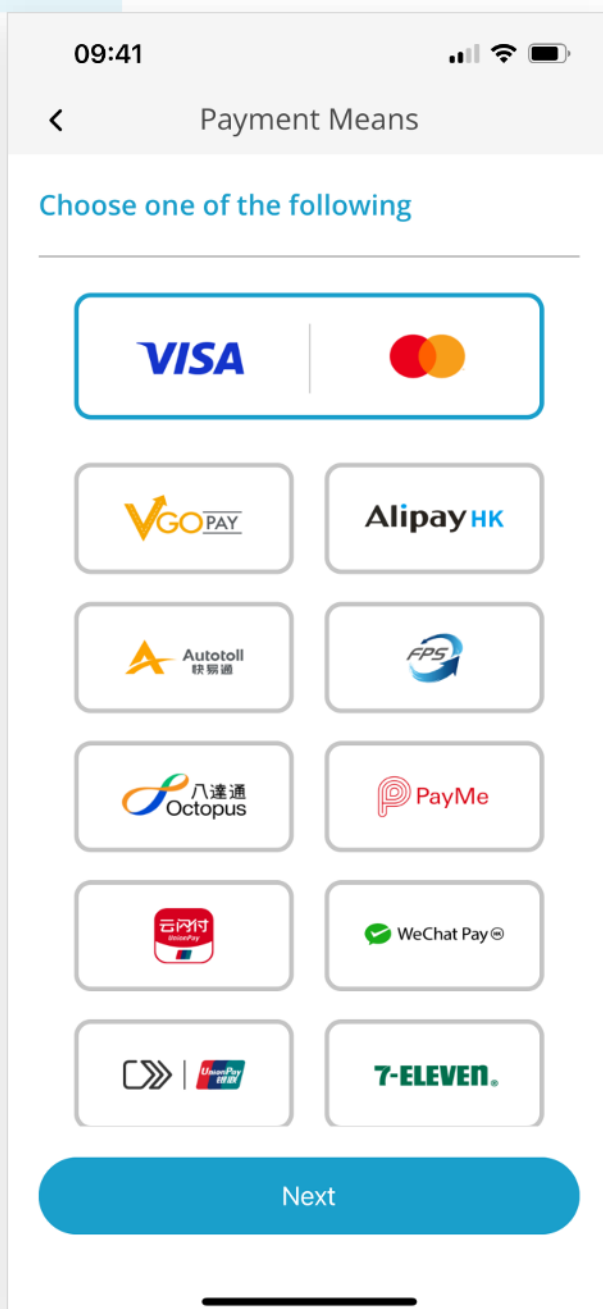
Vehicle Tag Issuance Method

Vehicle Tag will be posted to the address of the Registered Vehicle Owner

[Next](#)

Step 11 :

- ☐ Select a payment means, then click on “Next”
- ☐ You will be directed to the payment platform of that payment means for making the payment



Step 12 :

- ☐ The receipt will be shown when the payment is completed successfully, then click on “Next”
- ☐ If you would like to have a copy of the receipt, please click on “Download” or enter your email address for the receipt

09:41

Apply Vehicle Tag

Exit

Receipt

Item	AR
Vehicle Tag	HK \$51
Vehicle Registration Mark	
Vehicle Class	Private Car
Total	HK \$51

Delivery

Your Vehicle Tag Application will be processed in 5 working days and mailed to your registered address at Transport Department.
*by local mail

Download

Please enter your email address for a copy of the receipt

Email address

Send >

Next

Step 13 :

- ❑ When the application is submitted successfully, the “Vehicle Tag Application has been received and is in process” message will be displayed.

**Vehicle Tag Application has been
received and is in process**

Vehicle Registration Mark

[Redacted]

Vehicle Class

Private Car

Reference no.

[Redacted]

We have received your application and will process as soon as possible.

If the application is successful, we will send the Vehicle Tag by post to the registered address of the Registered Vehicle Owner.

If the application information is incorrect, the application may be rejected.

[Associate the Vehicle with HKeToll Account](#)

[Later](#)

Note:

- ❑ Once the application is finalized, the registered vehicle owner will be informed of the result of the application by email or SMS.

**【Terms and Conditions and
Personal Information Collection Statement】**

Please refer to the Terms and Conditions and Personal Information Collection Statement of the HKeToll service on the HKeToll website.

HKeToll reserves the right to modify all contents without prior notice. The version on the HKeToll website shall prevail should there be any discrepancies. For the latest version, please refer to the HKeToll website www.hketoll.gov.hk.

HKeToll Website : www.hketoll.gov.hk
HKeToll Customer Service Hotline : (852) 3853 7333



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Please refer to HKeToll website for the locations of the HKeToll customer service centers and the service outlets.