

Octopus PC Reader Service – Step by Step Guide

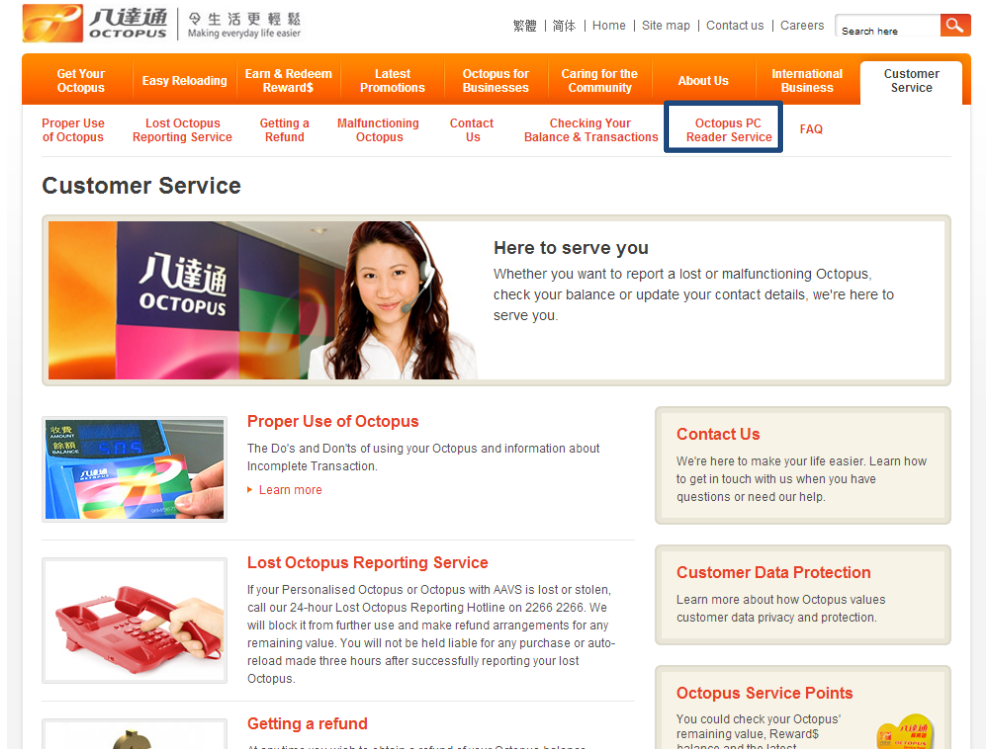
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1. Access to PC Reader Services



1. Select “Customer Service” from main menu



2. Select “Octopus PC Reader Service” from second level menu

2. Transaction Record Checking

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Octopus PC Reader Service

One-stop convenience to manage your Octopus transactions online

With an Octopus PC reader, you can always enquire for the Octopus remaining value and transaction records via the Internet.
Special Price \$148. Available in **MTR港鐵** and **Octopus Online Shop** Now.

* All MTR and Light Rail Customer Service Centres (except Airport Express, Disneyland Resort and Racecourse Stations)

Transaction record checking

You can check the Octopus remaining value, time, nature and amount of your latest Octopus transactions, incomplete transaction refund as well as collect the refund online anytime. [Click here](#) to watch the service demo.

Check latest transactions

(please [click here](#) for text version)

AAVS activation

If your AAVS application has been approved or you have already received the notification letter from your bank or credit card company informing you to activate the AAVS function or to update the new auto-reload value on your Octopus, you can proceed the activation procedures online. [Click here](#) to watch the service demo.

Activate AAVS Online

Rewards activation

48 hours after registering online, you can activate your membership via the Internet and start earning Reward\$. [Click here](#) to watch the service demo.

Activate Rewards Online

Tips for buyer and first time user

- This product is only applicable to Octopus with 9-digit Octopus number (including the single digit inside the bracket).
- This product is not compatible with Mac operating system.
- Please [click here](#) to verify your PC configuration against the system requirements.
- Please [click here](#) to visit manufacturer website to download the PC Reader driver.

How to get an Octopus PC Reader?

You may buy one via Octopus Online Shop.
[Find out more](#)

System Maintenance Schedule

Please [click here](#) to check the system maintenance schedule

1. Click “Check latest transactions” on the “Octopus PC Reader Service” page



Transaction Record Checking

Step 1 Step 2

To proceed on transaction record readings, please place your Octopus on the Octopus PC Reader now.

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2. Place your Octopus on the Octopus PC Reader



Transaction Record Checking

Step 1 Step 2

Enquiry date and time (YYYY/MM/DD hh:mm)	2014/07/16 15:39
Octopus number	91677717
Remaining value	\$803.6
Last reload date	2014/05/14

No incomplete transaction pending refund.

Octopus transaction record

2014/07/15 17:31	Online Transaction	-\$50.4
2014/07/15 17:18	Online Transaction	-\$50.4
2014/06/13 12:05	Mini-Bus	-\$2.0
2014/06/13 11:02	Mini-Bus	-\$2.0
2014/06/11 19:01	Mini-Bus	-\$3.5
2014/06/11 19:01	Mini-Bus	-\$2.0
2014/06/11 19:01	Mini-Bus	-\$2.0
2014/06/11 19:01	Mini-Bus	-\$2.0
2014/06/11 19:01	Mini-Bus	-\$2.0
2014/06/11 19:01	Mini-Bus	-\$2.0

Print Close

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3. Review the enquiry result. If your Octopus has incomplete transaction pending refund, the refund amount will also be shown

3. AAVS Activation

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How to get an Octopus PC Reader?

You may buy one via Octopus Online Shop.
[Find out more](#)

System Maintenance Schedule

Please [click here](#) to check the system maintenance schedule

1. Click “Activate AAVS Online” on the “Octopus PC Reader Service” page



Octopus Automatic Add Value Service (AAVS) Activation

Step 1 Step 2 Step 3

This service is only applicable to Octopus customers who have successfully applied the Automatic Add Value Service.

To proceed, please place your Octopus on the reader now.

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2. Place your Octopus on the Octopus PC Reader



Octopus Automatic Add Value Service (AAVS) Activation

Step 1 Step 2 Step 3

Please input the last 4 digits of your identity document number and date of birth as provided in your Octopus Automatic Add Value Service Application. If your identity number consists of a combination of letters and numbers, please only input the numbers (e.g. A1B3C6D7E8, please input 3678). If your identity number consists of less than 4 numbers, please input all numbers.

Octopus number:	91677716
Amount of each auto-reload before activation:	HK\$0
Identity document number:	<input type="text"/> last 4 digits
(Same as on your HKID / Passport / other identity documents, e.g. A123456(7), please input 3456)	
Date of Birth:	<input type="text"/>
(e.g. 8 January 1970, please fill in 08011970)	

OK

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3. Input your identity document number and date of birth following the instructions for validation



Octopus Automatic Add Value Service (AAVS) Activation

Step 1 Step 2 Step 3

The activation has been completed. Please enjoy the ease of Octopus spending with Automatic Add Value Service.

Close

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4. AAVS activation has been completed

4. Rewards Activation

The screenshot shows the Octopus website's navigation menu and the 'Octopus PC Reader Service' page. The navigation menu includes: Get Your Octopus, Easy Reloading, Earn & Redeem Rewards, Latest Promotions, Octopus for Businesses, Caring for the Community, About Us, International Business, and Customer Service. Below the menu, there are links for Proper Use of Octopus, Lost Octopus Reporting Service, Getting a Refund, Malfunctioning Octopus, Contact Us, Checking Your Balance & Transactions, Octopus PC Reader Service, and FAQ.

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Transaction record checking

You can check the Octopus remaining value, time, nature and amount of your latest Octopus transactions, incomplete transaction refund as well as collect the refund online anytime. [Click here](#) to watch the service demo.

Check latest transactions

(please [click here](#) for text version)

AAVS activation

If your AAVS application has been approved or you have already received the notification letter from your bank or credit card company informing you to activate the AAVS function or to update the new auto-reload value on your Octopus, you can proceed the activation procedures online. [Click here](#) to watch the service demo.

Activate AAVS Online

Rewards activation

48 hours after registering online, you can activate your membership via the Internet and start earning Rewards. [Click here](#) to watch the service demo.

Activate Rewards Online

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- Please [click here](#) to visit manufacturer website to download the PC Reader driver.

How to get an Octopus PC Reader?

You may buy one via Octopus Online Shop.
[Find out more](#)

System Maintenance Schedule

Please [click here](#) to check the system maintenance schedule

1. Click “Activate Rewards Online” on the “Octopus PC Reader Service” page



Octopus Rewards Activation

Step 1

Step 2

This service is only applicable to Octopus holder who has successfully registered for the Octopus Rewards Programme to activate the Membership Octopus.

To proceed on activation, please place your Octopus on the Octopus PC Reader now.

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2. Place your Octopus on the Octopus PC Reader



Octopus Rewards Activation

Step 1 Step 2

Your Octopus Rewards Membership has been activated. Please enjoy all the benefits we bring you.

Close

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3. Your Membership Octopus has been activated

5. Octopus Online Payment with Octopus PC Reader

The screenshot shows the Octopus Online Shop checkout page. The header includes the Octopus logo and navigation links. The main content area is titled "Online Shop" and "Checkout". It displays a breadcrumb trail: "Delivery Information > Confirm Information > Payment > Finished". Below this, there is a section for "Order Details" with a table listing the items and their prices. The table shows one item: "Rotary Organ Donation Octopus - Beige" with a unit price of HK\$ 35 and a quantity of 1. The total price is HK\$ 35. Below the table, there are sub-totals for postage fee (HK\$ 15.2) and a grand total of HK\$ 50.2. There are also links to "Edit shopping cart" and "Edit delivery information".

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Choose Your Octopus | Where Can I Use It? | Online Shop

Online Shop

Checkout

Delivery Information > **Confirm Information** > Payment > Finished

Please verify the items you have ordered and your delivery information:

Order Details

Item Code	Item Name	Unit Price	Discounted Price	E-Coupon Discount	Quantity	Total Price
R0D02	Rotary Organ Donation Octopus - Beige	HK\$ 35	-	-	1	HK\$ 35
Sub-total:						HK\$ 35
Postage Fee:						HK\$ 15.2
(Click here for details of postage fee)						
Grand Total:						HK\$ 50.2

[Edit shopping cart](#)

Delivery Information

Name in English: Chris Wong
Contact Number: 22662266
Email: chriswong@octopus.com.hk
Mailing Address: 46, Manhattan Place
Kowloon Bay, Kowloon

[Edit delivery information](#)

Points to note:

This order will be processed within 3 working days upon receipt and the item(s) ordered will be dispatched via Hongkong Post afterwards. After completion of the transaction, a confirmation email with delivery arrangement will be generated to the email address provided by the customer.

If your credit card needs to be registered for the secure online shopping, please visit the website of the card issuing organization and register before making purchase at the Octopus Online Shop.


[Back](#) [Confirm](#)

1. Select your product / service at Online Shop

Online Shop

Checkout


Delivery Information > Confirm Information > **Payment** > Finished



Please select the payment method:

Merchant : Octopus Cards Limited
Amount : HKD 50.2
Payment Method :

Please connect your Octopus PC Reader to the computer

PayDollar Payment Service 

2. Select Octopus as the payment method

Octopus Online Payment Service

Thank you for using Octopus Online Payment Service. Please review the payment details and select the payment method.

Merchant Name Octopus Cards Limited
Amount HKD 50.2

Important: Please do not close or navigate away from this page. It will be automatically refreshed when the payment status is changed.

Pay via NFC enabled mobile device

If you have an NFC enabled Android mobile device, you can use your registered Octopus to make Octopus Online Payment Transactions. Please open the "Octopus" App, scan the QR code or enter the payment code below.

Scan QR Code, Or



Enter Payment Code

yk7mhv8

Pay via Octopus PC Reader

If you have an Octopus PC reader and your PC has been installed with Java, you can complete this payment by using your computer. Please click the button below to pay via the Octopus PC Reader.



Cancel Transaction

3. Select "Pay via Octopus PC Reader". If you wish to use Near Field Communication (NFC)-enabled Android mobile device for payment, please scan the QR code using the "Octopus" App or enter the 7-digit payment code in the "Octopus" App. For details, please refer to the [Octopus Online Payment using NFC Device - Step-by-step Demo](#)



Octopus Online Payment Service

Important Notes

1. This Octopus Online Payment Services (this "Service") is provided by Octopus Cards Limited ("OCL") subject to the [Conditions of Issue of Octopus](#) and [Terms & Conditions for Octopus Online Payment Services](#).
2. Please note that a non-refundable service fee may be payable to OCL for purchase of goods and services from certain merchants through this Service, which will be deducted from your Octopus. Please [click here](#) for details.
3. Prior to using this Service, please read carefully the terms and conditions imposed by the relevant merchant in connection with the provision of products and services, including but not limited to the payment, delivery and refund procedures. In case of any refund enquiries, disputes or complaints as to the products and service you have purchased, you should contact the merchant direct in accordance with their procedures and policies.
4. You acknowledge and recognize that OCL is only providing this Octopus Online Payment Service as payment means for the purchase of the product and service provided by the relevant merchants. You have read and agree to be abided by the Terms and Conditions. You further acknowledge and confirm that OCL holds no responsibility or liability in respect of the provision of any of the products and services provided by such merchants, including, but not limited to the delivery and quality of the products and services.
5. The information provided by you to OCL will be used by OCL, its contractors and the merchant providing the goods and services which you have selected for the purpose of handling and completing your purchase order.
6. Some merchants may require you to provide your information for purposes as specified in their personal information collection statement ("Merchant's Personal Information Collection Statement"). Please read the Merchant's Personal Information Collection Statement as provided by the merchant concerned for details.
7. It may take some time to complete the transaction. Please do not remove your Octopus from the Octopus PC Reader until the transaction is completed or unless otherwise stated.
8. You may [click here](#) to check if your system meets the Octopus Online Service System Requirement. Please review our [Octopus Online Payment Services User and Online Safety Guide](#) on how to protect your personal information when using Octopus Online Payment Services.
9. If your browser asks you to enable or run Java Runtime Environment, please select "Enable" or "Run".

4. Read and Accept the Octopus Online Payment Service Important Notes




Timeout: 07:16

Payment by Octopus

Step 1 Step 2

Merchant Name: Octopus Cards Limited
Payment Amount: HKD 50.4

Input your Octopus Number last three digits:
(Exclude the number in the bracket)



You may close this window if you wish to pay via NFC enabled Android mobile device or cancel this payment.

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5. Check Merchant Name and payment amount, then input the last 3 digits of your Octopus Number (exclude the number in the bracket)



Timeout: 08:59

Payment by Octopus


Step 1 Step 2

Merchant Name: Octopus Cards Limited
Payment Amount: HKD 50.4

Input your Octopus Number last three digits:
(Exclude the number in the bracket)

To proceed, please place your Octopus on the Octopus PC Reader now.

You may close this window if you wish to pay via NFC enabled Android mobile device or cancel this payment.

An image of an Octopus Card, which is a colorful, multi-colored card with the Octopus logo and the number 00112283(8) visible.

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6. Place your Octopus on the Octopus PC Reader until the payment transaction is completed



Payment by Octopus

Step 1 Step 2

Octopus Payment is Successful

Octopus Online Payment Reference Number: 2014071517311621994
Octopus Number: 91677717

Merchant Name: Octopus Cards Limited

Amount Deducted: HKD 50.4
Remaining Value: HKD 803.6
Payment Time: 2014/07/15 17:31:16
(YYYY/MM/DD hh:mm:ss)
Last Add Value Date: 2014/05/14
(YYYY/MM/DD)

[Print](#) [Save](#) [Close](#)

If you have any enquiries on payment items above, please call the Octopus Customer Service Hotline at 2266 2222 and provide the Octopus Online Payment Reference Number.

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7. The transaction details are shown on the Online Payment receipt. You may save or print the receipt for your future reference

6. Incomplete Transaction or Other Refund Collection

function or to update the new auto-reload value on your Octopus, you can proceed the activation procedures online. [Click here](#) to watch the service demo, or [click here](#) for the user guide of the service.

Activate AAVS Online

System Maintenance Schedule

Please [click here](#) to check the system maintenance schedule

Online Payment

You can make online payment at supported online merchants through Octopus PC Reader.

- Browse [supported online merchant list](#)
- [Octopus Online Payment with Octopus PC Reader – Step by Step Guide](#)
- [Understand Octopus Online Payment Service User Guide](#)
- [Understand Octopus Online Safety Guide](#)
- Read [Terms & Conditions for Octopus Online Payment Service](#)
- Browse [Frequent Asked Questions](#)

Rewards activation

48 hours after registering online, you can activate your membership via the Internet and start earning Reward\$. [Click here](#) to watch the service demo, or [click here](#) for the user guide of the service.

Activate Rewards Online

Refund collection

You can collect incomplete transaction or other refund through Octopus PC Reader. Please [click here](#) for the user guide of the service.

Collect Incomplete Transaction or Other Refund

1. Click “Collect Incomplete Transaction or Other Refund” on the “Octopus PC Reader Service” page



Transaction Record Checking

Step 1 Step 2

To proceed on transaction record readings, please place your Octopus on the Octopus PC Reader now.

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2. Place your Octopus on the PC Reader.

Transaction Record Checking

Step 1

Step 2

Enquiry date and time (YYYY/MM/DD hh:mm)	2017/02/10 16:45
Octopus number	93509152
Remaining value	\$565.6
Last reload date	2017/02/10
Reward\$ balance	R\$0.00
Automatic Add Value Service (AAVS) amount	\$250.0

You have successfully collected refund (Count 1, Total \$1.0) to your Octopus.

Octopus transaction record

2017/02/10 16:45	Octopus Refund		+\$1.0
2017/02/10 16:44	Octopus Refund		+\$1.0
2017/02/09 16:32	Octopus Fund Transfer		-\$2.0
2017/02/09 16:31	Octopus Fund Transfer		+\$1.0
2017/02/09 16:21	Test merchant 192001		+\$1.0
2017/02/09 16:19	Test merchant 192001	Refund	+\$1.0
2017/02/09 16:16	Test merchant 192001		-\$0.1
2017/02/09 16:03	Test merchant 192001		-\$0.1
2017/02/09 16:00	Others		+\$100.0
2017/02/09 16:00	Octopus Scheduled Add Value		+\$200.0

Reward\$ transactions are not listed.

Print

Close

3. The refund is collected successfully and the refund amount is shown.