



運輸署

Transport Department

**Repeater Early Test
Appointment Booking
Service**

Telephone User Guide

Driving Services Section

March 2023

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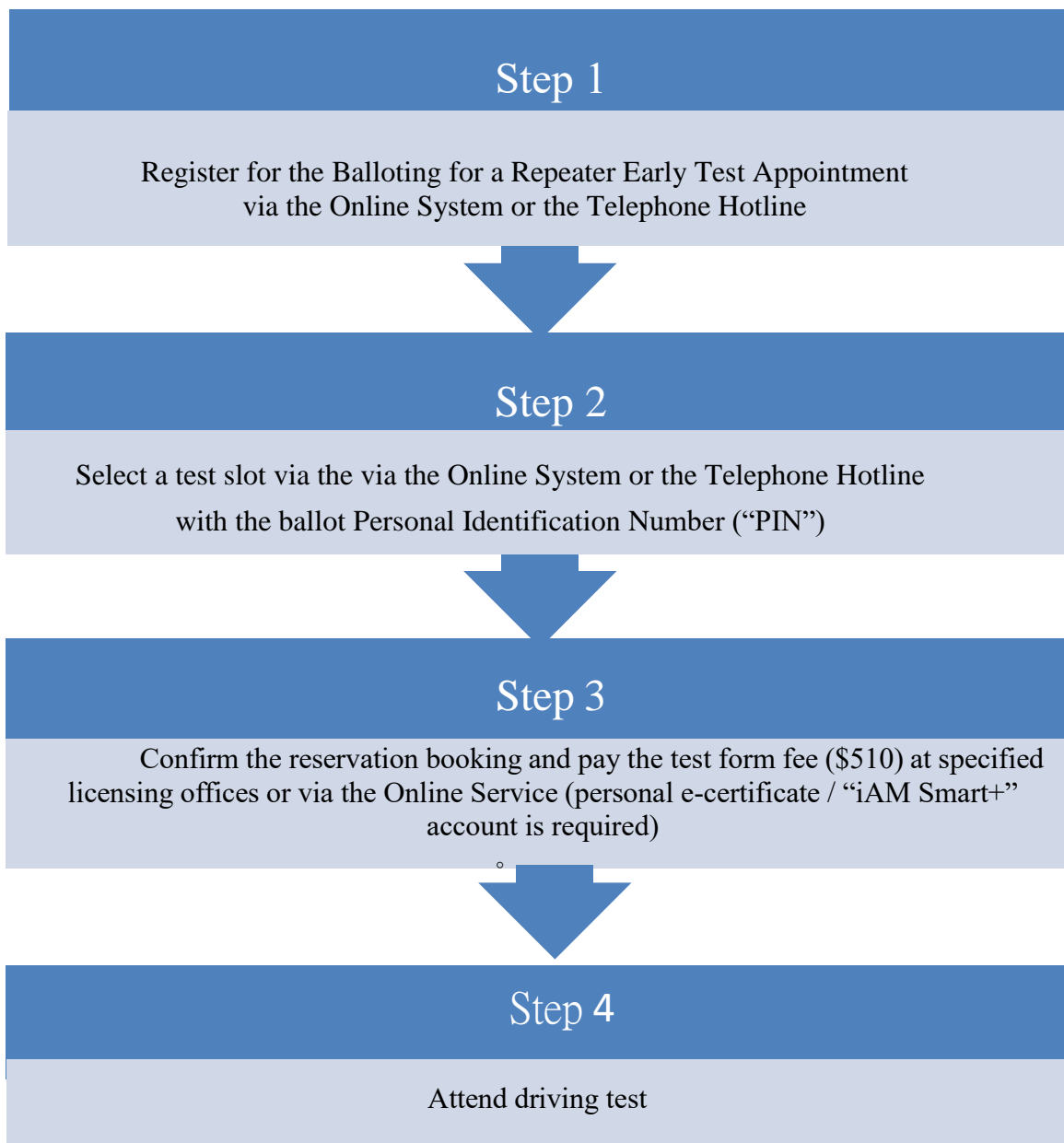
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1 Introduction

Starting from 28 March 2023, the vacant test slots in Repeater Early Test Appointment Booking Service (“the RETAS”) will be allocated by computer balloting. The number of candidates winning the ballot will depend on the number of vacant test slots available for application. Eligible repeaters can register for the balloting via the website of Online Booking for Driving Tests (www.gov.hk/drivingtest) (“**the Online System**”) or the Repeater Early Test Appointment Booking Service Hotline (2866 8148) (“**the Telephone Hotline**”). Please read this user guide to follow 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 <https://www.td.gov.hk/>.

1.1 Application Procedures for a Repeater Early Test Appointment



1.2 Ballot Registration and Balloting Date

Eligible candidates should register for the balloting via the Online System or the Telephone Hotline from 11:00 am to 11:59 pm on Mondays to Fridays. Registration service is not available on Saturdays, Sundays and public holidays.

Candidates can opt for a single balloting or continuous balloting. Candidates opting for continuous balloting will be included in the ballot pool for each balloting for two weeks counting from the next working day after the registration date. Otherwise, they will participate in only one balloting on the next working day after the registration date.

Balloting will be held on working days (i.e. Mondays to Fridays). The ballot will be rescheduled to the next working date if it is a public holiday.

Example

A candidate registers for the continuous balloting on 4 April 2023. Since 5 April 2023 is a Public Holiday, the balloting will be rescheduled to 6 April 2023. The candidate will therefore be included in the ballot pool for each balloting for two weeks from 6 April 2023 to 20 April 2023.

April 2023						
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						



Registration Date



Registered Balloting Period

1.3 Period Available for Application

Eligible candidates need to select the test vehicle type, test type and test region when they register for the balloting. Ballot winners can select a vacant test slot during the period from the 7th to 30th working day counting from the next working day after the date they have won the ballot at the respective test region they selected before.

Example

A candidate has registered for the balloting of Private Car Part C Test at the Hong Kong Region. The candidate wins the ballot on 4 April 2023. He/she can select a vacant test slot of Private Car Part C Test from 18 April 2023 to 22 May 2023 at the Hong Kong Region before 5:00 p.m. on the date he/she has won the ballot.

2023 年 4 月						
日	一	二	三	四	五	六
						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						

2023 年 5 月						
日	一	二	三	四	五	六
	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			



The Ballot
Winning Date



Payment Due Date



Application Period

If an applicant makes a reservation on or before 5:00 p.m. of 4 April 2023, the payment due date will be 11 April 2023 (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 11 April 2023, his/her reservation will be cancelled and he/she will **NOT** be allowed to apply for Repeater Early Test Appointments for any vehicle classes within the following 30 calendar days until 11 May 2023.

1.4 Eligibility

Candidates meeting the following criteria can register for the balloting for a repeater early test appointment after at least 4 working days from the date of his/her last driving test:

Repeaters of Non-Commercial Vehicle (Including Private Car, Light Goods Vehicle and Motor Cycle) Road Test

- Failed or partially passed in the last road test.

Repeaters of Commercial Vehicle (Including Medium Goods Vehicle, Heavy Goods Vehicle, Private / Public Bus, Private / Public Light Bus and Articulated Vehicle) Road Test

- Failed in the last commercial vehicle road test; AND
- Have not been convicted of any specified serious traffic offence in the 5 years immediately preceding the application.

The following candidates cannot apply for repeater early tests under this telephone service:

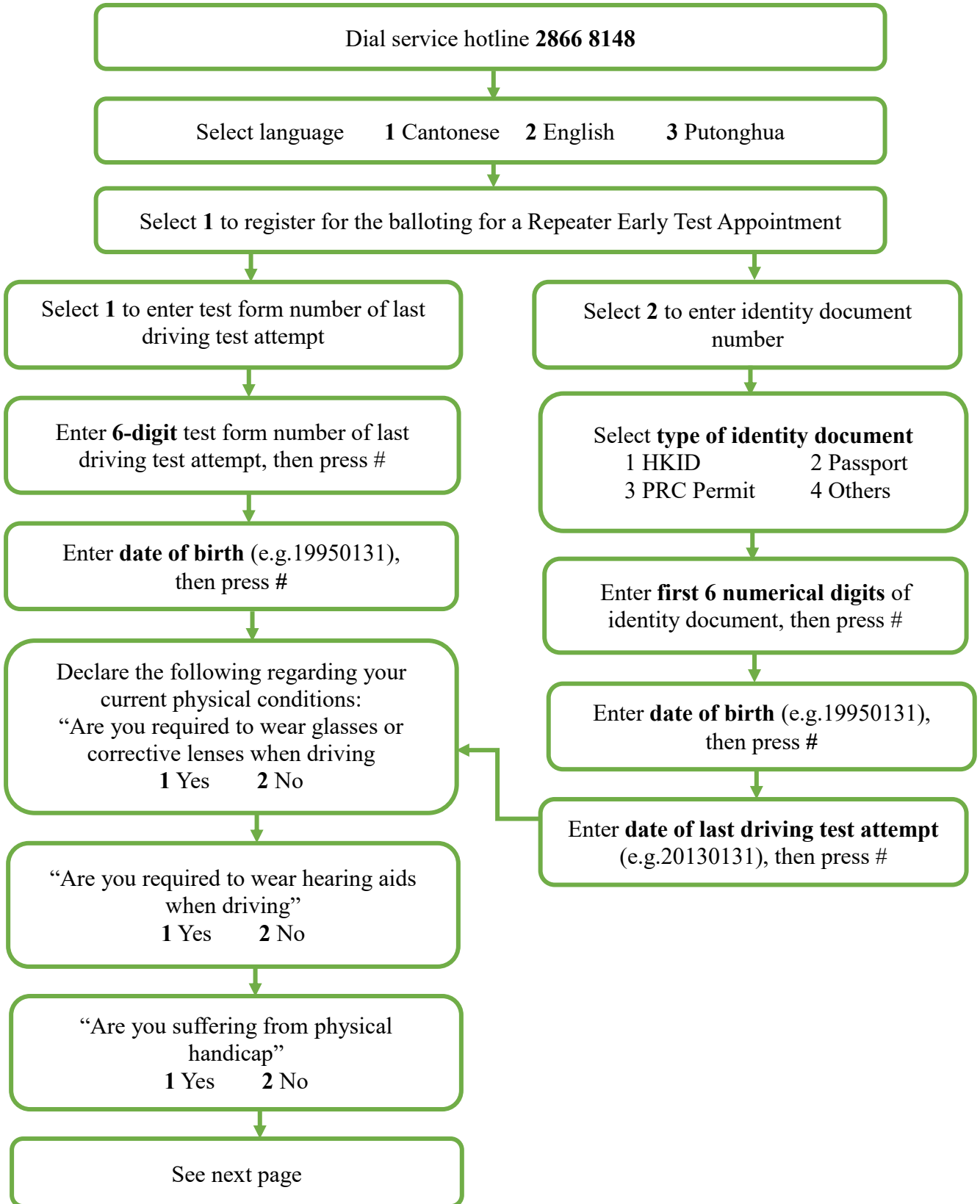
- Candidates do not satisfy the eligibility criteria above;
- A road test repeater who register for the balloting for a repeater early test appointment less than 4 working days from the date of last driving test;
- An applicant who holds a full driving licence which has expired over 3 years; AND
- A road test repeater who has already purchased a test form of relevant driving test.

1.5 Enquiry

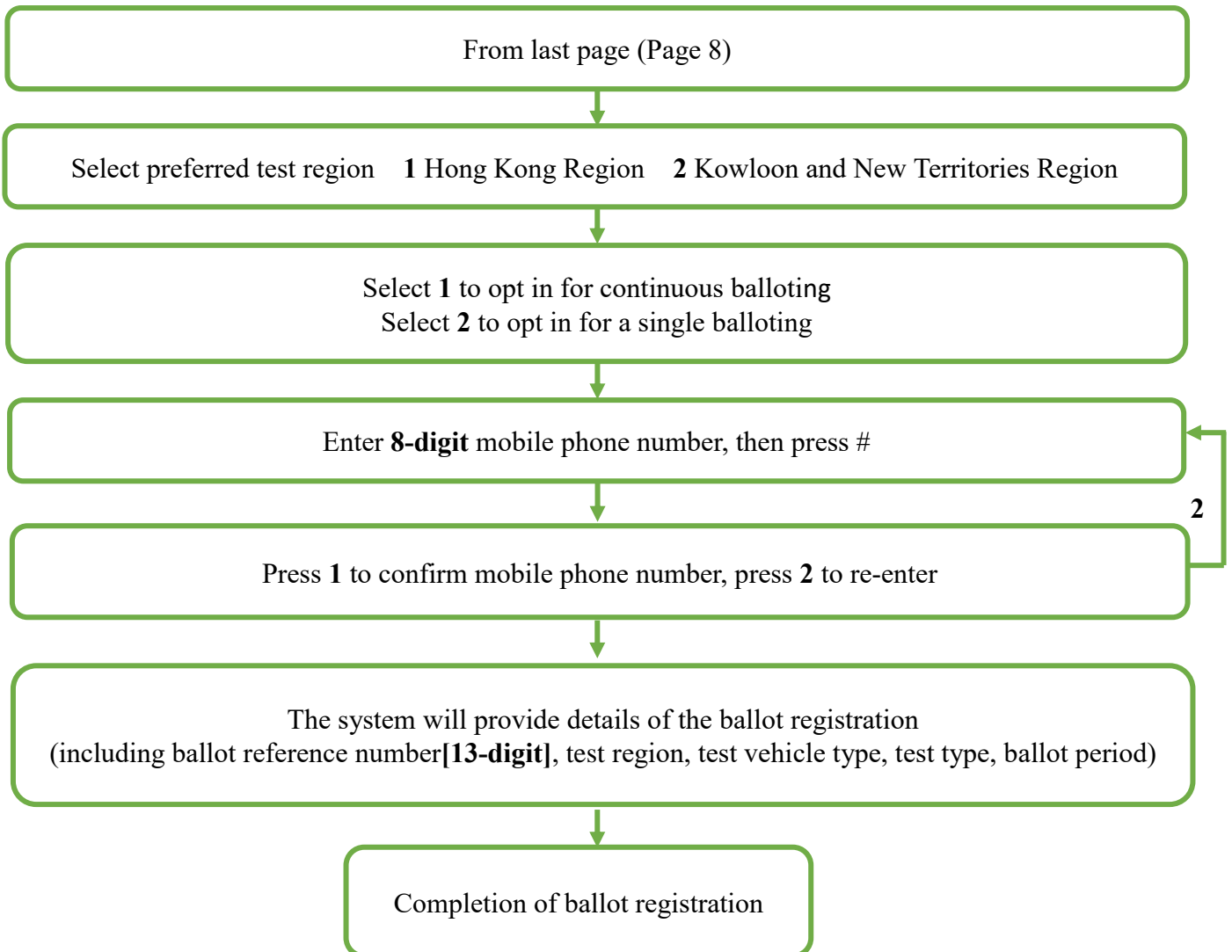
For enquiries, please contact the Driving Test Appointment Office at 2771 7723 (service hours: 9:00 a.m.– 5:00 p.m., Mondays to Fridays, except public holidays).

2 Register for the Balloting for a Repeater Early Test Appointment

2.1 Call Flow



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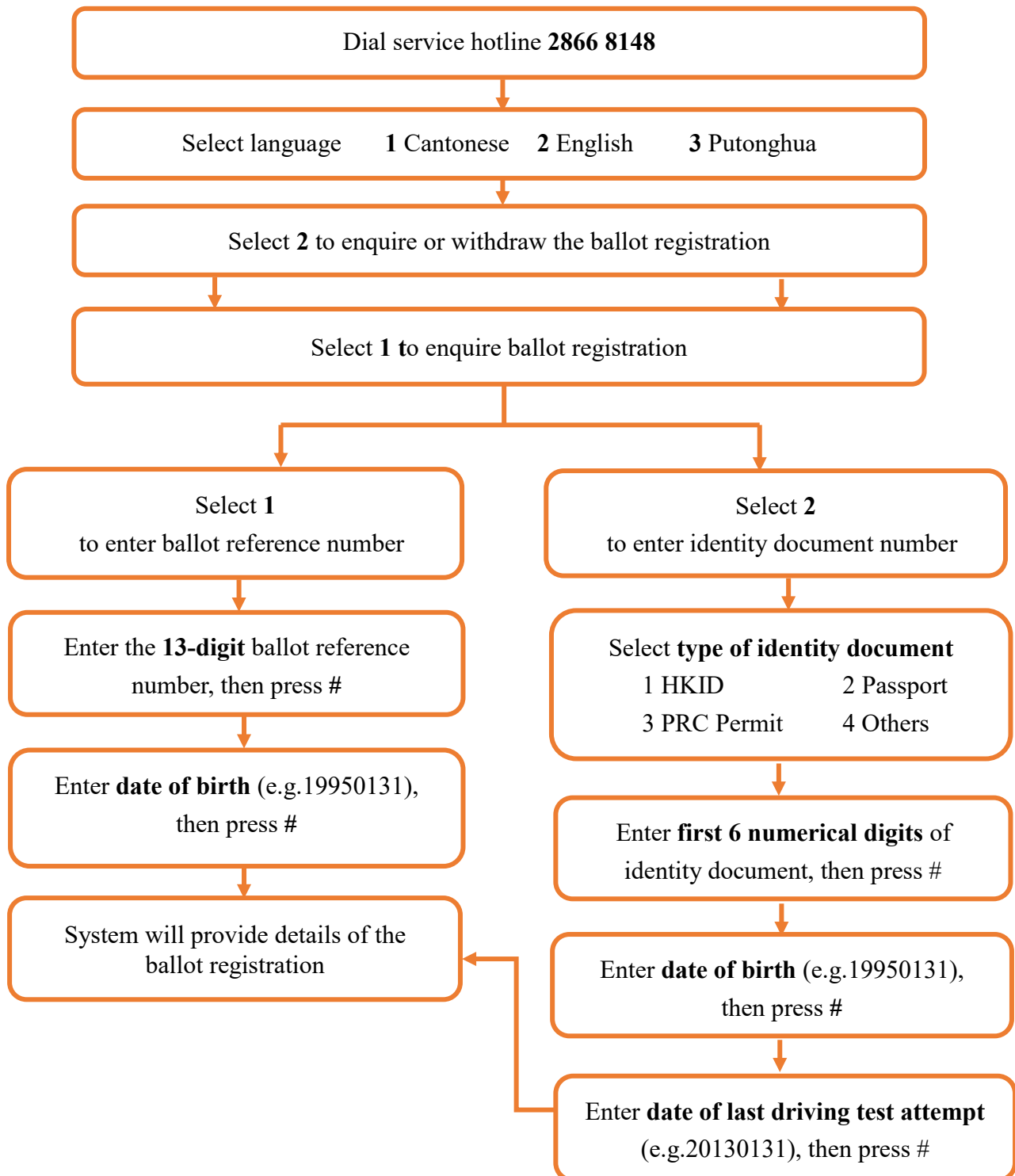
2.2 Points to Note

- (a) Repeaters can only register for the balloting for the failed test part of the vehicle class in respect of which they are eligible to apply for repeater early test appointment.
- (b) Candidates can opt for a single balloting or continuous balloting. Candidates opting for continuous balloting will be included in the ballot pool for each balloting for two weeks counting from the next working day after the registration date. Otherwise, they will participate in only one balloting on the next working day after the registration date.
- (c) Upon successful registration, candidates will receive a ballot reference number and registration details on the day of their registration via the notification means they have selected (i.e. SMS or email). Each candidate can only register one mobile number or one email account as the notification means for each vehicle type during the balloting period, while for each mobile number / email account there can only be one registered candidate during the same period.
- (d) Repeaters who have been allotted an end-of-list driving test appointment cannot register for the balloting. Conversely, repeaters who have registered for the balloting must first cancel their registration before they can apply for an end-of-list driving test appointment.

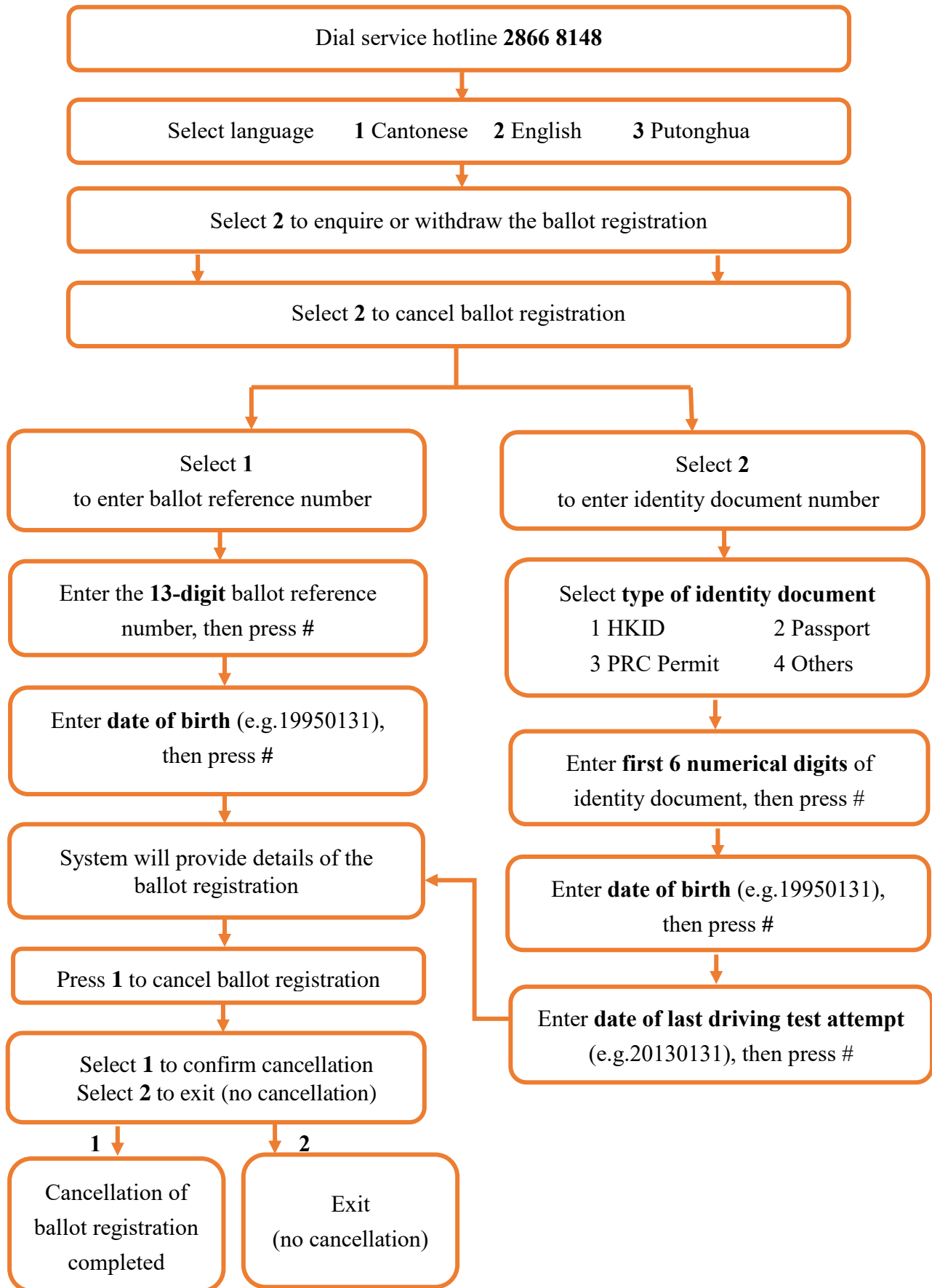
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3 Enquire or Withdraw the Ballot Registration

3.1 Call Flow for Enquiring the Ballot Registration



3.2 Call Flow for Withdrawing the Ballot Registration



3.3 Points to Note

Enquiry of Ballot Registration

- (a) Candidates who have completed their ballot registration may enquire their registration record via the Online System or the Telephone Hotline between 9:00 a.m. and 11:59 p.m. daily.

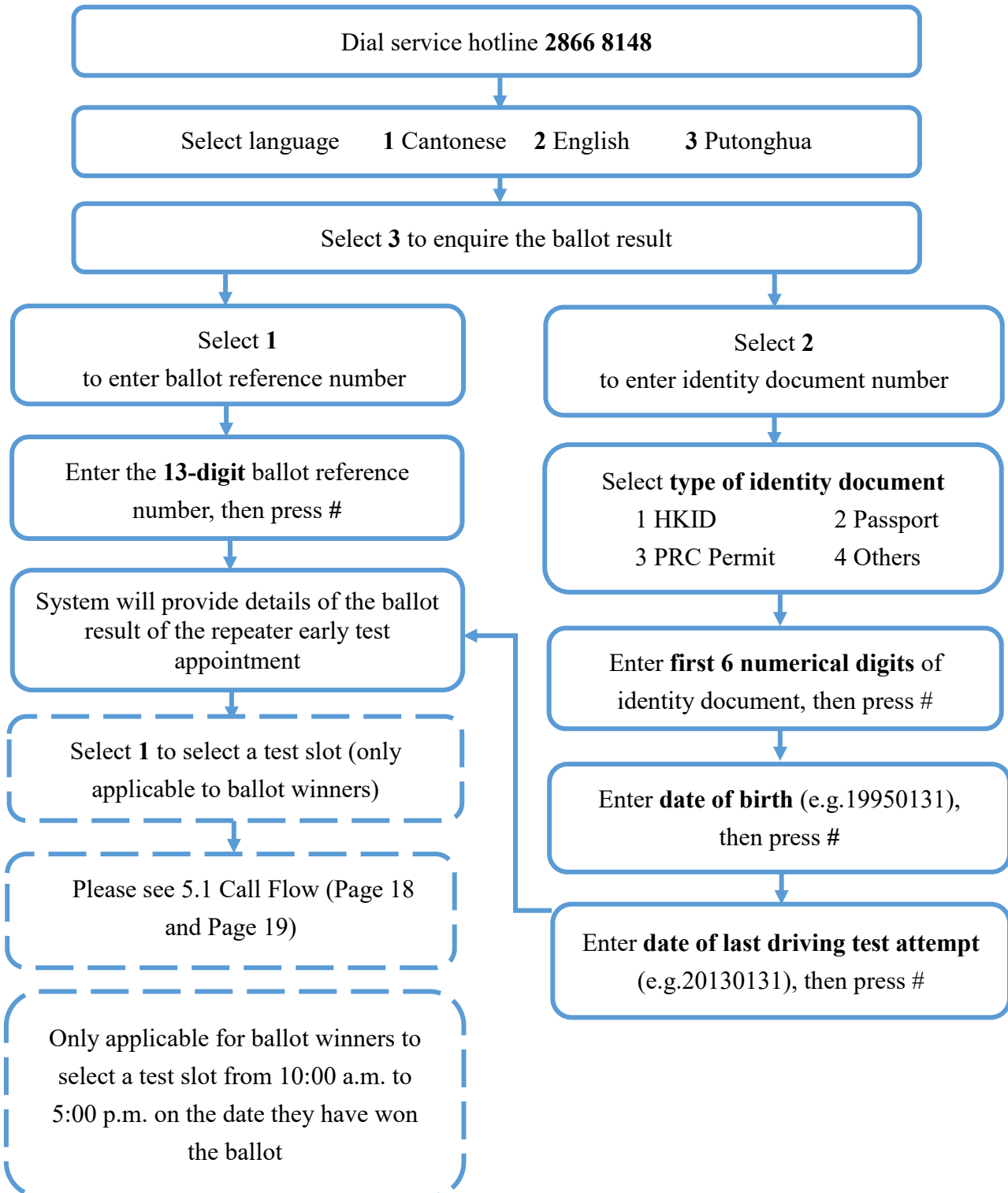
Withdrawal of Ballot Registration

- (b) Candidates who have completed their ballot registration may withdraw their registration via the Online System or the Telephone Hotline between 9:00 a.m. and 11:59 p.m. daily.
- (c) The cancellation is irrevocable under any circumstances. Candidates may register for the balloting again on the next working day the earliest after the cancellation.

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4 Enquire the Ballot Result

4.1 Call Flow



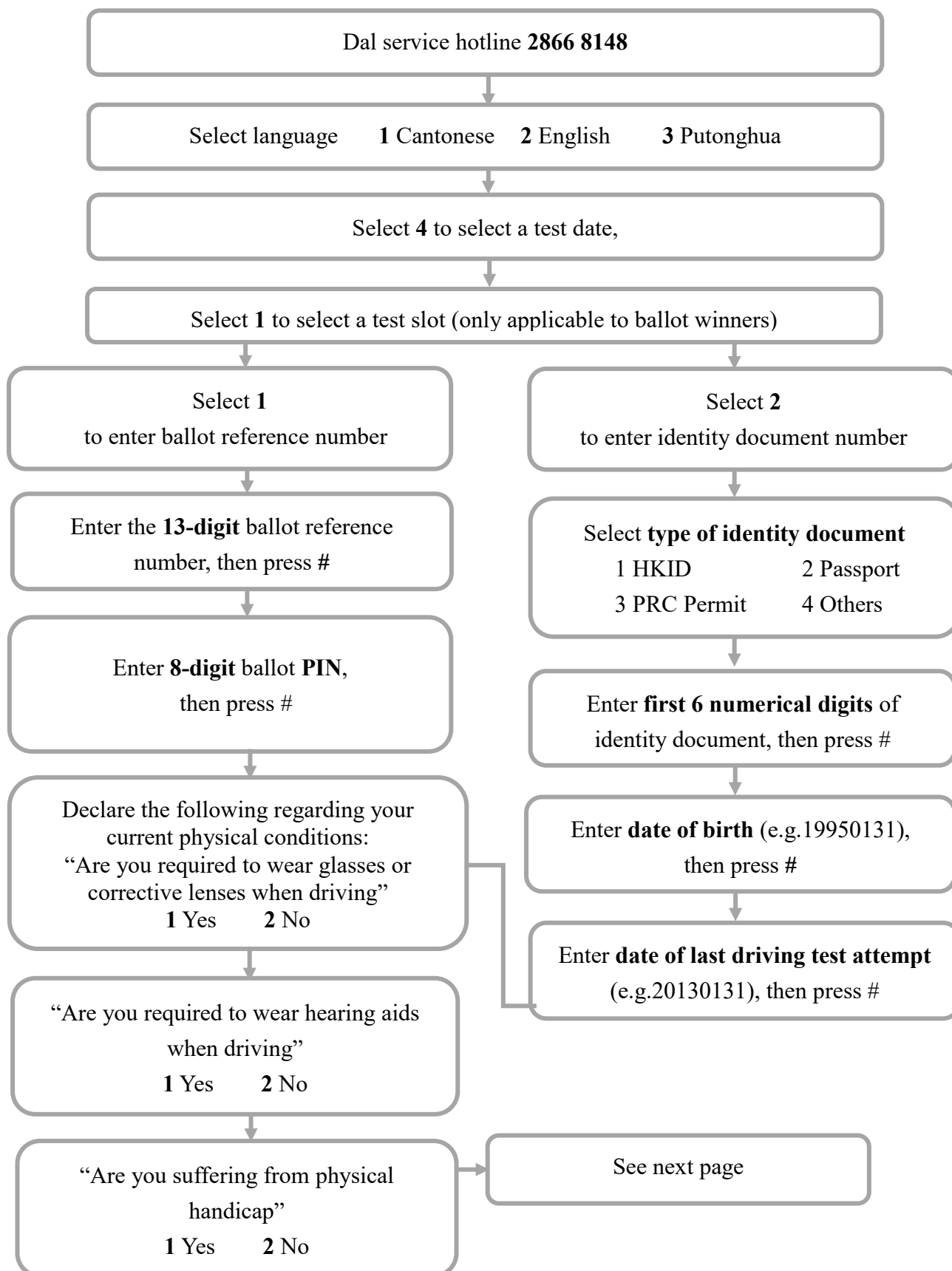
4.2 Points to Note

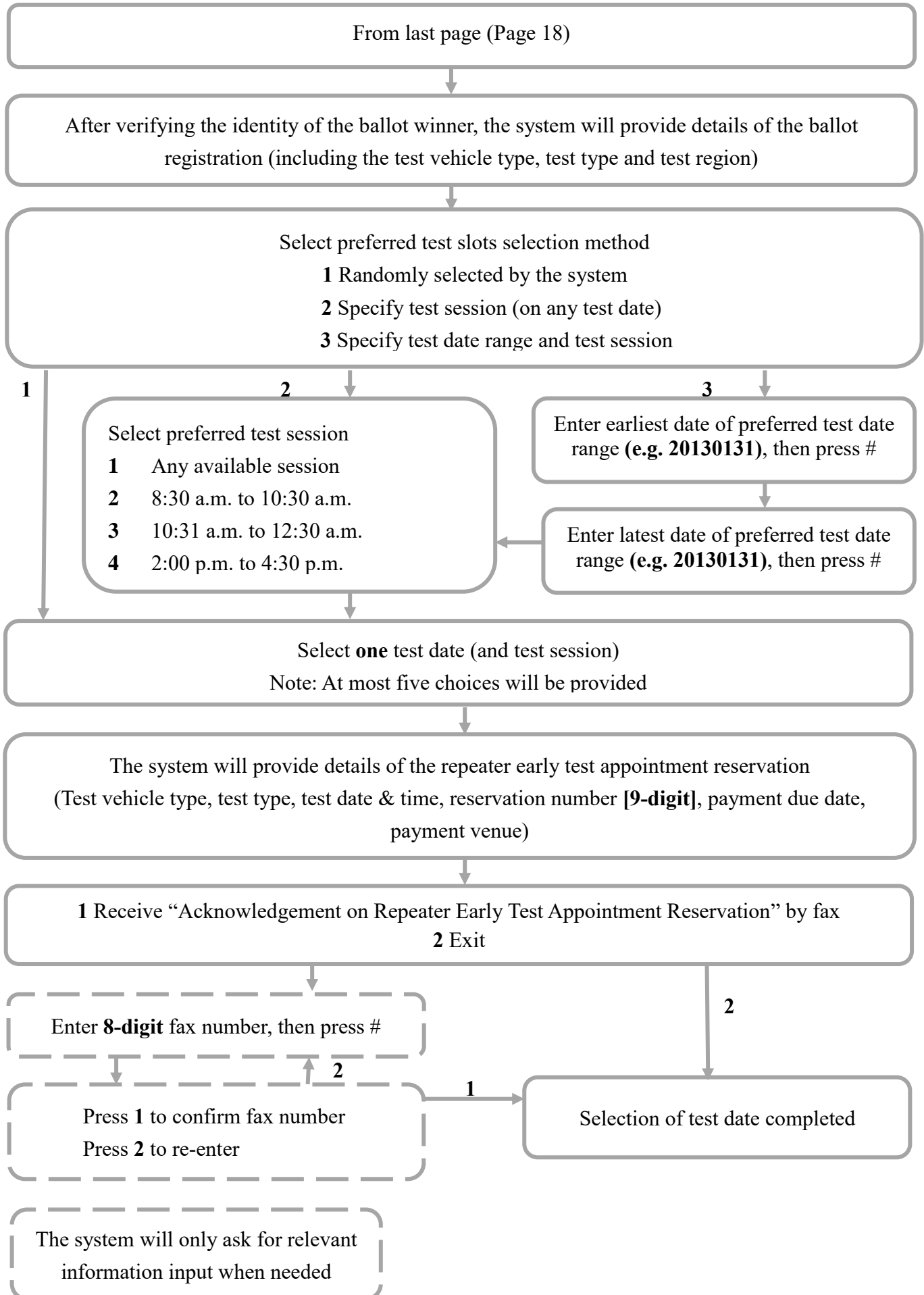
- (a) Ballot results will be announced on the TD's website at 9:00 a.m. on the balloting day. Candidates who have won a ballot will be notified via SMS or email. They can also enquire their ballot result via the Online System or the Telephone Hotline with their ballot reference number.

- (b) Candidates who are not successful in any balloting within the registered balloting period will receive a notification via SMS or email. They may register again for the balloting the earliest on the ballot end date subject to their individual needs.

5 Select a Test Date by Ballot Winners

5.1 Call Flow





5.2 Points to Note

- (a) Candidates who have won a ballot will receive a ballot PIN via SMS or email for logging in to the Online System or dialing the Telephone Hotline for selection of a test slot. The PIN is only valid before the end of the test slot selection period on the date of issue.
- (b) Ballot winners are required to complete the selection of a test slot from 10:00 a.m. to 5:00 p.m. on the date they have won the ballot. The vacant test slots during the period from the 7th to 30th working day counting from the next working day after the date they have won the ballot will be available for selection. The number of vacant test slots available mainly depends on the number of candidates applying for postponement or temporary cancellation of tests. Repeater early test appointments are not transferrable.
- (c) Upon successful reservation of a test slot, candidates should log in to the Online System with a valid personal digital certificate issued by recognized Certification Authorities / a “iAM Smart” account with digital signing function (i.e. “iAM Smart+”), or visit the specified licensing office during office hours (9:00 a.m. – 5:00 p.m., Mondays to Fridays, except public holidays) in person or by an authorised agent with the following documents, to pay for the test form within 2 working days after the date of successful reservation:
 - (1) original or photocopy of their 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;
 - (3) application fee of driving test; and
 - (4) duly completed the “Part III: Authorisation” of the “Acknowledgement on Repeater Early Test Appointment Reservation” with original signature (only applicable to applications confirmed by agent. It can be downloaded from the Online System or by Fax via the Telephone Hotline).

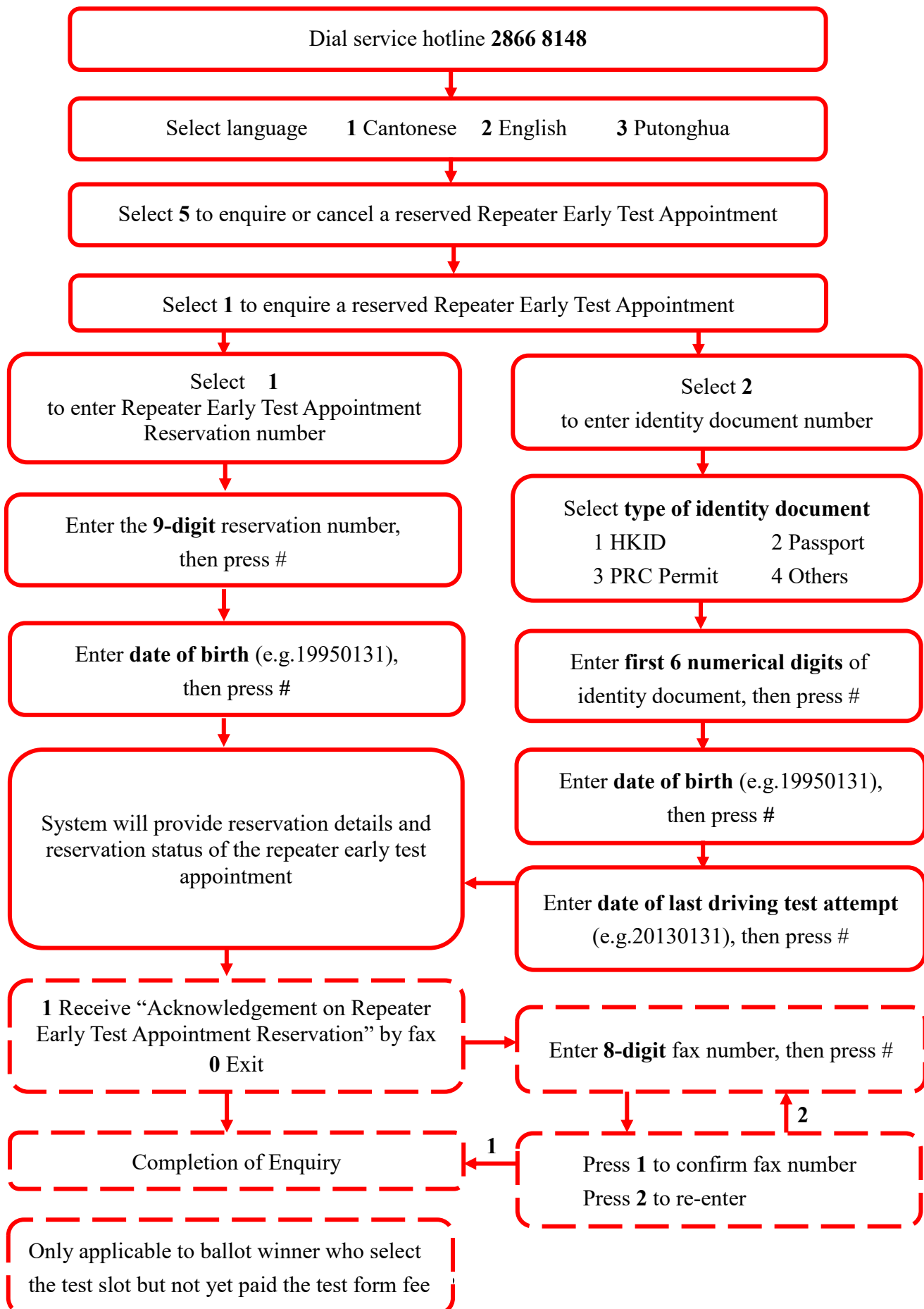
If a candidate confirms the appointment in person, the driving test application form will be stamped with wording “I confirm this is an application for my reserved repeater early test slot” and the candidate has to sign on it for confirmation.

- (d) 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 an end-of-list test appointment will be given, subject to the validity period of the test form.
- (e) If a ballot winner has not selected a test slot during the specified period, he/she is deemed to have given up the reservation. He/she may register for balloting again on the next working day the earliest after the ballot winning date. If a candidate who has won a ballot on more than one occasion and has given up twice in a row on the selection of a test slot, he/she may be debarred from registering for balloting for any vehicle class in the following 30 calendar days.
- (f) If a ballot winner fails to pay and confirm the appointment before the payment deadline, the reservation will be cancelled. He/she will be debarred from registering for balloting for any vehicle class in the following 30 calendar days.

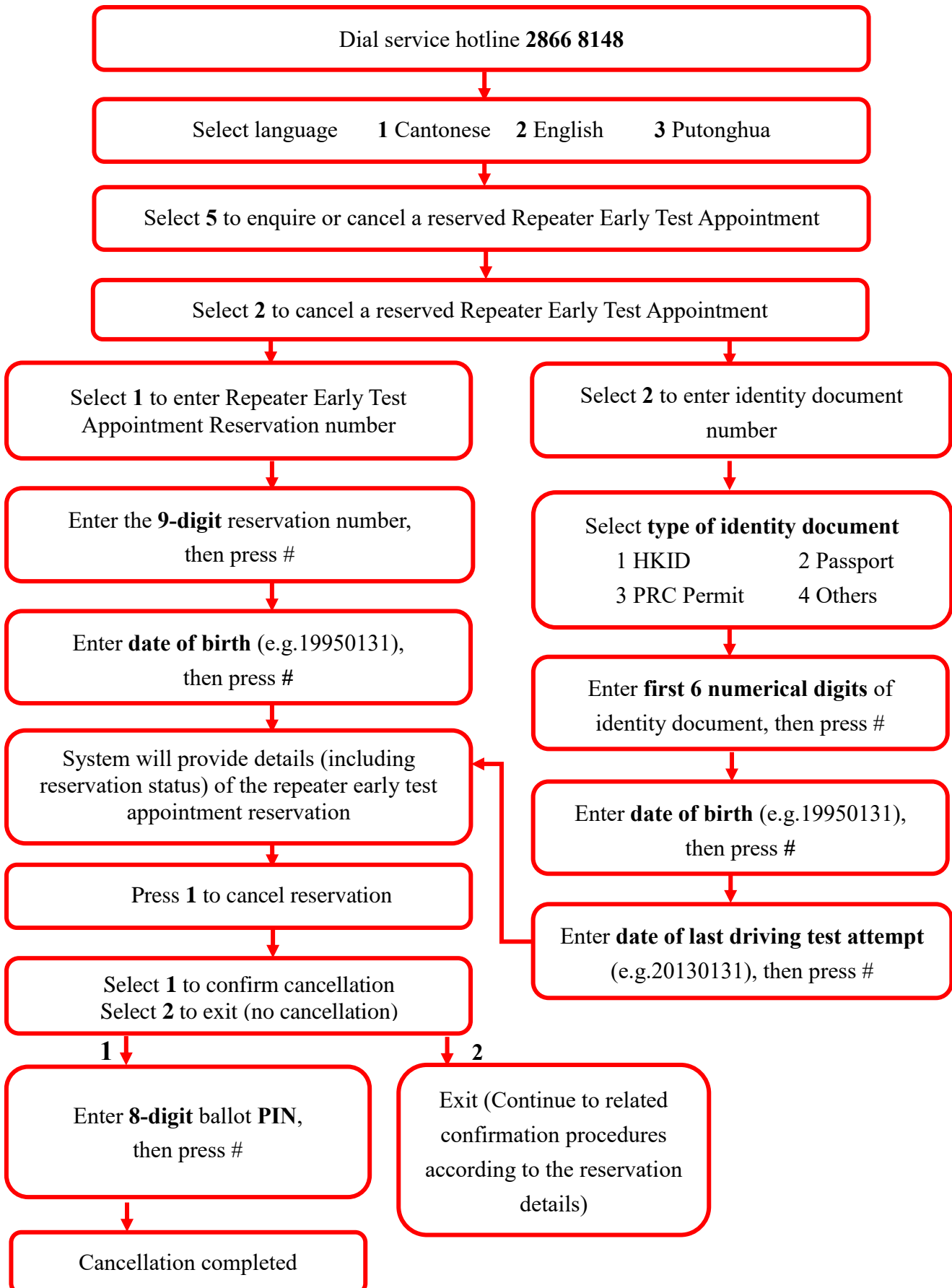
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6 Enquire or Cancel a Reserved Repeater Early Test Appointment

6.1 Call Flow for Enquiring a Reserved Repeater Early Test Appointment



6.2 Call Flow for Cancelling a Reserved Repeater Early Test Appointment



6.3 Points to Note

Enquiry of Reserved Repeater Early Test Appointment

- (a) Candidates can enquire his/her repeater early test appointment(s) details (including cancelled reservation) via the Online System or the Telephone Hotline if the relevant test dates fall on or after the enquiry date. Upon successful retrieval of appointment record, candidates can download the relevant reservation details or obtain such details by fax. If the appointment is paid and confirmed online, the candidate can also download the relevant appointment letter from the Online System.

Cancellation of Reserved Repeater Early Test Appointment

- (b) A candidate who has won a ballot but has not settled the payment can cancel the reserved repeater early test appointment via the Online System or the Telephone Hotline with the ballot PIN before 5:00 p.m. on the date he/she has won the ballot. All cancelled repeater early test appointment reservations cannot be reinstated.
- (c) Ballot winners can only cancel the reservation ONCE. If a ballot winner cancels the reservation twice consecutively, he/she may not be allowed to register for balloting for any vehicle class in the following 30 calendar days.