

# 常見問題 – 網上申請

## FAQs – Online Application

### 填寫申請時

#### When Filling out Application

1) 為什麼我無法登入網上申請平台？

**Why can't I access the online application platform?**

如進入網上申請平台時顯示 [此網上申請連結無效]，表示連結已被取消，請聯絡你的僱主查詢。如信息顯示 [此網上申請連結的有效期已過]，表示你沒有在連結發出日起7天的有效期內完成申請程序，請聯絡你的僱主重發連結。

If a message [This online application link is not available anymore] displays when you access the online application platform, it means that the application link is cancelled. Please contact your employer for enquiry. If a message [This online application link is expired] displays, it means that you did not submit the online application within 7 days of the link being sent thus the link is expired. Please contact your employer to resend the link.

2) 為什麼我在網上申請找不到所屬僱主名稱？

**Why can't I find my employer's name during online application?**

僱主列表以公司正式登記名稱為準，請向你的僱主查詢。

The employer list is based on the official registration name of the company. You may check with your employer.

3) 我可否拍攝護照上的相片作申請之用？

**Can I use the photo which takes on the passport?**

不能使用黑白、有污漬、不清晰或有任何圖案的護照相片。請參考以下例子：

You should not use the passport photo which is black & white, with dirt, unclear or pattern on it. Please refer to the following examples:



4) 為什麼我無法通過身份驗證？

**I couldn't pass through the authentication, what should I do?**

你所輸入用作身份驗證的資料（包括你的英文全名、手提電話號碼及電郵地址）必須與你提供予僱主的個人資料完全相同，方能通過驗證。如你未能通過驗證，請向你的僱主查詢。

The information you input for authentication (Your full name in English, mobile number and email address) must be identical to the information you provided to your employer. Please check with your employer if authentication failed.

例子 For example:

員工姓名 Staff name	CHAN TAI MAN PETER
	CHAN TAI MAN X
	CHAN PETER TAI MAN X
	CHAN TAIMAN PETER X

5) 我的英文全名過長無法輸入，該怎麼辦？

**What should I do if my English full name exceeds the permitted length?**

系統只接受25個字母（包括空格）的英文全名，如果員工姓名過長，最後一組英文字請輸入首字母代替。

The English full name is limited to 25 characters (including spaces). If the staff name contains more than 25 characters, please input the initial for the last word.

例子 For example:

員工姓名 Staff name	Angelina Elizabeth Middleton
請輸入 Please input:	Angelina Elizabeth M

6) 手機是否一定要有 NFC 功能才可以使用網上申請？

**Is it a must to use NFC enabled mobile devices for online application?**

填寫申請表格時不需要使用NFC功能。但透過八達通 App 付款或啟動機場員工個人八達通（如適用）則需要使用NFC 功能。  
There is no need to use the NFC function when filling in the online application but paying online or activating the Airport Staff Personalised Octopus via Octopus App (if applicable) would require tapping card with the NFC function.

7) 接受海外通訊地址嗎？

**Do you accept overseas mailing address?**

網上申請平台不支援海外通訊地址。如有需要，請致電港鐵熱線+852 2881 8888 查詢。

Online application platform does not support overseas mailing address. For enquiries, please call the MTR Hotline on +852 2881 8888.

8) 我持有有效的機場員工個人八達通，並將轉至另一間機場公司，我需要支付申請費用嗎？

**I have a valid Airport Staff Personalised Octopus and I'll be joining another Airport Company. Do I need to pay for the application fee?**

不需要，但你仍需遞交網上申請表以更改僱主。為此，你必須事先通知你的新僱主有關情況。如你在遞交網上申請表時被要求支付申請費用，請與你的新僱主聯絡。

No, but you need to submit an online application form for change of employer. To proceed your application, you must notify your new employer on your status. If you are required to pay for the application fee during online application, please contact your new employer for enquiry.

9) 我曾經持有機場員工個人八達通並已於離職後將舊卡退還，現重新入職機場公司，我需要支付申請費用嗎？

**I had an Airport Staff Personalised Octopus which had been returned after resignation and I'll be joining another Airport Company. Do I need to pay for the application fee?**

需要。如你已離職並已將舊有的機場員工個人八達通退還或該卡已無效，你必須重新遞交申請及繳交申請費用。

Yes. If your Airport Staff Personalised Octopus was returned or became invalid due to resignation, you must submit a new application and pay for the application fee.

## **遞交申請後**

### **After Submission of Application**

1) 我遞交網上申請後忘記儲存申請編號該如何處理？

**What should I do if I forgot to save the "application number" after submitting the online application?**

系統會於遞交網上申請後發出申請確認電郵到你所提供的電郵，當中會包括你的申請編號。

A confirmation email including your application number will be sent to your provided email by our system after you submit the online application.

2) 為什麼遞交網上申請後沒有收到確認電郵？

**What should I do if I could not receive any confirmation email?**

系統會於遞交網上申請後發出申請確認電郵，而收取電郵時間會因應系統實際操作而有所不同，請耐心等待。同時，你亦可查看電郵中的「垃圾郵箱」。

The confirmation email will be sent to your provided email by our system after you submit the online application; however, the exact arrival time may vary subject to the actual system running. Please wait patiently. You may also check your spam mailbox.

3) 申請資料填寫錯誤可以修改嗎？

**Can I amend my application information after submitting the application?**

請致電港鐵熱線+852 2881 8888 查詢。

You may call the MTR Hotline on +852 2881 8888 for enquiries.

4) 我已繳交申請費 70 港元，為何我的新機場員工個人八達通內沒有餘額？

**Why is the stored value on my new Airport Staff Personalised Octopus nil after paying the application fee of HK\$70?**

申請費 70 港元是包含八達通按金 50 港元；以及八達通卡有限公司收取、不可退還的申請費 20 港元。因此，請於首次使用你的機場員工個人八達通前增值。

The HK\$70 application fee comprises of a card deposit of HK\$50, and a non-refundable service charge of HK\$20 payable to Octopus Cards Limited. Therefore, please reload your Airport Staff Personalised Octopus before first use.

5) 我的機場員工個人八達通申請被拒絕或撤銷後，為何仍未收到 70 港元退款？

**Why have I still not received my refund of the application fee of HK\$70 after my application was rejected or withdrawn?**

退款一般會於一個月內退回你的支付帳戶 / 平台。如你未能於上述時間收到退款，請致電港鐵熱線+852 2881 8888 查詢。

The refund will be made to your payment account / platform directly in one month. If you cannot receive the refund in the aforesaid time, you may call the MTR Hotline on +852 2881 8888 for enquiries.

6) 我的申請正等待審批，我可以購買「臨時機場員工八達通」使用嗎？

**Can I purchase a "Temporary Airport Staff Octopus" if my application is pending?**

不可以。「臨時機場員工八達通」只供已持有有效機場員工個人八達通的機場員工於壞卡或失卡時購買。在等待申請批核期間，你需支付往返機場的正價車費。

No. The "Temporary Airport Staff Octopus" is only applicable for Airport staff who has lost their Airport Staff Personalised Octopus, or the Airport Staff Personalised Octopus is malfunctioned. If your application is pending, you have to pay the full fare to and from the Airport.

7) 若我於網上遞交申請後離職，該如何取消申請？

**If I resigned after submitting the online application, how do I cancel my application?**

請致電港鐵熱綫+852 2881 8888 查詢。

You may call the MTR Hotline on +852 2881 8888 for enquiries.

## **申請須知**

### **Application Information**

1) 申請機場員工個人八達通須符合什麼資格？

**What is the eligibility for applying the Airport Staff Personalised Octopus?**

申請人須受僱於香港鐵路有限公司所認可的公司或機構；及因應認可僱主要求，一般在香港國際機場工作或報到值勤，每星期不少於4天。香港鐵路有限公司及八達通卡有限公司有權拒絕任何申請。香港鐵路有限公司有絕對酌情權於任何時候終止任何機場員工個人八達通及/或取消參與計劃的資格。

Any applicant who is employed by a company or organization approved by the MTR Corporation Ltd.; and any applicant who is usually required by the approved employer to work or report for duty at Hong Kong International Airport for not less than 4 days each week. The Corporation and Octopus Card Ltd. may at their own discretion reject any application. The Corporation may terminate any Airport Staff Personalised Octopus and/or membership of the Scheme at any time at its absolute discretion.

2) 機場員工個人八達通的申請費用是多少？接受哪些繳費方法？

**How much is the application fee for the Airport Staff Personalised Octopus? What payment method is accepted?**

機場員工個人八達通的申請費用為70港元（包括：八達通按金50港元及由八達通卡有限公司收取、不可退還的手續費20港元）。我們接受信用卡(VISA、MasterCard)、支付寶香港、WeChat Pay HK及PayPal\*繳費。此外，你亦可透過八達通App繳費。

\*若你對付款事宜有任何查詢，請致電各平台營辦商聯絡：

- 八達通App +852 2266 2222
- 支付寶香港 +852 2245 3201
- WeChat Pay HK +852 3929 1666
- PayPal +852 3550 8574
- 或各發卡銀行

當你於網上繳交申請費用並收到付款確認後，才表示你的申請已成功遞交至本公司處理。

The application fee of Airport Staff Personalised Octopus is HK\$70 (includes a deposit of HK\$50 and a non-refundable service charge of HK\$20 payable to Octopus Cards Limited). We accept payment by credit card (VISA, MasterCard), AlipayHK, WeChat Pay HK and PayPal\*. Besides, we also accept payment by Octopus App.

\*If you have any enquiries about the payment, please contact your correspondent platform:

- Octopus App +852 2266 2222
- AlipayHK +852 2245 3201
- WeChat Pay HK +852 3929 1666
- PayPal +852 3550 8574
- or credit card issuing bank

Your application will only be processed after you have completed your online payment and received the payment confirmation.

3) 機場員工個人八達通持卡人可使用哪些服務？

**What Airport Express add-on services are available for Airport Staff Personalised Octopus Holders?**

持卡人可使用免費市區預辦登機服務及免費港鐵接駁服務。如欲使用免費港鐵接駁服務，必須持有尚餘可用票值的機場員工個人八達通，於1小時內於香港、九龍或青衣站經港鐵轉乘機場快綫、或經機場快綫轉乘港鐵。如在尖沙咀 / 尖東站轉綫，必須於出閘後30分鐘內再次入閘。免費港鐵接駁不適用於東鐵綫頭等額外費、港鐵巴士、接駁巴士及輕鐵的車程。持卡人不會享有即日來回優惠。機場員工八達通可用於乘搭港鐵及其他交通工具，惟持卡人需繳付成人正價車資。

The Cardholder can enjoy free In-town Check-in service and free MTR connections provided the Airport Staff Personalised Octopus has sufficient value and the Cardholder interchanges between the MTR and Airport Express within 1 hour. To enjoy the free MTR connection, the Cardholder must interchange at Hong Kong, Kowloon or Tsing Yi stations. The Cardholder should interchange between Tsim Sha Tsui / East Tsim Sha Tsui within 30 minutes of arrival at either station. Free MTR connections exclude First Class travel on East Rail Line, and travel on MTR Bus and Light Rail. The Same Day Return discount is not applicable. The Airport Staff Personalised Octopus is good for travel on the MTR and other Hong Kong transportation where the normal adult fare will be deducted.

4) 如何啟動機場員工個人八達通？

**How to activate the Airport Staff Personalised Octopus?**

你可透過八達通App直接啟動你的機場員工個人八達通，或親身前往機場快綫客務中心辦理。詳情請依照信內提供的指示辦理啟動手續。如未能收到新卡，請致電2881 8888。

You may use the Octopus App to activate your new Airport Staff Personalised Octopus or go in person to Airport Express Customer Service Centre for activation. For details, please follow the instructions on the letter for activation. If you do not receive your new Octopus, please call 2881 8888.

5) 我遺失了機場員工個人八達通，該怎麼辦？

**I lost my Airport Staff Personalised Octopus. What should I do?**

機場員工個人八達通如有遺失或遭盜竊，持卡人應立即向八達通卡有限公司報失（報失熱綫：2266 2266）。持卡人須繳交70港元（50港元作為個人八達通的按金，20港元則為不可退還的申請費）作補領新卡之用。等候補領新卡期間，可購買臨時機場員工八達通。

If your Octopus is lost or stolen, you should report the loss to OCL immediately (Lost card hotline: 2266 2266). You will need to pay HK\$70 (HK\$50 being the refundable card deposit and HK\$20 being the non-refundable application fee) for a replacement Airport Staff Personalised Octopus. A temporary Airport Staff Octopus can be purchased for use while your replacement Octopus is processed.

6) 我的機場員工個人八達通已失效，該怎麼辦？

**My Airport Staff Personalised Octopus is malfunctioned. What should I do?**

機場員工個人八達通如有功能失效，須交回任何機場快綫客務中心以更換新卡。持卡人將獲發臨時機場員工八達通。

You should return your malfunctioning Airport Staff Personalised Octopus to the Customer Service Centre at any Airport Express Station for replacement. A temporary Airport Staff Octopus will be issued.

7) 我已離職機場公司，需要退回機場員工個人八達通嗎？

**I'm no longer work for Airport Company. Do I need to return the Airport Staff Personalised Octopus?**

如持卡人不再符合「申請資格」所載條件，其參與本計劃的資格亦將被撤銷。持卡人必須在終止受僱或不再需要於香港國際機場執行職務的30天內，將機場員工個人八達通交回任何港鐵客務中心。持卡人退回機場員工個人八達通，可獲退還卡內餘值及按金。八達通卡有限公司有權從按金中扣取10港元或由八達通公司全權決定的金額作為卡的成本費用。退款金額將會以現金或支票形式退回。

Your eligibility for the Scheme will end if you cease to meet the conditions set out under "Eligibility". You MUST return your Airport Staff Personalised Octopus to any MTR Customer Service Centre within 30 days of termination of employment or if you are no longer required to carry out duties at Hong Kong International Airport. Any remaining value on an Airport Staff Personalised Octopus and the Octopus deposit will be refunded to the Cardholder. An amount of HK\$10 or such amount at the absolute discretion of OCL will be deducted from the deposit upon the return of the Airport Staff Personalised Octopus. Refunds will be paid by cash or cheque.

- 如有任何查詢，可致電港鐵熱綫 +852 2881 8888，服務時間為星期一至星期五上午八時三十分至下午六時，星期六上午八時三十分至下午一時(星期日及公眾假期除外)。若查詢申請事宜，請提供申請編號。
- If you have any enquiries, please call the MTR Hotline on +852 2881 8888 from 8:30 am to 6:00 pm on weekdays and from 8:30 am to 1:00 pm on Saturdays (except Sundays and Public Holidays). For enquiries about your application, please provide the Application Number.