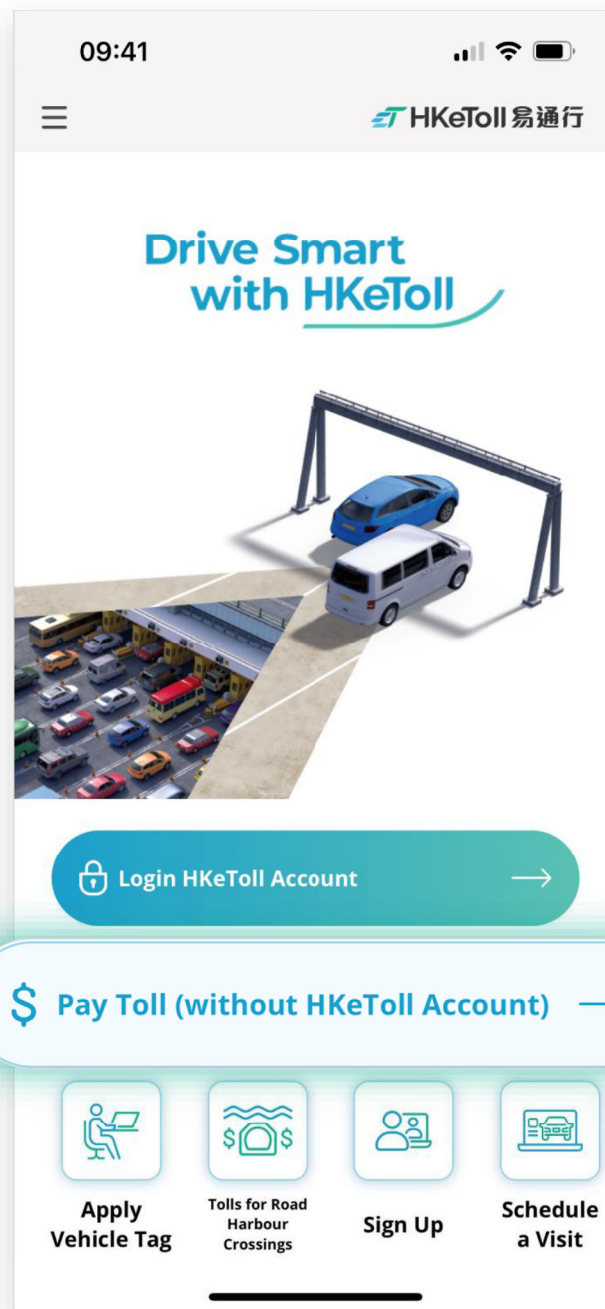


# Guide to Pay Special Billing

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

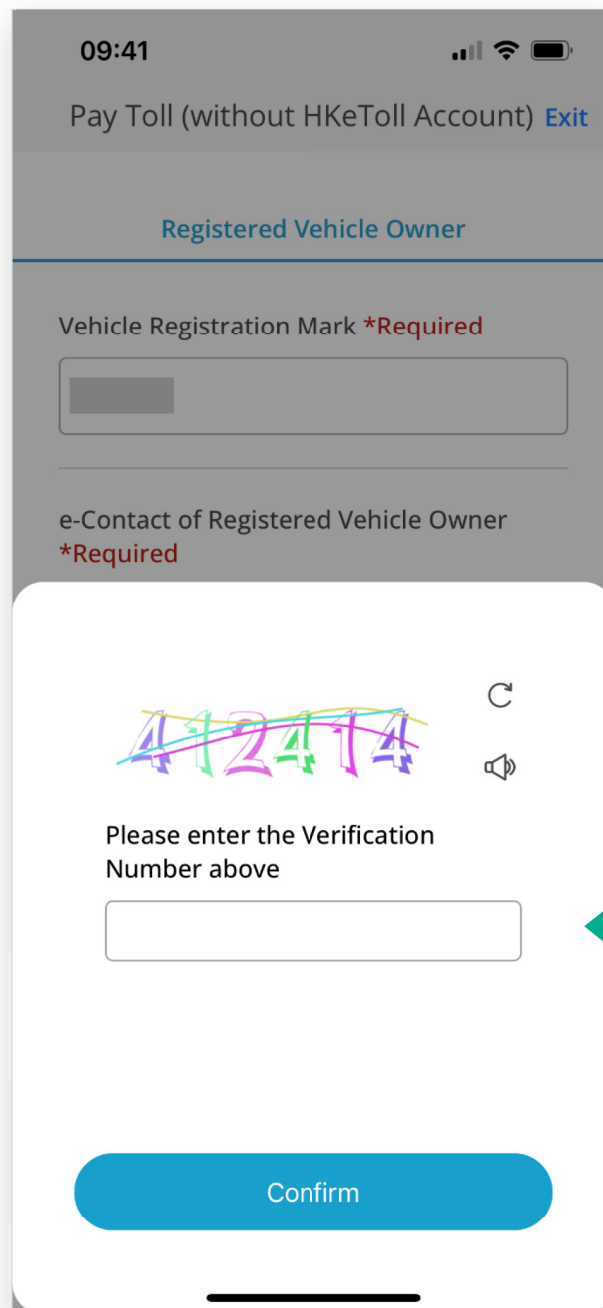
[Login](#)

- Please enter the 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”



The screenshot shows the 'Pay Toll (without HKEToll Account)' screen. It includes a 'Registered Vehicle Owner' section with a 'Vehicle Registration Mark \*Required' field and an 'e-Contact of Registered Vehicle Owner \*Required' field. A verification code '412414' is displayed in a colorful, distorted font. Below the code is a text prompt 'Please enter the Verification Number above' and an empty input field. A green arrow points to this input field. At the bottom 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 \*\*\*\* \*

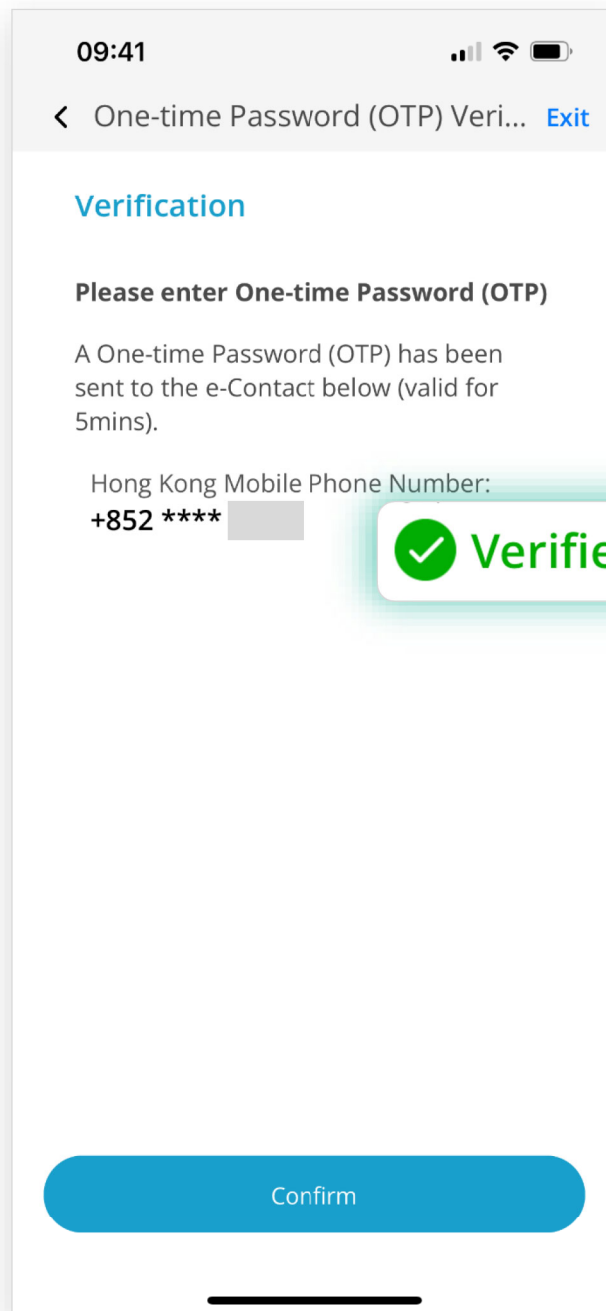
AS -

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

[Confirm](#)

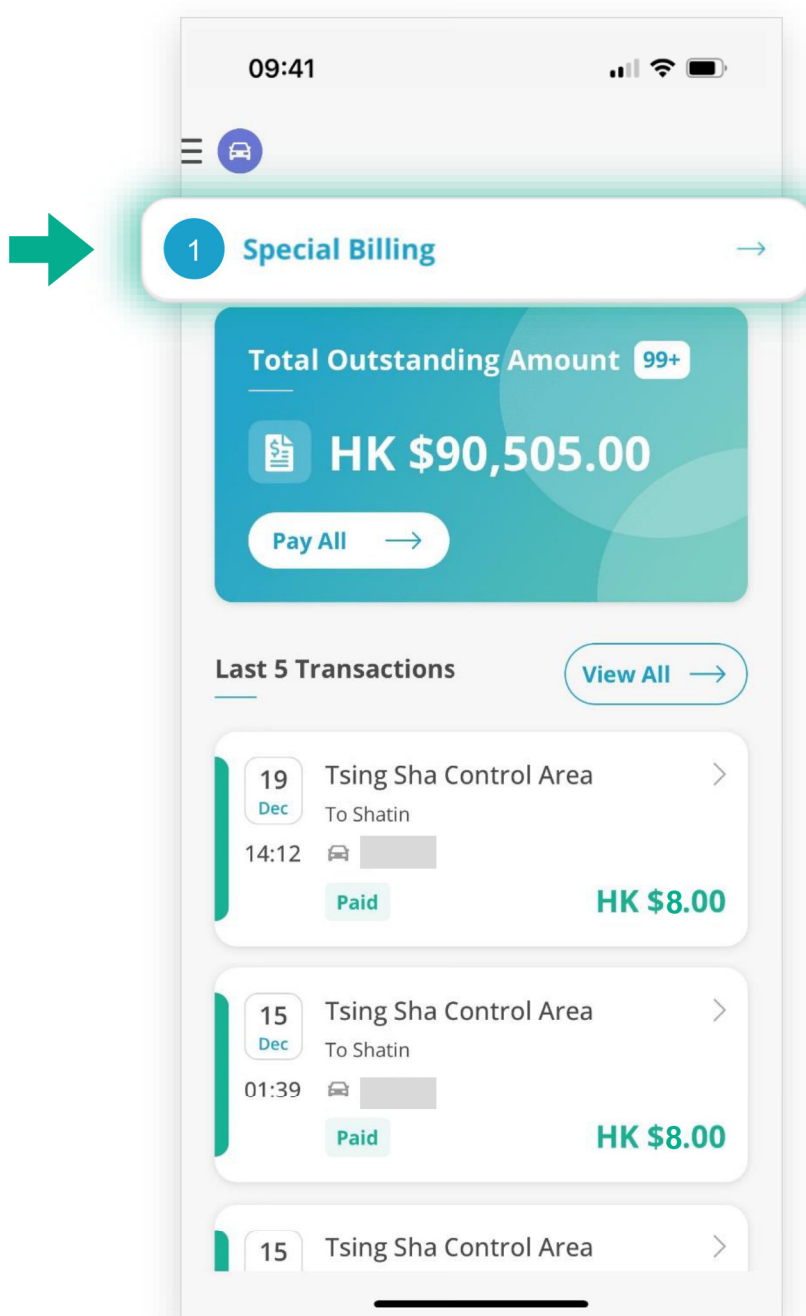
### Step 4.2 :

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



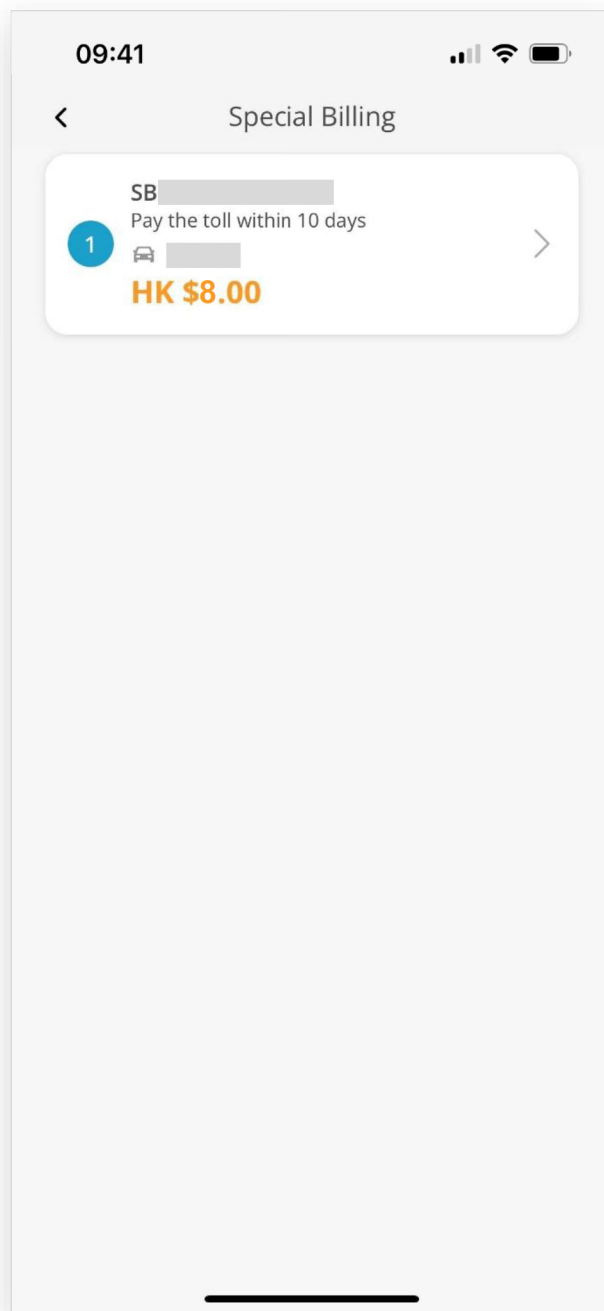
### Step 5 :

- ❑ Click on “[Special Billing](#)” at the top of the account home page.



### Step 6 :

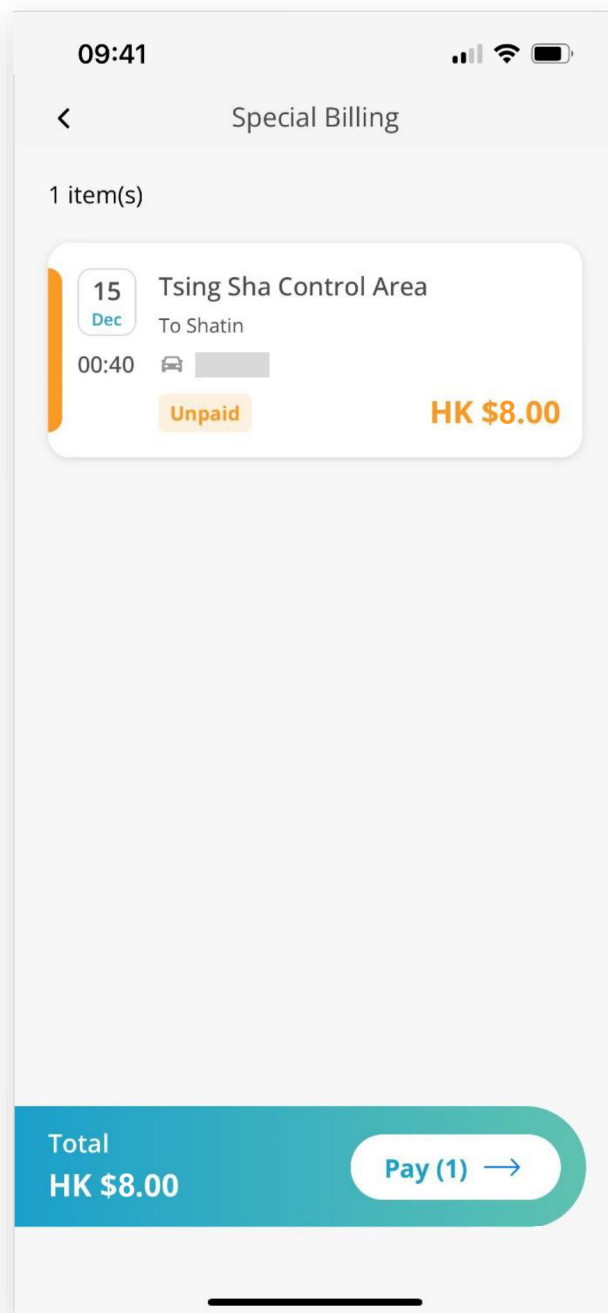
- Select the outstanding toll amount.





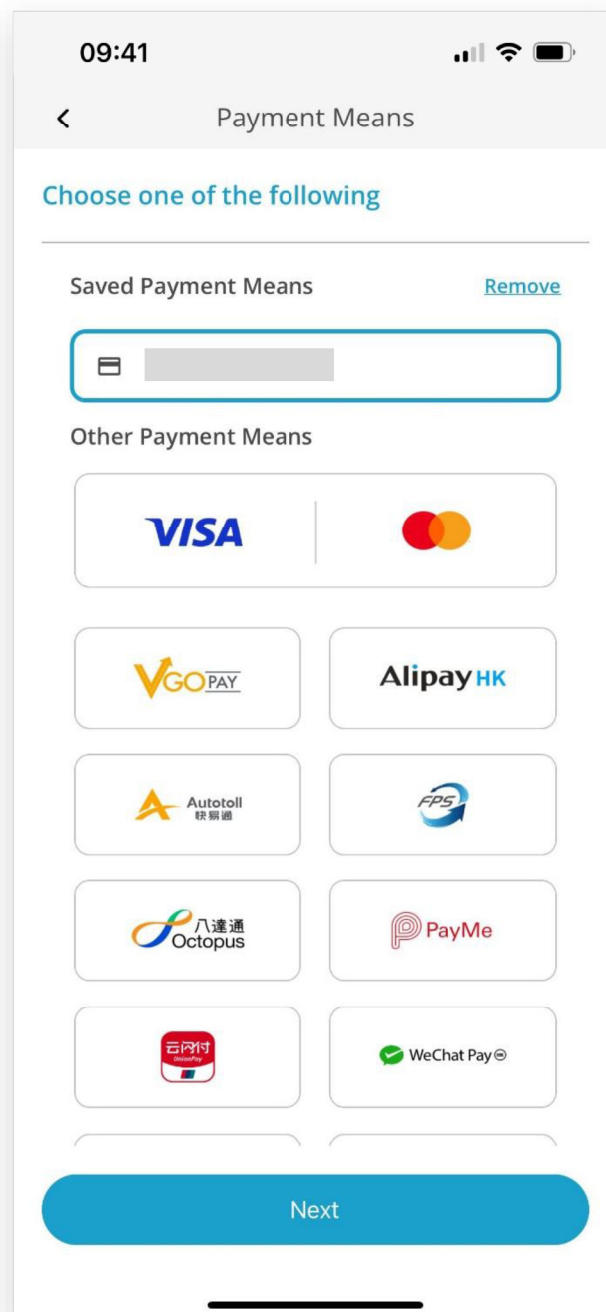
### Step 7 :

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



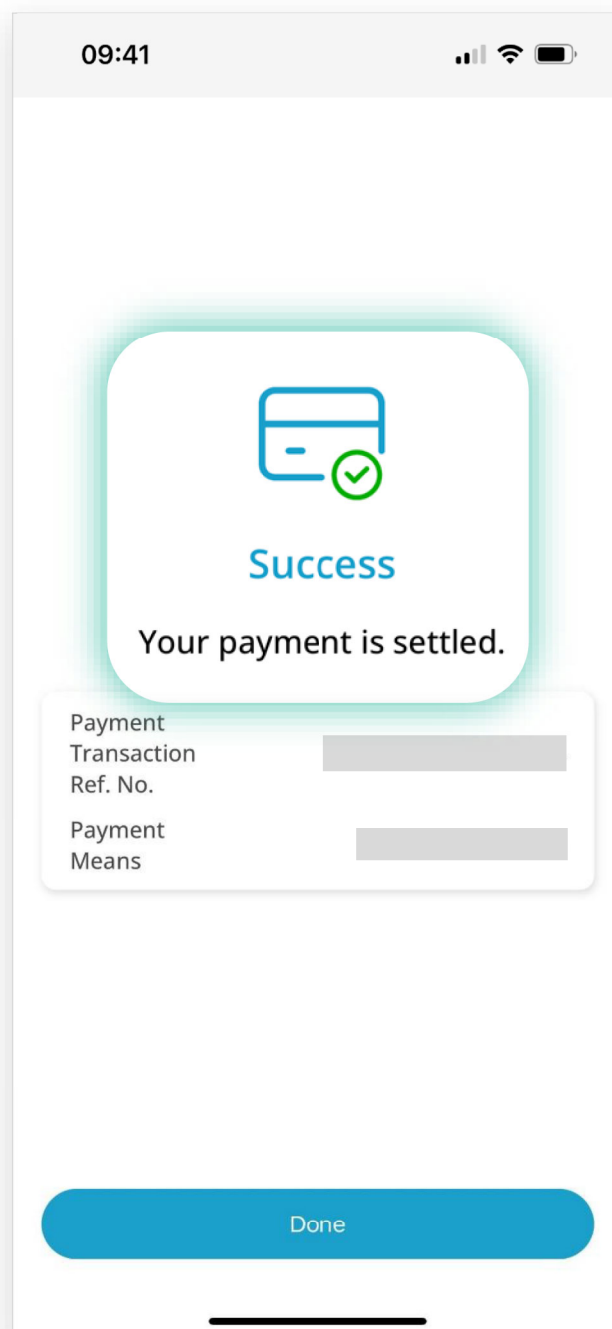
### Step 8 :

- ❑ 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](http://www.hketoll.gov.hk).

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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.