

# Guide to Make Payments

This tutorial is for  
the Registered Vehicle Owner who  
has **not yet signed up** for an HKeToll account  
to **pay tunnel tolls in arrears** and **pay surcharge**

### Pay Tunnel Tolls in Arrears

When passing through a Government tolled tunnel where HKeToll has been implemented, the vehicle would be detected by the HKeToll's Automatic Number Plate Recognition (ANPR) technology. The Registered Vehicle Owner of the vehicle would then receive a [SMS](#) or [email](#) (as shown below) through the e-contact as registered with the Transport Department.

Please check the toll balance of the vehicle at the "HKeToll" website at [hketoll.gov.hk](http://hketoll.gov.hk) or the HKeToll mobile app and complete the toll payment in arrears [within 14 working days](#).

#### ☐ Sample of SMS :

HKeToll: Vehicle ( ) passed through Tsing Sha Control Area (To Kowloon) on / /2023, 09:30. A toll of HK\$8 should be paid (ref. no.: ).

#### ☐ Sample of Email :

**From:** [do-not-replyn@hketoll.gov.hk](mailto:do-not-replyn@hketoll.gov.hk) <[do-not-replyn@hketoll.gov.hk](mailto:do-not-replyn@hketoll.gov.hk)>

**Sent:** , 2023 PM

**To:**

**Subject:** HKeToll transaction notification

HKeToll: Vehicle ( ) passed through Tsing Sha Control Area (To Kowloon) on / /2023, 09:30. A toll of HK\$8 should be paid (ref. no.: ).

### Pay Surcharge

The registered vehicle owner, who **does not pay the tunnel toll within 14 business days** after receiving the notification of tunnel toll payment, is liable to pay a surcharge. Toll Service Provider will send a **surcharge notice** to the correspondence address of the registered vehicle owner as per the record of the Transport Department by post. Please log in to your “HKeToll” account via the “HKeToll” website at [hketoll.gov.hk](http://hketoll.gov.hk) or the HKeToll mobile app to pay the tunnel toll and the surcharge.

#### ❑ Sample of Surcharge Notice :



Our Reference: [REDACTED]  
檔案編號:

Date of Notice [REDACTED]-2023  
日期:

To: [REDACTED]  
致:

From: Autotoll Limited  
由: 快易通有限公司

**Surcharge Notice 附加費通知**  
**Tsing Sha Control Area (Tolls, Fee and Charges) Regulations (Cap.594B) 《青沙管制區(使用費、費用及收費)規例》(第594B章)**  
**(Section 4H) 第4H條**

Vehicle Registration Mark, Trade Plate Number or  
Movement Permit Number of the Involved/Suspected  
Vehicle:  
涉事車輛的車輛登記號碼、試車字牌號碼或車輛行駛  
許可證號碼:

[REDACTED]

Boothless Mode Tunnel used by the vehicle, and the  
date, time and direction of such use:  
該車輛使用的隧道、使用隧道的日期、時間及方向:

[REDACTED]-2023 at [REDACTED]:48 at  
Tsing Sha Control Area & Kowloon Direction  
[REDACTED]-2023 [REDACTED]:48  
青沙管制區(尖山)往九龍

A vehicle bearing the above vehicle registration mark, trade plate number or movement permit number used the above boothless mode tunnel at the above date and time without paying the toll (HK\$8) in full by any of the means of payment, and within the period, referred to in section 4A of the Tsing Sha Control Area (Tolls, Fees and Charges) Regulation (Cap. 594B ("Regulation"). The amount of toll remaining unpaid is HK\$ 8 .

上述車輛登記號碼、試車字牌號碼或車輛行駛許可證號碼的車輛在上述日期及時間使用上述無亭收費隧道，而在《青沙管制區(使用費、費用及收費)規例》(第594B章) ("《規例》") 第4A條提及的限期內，有關隧道費(港幣8元)未按該條提及的任何繳費方式全數繳付。未繳隧道費為港幣 8 元。

As you are the responsible person of the above vehicle (i.e. the registered owner of the above vehicle, or the holder of the international circulation permit, movement permit or trade licence under which the vehicle was used), you are liable to pay the unpaid toll and an initial surcharge HK\$ 175 in full within 21 days after the service of this surcharge notice ("21-day period"). If you fail to pay the aforesaid unpaid toll and initial surcharge in by the expiry of the 21-day period, in addition to those amounts, you are also liable to pay a further surcharge of HK\$ 350, and settle all the payments within 42 days after the service of this surcharge notice ("42-day period").

由於你是上述車輛的負責人(即上述車輛的登記車主，或上述車輛根據國際通行許可證、車輛行駛許可證或試車牌照而使用該許可證或牌照的持有人)，因此你須於本通知送達後的21日內("21日期限")，全數繳付未繳隧道費及款額為港幣175元的首筆附加費。如你沒有於上述日期或以前全數繳付未繳隧道費及首筆附加費，除該等款項外，你還須繳付額外附加費港幣350元，並須於本通知送達後的42日內("42日期限")繳清所有款額。

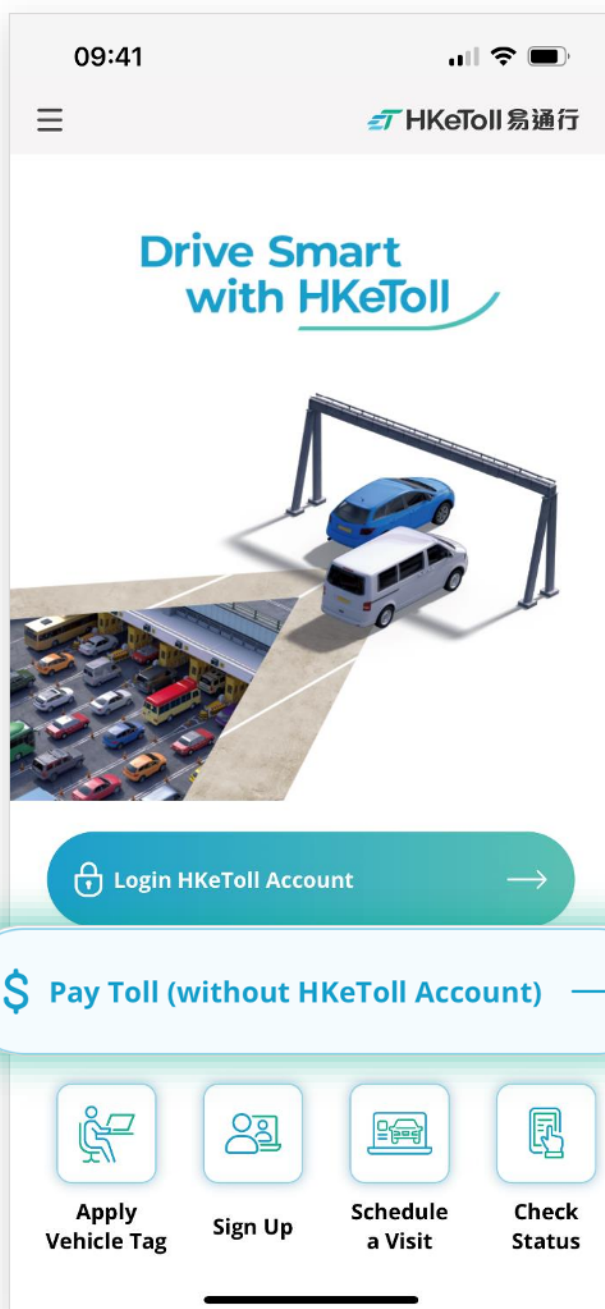
Flat A, 22/F, Tower A, Billion Centre, 1 Wang Kwong Road,  
Kowloon Bay, Kowloon, Hong Kong  
香港九龍九龍灣宏光道1號億京中心A座22樓A室  
T (852) 3853 7333 F (852) 3704 7445  
E [enquiry@hketoll.gov.hk](mailto:enquiry@hketoll.gov.hk)  
[www.hketoll.gov.hk](http://www.hketoll.gov.hk)

Powered by

 **Autotoll**  
Smart Solutions

### Step 1 :

- ❑ Select “[Pay Toll \(without HKeToll Account\)](#)” on the [home page](#) of “HKeToll” mobile app

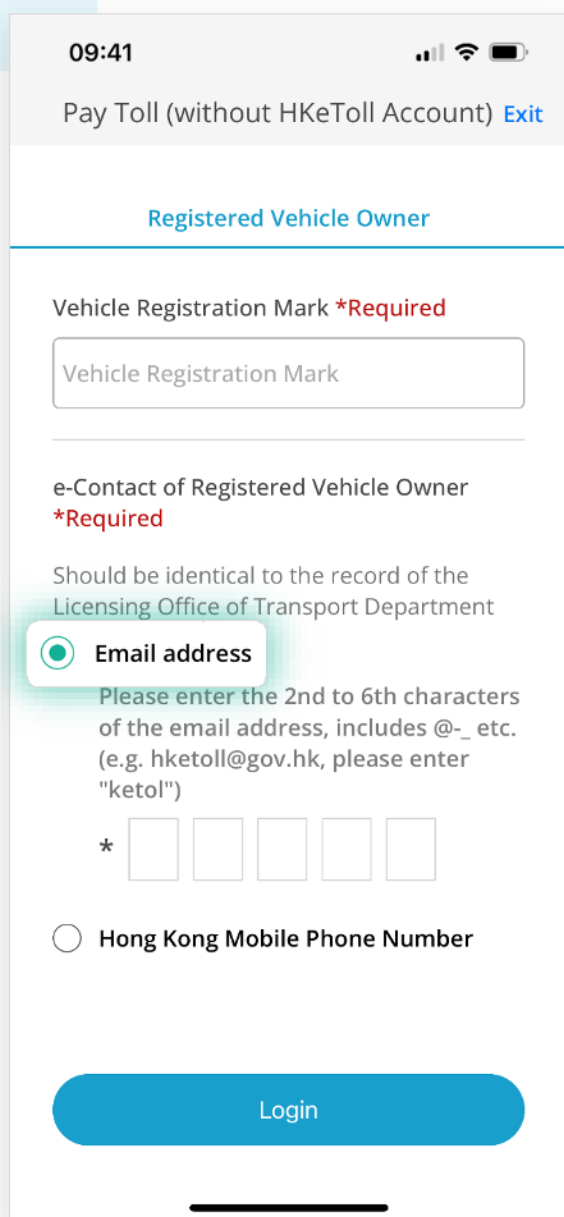


### Note:

- ❑ The steps for the website version are similar to those for the mobile app.

### Step 2 :

- ❑ Enter the **Vehicle Registration Mark** and **e-Contact** of the **Registered Vehicle Owner** as registered in the Transport Department, then click on "Login"



09:41

Pay Toll (without HKeToll Account) [Exit](#)

**Registered Vehicle Owner**

Vehicle Registration Mark **\*Required**

Vehicle Registration Mark

e-Contact of Registered Vehicle Owner **\*Required**

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

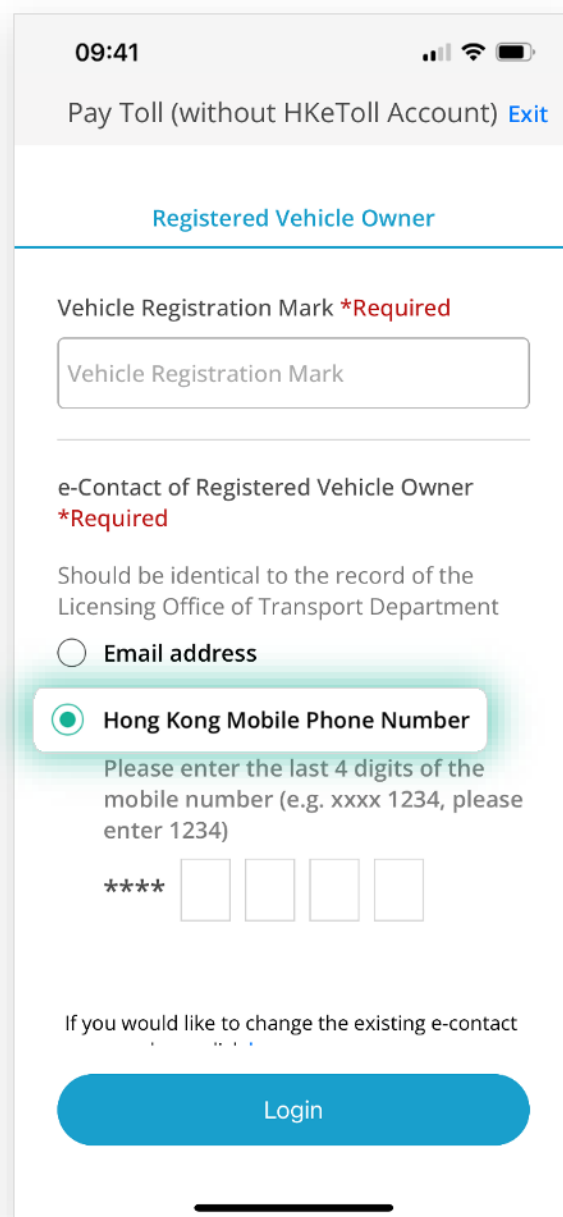
☒ **Email address**

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

\*

☐ **Hong Kong Mobile Phone Number**

[Login](#)



09:41

Pay Toll (without HKeToll Account) [Exit](#)

**Registered Vehicle Owner**

Vehicle Registration Mark **\*Required**

Vehicle Registration Mark

e-Contact of Registered Vehicle Owner **\*Required**

Should be identical to the record of the Licensing Office 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)

\*\*\*\*

If you would like to change the existing e-contact

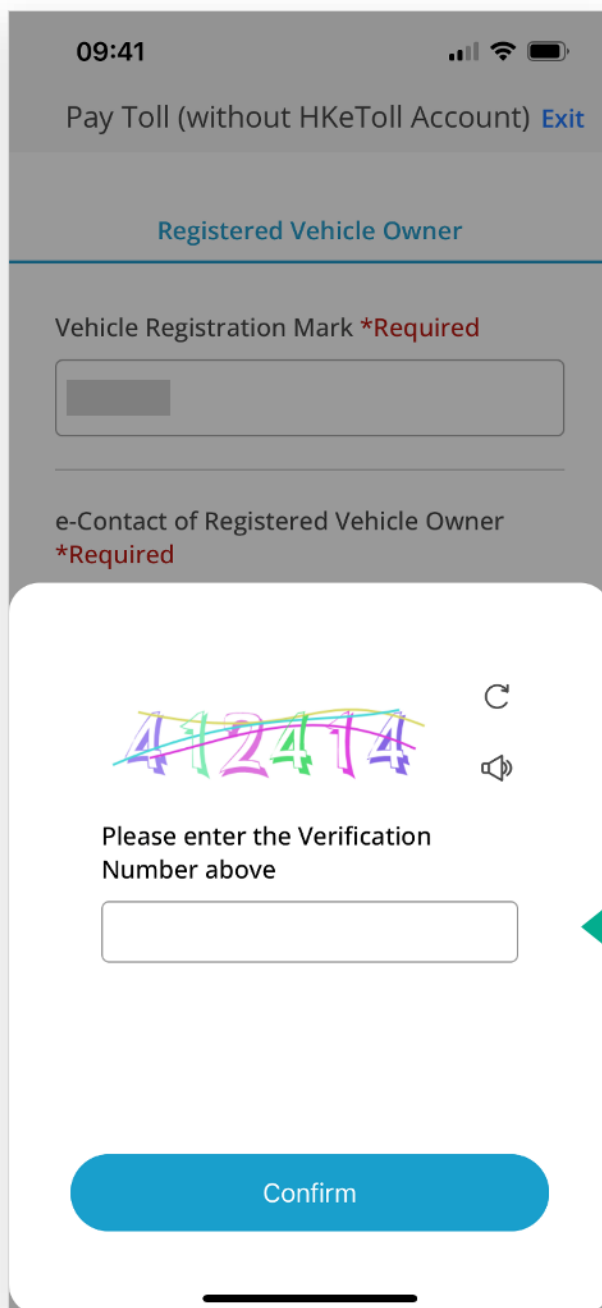
[Login](#)




- Please enter the 2<sup>nd</sup> to 6<sup>th</sup> characters of the email address (include @-\_ etc.)
- For example, hketoll@gov.hk. Please enter "ketol"

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

### Step 3 :

- ❑ Enter the [Verification Code](#), then click on “Confirm”






09:41   

Pay Toll (without HKeToll Account) [Exit](#)

Registered Vehicle Owner

Vehicle Registration Mark **\*Required**

e-Contact of Registered Vehicle Owner  
**\*Required**

Please enter the Verification Number above

[Confirm](#)

### Step 4.1 :

- ❑ 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

<

One-time Password (OTP) Veri...

Exit

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 \*\*\*\*

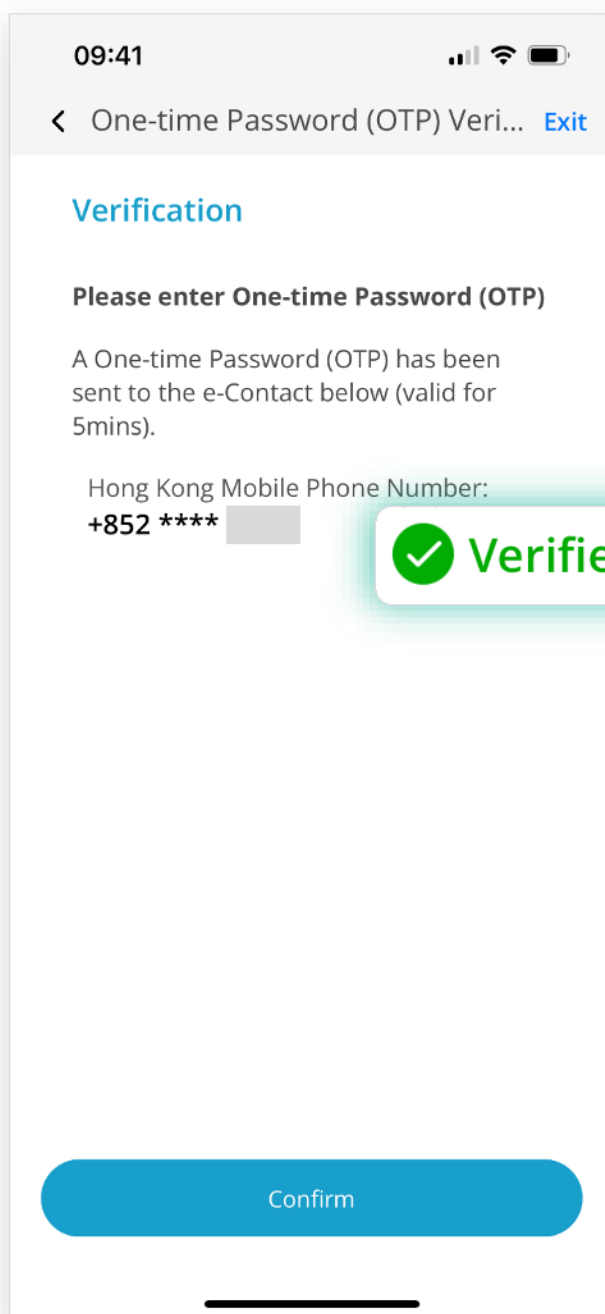
AS -

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

Confirm

### Step 4.2 :

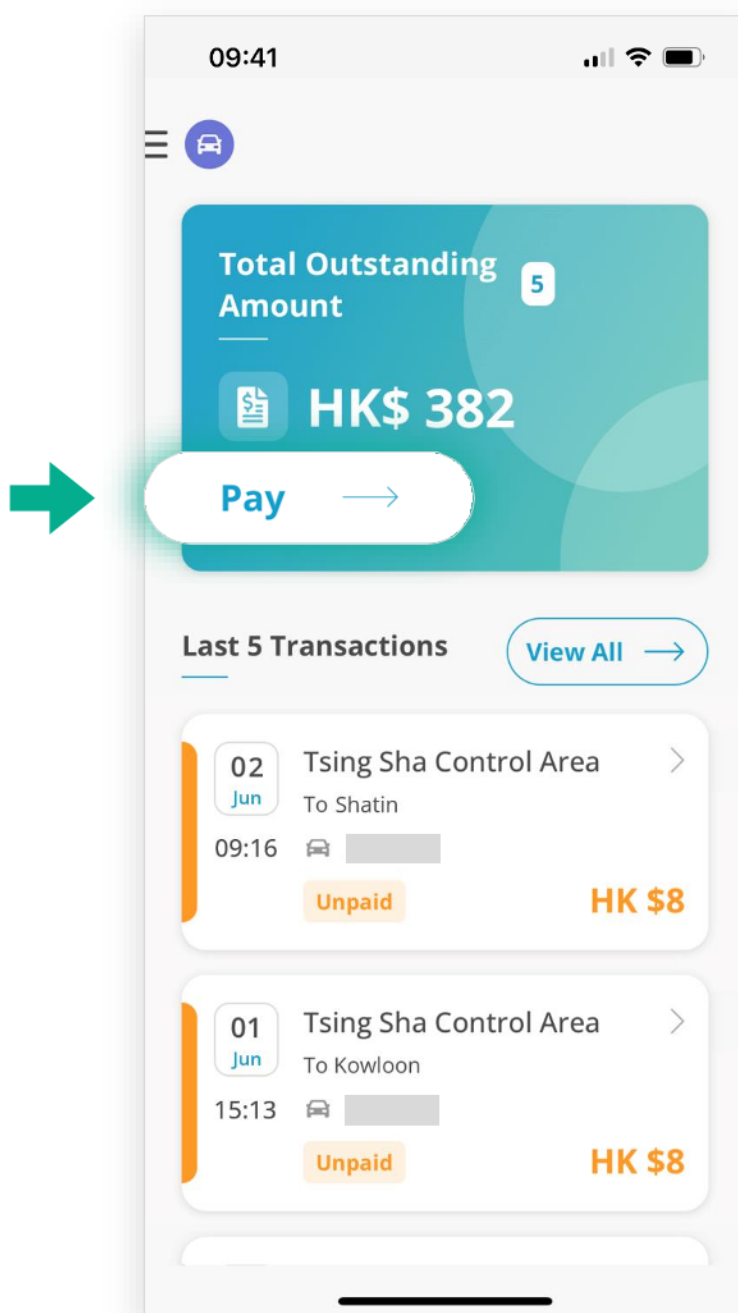
- ❑ Upon successful verification, “**Verified**” will be displayed. Then, click on “Confirm”





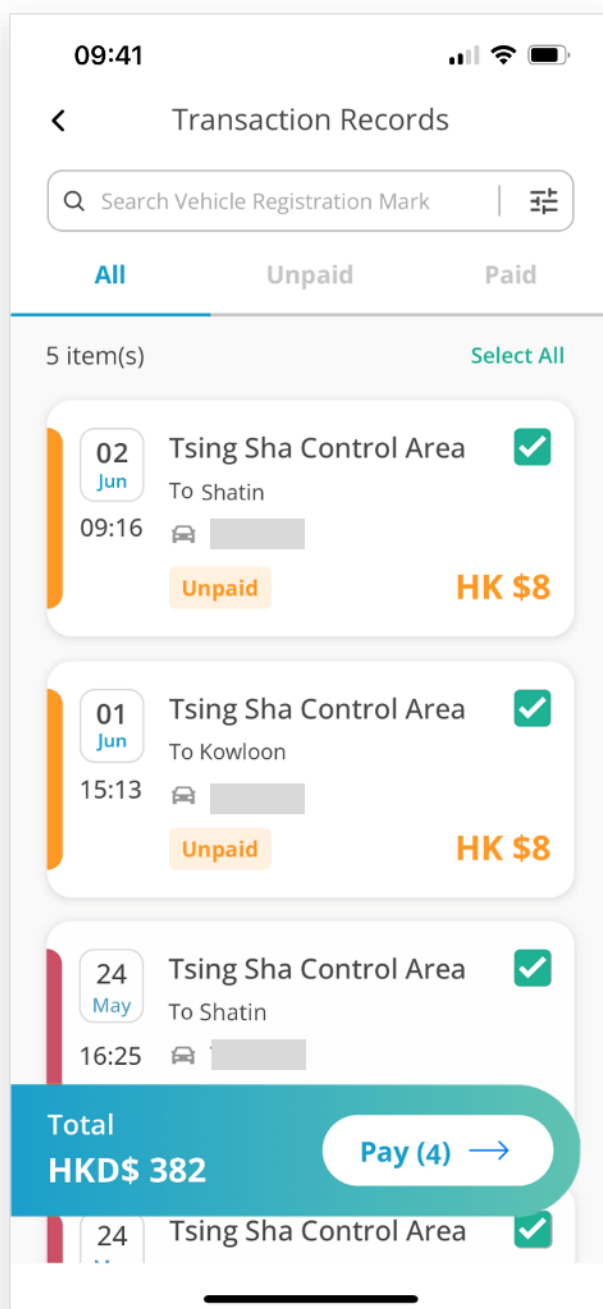
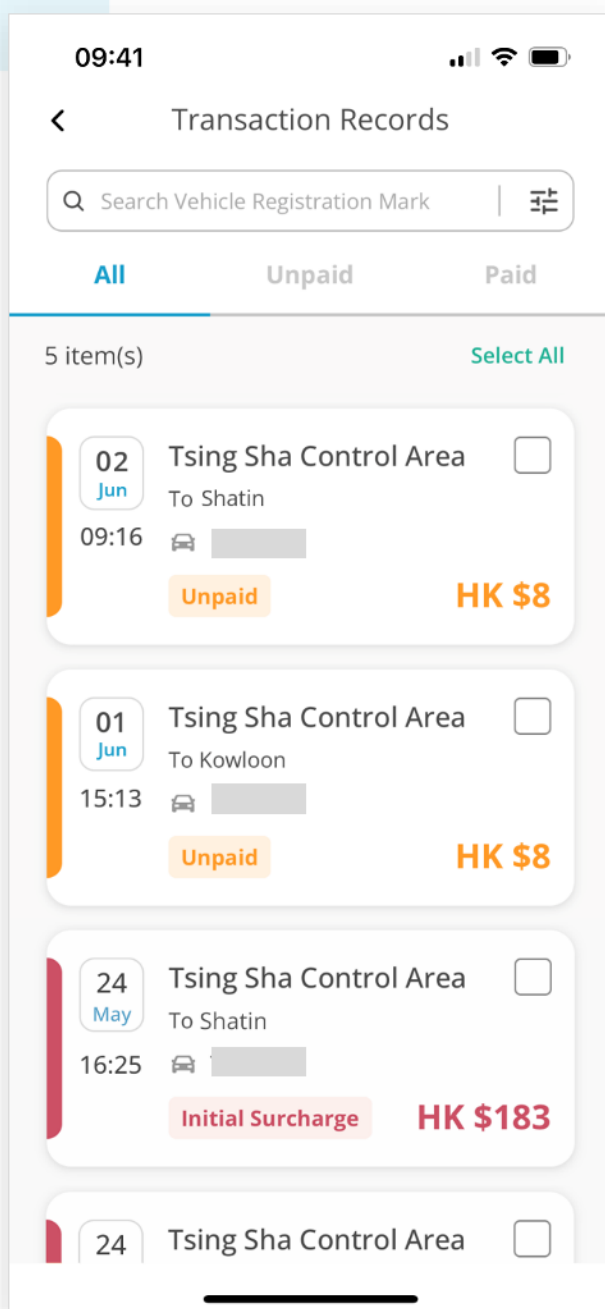
### Step 5 :

- ❑ After verification, you will be directed to the Registered Vehicle Owner's homepage
- ❑ Select “Pay” to proceed with the payment for outstanding toll amounts



### Step 6 :

- Select toll trip(s) for making payment for the outstanding toll amount, then click on “Pay”



You can choose to pay tolls by credit card, Faster Payment System (FPS), or settle payment in person at 7-Eleven store, HKeToll's Customer Service Centre or Service Outlet.

### Step 7.1.1 - Option 1: Credit Card

- ☐ If you choose **credit card** to settle the payment, please select a card scheme for making the payment
- ☐ Select "Remember this card" for future payment if you would like to save the card details. Then click on "Next"

09:41

< Payment Means

Choose one of the following

**VISA**

☒ Remember this card

**7-ELEVEN.** HKeToll 易通行  
Service Centres & Outlets

Next

09:41

< Payment Means

Choose one of the following

☒ Remember this card

**7-ELEVEN.** HKeToll 易通行  
Service Centres & Outlets




Next

## Guide to Make Payments (Not yet signed up for an HKeToll account)


You can choose to pay tolls by credit card, Faster Payment System (FPS), or settle payment in person at 7-Eleven store, HKeToll's Customer Service Centre or Service Outlet.

### Step 7.1.2 - Option 1: Credit Card



- ❑ You will be directed to a third-party payment platform, please fill in the information as required to proceed with the payment.

09:41   

Exit

Payment Details 

Card Type \* \* Required field


☐  Visa ☐  Mastercard

Card Number \*

Expiration Month \*

Expiration Year \*




CVN  
This code is a three or four digit number printed on the back or front of credit cards.




Your Order

Total amount HKD 382.00


Cancel Pay

09:41   

Exit



Welcome to  Click to Pay

A safer, smarter, and faster online checkout experience

+852  Phone Number

Next

Login with Email | New User

Cancel and Back to Merchant  English 

IPv6

You can choose to pay tolls by credit card, Faster Payment System (FPS), or settle payment in person at 7-Eleven store, HKeToll's Customer Service Centre or Service Outlet.

### Step 7.2.1 - Option 2: FPS

- ❑ If you choose FPS to settle the payment, please select FPS, then click on "Next"

09:41

< Payment Means

Choose one of the following

VISA | Mastercard

☐ Remember this card

FPS | UnionPay

7-ELEVEN | HKeToll 易通行 Service Centres & Outlets

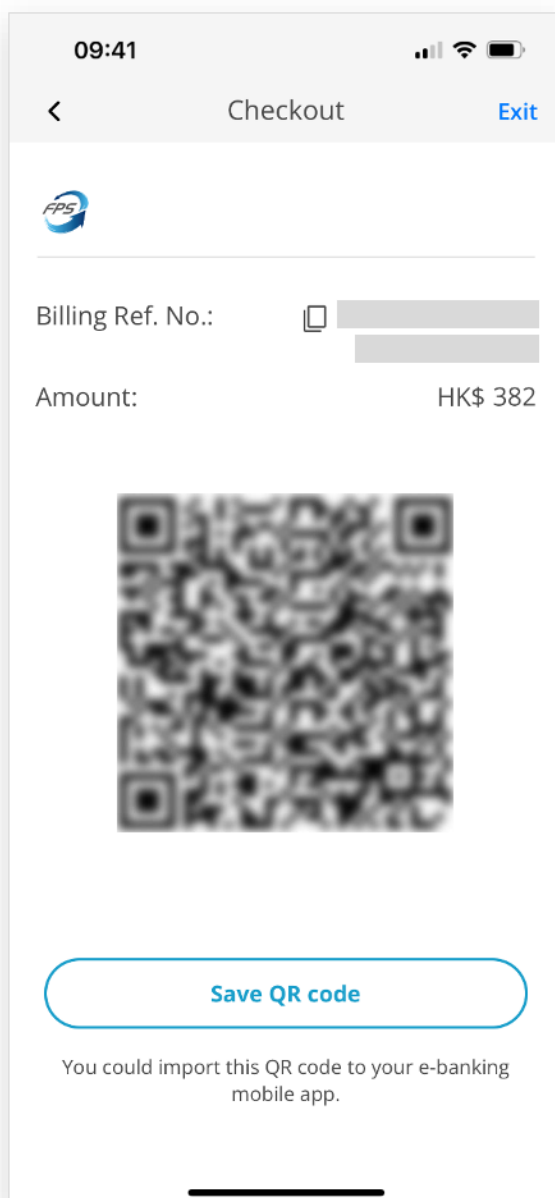
Next

## Guide to Make Payments (Not yet signed up for an HKeToll account)

You can choose to pay tolls by credit card, Faster Payment System (FPS), or settle payment in person at 7-Eleven store, HKeToll's Customer Service Centre or Service Outlet.

### Step 7.2.2 - Option 2: FPS

- ☐ A QR code will be generated on the screen for settling the payment through online banking platform
- ☐ Scan the QR code directly with your e-banking mobile app, or save the QR code and import the image to the e-banking mobile app



You can choose to pay tolls by credit card, Faster Payment System (FPS), or settle payment in person at 7-Eleven store, HKeToll's Customer Service Centre or Service Outlet.

### Step 7.3.1 - Option 3: Settling payment at 7-Eleven Store or HKeToll's Customer Service Centre or Service Outlet

- ☐ If you choose to settle the payment at 7-Eleven store or HKeToll's Customer Service Centre or Service Outlet, please select a related location, then click on "Next"

09:41

< Payment Means

Choose one of the following

VISA | Mastercard

☐ Remember this card

FPS | UnionPay

**7-ELEVEN.**

HKeToll 易通行  
Service Centres  
& Outlets

Next

09:41

< Payment Means

Choose one of the following

VISA | Mastercard

☐ Remember this card

FPS | UnionPay

7-ELEVEN.

**HKeToll 易通行  
Service Centres  
& Outlets**

Next

## Guide to Make Payments (Not yet signed up for an HKeToll account)

You can choose to pay tolls by credit card, Faster Payment System (FPS), or settle payment in person at 7-Eleven store, HKeToll's Customer Service Centre or Service Outlet.

### Step 7.3.2 - Option 3: Settling payment at 7-Eleven Store or HKeToll's Customer Service Centre or Service Outlet




- ☐ You may present the [QR code](#) as shown on the screen to settle the payment at the selected payment location

09:41 Signal Wi-Fi Battery


< Checkout [Exit](#)

**7-ELEVEN.**

---

Billing ID:    


Amount: HK\$ 382



[Save QR code](#)




Show this QR code to 7-ELEVEN staff for payment.

09:41 Signal Wi-Fi Battery


< Checkout [Exit](#)

**Customer Service Centre /  
Service Outlet**

---

Billing ID:    


Amount: HK\$ 382



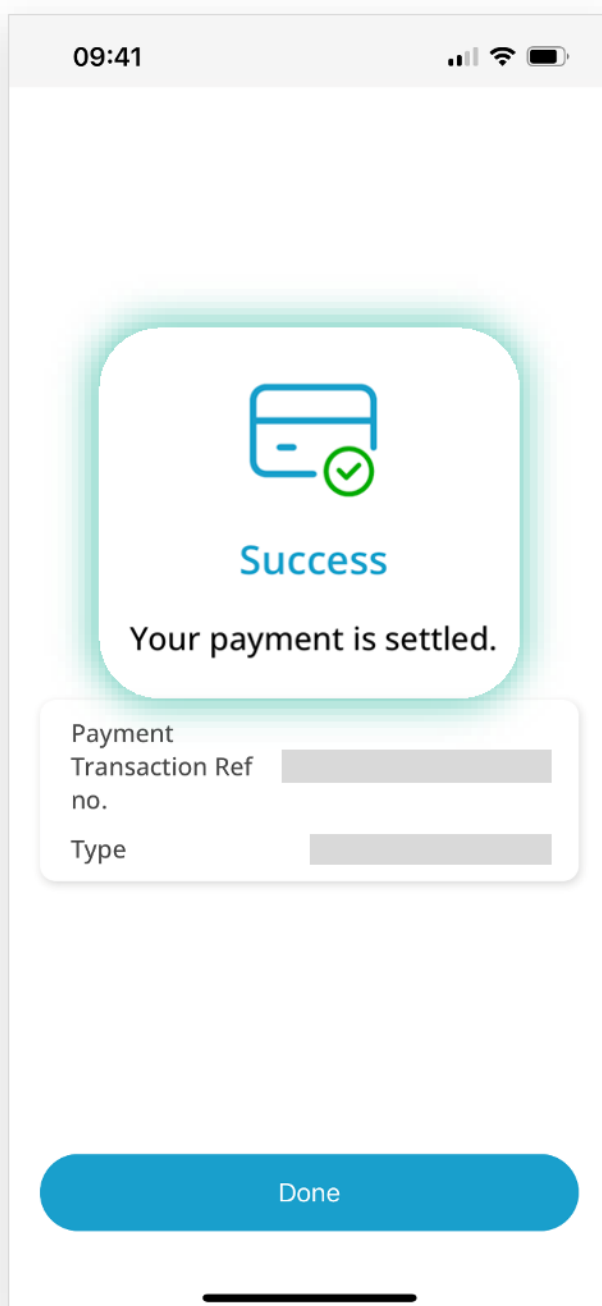
[Save QR code](#)

Show this QR code to HKeToll staff for payment.



### Step 8 :

- ☐ This screen will be shown when the payment is completed successfully



**【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](http://www.hketoll.gov.hk).

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



 Download on the  
**App Store**

 GET IT ON  
**Google Play**

 EXPLORE IT ON  
**AppGallery**

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