

Guide to Pay Tunnel Tolls in Arrears

This tutorial is for Registered Vehicle Owners who have **not yet signed up for an HKeToll account**

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 "HKeToll" website at hketoll.gov.hk or 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 <do-not-replyn@hketoll.gov.hk>

Sent: , 2023 PM

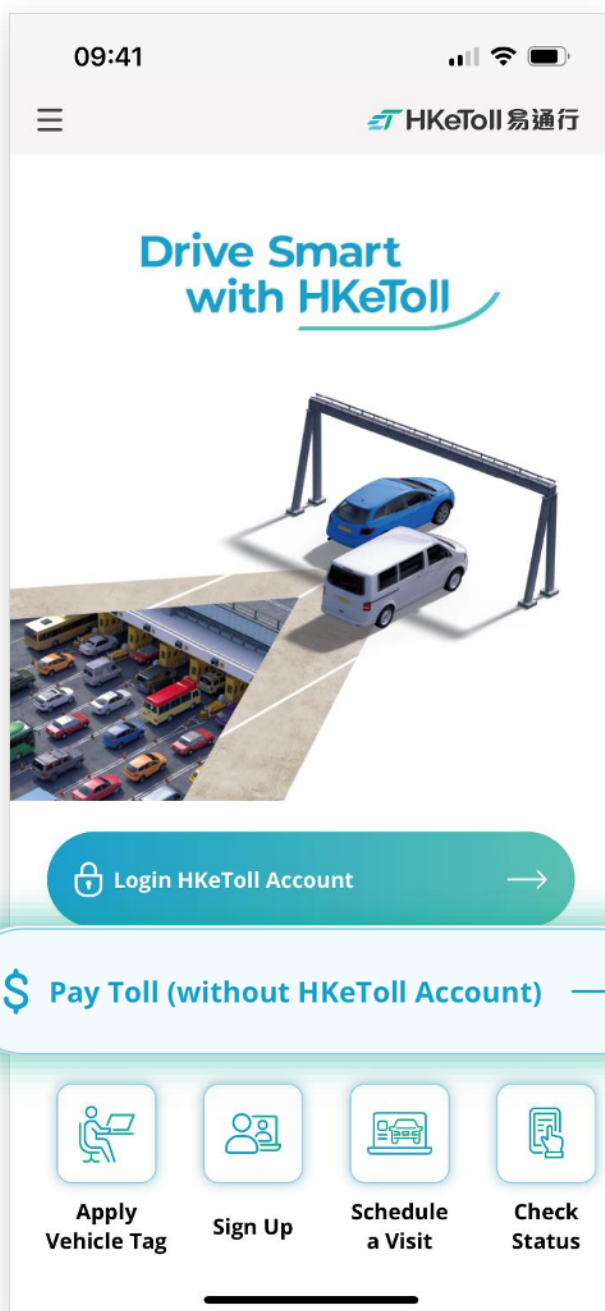
To:

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.:).

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**, 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

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

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)

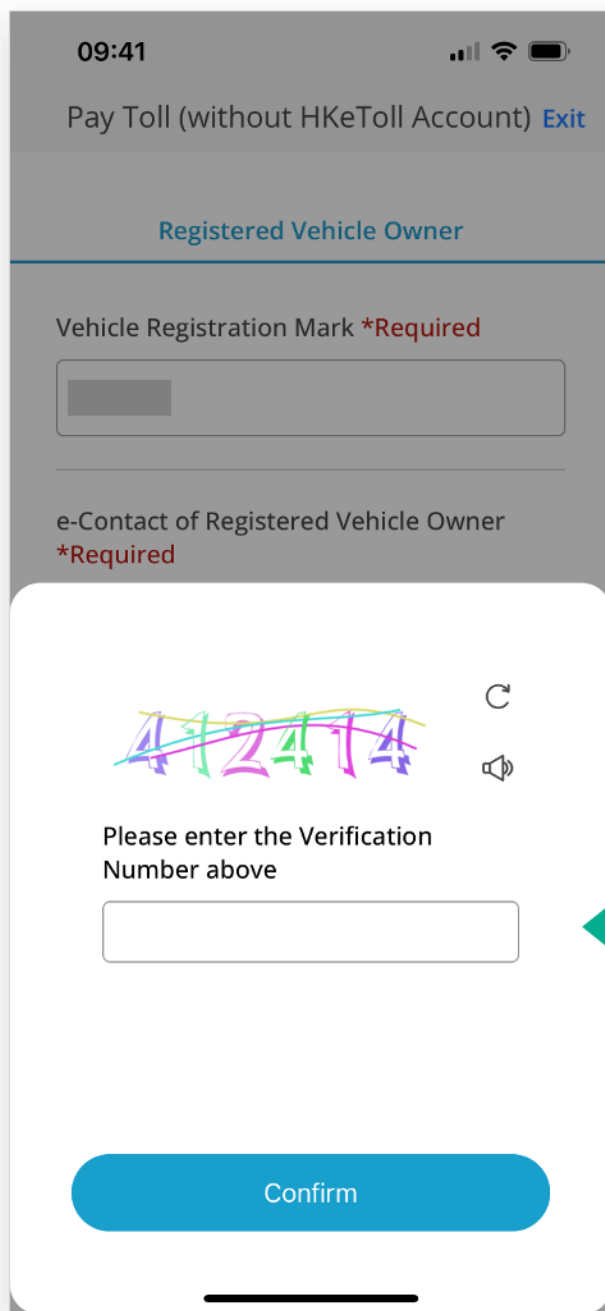
If you would like to change the existing e-contact

Login

- Please enter the last 4 digits of the Hong Kong mobile phone number
- For example, xxxx 1234. Please enter 1234

Step 3 :

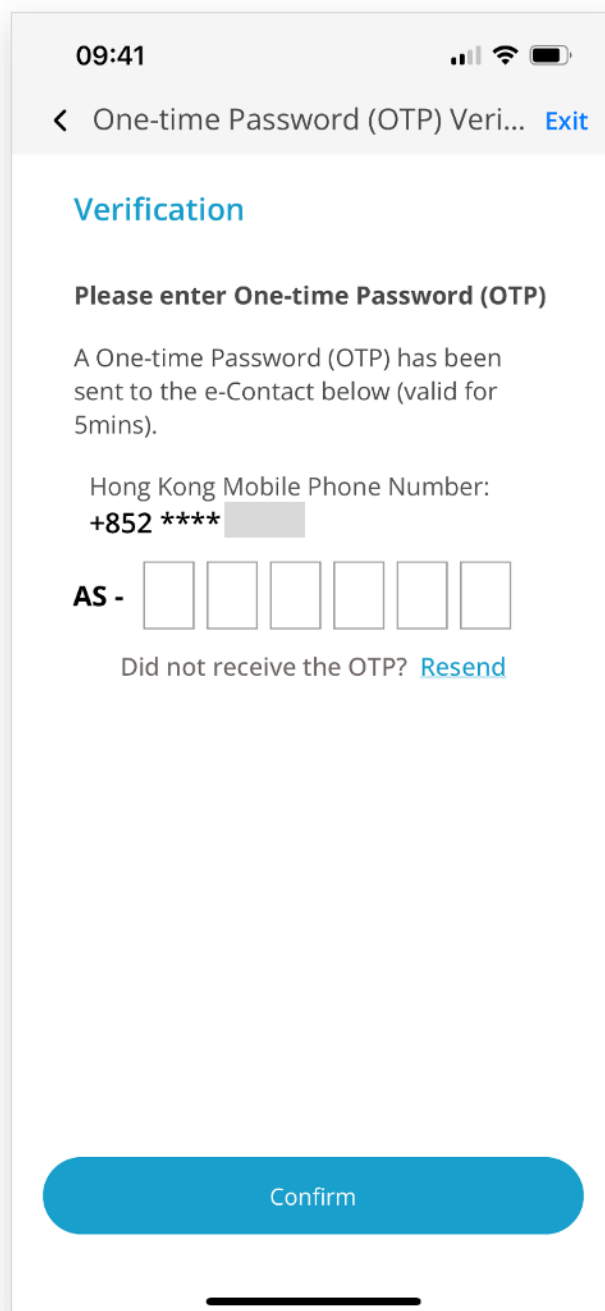
- ❑ Enter the [Verification Code](#), then click on “Confirm”



The screenshot shows the HKeToll app interface for paying tolls in arrears. At the top, the time is 09:41 and the status bar shows signal, Wi-Fi, and battery icons. The title is "Pay Toll (without HKeToll Account) Exit". Below the title, there is a section for "Registered Vehicle Owner". The form includes a "Vehicle Registration Mark *Required" field with a greyed-out input box, and an "e-Contact of Registered Vehicle Owner *Required" field. A verification code "412414" is displayed in a colorful, distorted font. To the right of the code are icons for refresh and volume. Below the code, the text "Please enter the Verification Number above" is followed by an empty input field. A green arrow points to this input field. At the bottom, there is a blue "Confirm" button.

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).

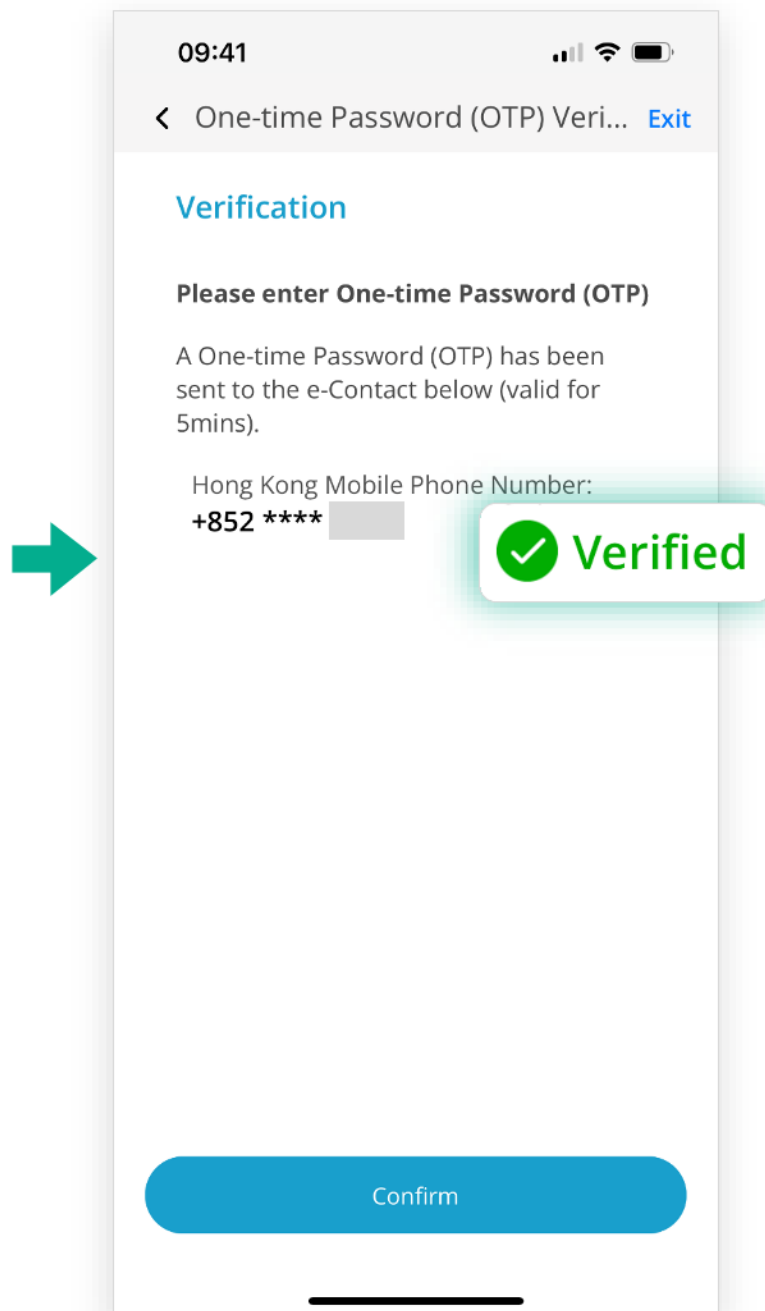
Hong Kong Mobile Phone Number:
+852 **** *
AS -

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

[Confirm](#)

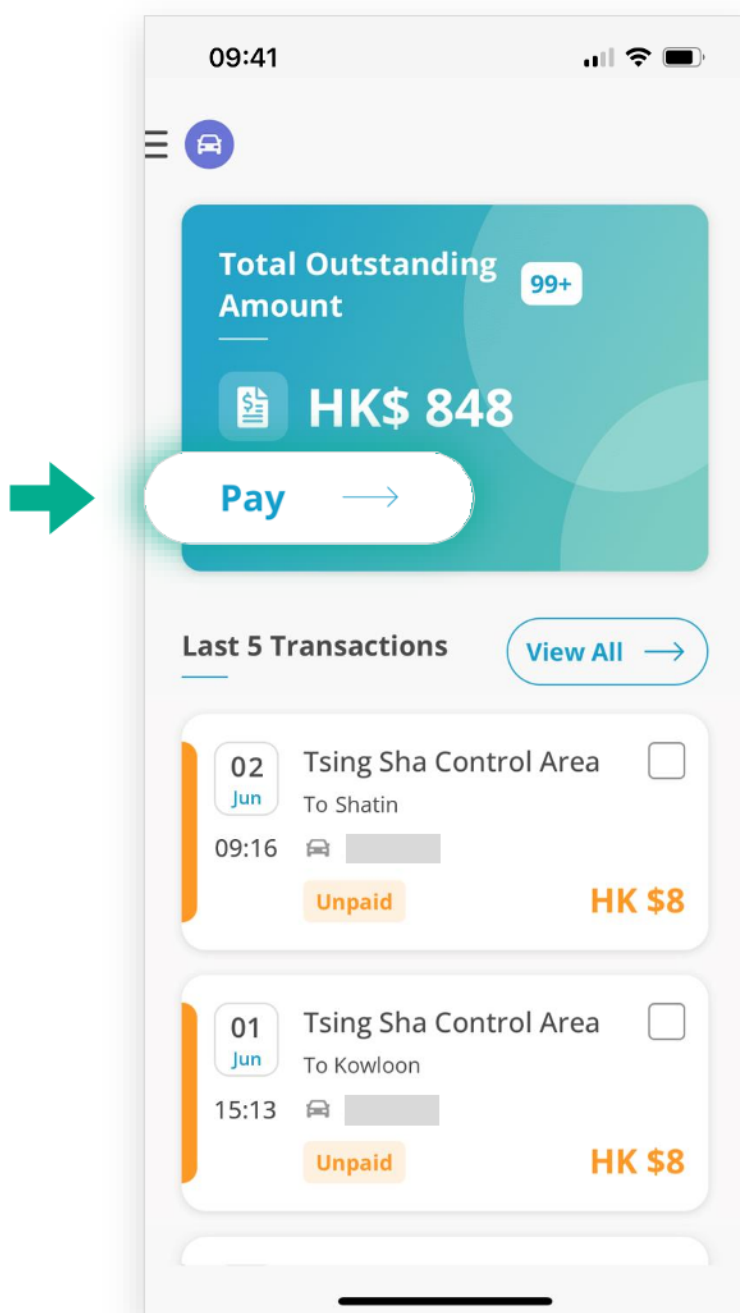
Step 4.2 :

- ❑ “Verified” will be displayed after the verification. Then, click on “Confirm”



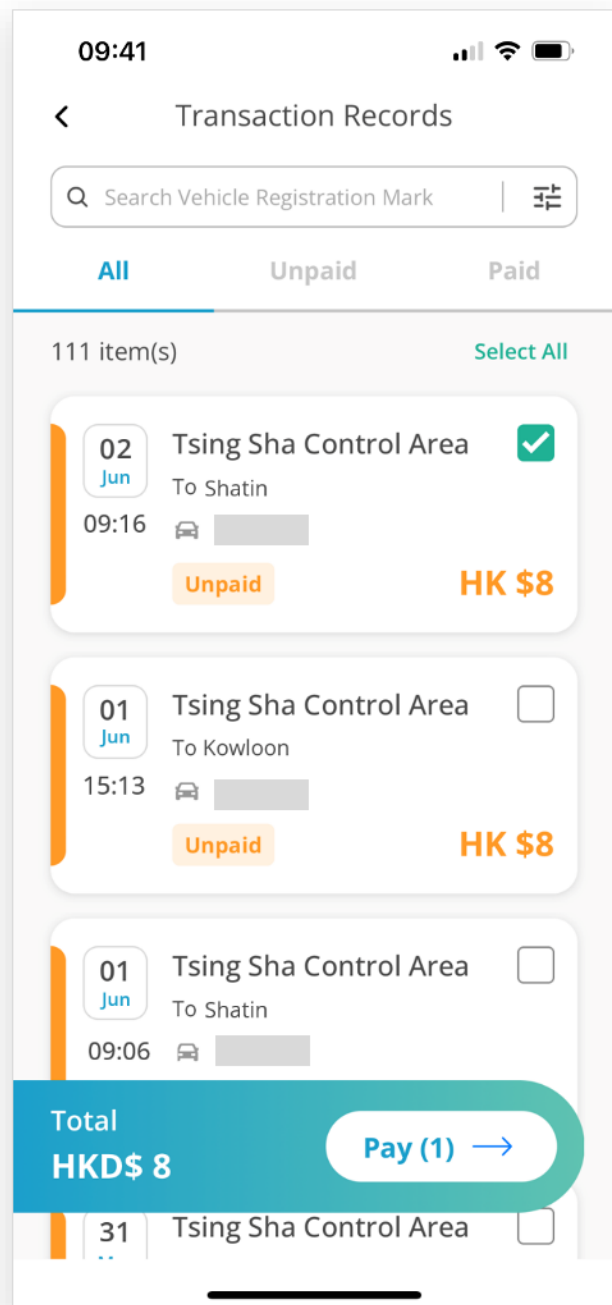
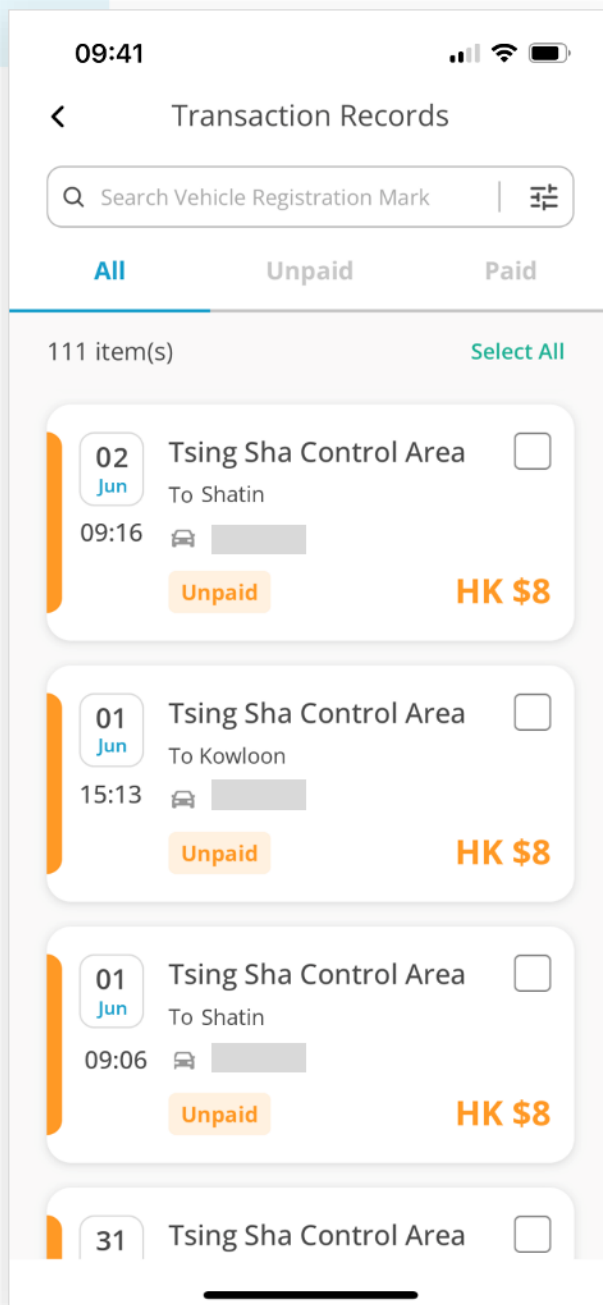
Step 5 :

- ❑ After the verification, the home page of Registered Vehicle Owner will be displayed
- ❑ Select “Pay” to proceed with the payment for outstanding toll amounts



Step 6 :

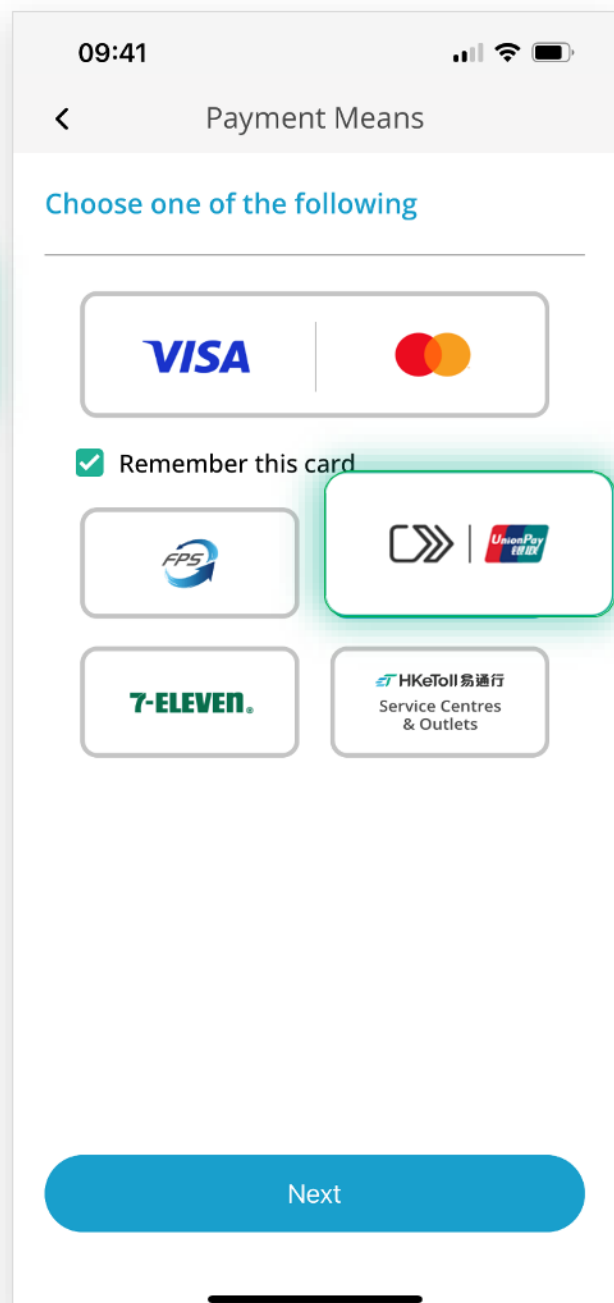
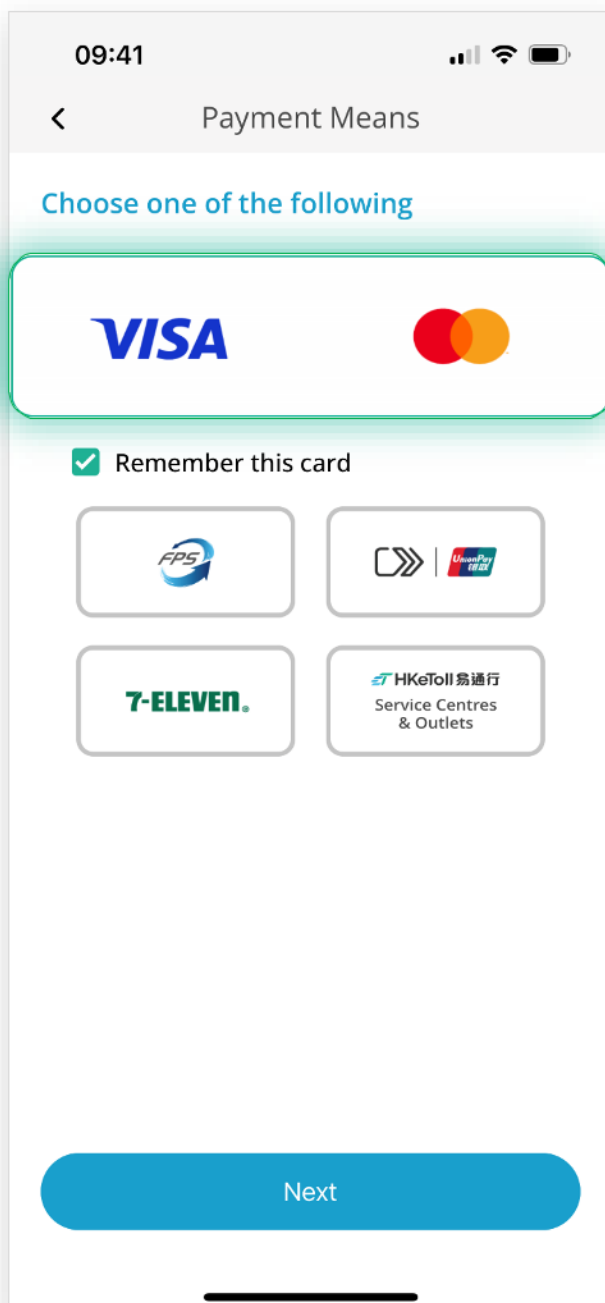
- Select toll trip(s) for making payment for the outstanding toll amount, then click on "Pay"



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".




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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 8.00

09:41 Exit

Welcome to  **Click to Pay**
A safer, smarter, and faster online checkout experience

+852

[Login with Email](#) | [New User](#)

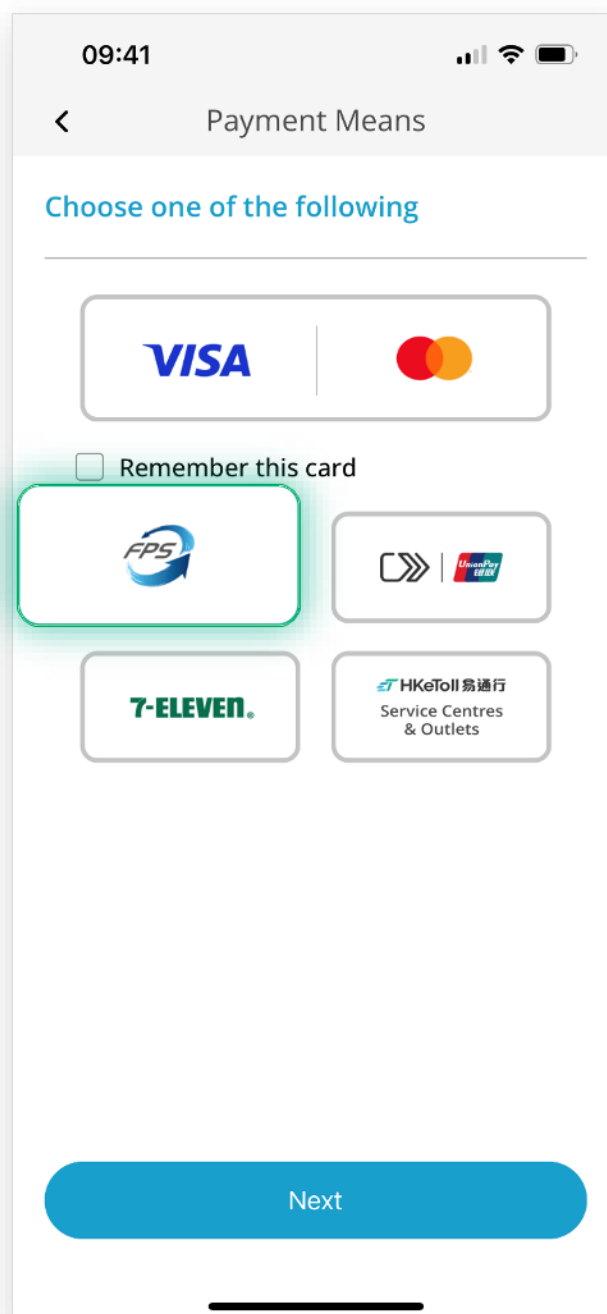
[Cancel and Back to Merchant](#) |  English

(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"

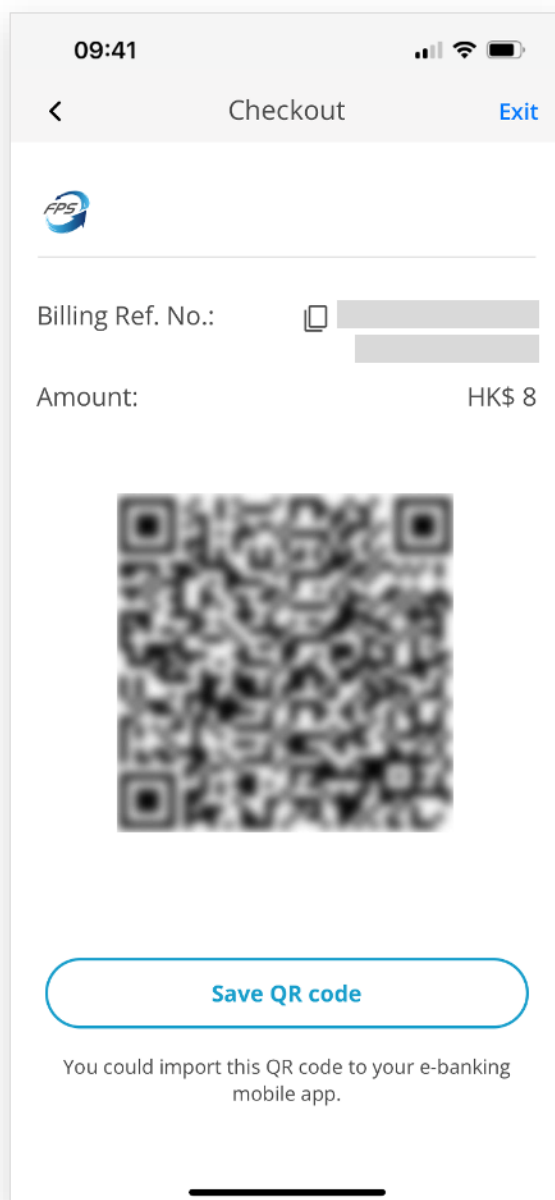


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You can choose to pay tolls by credit card, Faster Payment System (FPS), or settle payment in person at 7-Eleven store, HKeToll's Customer Service Centre or Service Outlet.

Step 7.2.2 - Option 2: FPS

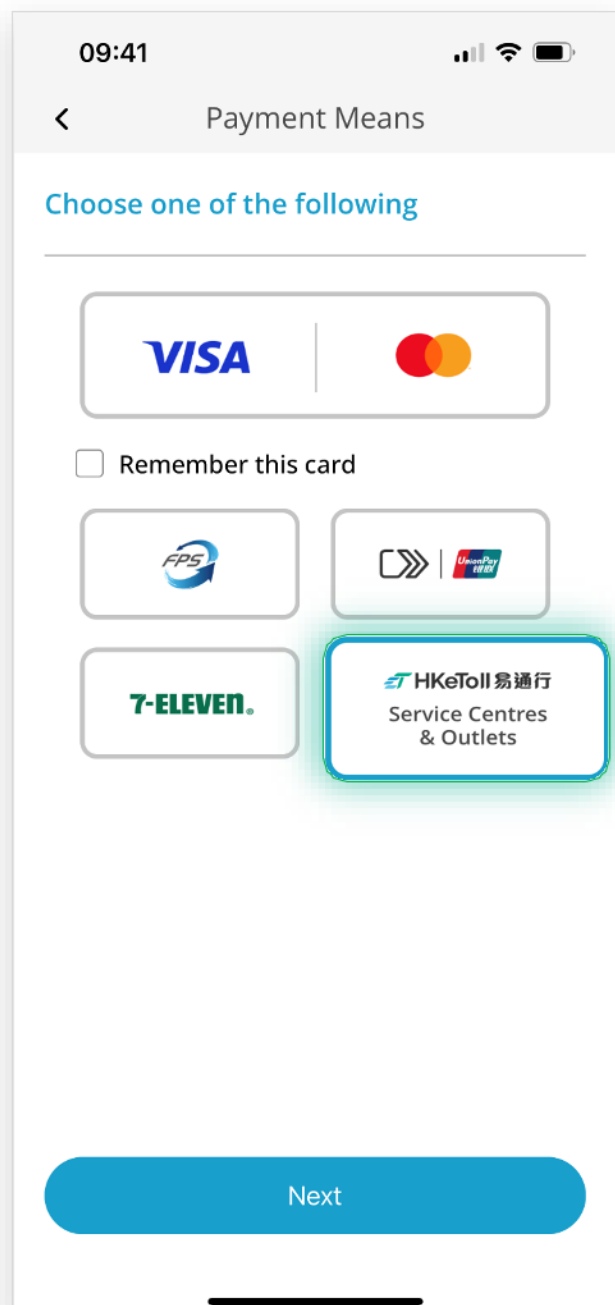
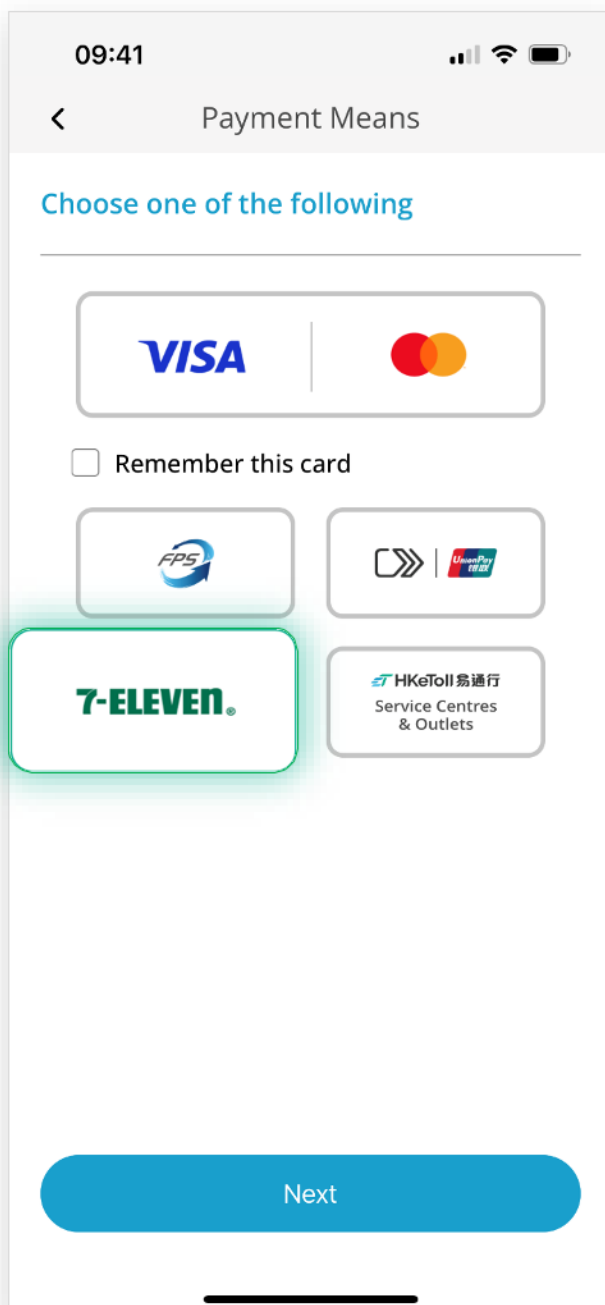
- ❑ A QR code will be generated on the screen for settling the payment through online banking platform
- ❑ Scan the QR code directly with your e-banking mobile app, or save the QR code and import the image to the e-banking mobile app



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

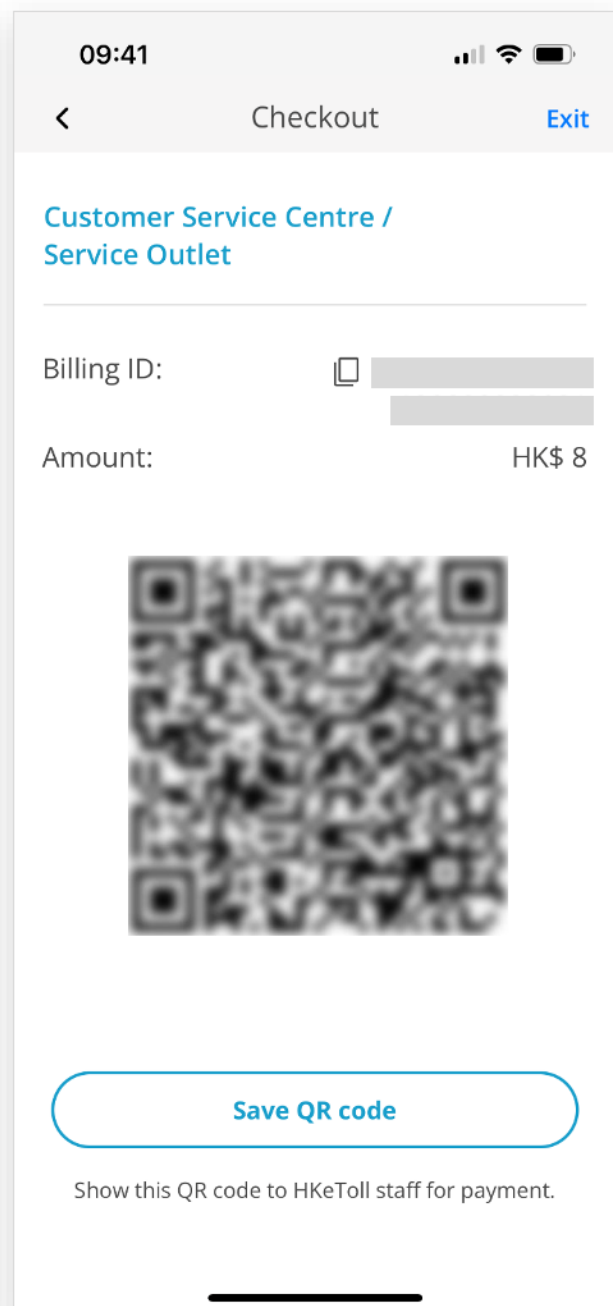
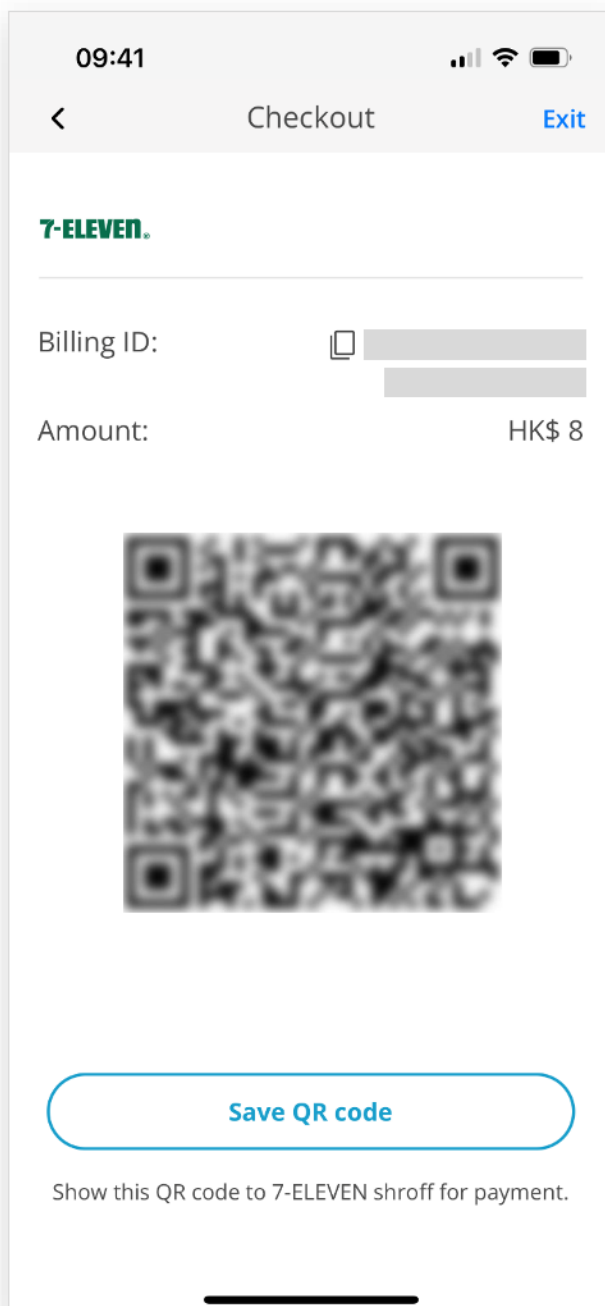
- ❑ If you choose to settle the payment at 7-Eleven store or HKeToll's Customer Service Centre or Service Outlet, please select a related location, then click on "Next"



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.

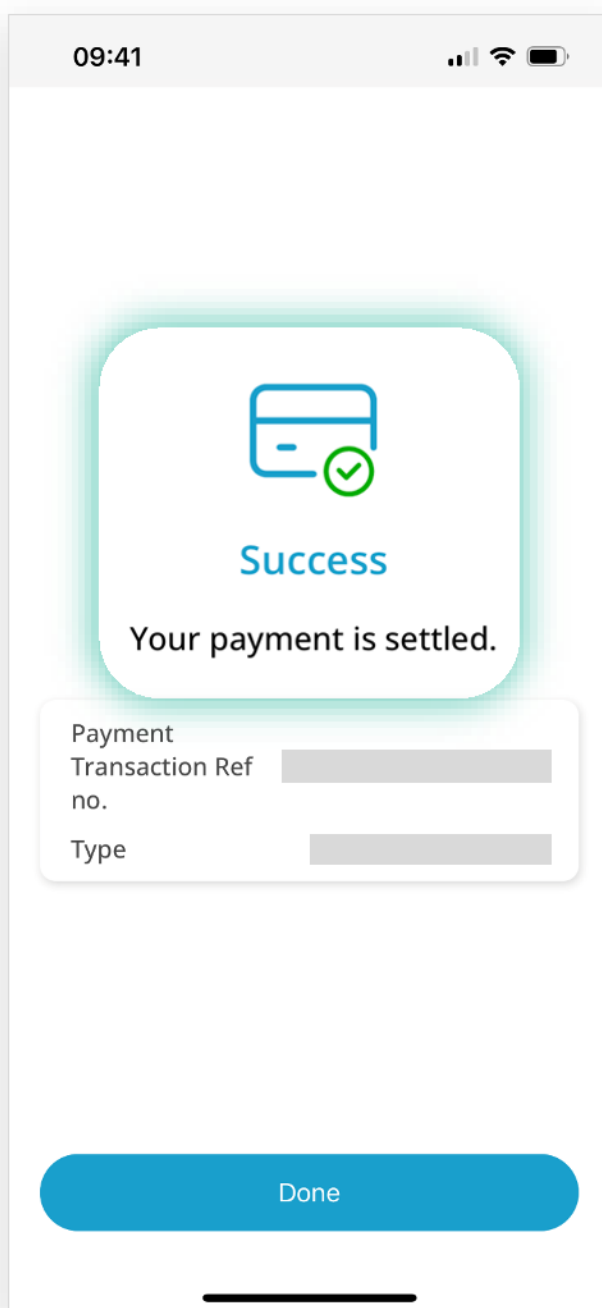
Step 7.3.2 - Option 3: Settling payment at 7-Eleven Store or HKeToll's Customer Service Centre or Service Outlet

- ❑ You may present the QR code as shown on the screen to settle the payment at the selected payment location



Step 8 :

- ❑ This screen will be shown when the payment is settled 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.