

# Guide to Make Payment

This tutorial is for  
the Registered Vehicle Owner who  
has **already 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](http://hketoll.gov.hk) or the HKeToll 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](mailto:do-not-replyn@hketoll.gov.hk) <[do-not-replyn@hketoll.gov.hk](mailto: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.: ).

## 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](http://hketoll.gov.hk) or the HKeToll mobile app to pay the tunnel toll and the surcharge.

### ☐ Sample of Surcharge Notice :



Our Reference: [REDACTED] Date of Notice [REDACTED]-[REDACTED]-2023  
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, Fee and Charges) Regulations (Cap.594B) 《青沙管制區(使用費、費用及收費)規例》(第594B章)**  
**(Section 4A) 第4A條**

Vehicle Registration Mark, Trade Plate Number or  
Movement Permit Number of the Involved/Suspected  
Vehicle: [REDACTED]  
涉事車輛的車輛登記號碼、試車字牌號碼或車輛行駛  
許可證號碼:

Boothless Mode Tunnel used by the vehicle, and the  
date, time and direction of such use: [REDACTED] at [REDACTED]:48 at  
該車輛使用的隧道、使用隧道的日期、時間及方向: Tsing Sha Control Area & Kowloon Direction  
[REDACTED]-2023 [REDACTED]:48  
青沙管制區(尖山)往九龍

A vehicle bearing the above vehicle registration mark, trade plate number or movement permit number used the above boothless mode tunnel at the above date and time without paying the toll (HK\$8) 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 (**Regulation**)). The amount of toll remaining unpaid is HK\$ 8 .

上述車輛登記號碼、試車字牌號碼或車輛行駛許可證號碼的車輛在上述日期及時間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條提及的限期內，有關隧道費(港幣8元)未按該條提及的任何繳費方式全數繳付。未繳隧道費為港幣 8 元。

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), you are liable to pay the unpaid toll and an initial surcharge HK\$ 175 in full within 21 days after the service of this surcharge notice (“**21-day period**”). If you fail to pay the aforesaid unpaid toll and initial surcharge in by the expiry of the 21-day period, in addition to those amounts, you are also liable to pay a further surcharge of HK\$ 350, and settle all the payments within 42 days after the service of this surcharge notice (“**42-day period**”).

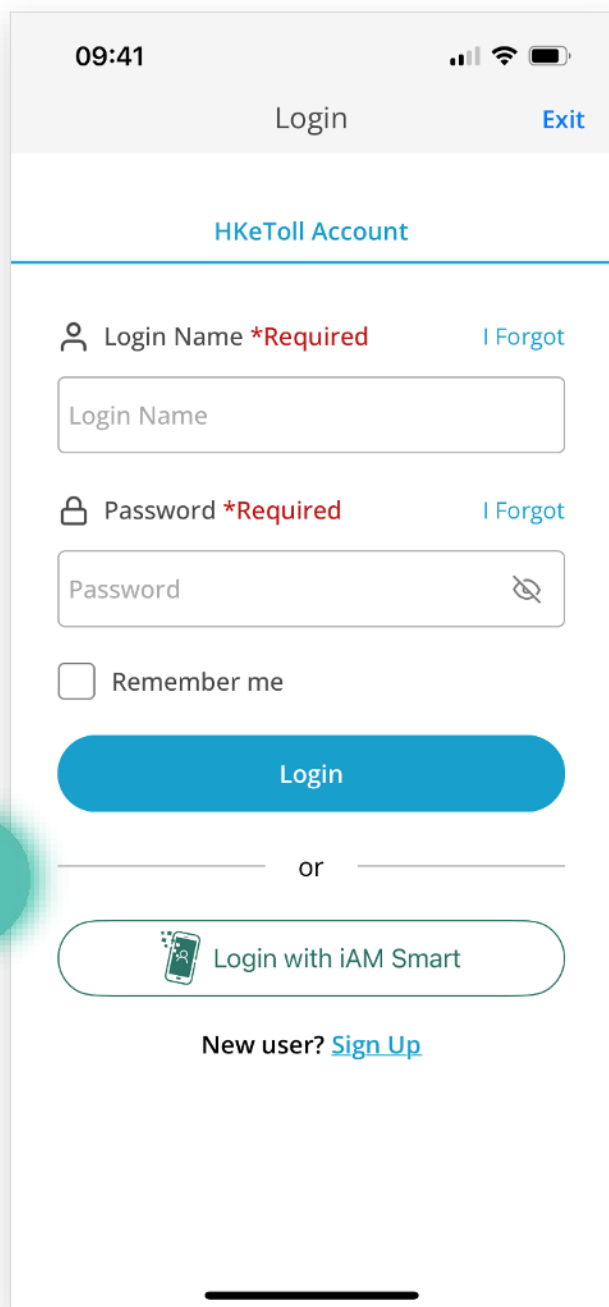
由於你是上述車輛的負責人(即上述車輛的登記車主，或上述車輛根據國際通行許可證、車輛行駛許可證或試車牌照而使用該許可證或牌照的持有人)，因此你須於本通知送達後的21日內(“**21日限期**”)，全數繳付未繳隧道費及款額為港幣175元的首筆附加費。如你沒有於上述日期或以前全數繳付未繳隧道費及首筆附加費，除該等款項外，你還須繳付額外附加費港幣350元，並須於本通知送達後的42日內(“**42日限期**”)繳清所有款額。

Flat A, 22/F, Tower A, Billion Centre, 1 Wang Kwong Road,  
Kowloon Bay, Kowloon, Hong Kong  
香港九龍九龍灣宏光道1號億京中心A座22樓A室  
T (852) 3853 7333 F (852) 3704 7445  
E [enquiry@hketoll.gov.hk](mailto:enquiry@hketoll.gov.hk)  
www.hketoll.gov.hk

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 Autotoll  
Smart Solutions

### Step 1 :

- ❑ Log in to your HKeToll account

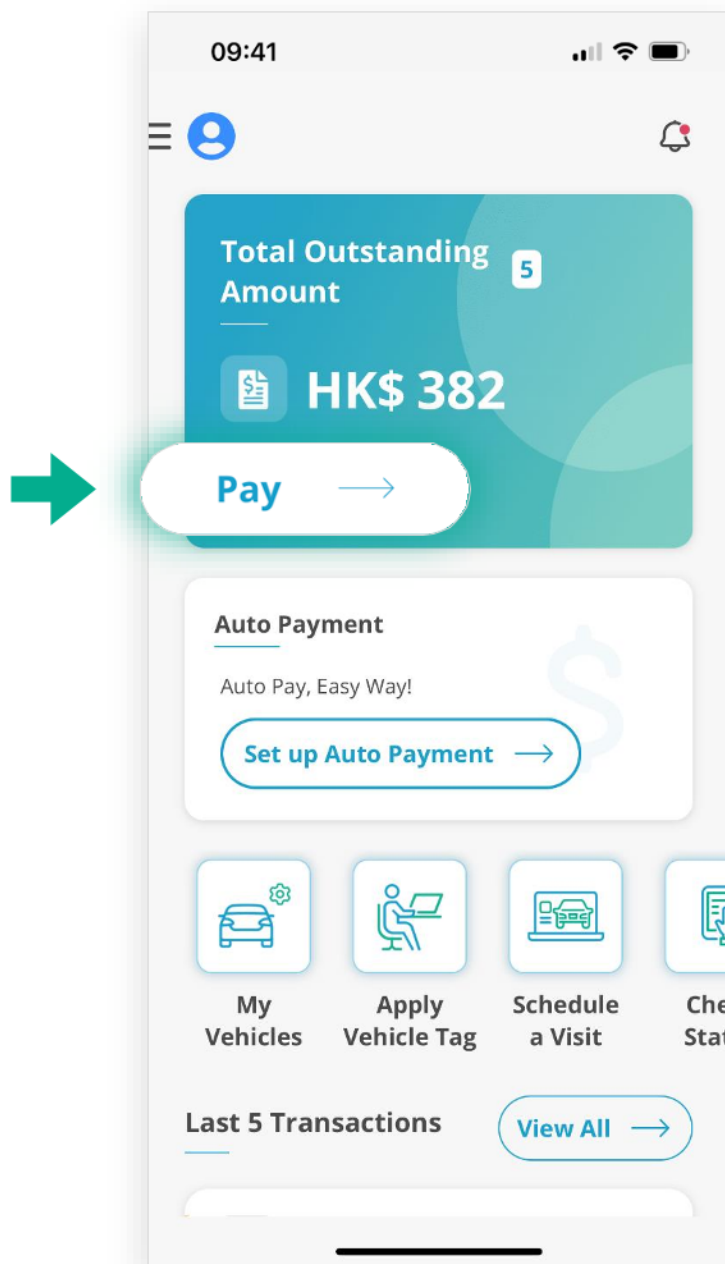


### Note:

- ❑ The steps for the website version are similar to those for the mobile app.

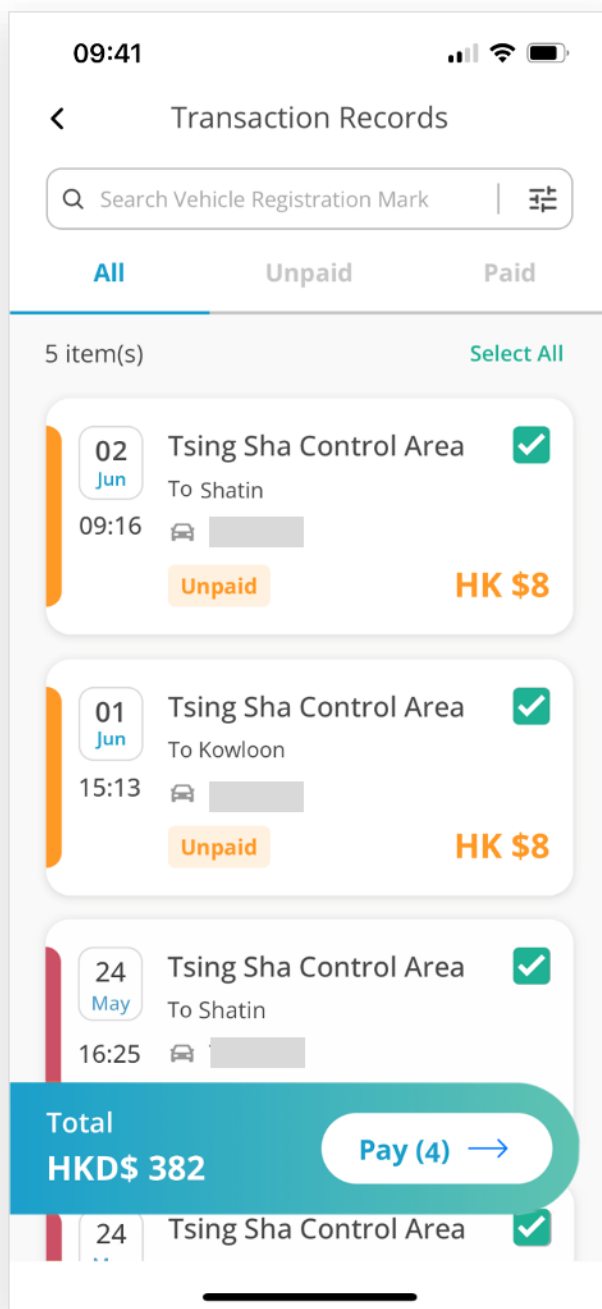
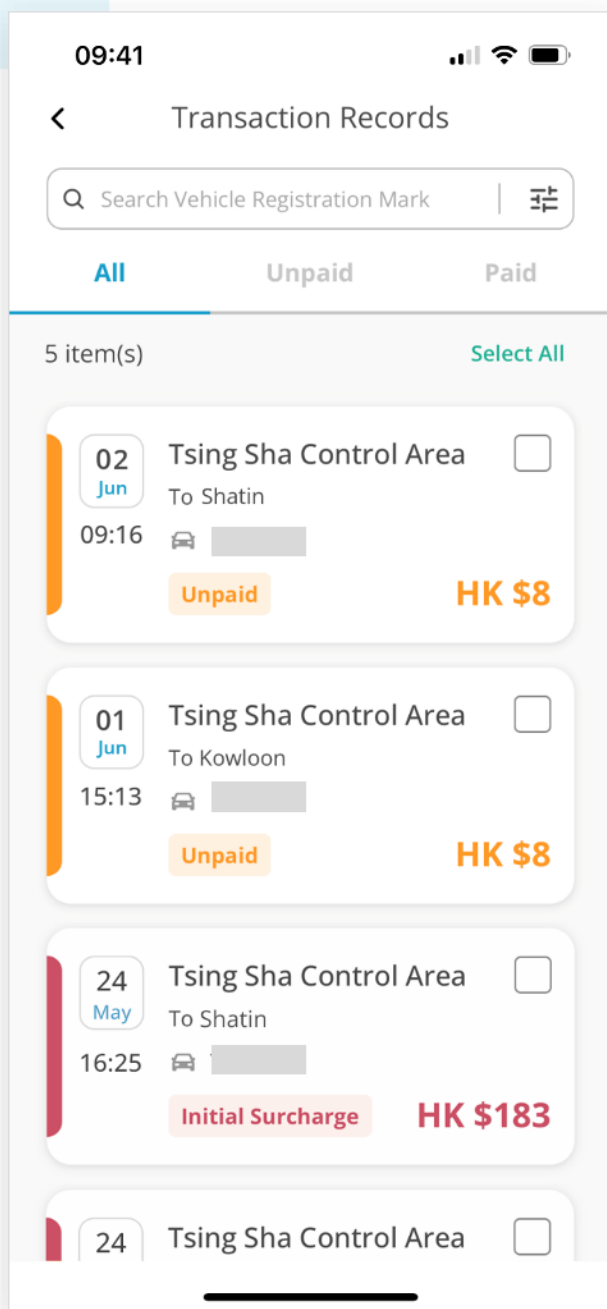
### Step 2 :

- ❑ Select “Pay” to proceed with the payment for outstanding toll amounts



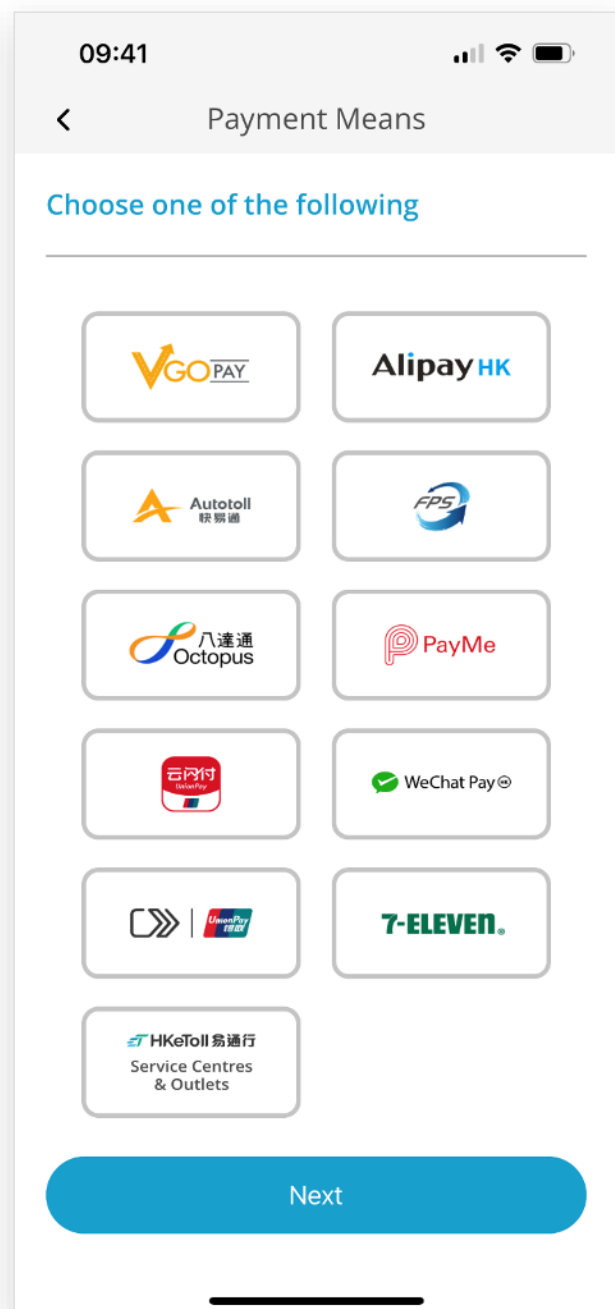
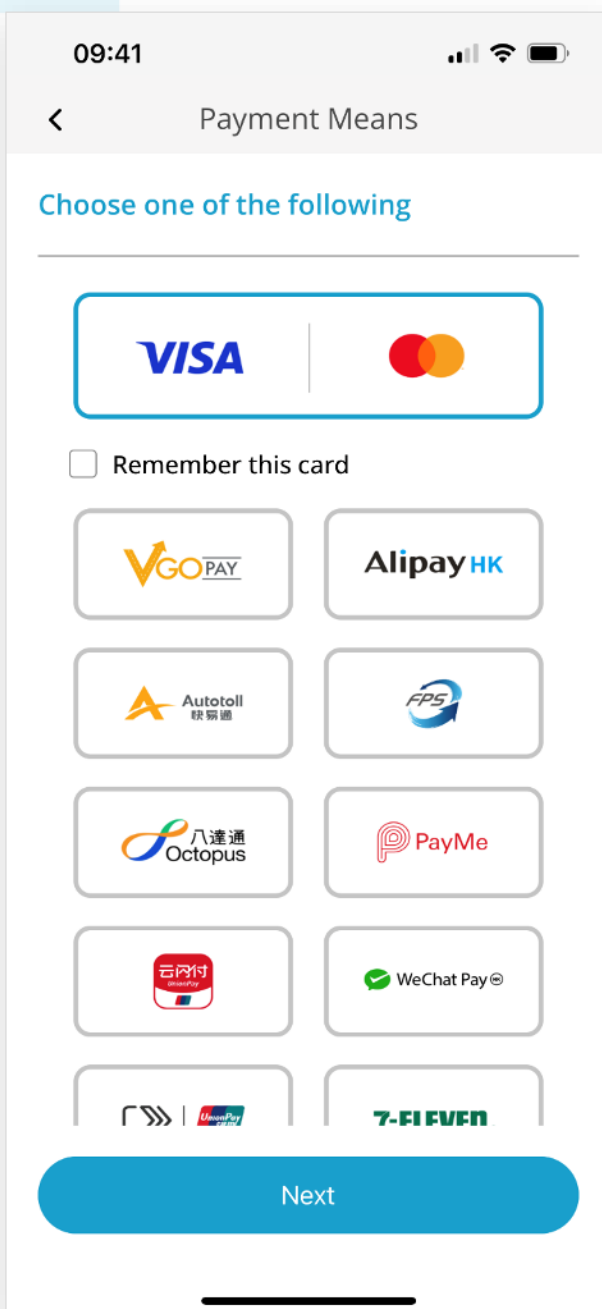
### Step 3 :

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



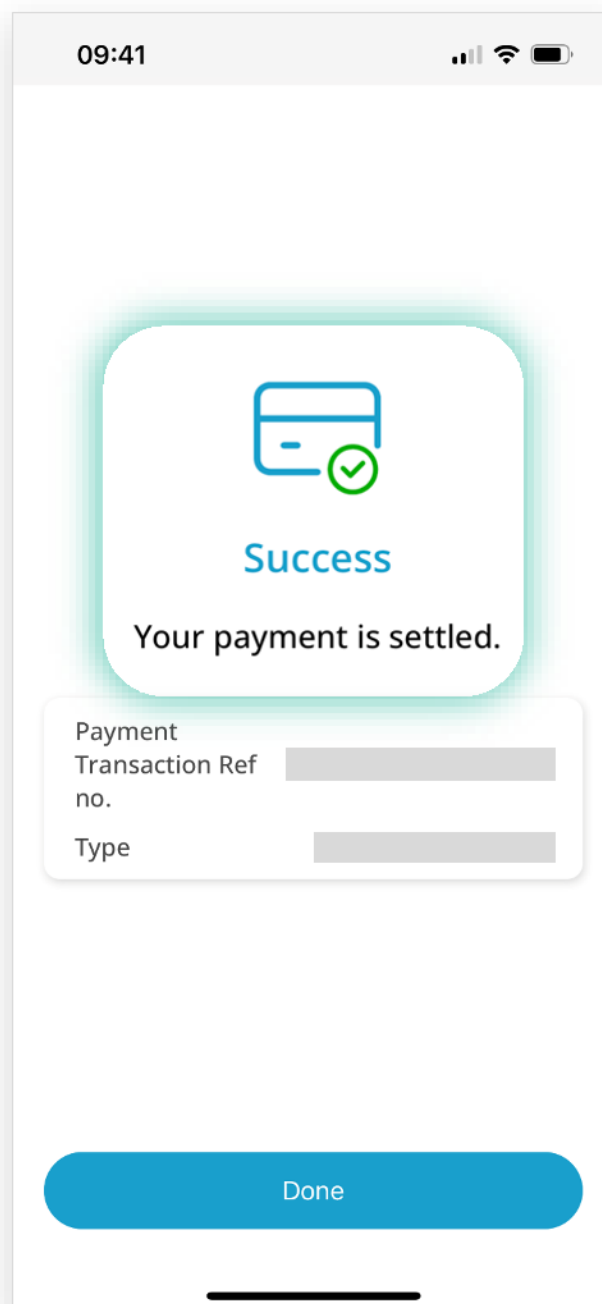
### Step 4 :

- 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 5 :

- ❑ 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).

HKeToll Website : [www.hketoll.gov.hk](http://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.