HKeToll 易通行

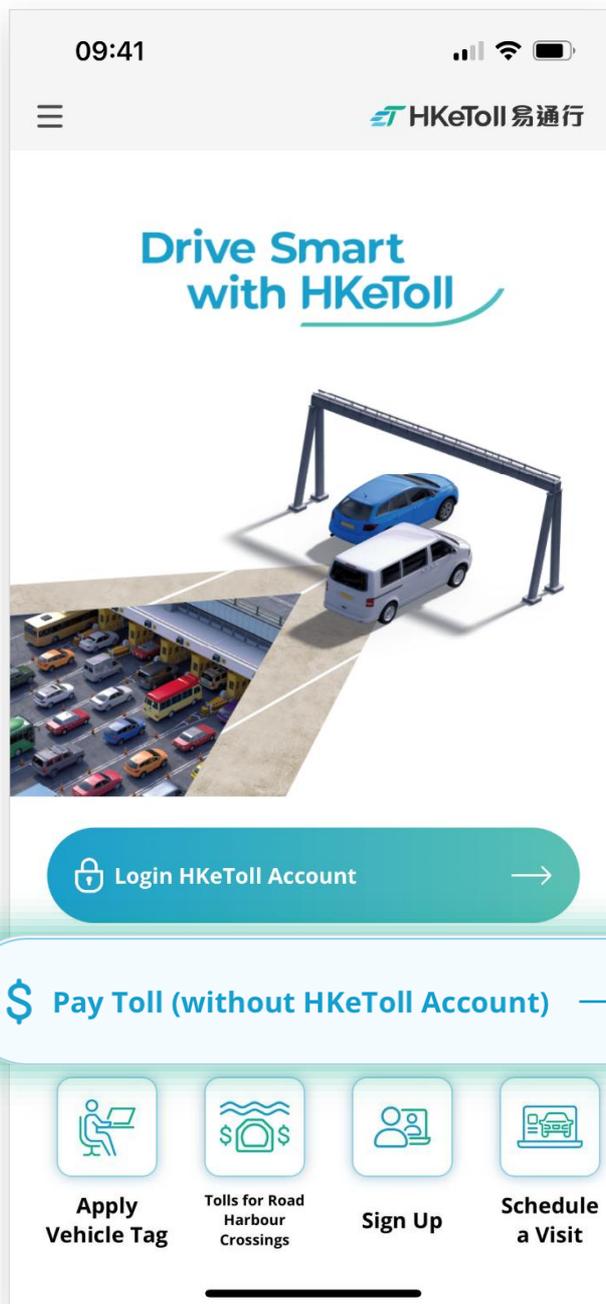# Guide to
Pay Special Billing

**This tutorial is for
the Registered Vehicle Owner who
has not yet signed up for an HKeToll account**

不停車繳費服務
Free-Flow Tolling Service

運輸署
Transport Department

ET HKeToll 易通行

Guide to Pay Special Billing
(Not yet signed up for an HKeToll account)

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"
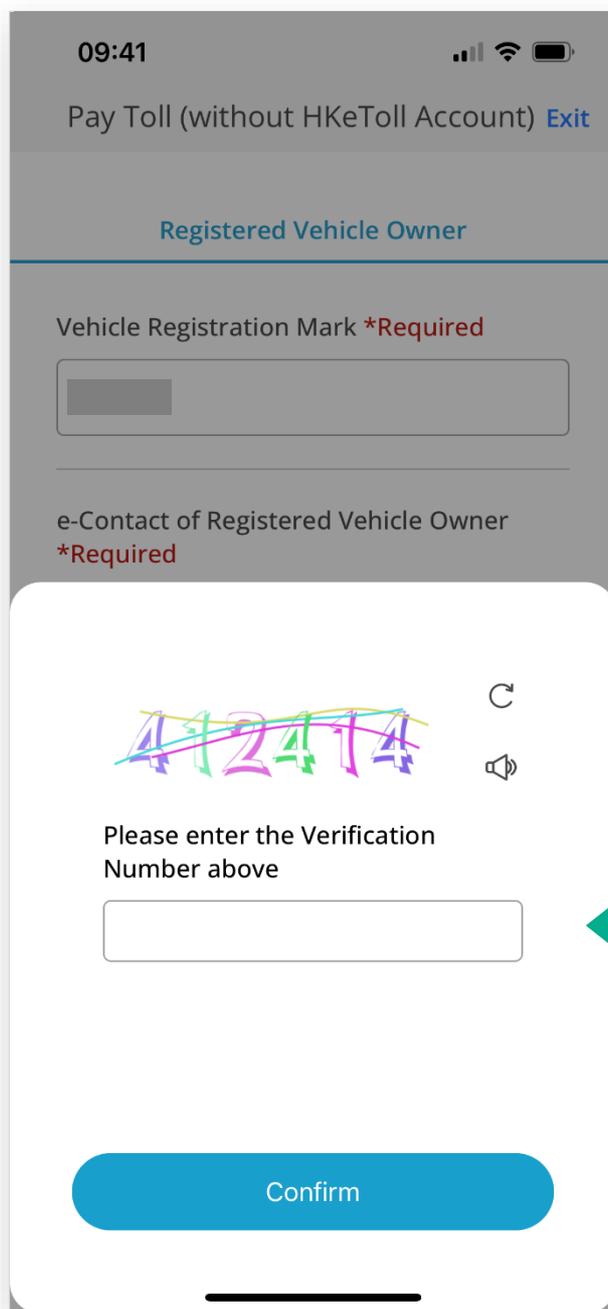

➢ Please enter the 2nd to 6th characters of the email address (include @-_ etc.)

➢ 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"

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
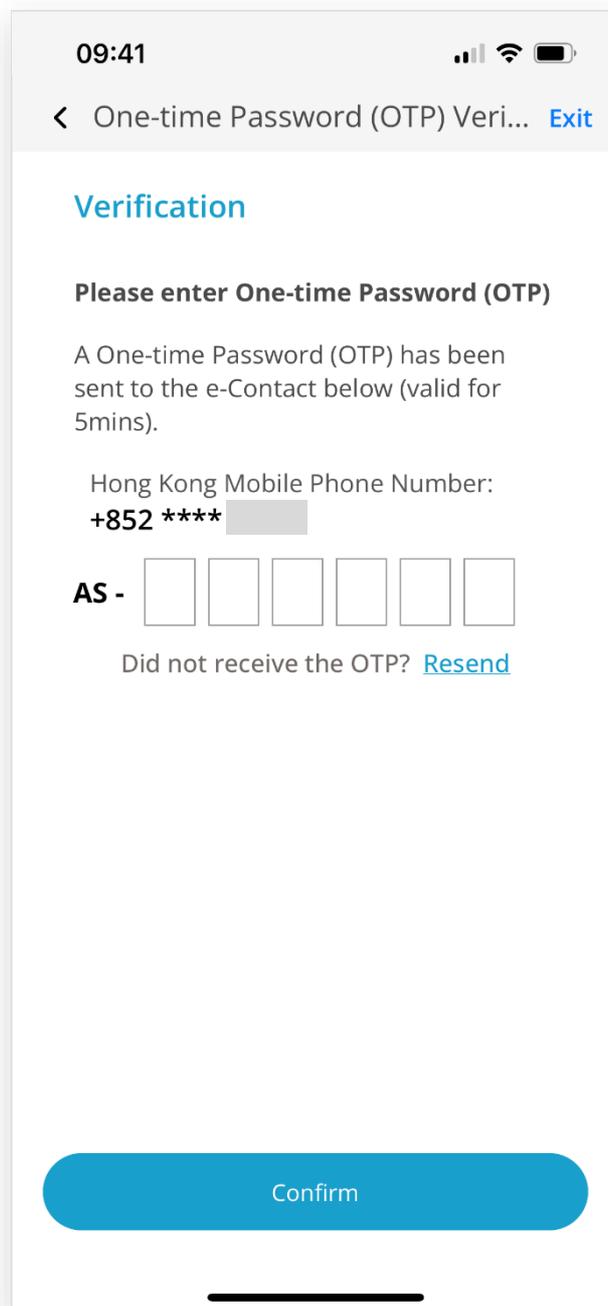
09:41

‹ 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 - ☐ ☐ ☐ ☐ ☐ ☐
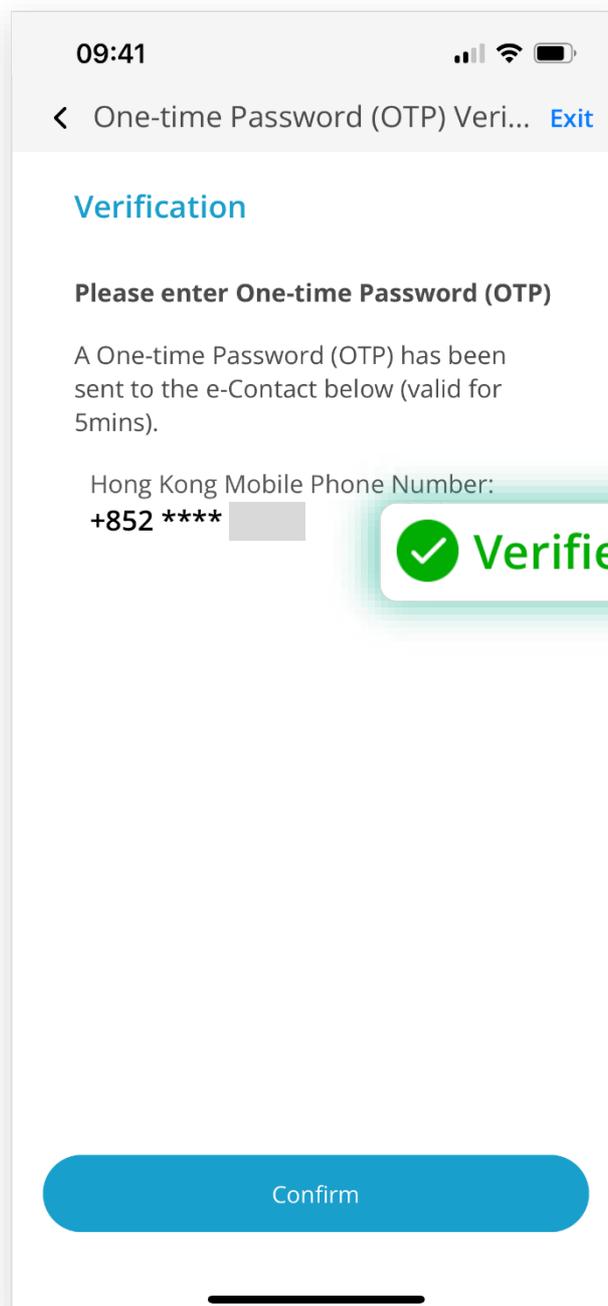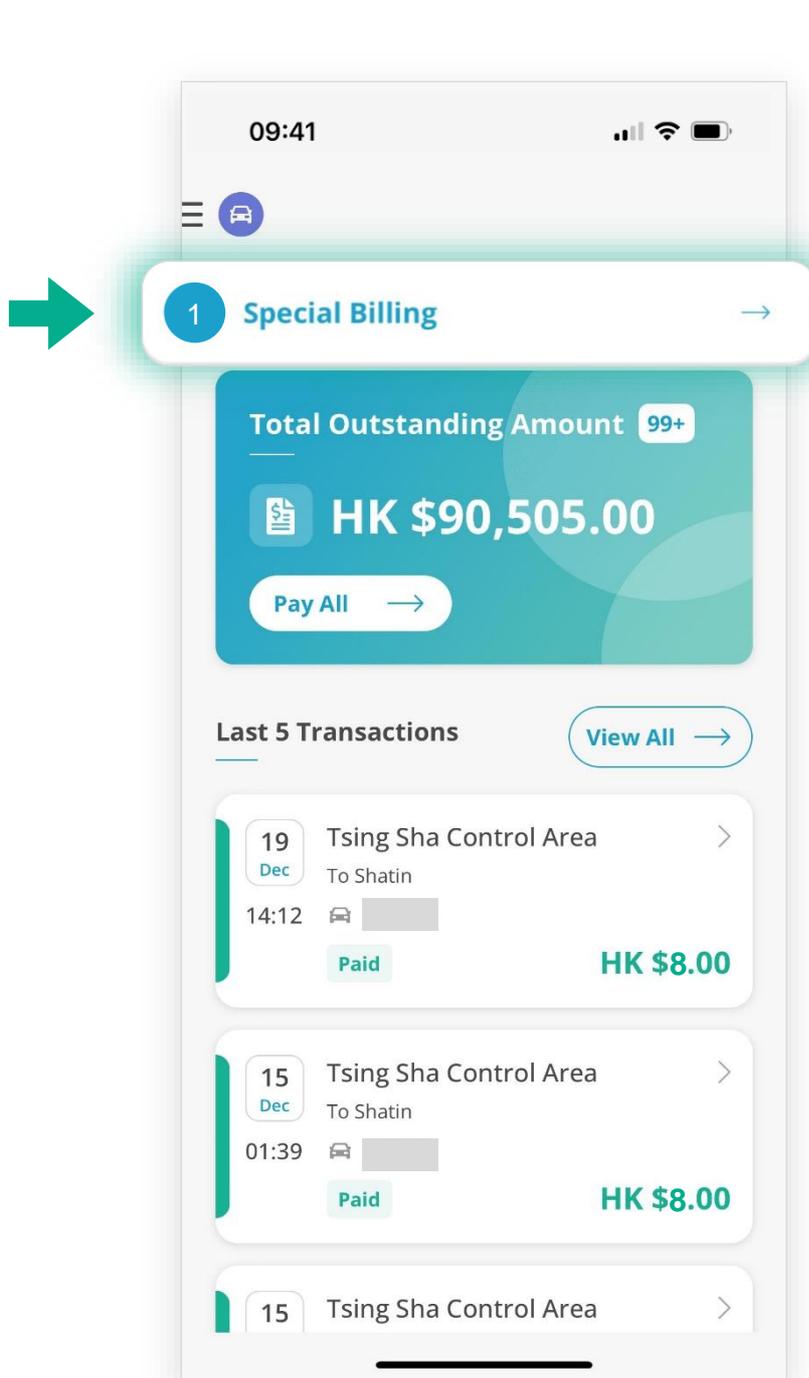
Did not receive the OTP? Resend

Confirm

Step 4.2：

❑ Upon successful verification, "Verified" will be displayed. Then, click on "Confirm"

Step 5：

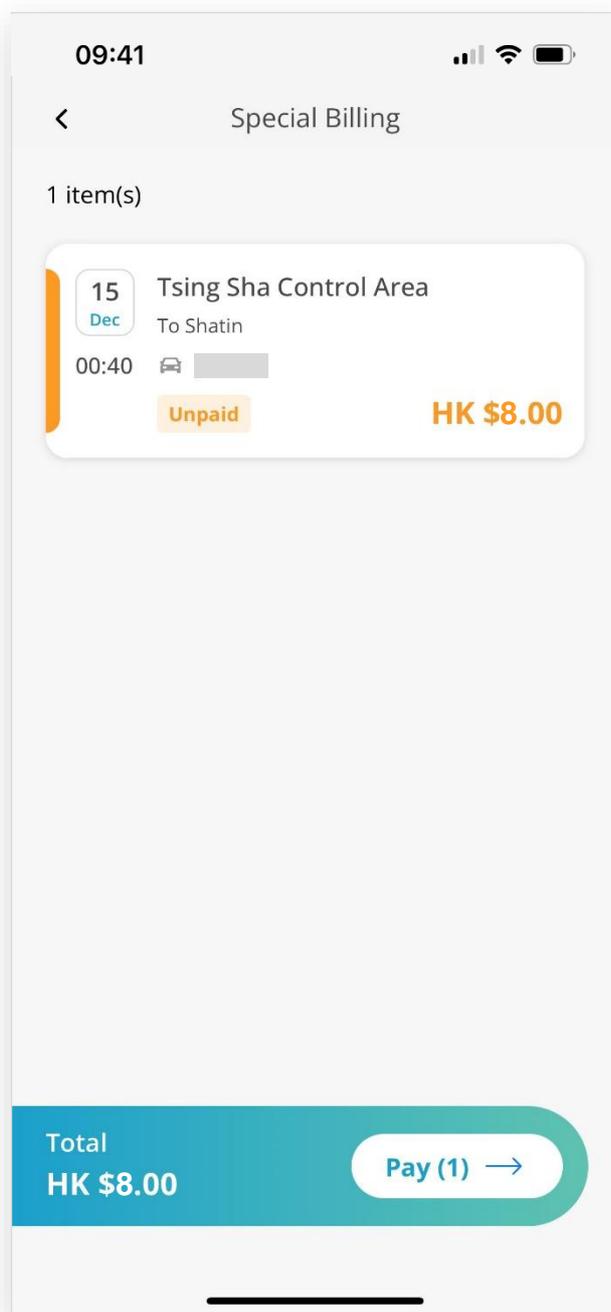☐ Click on "Special Billing" at the top of the account home page.

Step 6：

❑ Select the outstanding toll amount.
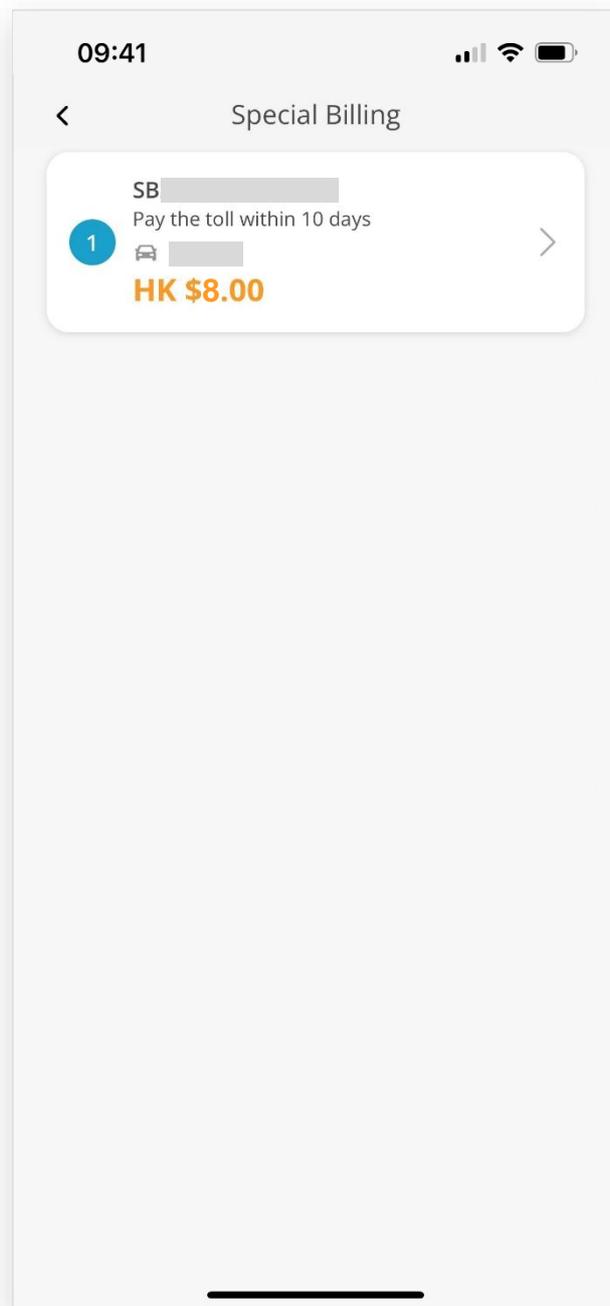
Step 7：

☐ Confirm the outstanding toll details of special billing, then click on "Pay".

Special Billing screen showing:

09:41

Special Billing

1 item(s)

15 Dec	Tsing Sha Control Area
	To Shatin
00:40	🚗
Unpaid	HK $8.00

Total
HK $8.00   **Pay (1) →**

Step 8：

❑ Select a payment means, then click on "Next"

❑ You will be directed to the payment platform of that payment means to settle the payment.
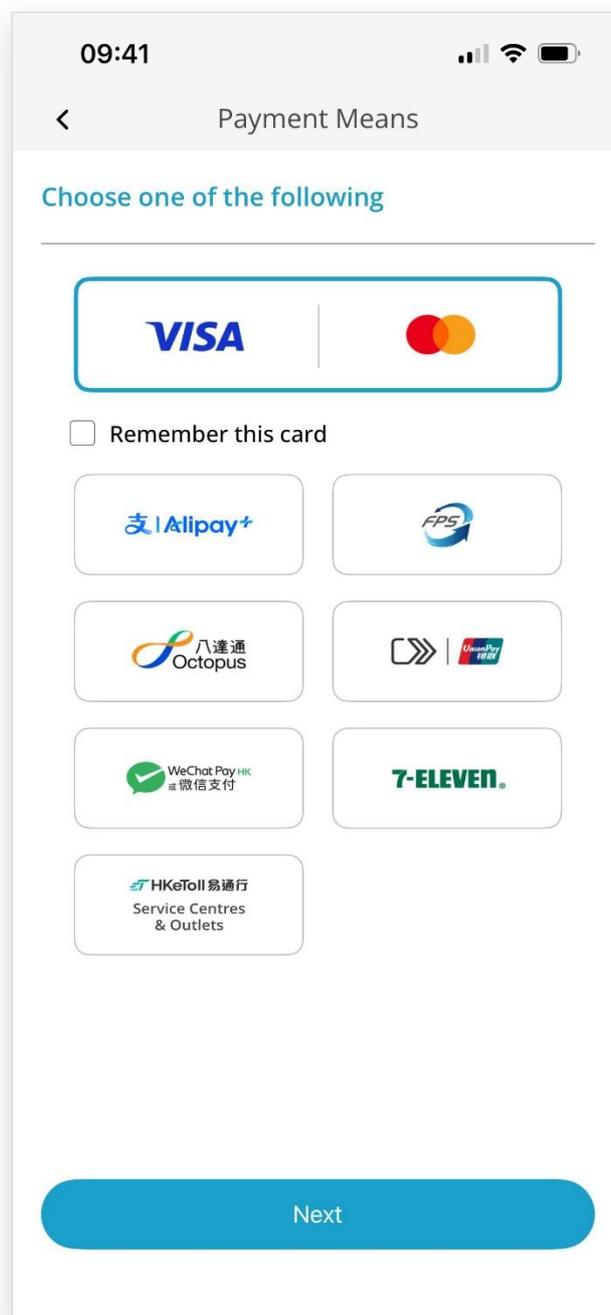
Step 9 :

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

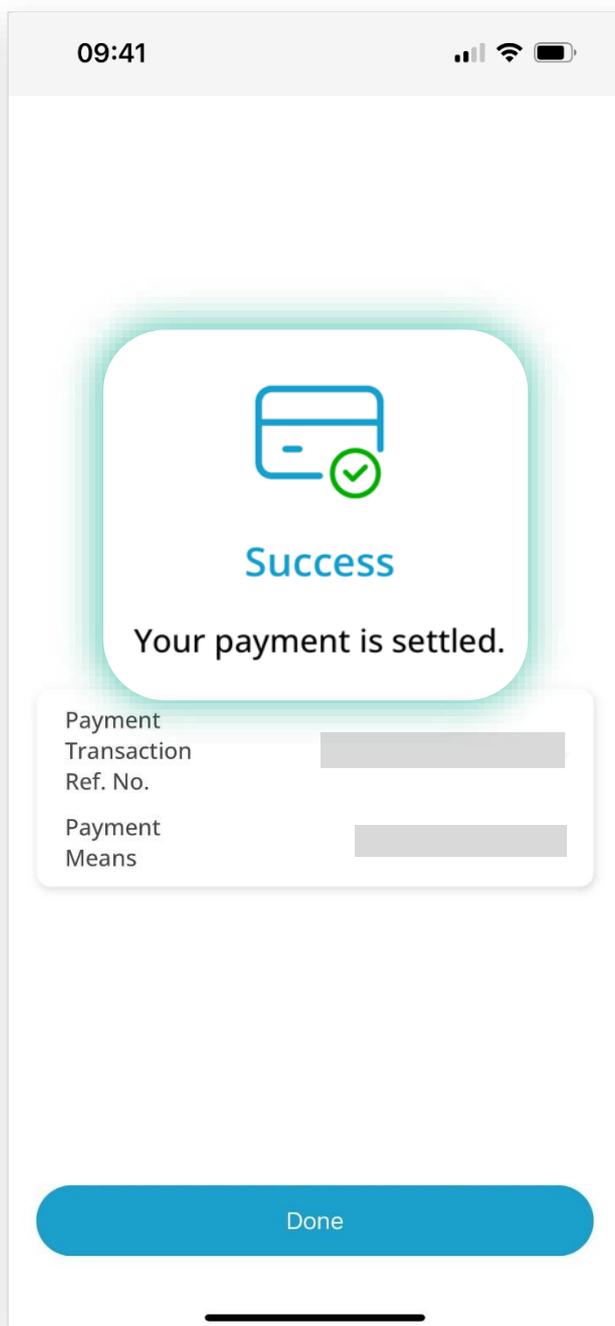## 【Terms and Conditions and Personal Information Collection Statement】

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 webstie 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.