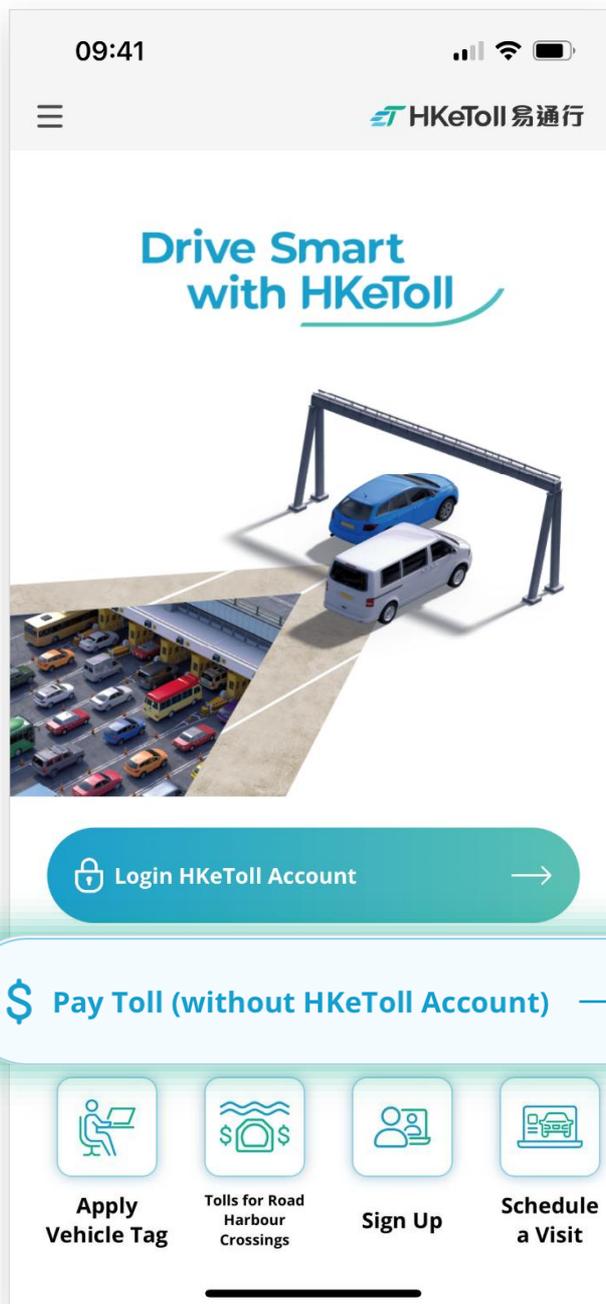


Guide to Pay Special Billing

This tutorial is for
the Registered Vehicle Owner who
has **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”

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

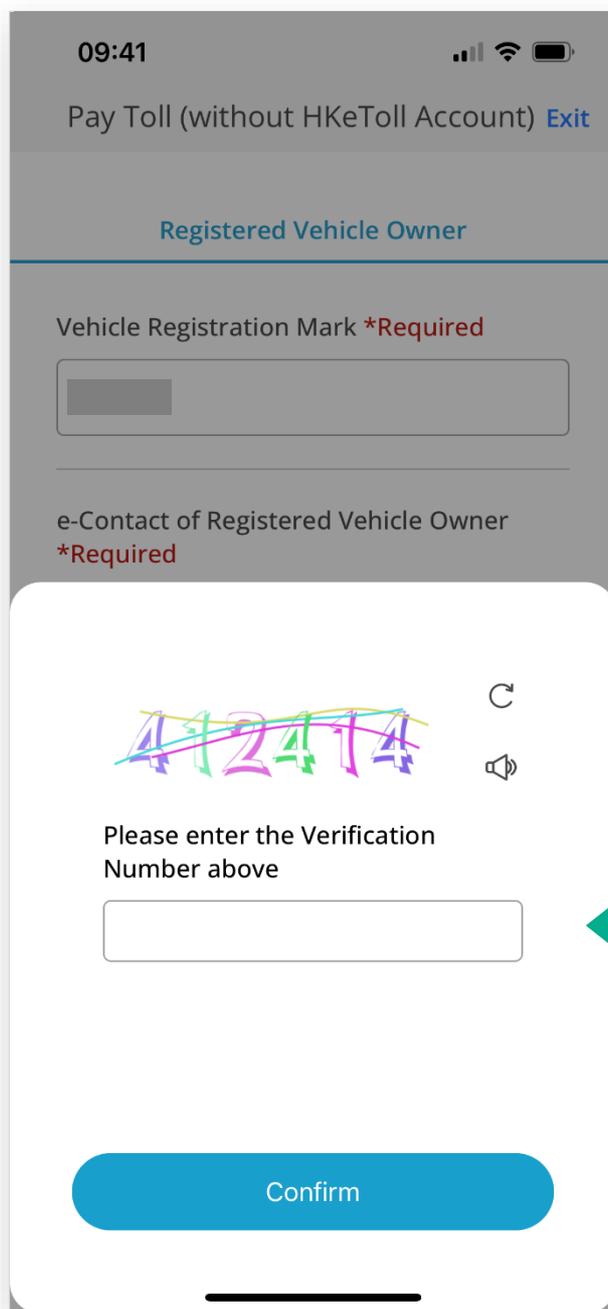
Login

- Please enter the 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”



The screenshot shows the 'Pay Toll (without HKEToll Account)' screen. It includes a header with the time '09:41' and status icons. Below the header, there is a section for 'Registered Vehicle Owner' with a 'Vehicle Registration Mark *Required' field. The main focus is on the 'e-Contact of Registered Vehicle Owner *Required' section, which displays a verification code '412474' with a refresh icon and a speaker icon. A green arrow points to the input field for the verification number. At the bottom, there is a blue 'Confirm' button.

09:41

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

Registered Vehicle Owner

Vehicle Registration Mark *Required

e-Contact of Registered Vehicle Owner
*Required

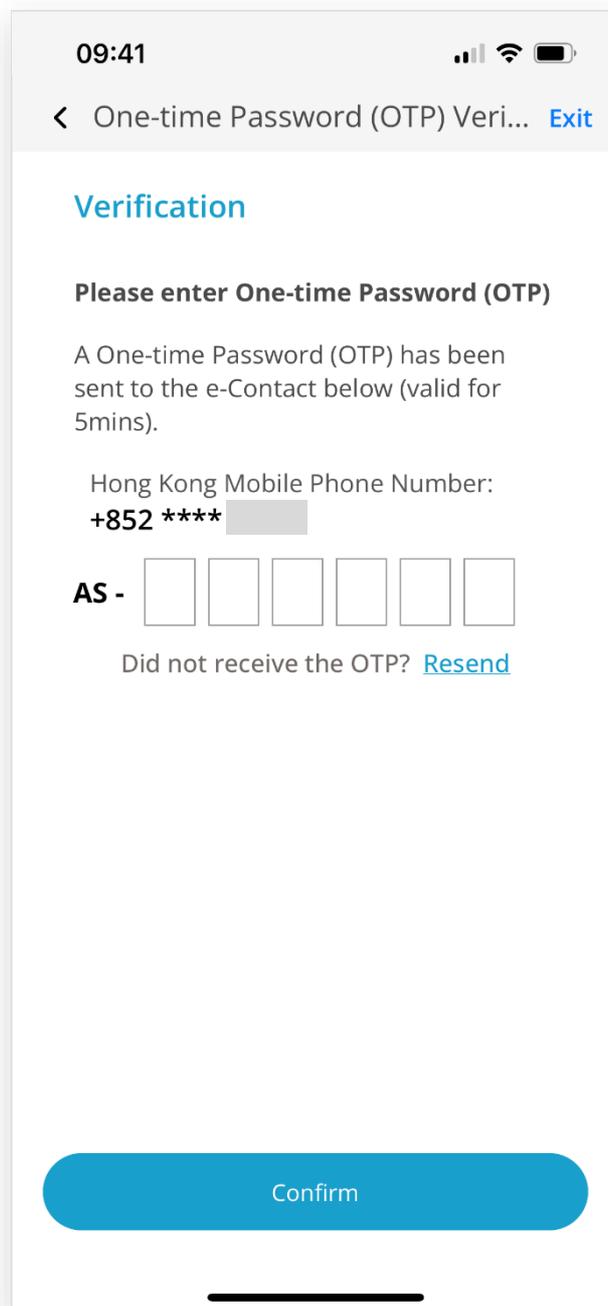
412474

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 **** *

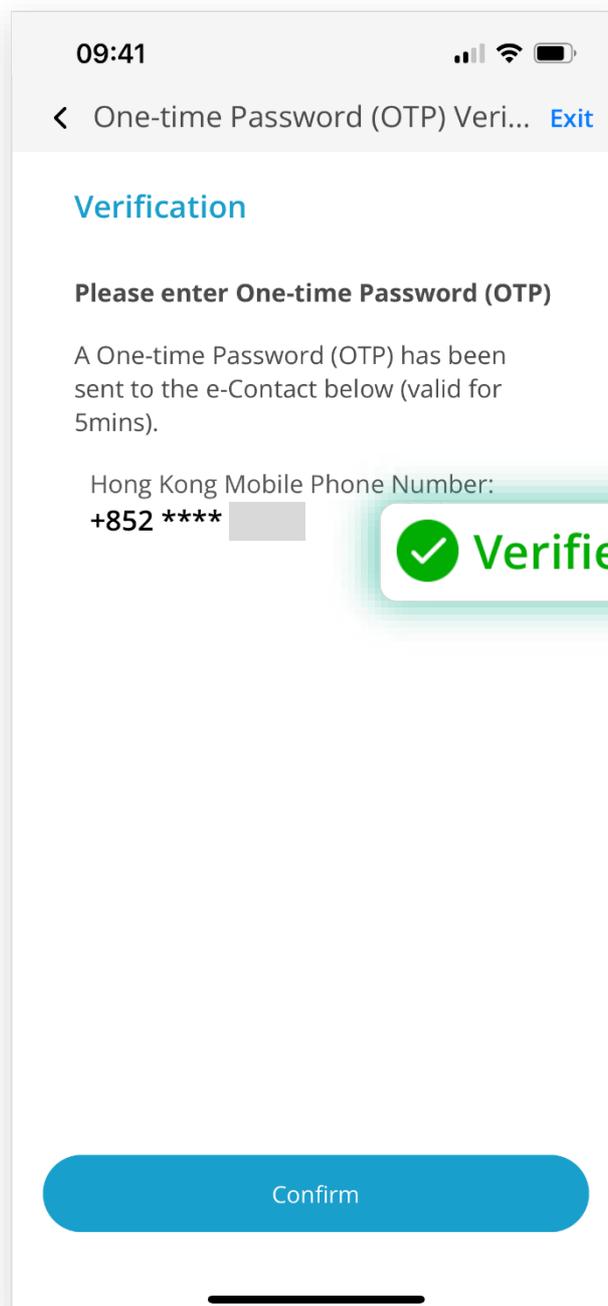
AS -

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

[Confirm](#)

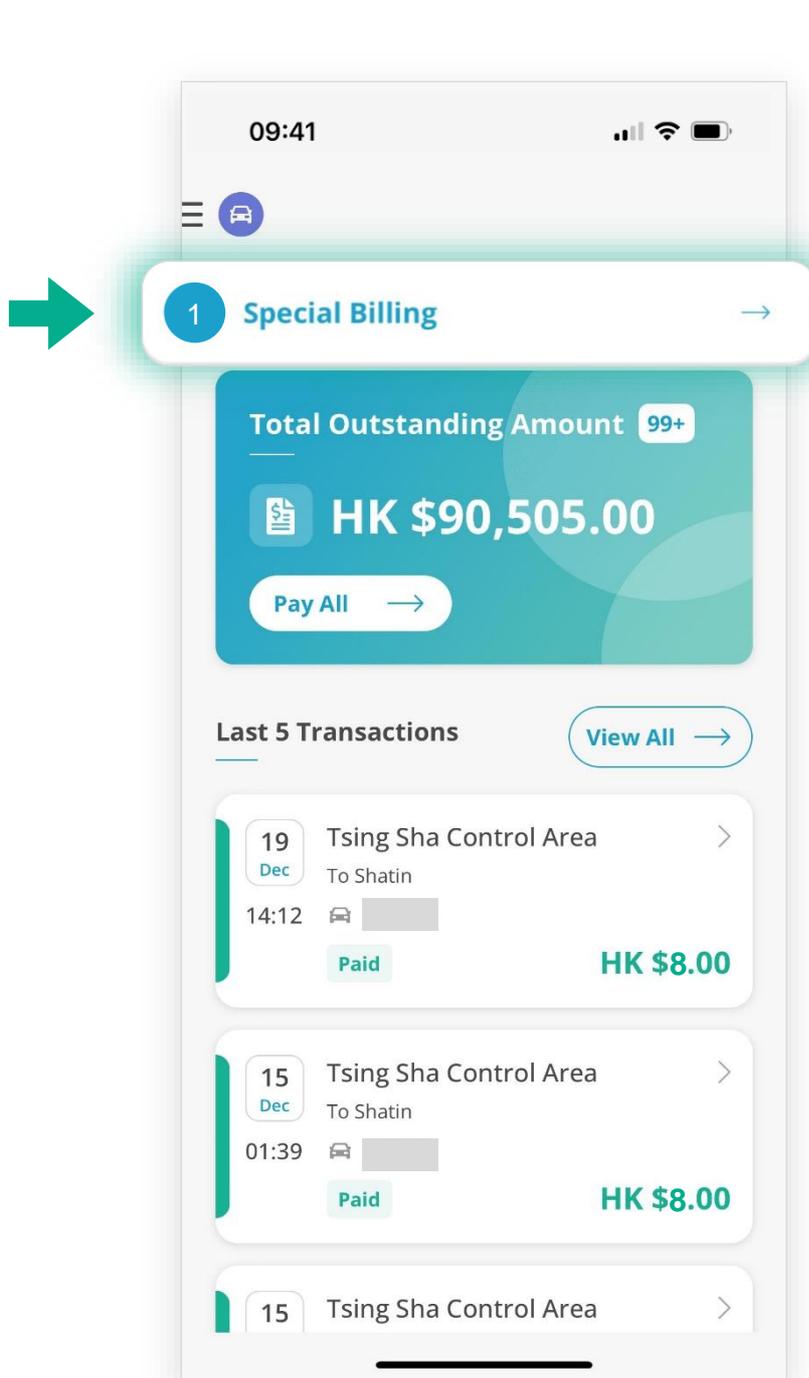
Step 4.2 :

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



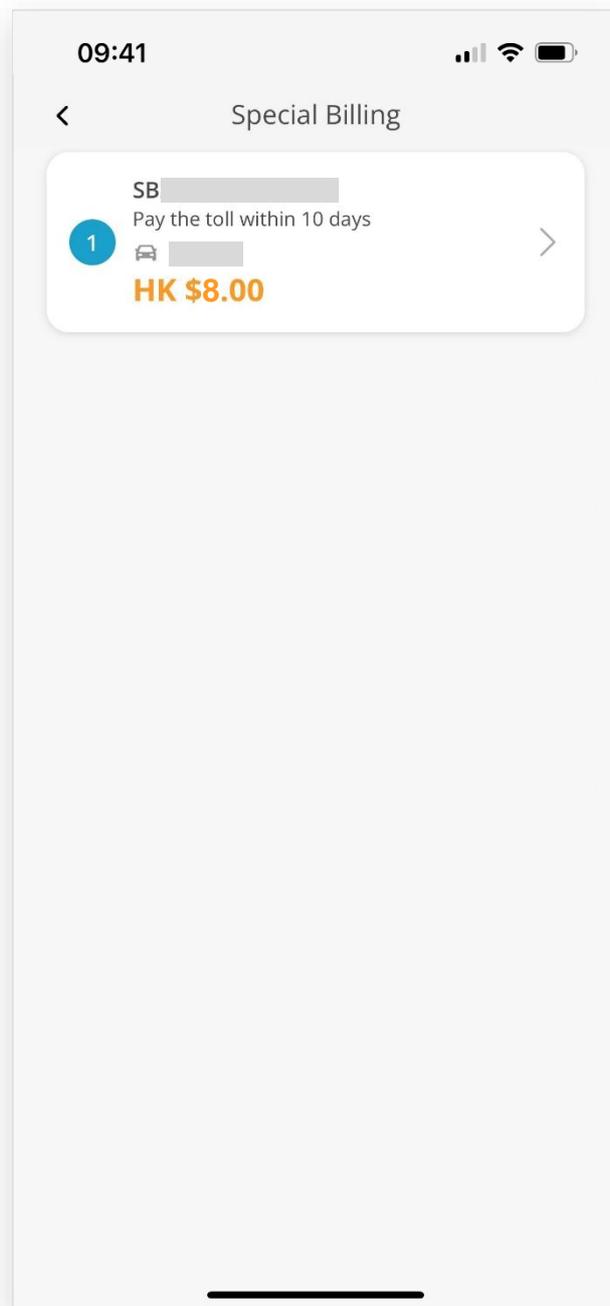
Step 5 :

- Click on “Special Billing” at the top of the account home page.



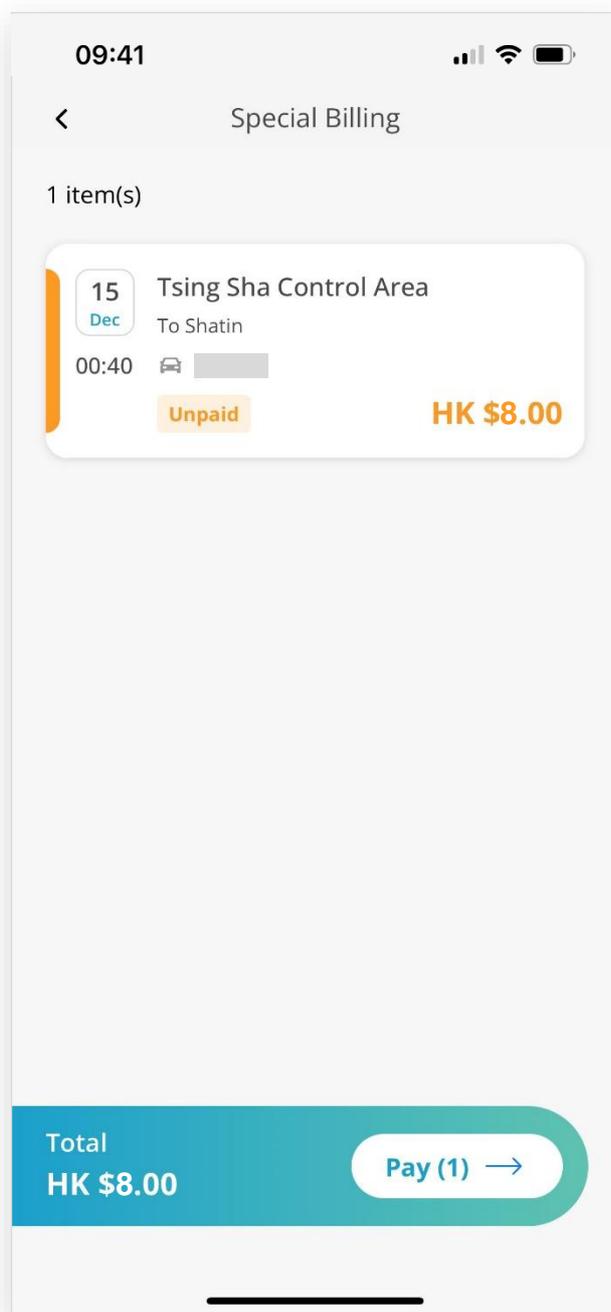
Step 6 :

- Select the outstanding toll amount.



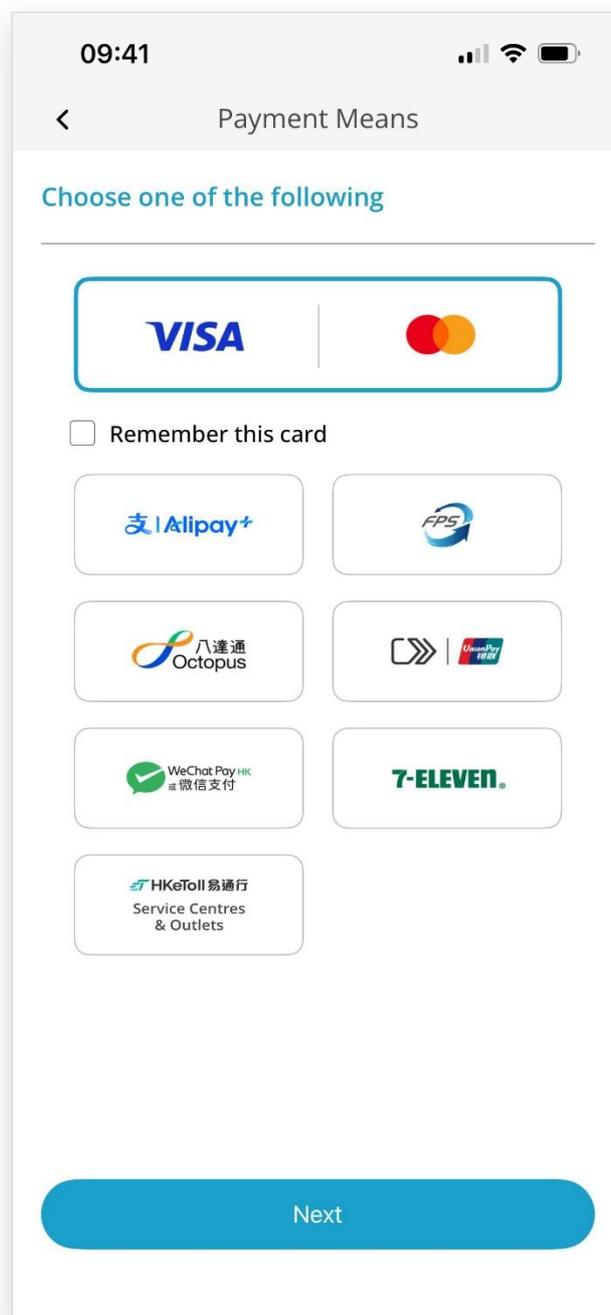
Step 7 :

- ☐ Confirm the outstanding toll details of special billing, then click on “Pay”.



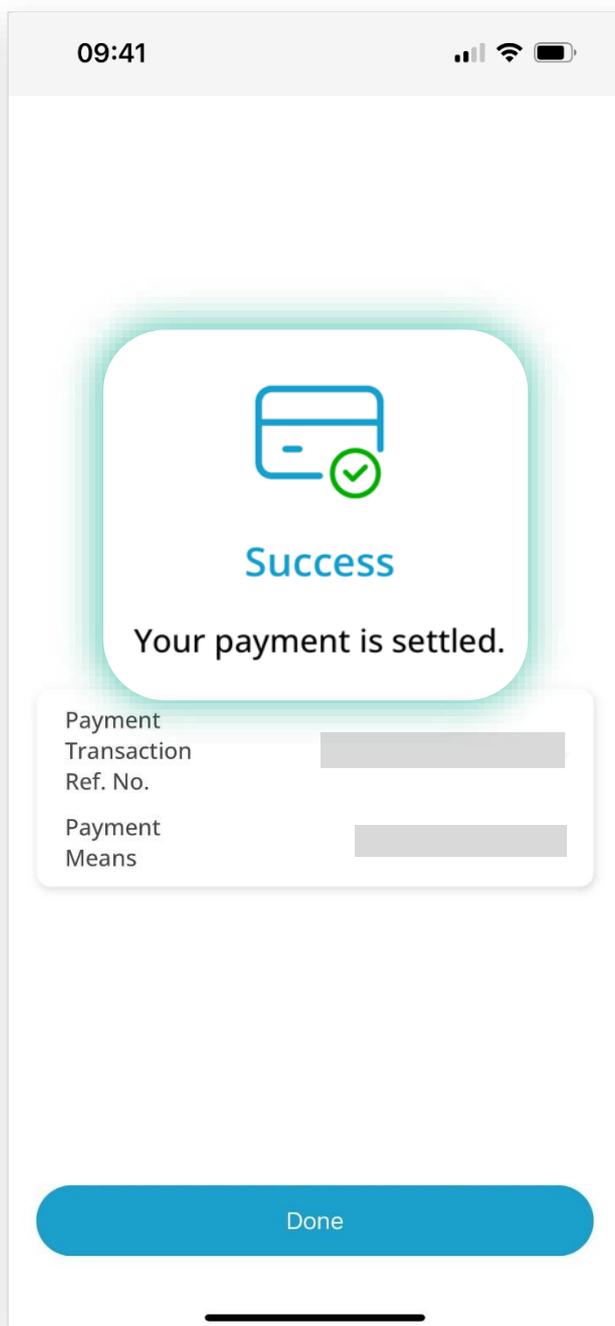
Step 8 :

- 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 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.