運輸署
Transport Department

Repeater Early Test Appointment Booking Service

Telephone User Guide

Driving Services Section
June 2018

This page is intentionally left blank.

Table of Contents

Chapter 1 Introduction

1.1 Procedures to apply for a repeater early test appointment **4**

1.2 Period Available for Application **5**

1.3 Eligibility **5**

1.4 Enquiry **6**

Chapter 2 Steps to Apply for a Repeater Early Test Appointment Reservation

2.1 Call Flow **8**

2.2 Points to Note **10**

Chapter 3 Steps to Pay and Confirm a Repeater Early Test Appointment Reservation

3.1 Pay and Confirm at Licensing Office **12**

3.2 Pay and Confirm Online with a Personal Digital Certificate **12**

Chapter 4 Steps to Enquire a Repeater Early Test Appointment Reservation and Receive a Copy of Authorization Letter by Fax

4.1 Callflow **14**

4.2 Points to Note **15**

Chapter 5 Steps to Cancel a Repeater Early Test Appointment Reservation

5.1 Callflow **16**

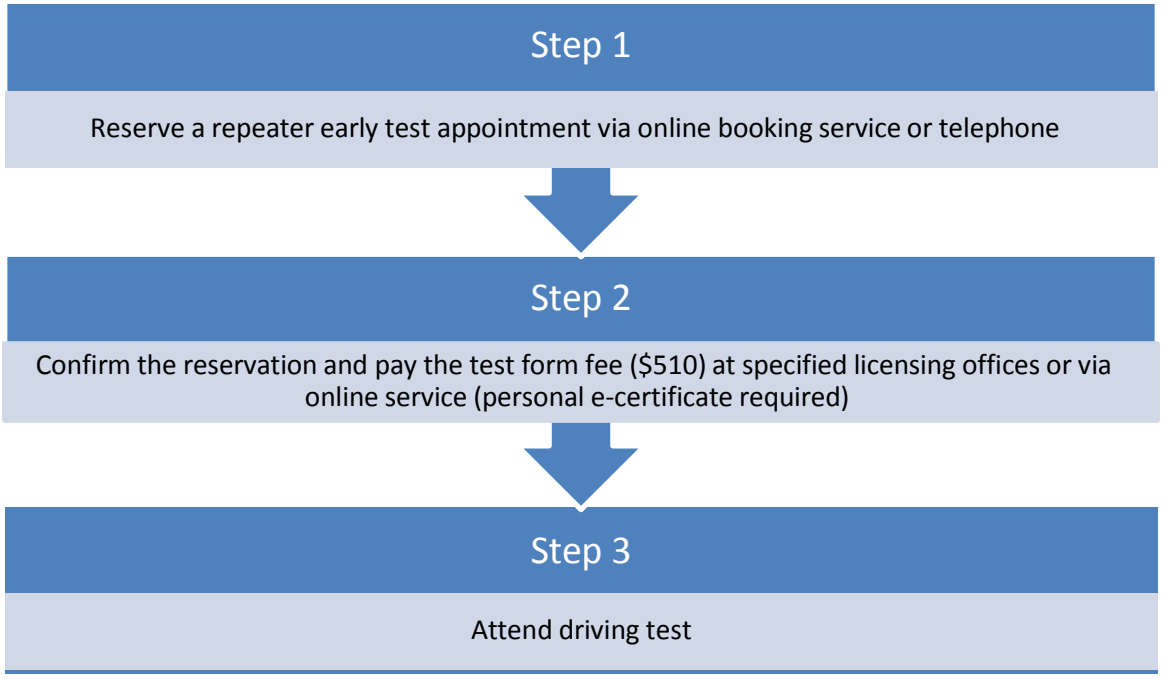
5.2 Points to Note **17**

1. Introduction

With effect from 6 November 2013, eligible applicants can apply for a repeater early test appointment on a "first-come-first-served basis" through the internet (www.gov.hk/drivingtest) or by telephone (2866 8148). This user guide will cover the steps for making an application by telephone.

The contents of this user guide will be updated from time to time. You may download the latest version from the website of the Transport Department at www.td.gov.hk.

1.1 Procedures to apply for a repeater early test appointment



1.2 Period Available for Application

The repeater early test slots will be updated every day at 7:30 a.m. Vacant test slots in the period from the 7th to 30th working day counting from the next working day after the application date will be available for application.

Example

On 6 November 2013 (after 7:30 a.m.), an applicant can select vacant test slots from 15 November 2013 to 18 December 2013 in any test region.

November 2013						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 2013						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Application Date Payment Due Date Application Period

If an applicant makes a reservation on or before 6 November 2013 23:59, the payment due date will be 8 November 2013 (i.e. 2 working days after the application date). If the applicant failed to pay the test form fee and confirm his repeater early test appointment on or before 8 November 2013, his reservation will be cancelled and he will **NOT** be allowed to apply for repeater early test appointments for any vehicle classes within the following 30 calendar days until 8 December 2013.

1.3 Eligibility

You can apply for a repeater early test appointment if you meet the following criteria -

1. Basic Criteria

(a) Repeaters of Private Car or Light Goods Vehicle or Motor Cycle Road Test

- Age 18 or above AND have failed in the last Private Car or Light Goods Vehicle or Motor Cycle road test

(b) Repeaters of Commercial Vehicle Road Test

- Age 21 or above AND possess a Private Car or Light Goods Vehicle full driving licence over 3 years AND failed in the last road test for commercial vehicles (including medium goods vehicle, heavy goods vehicle, public bus, public light bus and articulated vehicle); AND

- have not been convicted of an offence under Section 36 (Causing death by dangerous driving), Section 36A (Causing grievous bodily harm by dangerous driving), Section 39 (Driving a motor vehicle under the influence of drink or drugs), Section 39A (Driving, attempting to drive or being in charge of a motor vehicle with alcohol concentration above prescribed limit), Section 39B (Screening breath tests), Section 39C (Provision of specimens for analysis), Section 39J (Driving motor vehicle without proper control under influence of specified illicit drug), Section 39K (Driving motor vehicle with any concentration of specified illicit drug), Section 39L (Driving motor vehicle without proper control under influence of drug other than specified illicit drug), Section 39O(1) (Failure to undergo preliminary drug test), Section 39S (Failure to provide specimen of blood or urine) of the Road Traffic Ordinance (Cap.374) during the 5 years immediately preceding the application.

2. Have NOT purchased a test form and allocated with a new test appointment
3. At least after 7 working days from the date of your last driving test
4. NOT Applying for driving test due to expiry of full driving licence over 3 years

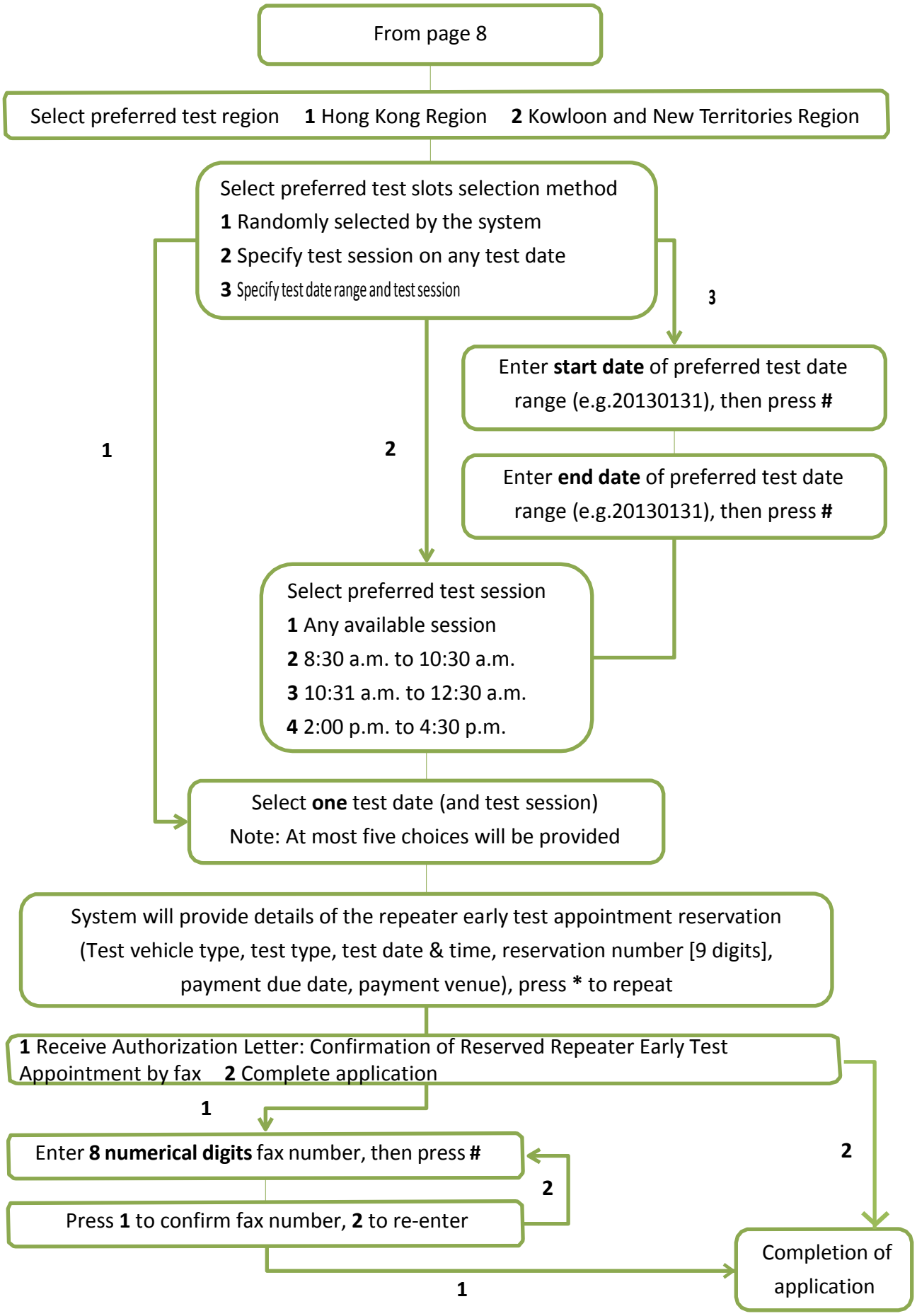
1.4 Enquiry

For enquiries, please contact the Driving Test Appointment Office at 2771 7723. (Service hours: 9:00 a.m. - 5:00 p.m., Monday to Friday, excluding public holidays)

This page is intentionally left blank.

2. Steps to Apply for a Repeater Early Test Appointment Reservation

2.1 Call Flow


From page 8
Select preferred test region 1 Hong Kong Region 2 Kowloon and New Territories Region
Select preferred test slots selection method
1 Randomly selected by the system
2 Specify test session on any test date
3 Specify test date range and test session
3
Enter start date of preferred test date range (e.g.20130131), then press #
1
2
Enter end date of preferred test date range (e.g.20130131), then press #
Select preferred test session
1 Any available session
2 8:30 a.m. to 10:30 a.m.
3 10:31 a.m. to 12:30 a.m.
4 2:00 p.m. to 4:30 p.m.
Select one test date (and test session)
Note: At most five choices will be provided
System will provide details of the repeater early test appointment reservation (Test vehicle type, test type, test date & time, reservation number [9 digits], payment due date, payment venue), press * to repeat
1 Receive Authorization Letter: Confirmation of Reserved Repeater Early Test Appointment by fax 2 Complete application
1
2
Enter 8 numerical digits fax number, then press #
2
Press 1 to confirm fax number, 2 to re-enter
1
Completion of application

2.2 Points to Note

(a) The repeater early test slots will be updated every day at 7:30a.m. Vacant test slots in the period from the 7th to 30th working day counting from the next working day after the application date will be available for application on a first-come-first-served basis. The number of vacant test slots available for application depends on the number of candidates who have applied for postponement and temporary cancellation of tests. If there is no suitable vacant repeater early test slot, candidate may consider applying for end-of-list test slot.

(b) Repeater early test appointments are not transferrable.

(c) You can only apply for one repeater early test slot for each eligible vehicle type.

(d) A candidate who attended combined test of private car/light goods vehicle and has passed Part B of the test can apply for a Part C test. If the candidate has passed only Part C of the test, he/she can apply for a Part B test. If the candidate has failed both parts of the test, he/she can only apply for a combined test.

(e) Upon successful reservation of a repeater early test appointment, applicant should logon with a valid personal digital certificate to the Government website of Online Booking for Driving Tests (www.gov.hk/drivingtest) or visit the specified licensing office during office hours (9a.m. – 5p.m., Monday to Friday, except public holidays) in person or by an authorized agent with the following documents to confirm the appointment and pay for the test form on or before the payment due date (i.e. the 2nd working day after the date of successful reservation):

(1) original or photocopy of applicant's identity document;

(2) duly completed driving test application form with original signature (TD82 for non-commercial vehicles/TD321 for commercial vehicles) and the documents required, including original or photocopy of present address proof (e.g. utility or telecommunication bills, correspondence from banks, insurance companies, government departments, local universities, local or international charitable organization etc.);

(3) application fee of driving test; and

(4) duly completed "Authorization Letter: Comfirmation of Reserved Repeater Early Test Appointment" with original signature (only applicable for applications confirmed by agent and can be obtained from the afore-mentioned website or by fax).

If an applicant confirms the appointment in person, the driving test application form will be stamped with wording "I confirm this is an application for my reserved repeater early test slot" and applicant has to sign on it for confirmation purpose.

(f) Once the test form fee is paid and the repeater early test appointment is confirmed, the appointment cannot be changed unless for health reasons in which case only end-of-list appointment will be given.

(g) If you fail to pay the test form fee and confirm your repeater early test appointment on or before the payment due date, you reservation will be cancelled and you will not be allowed to apply for repeater early test appointments for any vehicle classes within the following 30 calendar days.

Enquiry

(h) An applicant can enquire his/her latest repeater early test appointment(s) (including reservation(s) made with the past 6 months. Upon successful retrieval of appointment record, the applicant can download/print the corresponding authorization letter (if authorize agent to pay & confirm reservation) and appointment letter (if the appointment was paid and confirmed online).

Cancellation

(i) Upon successful reservation for repeater early test appointment, cancellation can only be made before making payment and payment due date.

(j) An applicant can only cancel a reservation ONCE for each vehicle type. Please review reservation details before submission.

(k) All cancelled repeater early test appointment reservations cannot be reinstated.

For enquiries, please contact the Driving Test Appointment Office at 2771 7723 (Service hours: 9a.m. – 5p.m., Monday to Friday, except public holidays).

This page is intentionally left blank.

3. Steps to Pay and Confirm a Repeater Early Test Appointment Reservation

3.1 Pay and Confirm at Licensing Office

Step 1: Print a copy of the authorization letter (if applicants confirm and pay for the appointment by an authorized agents)

[Note: See Step 12 of 2.3 Submit Reservation. If you forgot to save a copy of the authorization letter, (1) see 4.1 Retrieve Reservation Record to retrieve your reservation and download a copy of the authorization letter **OR** (2) See *4.1 Steps to Enquire a Repeater Early Test Appointment Reservation and Receive a Copy of Authorization Letter by Fax Callflow* of the "Repeater Early Test Appointment Booking Service Telephone User Guide" to get a copy of the authorization letter by fax.]

Step 2: Visit the **specified licensing office** on or before the payment due date, and during office hours (9a.m. – 5p.m., Monday to Friday except public holidays) in person or by an authorized agent with:

(1) original or photocopy of applicants identity document;

(2) duly completed driving test application form with original signature (TD82 for non-commercial vehicles / TD321 for commercial vehicles) and the documents required, including original or photocopy of present address proof (residential address and correspondence address) issued within the last 3 months (e.g. utility or telecommunication bills, correspondence from banks, insurance companies, government departments, local universities, local or international charitable organization etc.);

(3) application fee of driving test; and

(4) duly completed "Authorization: Confirmation of Reserved Repeater Early Test Appointment" with original signature (only applicable for applications confirmed by agent and can be obtained from the GovHK website or by fax) to confirm the appointment and pay for the test form

If an applicant confirms the appointment in person, the driving test application form will be stamped with wording "I confirm this is an application for my reserved repeater early test slot" and applicant has to sign on it for confirmation purpose.

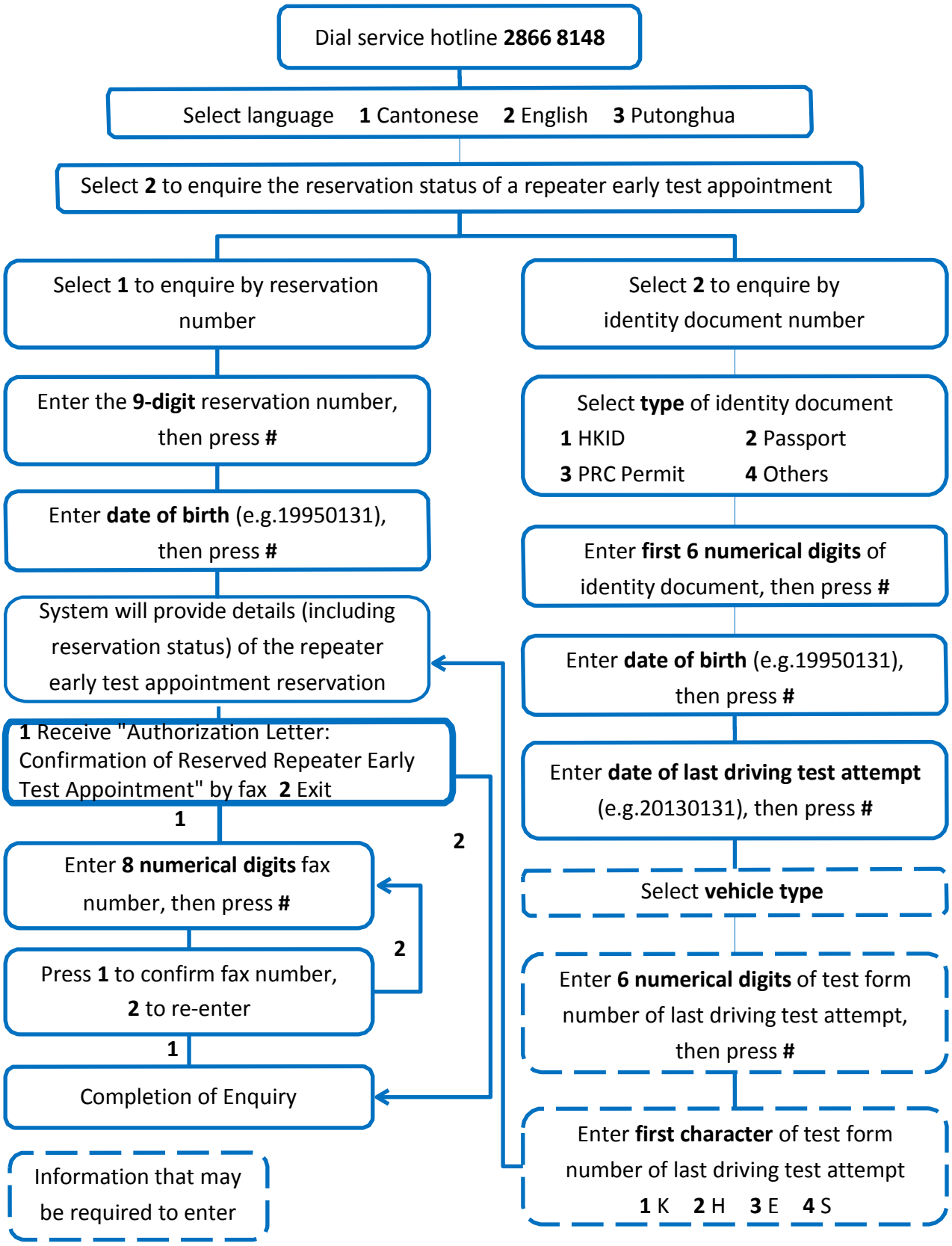
3.2 Pay and Confirm Online with a Personal Digital Certificate Online

Please see *3.2 Pay and Confirm Online with a Personal Digital Certificate Online* of the "Repeater Early Test Appointment Booking Service Online User Guide".

This page is intentionally left blank.

4. Steps to Enquire a Repeater Early Test Appointment Reservation and Receive a Copy of Reservation Letter by Fax

4.1 Callflow

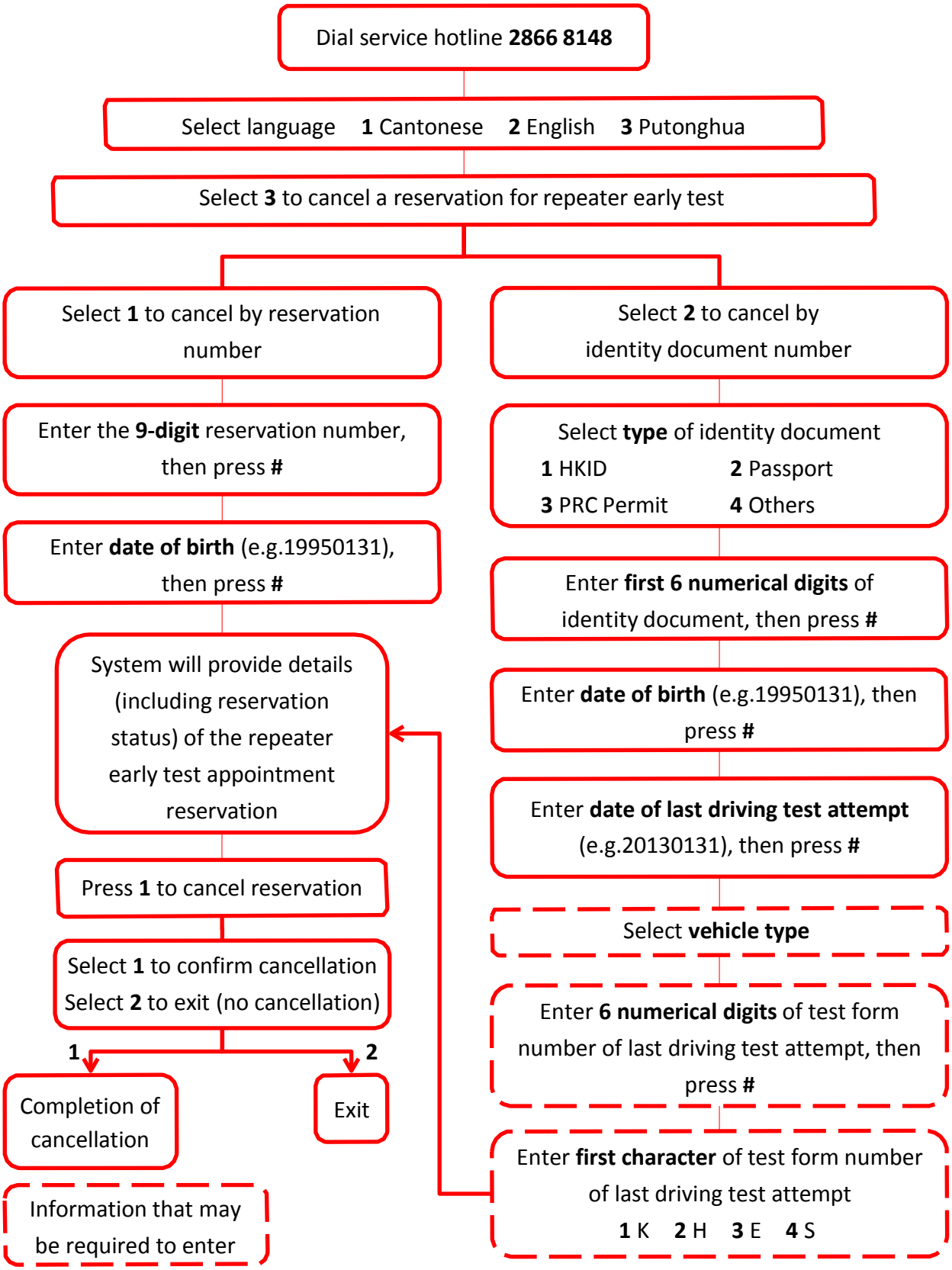


4.2 Point to Note

You can enquire your latest repeater early test appointment(s) (including reservation(s)) made within the past 6 months.

5. Steps to Cancel a Repeater Early Test Appointment Reservation

5.1 Callflow



5.2 Points to Note

(a) Cancellation can only be made before making payment and the payment due date.

(b) You can cancel a reservation ONCE for each vehicle type.

(c) All cancelled repeater early test appointment reservations cannot be reinstated.