

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 or the HKeToll mobile app and complete the toll payment in arrears **within 14 working days**.

Sample of SMS :

HKeToll: [REDACTED] passed through Tsing Sha Control Area (To Kowloon) on [REDACTED] / [REDACTED] /2026, 09:30 with a toll of HK\$8.00.

Sample of Email :

From: do-not-reply1@hketoll.gov.hk

Sent: [REDACTED], 2026 [REDACTED] AM

To: [REDACTED]

Subject: HKeToll transaction notification 易通行交易通知

HKeToll: [REDACTED] passed through Tsing Sha Control Area (To Kowloon) on [REDACTED] / [REDACTED] /2026, 09:30 with a toll of HK\$8.00.

易通行：[REDACTED] 於 [REDACTED] / [REDACTED] /2026, 09:30 駛經青沙管制區(尖山)(往九龍)·隧道費為HK\$8.00。

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 or the HKeToll mobile app to pay the tunnel toll and the surcharge.

□ Sample of Surcharge Notice :

IMMEDIATE PAYMENT
立即繳款

Our Reference: [REDACTED] Date of Notice: [REDACTED]
 檔案編號: [REDACTED] 日期: [REDACTED]

To: [REDACTED] From: Autotoll Limited
 致: [REDACTED] 由: 快易通有限公司

Surcharge Notice 附加費通知
Tsing Sha Control Area (Tolls, Fees and Charges) Regulation (Chapter 594B)
《青沙管制區(使用費、費用及收費)規例》(第594B章)
(Section 4E) (第4E條)

Vehicle Registration Mark ("VRM"), Trade Plate Number or Movement Permit Number: [REDACTED]
 車輛登記號碼、試車字牌號碼或車輛行駛許可證號碼: [REDACTED]

Date and Time: [REDACTED]
 日期及時間: [REDACTED]

Tunnel and direction: **Tsing Sha Control Area & Kowloon Direction**
 隧道及方向: **青沙管制區(尖山)往九龍**

| | | | | |
|---|---|---|---|--|
| Amount of Toll Unpaid 未繳使用費 HK\$ 8.00 | + | Amount of Initial Surcharge 首筆附加費 HK\$ 175.00 | = | Amount Due 應繳總數 HK\$ 183.00 |
|---|---|---|---|--|

The above vehicle used the above boothless mode tunnel in the above direction and at the above date and time without paying the toll 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) ("Regulations"). The amount of toll you are liable to and remaining unpaid is HK\$ 8.00.
 上述車輛在上述日期及時間循上述方向行駛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條提及的限內，有關使用費未按該條提及的任何繳費方式全數繳付。你應繳但未繳使用費為港幣8.00元。
 (See Points to Note 6-8)

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) at the time when the toll was incurred, you are liable to pay an initial surcharge of HK\$ 175.00 for the non-payment of the toll, in addition to the unpaid toll of HK\$ 8.00, in full within 21 days after the service of this surcharge notice ("21-day period") (i.e. on or before [REDACTED]).
 由於你是上述車輛招致有關使用費的負責人(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日限期") (即[REDACTED]年[REDACTED]月[REDACTED]日) (註: 第594B章第4E條)，全數繳付首筆附加費(港幣175.00元)及未繳使用費(港幣8.00元)。
 (See Points to Note 6-8)

The unpaid toll, initial surcharge and (if applicable) the further surcharge should be paid by the following payment methods:
未繳使用費、首筆附加費及額外附加費(如適用)應以下列方式繳款

FPS Payment
轉數快繳付

Payment at 7-Eleven
於7-Eleven繳付

Payment via HKeToll
Website/Mobile Application
於易通行網站/流動應用程式繳付

PAYMENT DUE DATE
到期繳款日

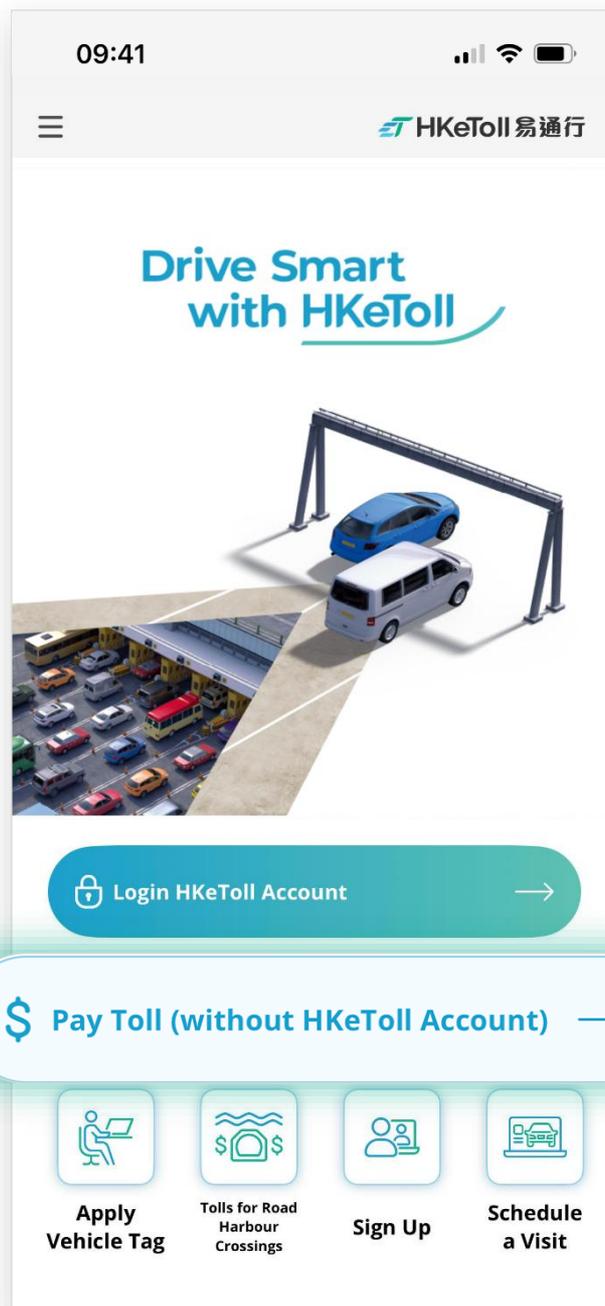
[REDACTED]

If you fail to pay the Amount Due above in full on or before [REDACTED] you are also liable to pay, in addition to the unpaid toll of HK\$8.00 and initial surcharge of HK\$175.00, a further surcharge of HK\$ 350.00
(See Points to Note 6-8).

如你沒有於[REDACTED]年[REDACTED]月[REDACTED]日或以前全數繳付上述應繳總數，你還須連同未繳使用費港幣8.00元及首筆附加費為港幣175.00元，繳付港幣350.00元的額外附加費。
(註: 第594B章第6-8條)

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

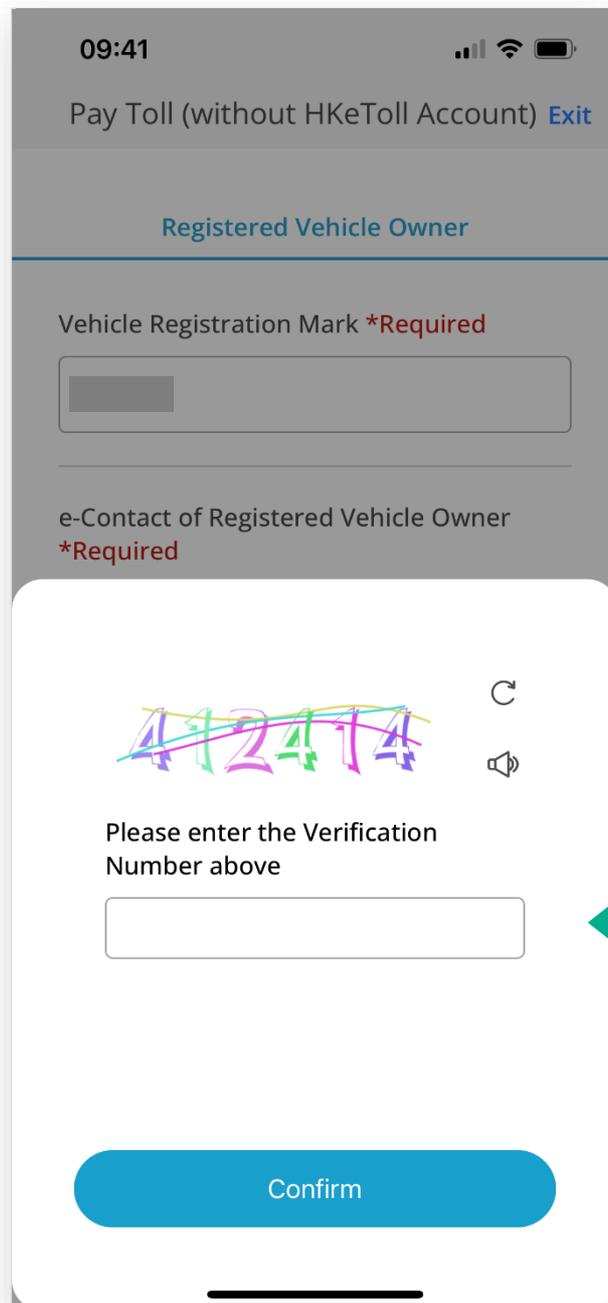
[Login](#)

- 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 fields for 'Registered Vehicle Owner', 'Vehicle Registration Mark *Required', and 'e-Contact of Registered Vehicle Owner *Required'. A verification code '412474' is displayed with a refresh and volume icon. A green arrow points to the input field for the verification code, and a 'Confirm' button is at the bottom.

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 **** *

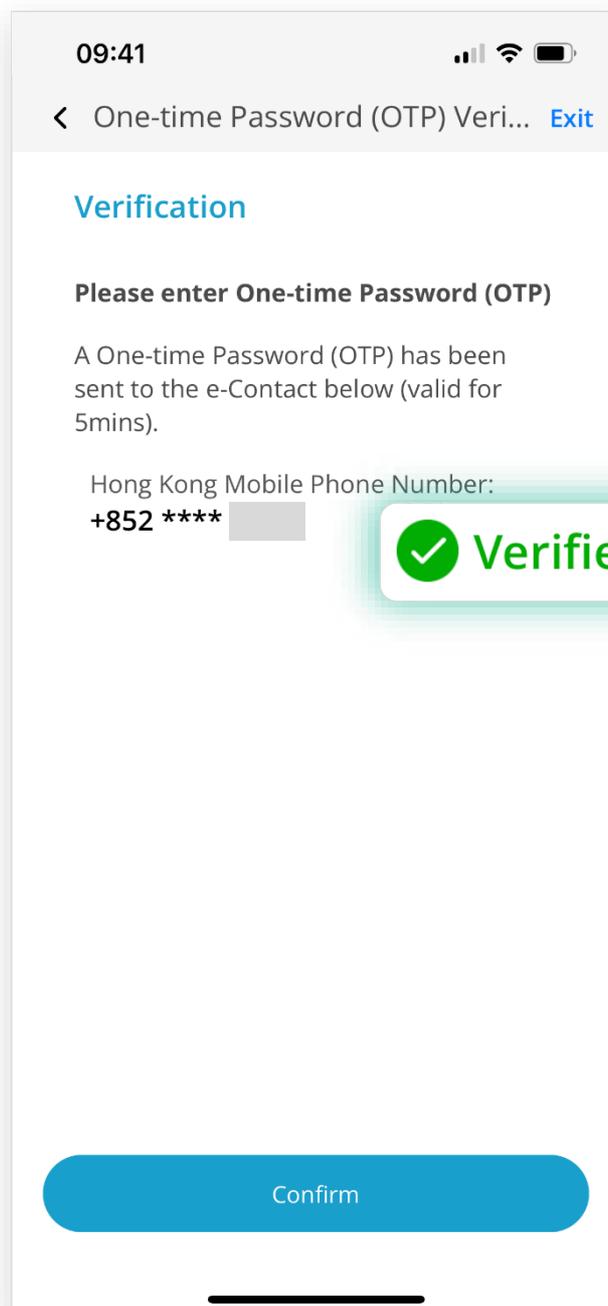
AS -

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

[Confirm](#)

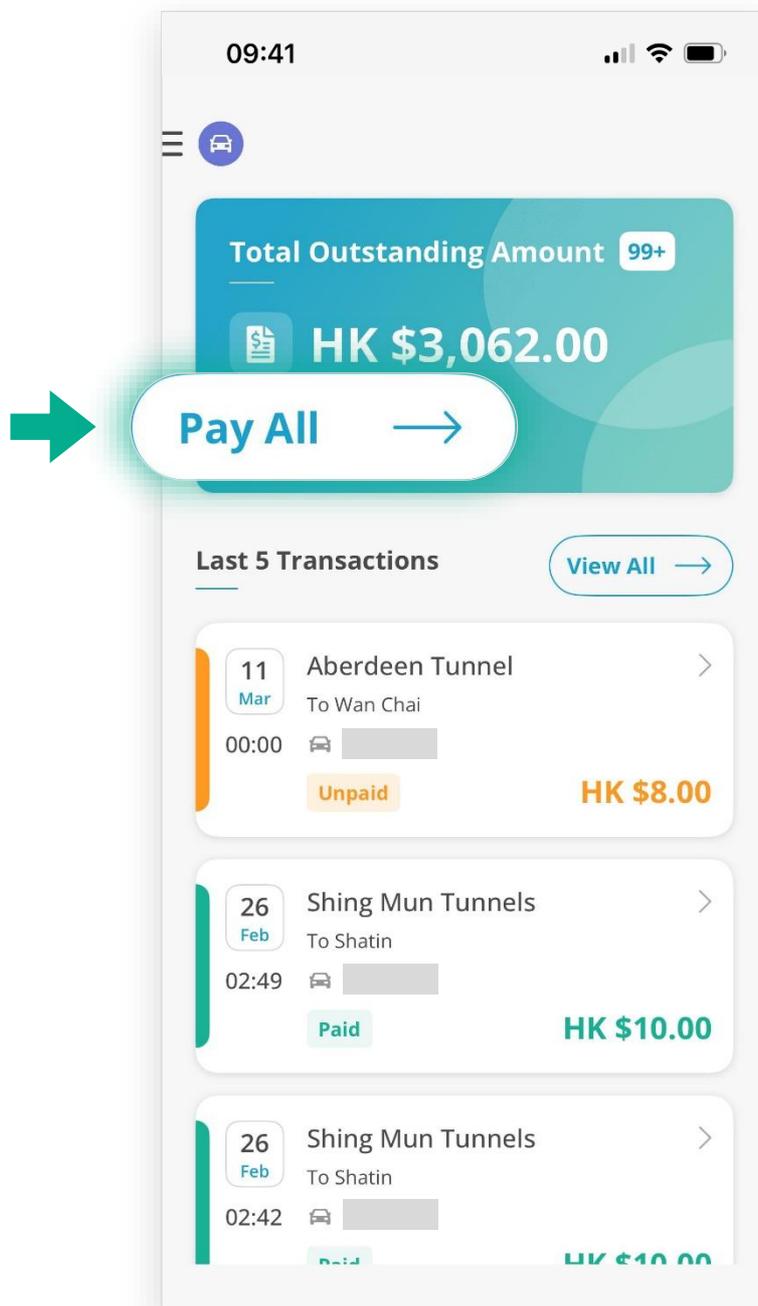
Step 4.2 :

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



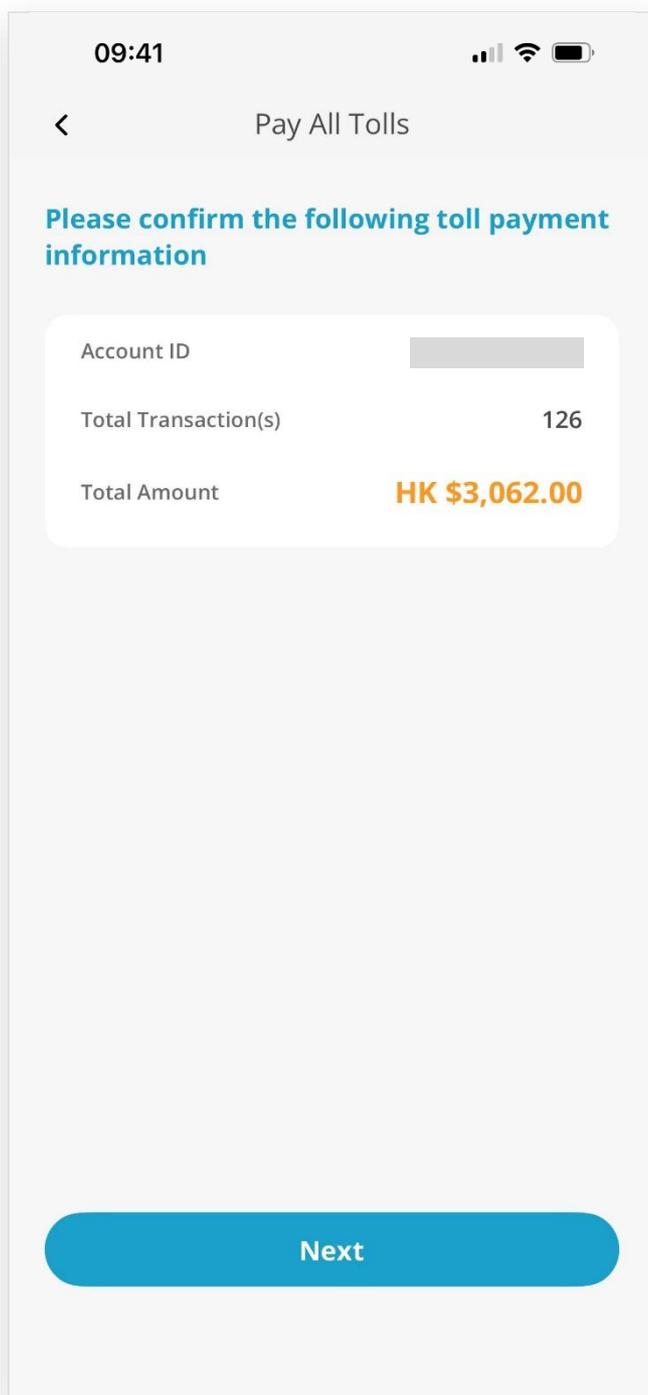
Step 5 :

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



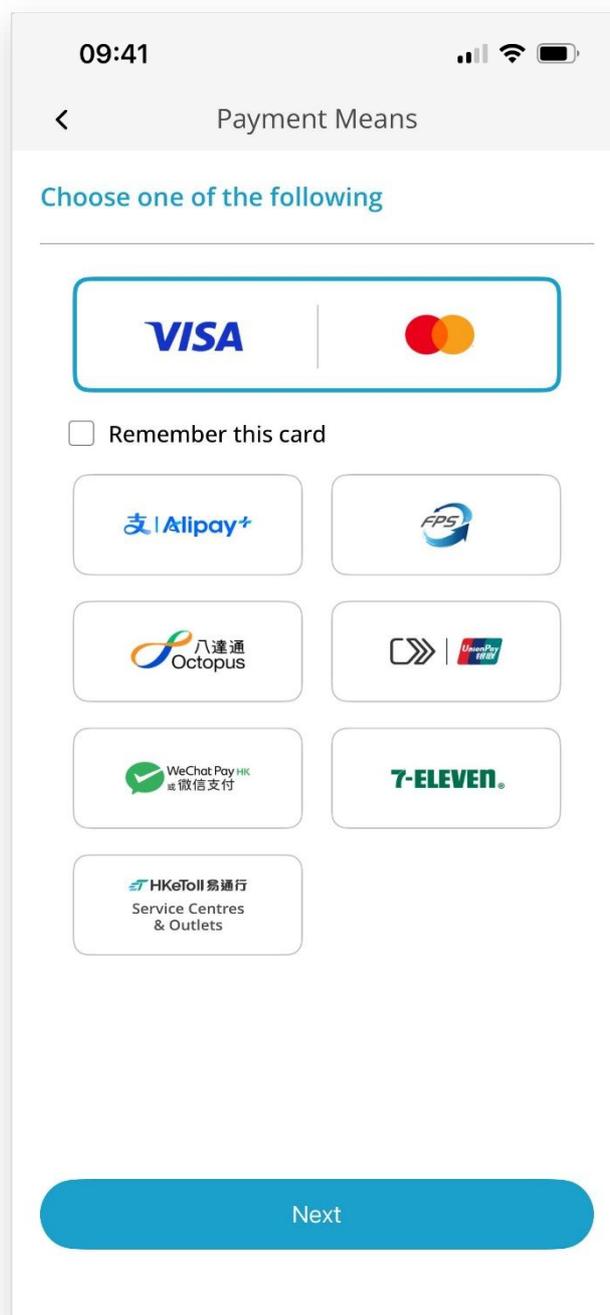
Step 6 :

- ❑ Confirm the outstanding toll amount or surcharge, then click on “Next”



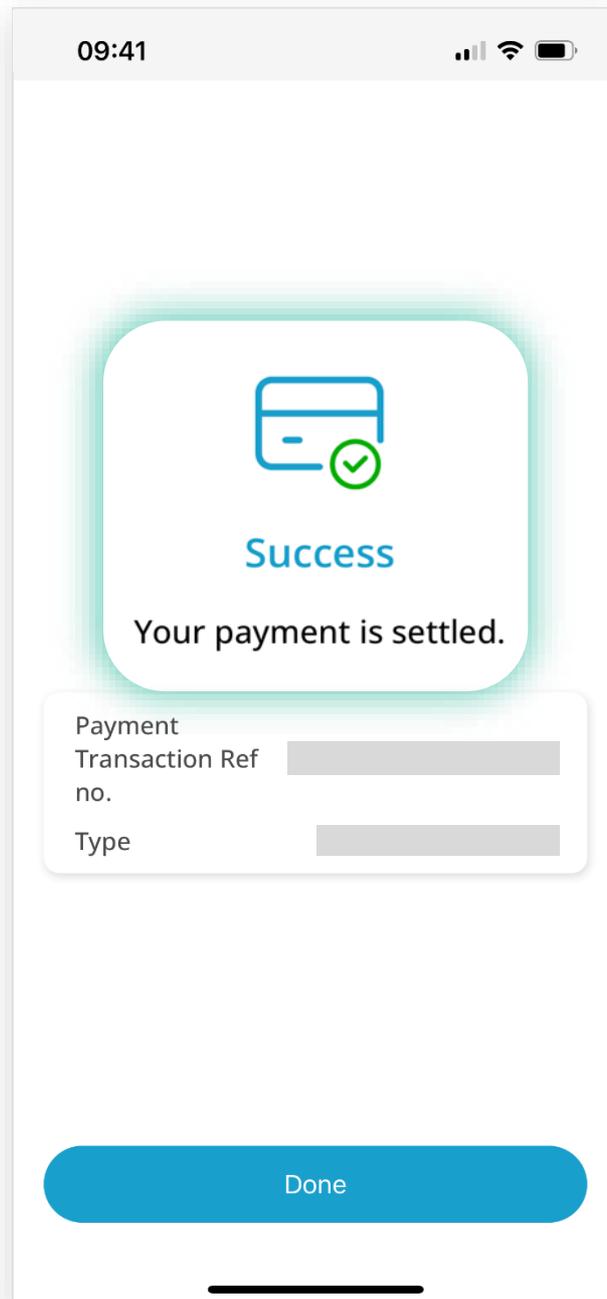
Step 7 :

- 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 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.

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.