



## Sending documents to United Kingdom

\*Including sending BNO renewal document scenario



Ship online via FedEx Ship Manager™ at fedex.com

## Section 1 – Create a Shipment

✓ To HELP

Who are you shipping to?

CONTACT NAME	ADDRESS BOOK
HM PASSPORT OFFICE INT-E	
COMPANY (OPTIONAL)	
PEX XXX XXX XXXX	
COUNTRY/TERRITORY	▼
United Kingdom	
ADDRESS LINE 1	
101 OLD HALL STREET	
ADDRESS LINE 2 (OPTIONAL)	
POSTAL CODE	
L39BP	
CITY	
LIVERPOOL	
PHONE NUMBER	
+44 300 2220000	
DELIVERY INSTRUCTIONS (OPTIONAL)	

This is a residential address  
Save as new recipient in address book

Shipment notifications

EMAIL (OPTIONAL)	LANGUAGE
	English ▼

+ ADD EMAIL ADDRESS

**CONTINUE**

- Contact name: **HM PASSPORT OFFICE INT-E**
- Company: **PEX XXX XXX XXXX**
- Country: **United Kingdom**
- Address: **101 OLD HALL STREET**
- Postal Code: **L39BP**
- City: **LIVERPOOL**
- Phone Number: **+44 300 2220000**



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- Packaging: **FedEx Envelope**
- No. of package: **1**
- Weight per package: **0.5 kg**
- Declared value for carriage per package: **USD 5**

Create a Shipment [Return to old version](#) ⋮

Shipment details [HELP](#)

### Package details

**PACKAGING**  
FedEx Envelope ▼

Do you want to purchase a higher limit of liability from FedEx for this shipment? If yes, include a declared value for carriage.  Yes  No ?

Please note that if you opt to include a declared value for carriage, a surcharge will automatically apply.

kg ▼    USD ▼

NO. OF PACKAGES Max. 1	WEIGHT PER PACKAGE Max. weight 0.56 kg.	DECLARED VALUE FOR CARRIAGE PER PACKAGE	
1 ▼	0.5	kg	5 USD

[CONTINUE](#)



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### Section 2 – Shipment Details

What are you shipping?

**Documents** Items

TYPE OF DOCUMENT	
Personal document (e.g. letter) <span>▼</span>	
CUSTOMS VALUE	CURRENCY
5	USD <span>▼</span>

**CONTINUE**

TYPE OF DOCUMENT:  
**Personal document (e.g. letter)**

CUSTOM VALUE: **USD 5**



SHIPMENT PURPOSE:  
**Personal effects**

ITEM DESCRIPTION (IN ENGLISH):  
**BNO Renewal**

QUANTITY/ UNIT: **1 PIECE**

WEIGHT: **0.5 KG**

CUSTOMS VALUE: **USD 5**

**No commercial invoice is required**

Create a Shipment [Return to old version](#)

What are you shipping?

Documents **Items**

SHIPMENT PURPOSE  
Personal effects ▼

**i** Customs requires that you detail each item in your shipment separately. For example, t-shirts and socks need to be added separately even if they are in the same package. In order to receive a valid transit time quote, the item descriptions must be in English.

ITEM DESCRIPTION (IN ENGLISH) <span>?</span>	
BNO Renewal <span>?</span>	
HARMONIZED CODE (RECOMMENDED) <span>?</span>	
COUNTRY/TERRITORY OF MANUFACTURE <span>?</span>	
Hong Kong SAR, China <span>▼</span>	
QUANTITY	UNIT
1	pieces <span>▼</span>

	Total	Per item
WEIGHT		
0.5		KG
CUSTOMS VALUE		
5		USD <span>▼</span>

**SAVE AS NEW ITEM**



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### Section 3 – Services

- Select your SHIP DATE
- Please select **FedEx International Priority®** and click on **Orange** button.
- Select “Drop off package at FedEx location” is preferable.

Create a Shipment [Return to old version](#)

Service [HELP](#)

### Rate and delivery options

SHIP DATE  
Friday, 12 June 2020

View signature options

Amounts are shown in HKD

ARRIVES ON 15 Jun 2020	DELIVERED BY 12:00 PM International Priority®	<b>HK\$375.71</b>	←
ARRIVES ON 22 Jun 2020	DELIVERED BY 6:00 PM FedEx International Economy®	<b>HK\$539.87</b>	

Your final rate is determined by the actual weight and dimensions of your shipment, as measured by FedEx. Rates are not shown since your account administrator has disabled this.

### Pickup or drop off

PICKUP / DROP OFF OPTIONS  
Drop off package at FedEx location

**CONTINUE**



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### Section 4 – Billing & Confirmation

- Select Bill to **“My account”** for both Transportation costs and Duties, taxes and fees.

Create a Shipment [Return to old version](#)

✓ Billing [HELP](#)

### Transportation costs

**BILL TO**  
My account

**REFERENCE (OPTIONAL)** ⓘ

**P.O. NO. (OPTIONAL)**

**INVOICE NO. (OPTIONAL)**

**DEPARTMENT NO. (OPTIONAL)**

### Duties, taxes and fees ⓘ

**BILL TO**  
My account





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# Ship online via FedEx Ship Manager™ at fedex.com

## Section 4 – Billing & Confirmation

- Rate breakdown in local currency is available for review.
- Suggest to add **your preferred email address** to receive shipment status notification.
- Click **“CONTINUE TO SUMMARY”**

Create a Shipment My Account-172 [Return to old version](#) ⋮

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Billing

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**Transportation** [EDIT](#)  
Bill To: My account

---

**Duties, taxes and fees**  
Bill To: My account

---

**Rate breakdown (HKD)**

Transportation	Base rate	HK\$342.00
Bill To: My account	Fuel Surcharge	HK\$24.71
	Peak Surcharge	HK\$7.50
	Other	-HK\$20.00
	<b>Estimated total</b>	<b>HK\$354.21</b>

---

Duties, taxes and fees  
Bill To: My account

---

Email a copy of the shipping label (PDF)

EMAIL  
abc@yahoo.com.hk

**← Input your preferred email address**

**CONTINUE TO SUMMARY**

[CLEAR ALL](#)



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## Section 4 – Billing & Confirmation

- Double check the summary and click **“FINALIZE SHIPMENT”** button.

### Summary

<b>From and To</b>	<b>Shipment details</b>	<b>Your Service</b> International Priority® <b>Transportation</b> HK\$354.21 Bill To My account <b>Duties, taxes and fees</b> Bill To My account <b>Reference</b> P.O. no. Invoice no. Department no.
<b>Sender name</b> Drop off package at a FedEx location. <b>ADDRESS DETAILS</b> ✓ <b>HM PASSPORT OFFICE INT-E</b> PEX XXX XXX XXXX Delivery on Monday, 15 June 2020 before 12:00 PM <b>ADDRESS DETAILS</b> ✓	<b>FedEx Envelope</b> 1 package - 0.5 kg <b>Items</b> BNO Renewal	

By clicking "Finalize Shipment", I accept the [Terms of Use](#) of the FedEx website and the [FedEx Express Terms and Conditions of Carriage](#). The FedEx Express Terms and Conditions of Carriage of the origin country apply to all shipments.

**FINALIZE SHIPMENT**

[MAKE CHANGES](#)



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# Ship online via FedEx Ship Manager™ at fedex.com

## Section 5 – Label page

- Click “**Label**” and “**PRINT DOCUMENTS**” to print document and label for your shipment.
- No commercial invoice is required.



Thank you for shipping with FedEx

**Step 5a**  
You can select the document type to print for the shipment.

**Step 5b**  
Click on “Print Documents”.

Next step:  
Print your documents

Label  
Attach shipment labels to the top of each package, making sure the barcode is clearly visible.  
[DOWNLOAD PDF](#)

Commercial invoice  
Include 2 copies of your Commercial invoice in the box.

**PRINT DOCUMENTS**

Tracking number  
794946476921  
You can use this number to track your shipment.

Pickup confirmation number  
HKGS-2

Here is the tracking number and pickup confirmation number

We'll pickup your shipment soon  
Your FedEx driver will pick up your package in CAUSEWAY BAY on Friday, Jun 28, 2019 between 11:30 AM and 6:00 PM.

**CREATE ANOTHER SHIPMENT**





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# If you are using old version of FedEx Ship Manager™, please refer to page 9 to 12 for shipping steps.



## Ship online via FedEx Ship Manager™ at fedex.com (old version)#

### Step 1 - From

- Your name and sender address are auto-populated.

### Step 2 - To

- Please input the destination address as per screenshot:

✓ Company:

Input your own Application number  
“PEX + 10 digits”

✓ Contact name:

“HM PASSPORT OFFICE INT-E”

Remarks:

- Address and phone number are the same for all applications.
- Application number “PEX + 10 digits” is unique for everyone.

Ship	View Pending Shipment	Ship History	My Lists
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### Prepare a Shipment

- 1 Enter shipping information 2 Print label(s)

\* Denotes required field

#### 1. From Help Edit

Your name, your sender address

#### 2. To Help Hide

\* Country/Territory

Company

\* Contact name

\* Address 1

Address 2

\* Postal code  [Postal code information](#)

\* City

\* Phone no.  ext.

Recipient tax ID

[Perform detailed address check](#)

This is a residential address

Save new recipient in address book

[Check Government List of Unacceptable Trading Partners](#)



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# If you are using old version of FedEx Ship Manager™, please refer to page 9 to 12 for shipping steps.

## Ship online via FedEx Ship Manager™ at fedex.com (old version)#

### Step 3 – Billing Details

- Select both “Bill transportation to” and “ Bill duties/ taxes/ fees to” with your account number if you are the payer for all charges
- Your reference : Fill in your Application number “PEX + 10 digits”

### 3. Billing Details Help Hide

* Bill transportation to	xxxxxx	▼
	<a href="#">Update the credit card tied to my account</a>	
* Bill duties/taxes/fees to	xxxxxx	▼
	<a href="#">Update the credit card tied to my account</a>	

**Alert:** Please remember to enter your reference information.

Your reference

[More reference fields](#)

P.O. no.

Invoice no.

Department no.

### Step 4 – Services

- Input your Ship Date
- Package contents: Select Documents
- Document description:  
Select “Your document description”
- Your description:  
Fill in “BNO RENEWAL”\*
- Service type:  
Select “International Priority”
- Skip all Special Services option

### 4. Services Help

* Ship date	<input type="text" value="05 Jun 2020"/>	
* Package contents	<input checked="" type="radio"/> Documents	<input type="radio"/> Products/Commodities
* Document description	Your document description ▼	
* Your Description	<input type="text" value="BNO RENEWAL"/>	
* Service type	International Priority ▼	

[Special Services](#)





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## Ship online via FedEx Ship Manager™ at fedex.com (old version)#

### Step 5 – Package & Shipment Details

For shipping single application:

- Package type: Select “FedEx Envelope”
- No of package: 1
- Weight: 0.5 kg
- Total customs value: USD 5
- Total carriage value is optional protection with additional charge.
- Shipment purpose: Select “Personal Effects”

#### Pick Up/ Drop-off (optional)

- Select “Drop off a package at FedEx location” is recommended as our staff at location will provide assistance if necessary.
- You may also schedule a pickup online if needed with no additional charge.

#### Email Notification (optional)

- Strongly recommend to input your preferred email address to receive shipment status email notification.

#### Rate & Transit Times (optional)

- Can skip

**5. Package & Shipment Details** [Help](#) [Hide](#)

\* Package type [?](#)

\* No. of packages

\* Weight [?](#)

\* Total customs value

[\\$](#) Currency Converter

Total carriage value [?](#)  US Dollars

\* Shipment purpose

[Return options](#)

**Pickup/Drop-off (optional)** [Help](#)

Schedule a pickup online

Drop off a package at a FedEx location [Find FedEx Location](#)

Already scheduled a pickup or will contact FedEx to schedule a pickup

**Email Notifications (optional)** [Help](#) [Hide](#)

Notification type

	Email	Ship	Exception	Delivery
Sender	<input type="text" value="abc@yahoo.com.hk"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="text" value="English"/>			
Recipient	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="text" value="English"/>			

[Add additional recipients](#)

Select format:  HTML  Text

[Add a personal message](#)

**Rates & Transit Times (optional)** [Help](#) [Edit](#)









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# FedEx Hong Kong Locations

Location	Address	Hours of Operation
Hong Kong Island	Shop 70, 1/F, Admiralty Centre, 18 Harcourt Road, Admiralty	09:00 - 19:30 (Mon - Fri) 09:00 - 18:00 (Sat) Close on Sunday and Public Holiday
	G/F., Hop Shi Factory Building, 22-24 Cheung Lee Street, Chai Wan	09:00 - 22:00 (Mon-Fri) 09:00 - 18:00 (Sat & Public Holiday) Close on Sunday
Kowloon	Shop 1, G/F., Houston Center, 63 Mody Road, TST East	09:00 - 19:30 (Mon - Fri) 09:00 - 18:00 (Sat) Close on Sunday and Public Holiday
	G/F., Heng Seng Industrial Building, 185 Wai Yip Street, Kwun Tong	09:00 - 22:00 (Mon-Fri) 09:00 - 18:00 (Sat & Public Holiday) Close on Sunday
	Unit 3-6, G/F, Pacific Trade Centre, 2 Kai Hing Road, Kowloon Bay	09:00 - 21:00 (Mon-Fri) 09:00 - 18:00 (Sat & Public Holiday) Close on Sunday
New Territories	Unit B, G/F., China Win Automobile Plaza, 11 San Hi Tsuen Street, Ping Shan, Yuen Long	09:00 - 22:00 (Mon-Fri) 09:00 - 18:00 (Sat & Public Holiday) Close on Sunday
	3/F., Goodman Global Gateway, 168 Yeung Uk Road, Tsuen Wan	09:00 - 22:00 (Mon-Fri) 09:00 - 18:00 (Sat & Public Holiday) Close on Sunday
	Unit 2-3, 6/F., Goodman Global Gateway, 168 Yeung Uk Road, Tsuen Wan	09:00 - 22:00 (Mon-Fri) 09:00 - 18:00 (Sat & Public Holiday) Close on Sunday
	Unit B, 5/F., Ever Gain Centre, 28 On Muk Street, Shek Mun, Sha Tin	09:00 - 22:00 (Mon-Fri) 09:00 - 18:00 (Sat & Public Holiday) Close on Sunday
	Room 208, Asia Airfreight Terminal, Hong Kong International Airport, 10 Chun Ping Road, Lantau Island	08:30 - 19:00 (Mon - Sat & Public Holiday) Close on Sunday





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# FAQs

### 1. Do I need a FedEx account in order to ship?

No, cash and credit card are both accepted. However, if you ship with a FedEx account, you will be eligible to enjoy the discount below:

If you open a FedEx account registered with your credit card info, you are entitled to **40% off** for the first three months. Please scan below QR code or go to <https://www.fedex.com/en-hk/open-account.html> for account opening.



Please note that HK\$8.00 will be deducted from your account for payment gateway testing. It will be refunded within 7-14 business working days to your credit card account.

### 2. Which type of FedEx service is available for sending Document shipment?

Please use **FedEx International Priority®** with using **FedEx Envelope** for sending Document shipment.

### 3. Can I ship multiple BNO renewal applications in one FedEx Envelope?

It is not recommendable since the maximum weight restriction of FedEx Envelope is 500g only.

In addition, each application will have its unique reference number, i.e. PEX + 10 digits which will be showed on the address. It is highly recommendable to send one application per shipment.

### 4. Do I need to pay for Duties and Taxes?

No. Duties and taxes are not applicable for Document shipment.

### 5. What is “Total Carriage Value”?

“Total Carriage Value” is the carriage value represents FedEx’s maximum liability of the package. If additional coverage against damage/lost is required for your shipment, please fill in the Total Carriage Value with additional charge incurred. If you do not want this coverage, you can just leave it blank.

### 6. After the shipping label is generated, do I need to call your Customer Service Hotline?

No. You can directly go to our FedEx locations to drop off or wait for our courier to come if you have scheduled a pick up online. You are not required to call our Customer Service Hotline.

### 7. How can I track my shipments?

You may download FedEx Mobile App from iOS App Store or Android Google Play or visit [fedex.com](https://www.fedex.com) to track your shipments.



For further enquiries, please [click here](#) to write a message to FedEx Customer Service Team.