Automated Passenger Clearance System

Since 16 December 2004, the Immigration Department has introduced the automated passenger clearance system (e-channels) to members of the public. Currently, Hong Kong permanent residents (except those under the age of 11) or Hong Kong residents holding Document of Identity for Visa Purposes (DI) can use their smart identity cards to perform self-service immigration clearance. Since 12 September 2006, e-Channel service has been extended to people who have the right to land or are on unconditional stay in Hong Kong, and non-permanent residents who have been issued with a notification label. Meanwhile, please note that Hong Kong residents must bring along with them their valid travel documents when travelling.
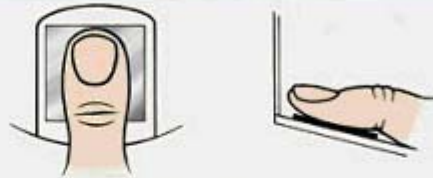
To enter the e-channel is simple. People just have to insert their smart identity cards with the side bearing the arrow and chip into the card reader. The system will take a while to perform mutual authentication with the smart identity card key. People can enter the e-channel when the gate doors open. After entering the e-channel, people just need to place their thumbs flat on the centre of scanners. After fingerprint verification they can leave the e-channel.

Only one person is allowed to enter the e-channel at any one time. While a person is performing fingerprint verification inside the e-channel, the next one queuing in front of the e-channel may insert his smart identity card into the reader.

The e-channel system deploys fingerprint verification technology for authentication of a person's identity. To get good fingerprint image, people just need to place the thumb flat on the centre of the scanner. If people registered their smart identity cards with fingers other than thumbs, those fingers should be used for identity verification. Please refer to the simple guide to fingerprint verification below.

e道 過關 輕鬆簡單
channel – easy and simple

指模核實須知
Simple guide to fingerprint verification

手指平放中間
Place finger flat in centre

錯誤位置
Wrong position

手指屈曲
Bent finger

太乾
Too dry

太濕
Too wet

如旅客指模紋理不清，指模核實過程將有困難。為免延誤，旅客可選擇使用傳統櫃檯。

Passengers with blurred fingerprints may encounter difficulties in fingerprint verification. To avoid delay, passengers may use traditional counters for clearance.

The following table shows the operating hours of e-channels (updated on 1 July 2007) :

Control points installed with e-channels (passenger)	Operating hours of e-channels
Hong Kong International Airport Terminal 1 (South Departure Hall)	Daily from 5:30 am to midnight
Hong Kong International Airport Terminal 1 (North Departure Hall)	Daily from 6:00 am to midnight
Hong Kong International Airport Terminal 1 (Arrival Hall A)	Daily from 6:00 am to midnight
Hong Kong International Airport Terminal 1 (Arrival Hall B)	24 hours daily
Hong Kong International Airport Terminal 2 (Departure Hall)	Daily from 8:00 am to 2:00 am after midnight
Hung Hom (Departure Hall)	Daily from 6:30 am to 7:30 pm
Hung Hom (Arrival Hall)	Daily from 6:30 am to 11:45 pm
Lo Wu (Departure Hall)	Daily from 6:30 am to midnight
Lo Wu (Arrival Hall)	Daily from 6:30 am to midnight
Lok Ma Chau (Arrival Hall)	24 hours daily
Lok Ma Chau (Departure Hall)	24 hours daily
Man Kam To (Arrival Hall)	Daily from 7:00 am to 10:00 pm
Man Kam To (Departure Hall)	Daily from 7:00 am to 10:00 pm
Sha Tau Kok (Arrival Hall)	Daily from 7:00 am to 8:00 pm
Sha Tau Kok (Departure Hall)	Daily from 7:00 am to 8:00 pm
Shenzhen Bay (Arrival Hall)	Daily from 6:30 am to midnight
Shenzhen Bay (Departure Hall)	Daily from 6:30 am to midnight
China Ferry Terminal (Departure Hall)	Monday to Friday from 6:30 am to 9:00 pm Saturday, Sunday and public holidays from 6:30 am to midnight
China Ferry Terminal (Arrival Hall)	Monday to Friday from 7:00 am to 10:00 pm Saturday, Sunday and public holidays from 7:00 am to 2:00 am after midnight
Macau Ferry Terminal (Departure Hall)	24 hours daily
Macau Ferry Terminal (Arrival Hall)	24 hours daily
Tuen Mun Ferry Terminal (Departure Hall)	Daily from 7:15 am to 10:15 pm
Tuen Mun Ferry Terminal (Arrival Hall)	Daily from 7:15 am to 10:15 pm

Please click here to view the workflow of self-service immigration clearance and important points to note.

Automated Vehicle Clearance System

Besides, the Immigration Department implemented the automated vehicle clearance system (vehicular e-channels) on 21 April 2005. Cross-boundary drivers who are Hong Kong permanent residents, Hong Kong residents holding Document of Identity for Visa Purposes (DI), people who have the right to land or are on unconditional stay in Hong Kong, or non-permanent residents who have been issued with a notification label, can use their smart identity cards to perform clearance at vehicular e-channels. Meanwhile, please note that Hong Kong residents must bring along with them their valid travel documents when travelling.

The vehicular e-channels are now installed at Lok Ma Chau, Man Kam To, Sha Tau Kok and Shenzhen Bay control points. The following table shows the operating hours of these e-channels (updated on 1 July 2007) :

Control points	Location of kiosks	Operating hours of vehicular e-channels
Lok Ma Chau	Both northbound departure southbound arrival kiosk numbers 2 - 12	24 hours daily
Man Kam To	Both northbound departure & southbound arrival kiosk numbers 1 - 6	Daily from 7:00 am to 10:00 pm
Sha Tau Kok	Both northbound departure & southbound arrival kiosk numbers 1 - 3	Daily from 7:00 am to 8:00 pm
Shenzhen Bay	Northbound departure kiosk numbers 20, 21, 24 and 25 southbound arrival kiosk numbers 16, 17, 20 and 21	Daily from 6:30 am to midnight

For the sake of faster and smoother clearance, in addition to fingerprint verification technology, vehicular e-channel is also equipped with face recognition system. To use the e-channel is simple. The drivers stop their vehicles before the white line of the channel. When the green traffic light of the e-channel turns on, they can drive their vehicles into the channel. At the same time, the sensors at its two sides will control the checking station to move to the suitable height, enabling drivers to place the thumbs flat on the scanner and simultaneously look at the camera on the checking station. Both fingerprint verification and face recognition will be in progress at the same time for speeding up the clearance process. Upon completion of the clearance, they can drive their vehicles away. If the drivers encounter any problem, they can use the intercom of the checking station to contact the immigration staff.

If the cross-boundary drivers registered their smart identity cards with fingers other than thumbs, those fingers should be used for identity verification. A driver with poor fingerprints may encounter difficulties in the verification process. To avoid delay, he may use traditional lanes for clearance.

If any driver, who has already submitted the consent form of vehicular e-channel, would like to cancel the authorization therein, please contact us at 2294 2030.

One Stop Customs and Immigration Clearance

At Shenzhen Bay Control Point, goods vehicle drivers can enjoy one stop mode of Customs and Immigration clearance. Please refer to the clearance procedures below.

Shenzhen Bay Control Point

One stop customs and immigration clearance procedures

1: Stop at orange line

3: Submit cargo manifest

2: Submit identity or travel documents

Shenzhen Bay Control Point

One stop customs and e-Channel clearance procedures

1: Stop at green line

3: Fingerprint verification and face recognition

2: Submit cargo manifest

e-Channel Private Car Pilot Scheme

A private car e-Channel pilot scheme is launched at Man Kam To control point with effect from 15 February 2007 to test the self-service clearance of drivers and passengers on board private cars. The pilot scheme was completed on 18 May 2007 and is now under review.