



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

The screenshot shows the 'To' section of the FedEx Ship Manager interface. The contact name is 'HM PASSPORT OFFICE INT-E', the company is 'PEX XXX XXX XXXX', and the country is 'United Kingdom'. The address is '101 OLD HALL STREET' in 'LIVERPOOL'. The postal code is 'L39BP'. The phone number is '+44 300 2220000'. The 'CONTINUE' button is at the bottom.

Who are you shipping to?

CONTACT NAME
HM PASSPORT OFFICE INT-E [ADDRESS BOOK](#)

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)

CUSTOMS VALUE
5

CURRENCY
USD

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

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)
BNO Renewal

HARMONIZED CODE (RECOMMENDED)

COUNTRY/TERRITORY OF MANUFACTURE
Hong Kong SAR, China

QUANTITY
1

UNIT
pieces

WEIGHT
0.5

WEIGHT UNIT OF MEASURE
KG

CUSTOMS VALUE
5

CURRENCY
USD

Total Per item

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	DELIVERED BY	
15 Jun 2020	12:00 PM International Priority®	HK\$375.71
22 Jun 2020	6:00 PM FedEx International Economy®	HK\$539.87

Press orange button to select International Priority®

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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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](#) [⋮](#)

Billing

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
	Estimated total	HK\$354.21

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

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

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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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.



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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 ▾

Prepare a Shipment

① Enter shipping information ② Print label(s)

* Denotes required field

1. From ② Help Edit

Your name, your sender address

2. To ② Help Hide

* Country/Territory	United Kingdom
Company	PEX XXX XXX XXXX
* Contact name	HM PASSPORT OFFICE INT-E
* Address 1	101 OLD HALL STREET
Address 2	LIVERPOOL
* Postal code	L39BP
* City	Select or enter
* Phone no.	443002220000 ext. <input type="text"/>
Recipient tax ID	<input type="text"/>

Perform detailed address check

This is a residential address ②

Save new recipient in address book

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



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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 [Update the credit card tied to my account](#)

* Bill duties/taxes/fees to [Update the credit card tied to my account](#)

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 [Calendar](#)

* Package contents Documents Products/Commodities

* Document description

* Your Description

* Service type International Priority Special Services



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Ship online via
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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	<input type="text" value="FedEx Envelope"/>
* No. of packages	<input type="text" value="1"/>
* Weight	<input type="text" value="0.5"/> kgs
* Total customs value	<input type="text" value="5"/> US Dollars
Currency Converter	
Total carriage value	<input type="text"/> US Dollars
* Shipment purpose	<input type="text" value="Personal Effects"/>
Return options	

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

<input type="radio"/> Schedule a pickup online
<input checked="" type="radio"/> Drop off a package at a FedEx location
Find FedEx Location
<input type="radio"/> Already scheduled a pickup or will contact FedEx to schedule a pickup

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

Notification type				
Sender	Email	Ship	Exception	Delivery
abc@yahoo.com.hk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Recipient	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Add additional recipients				
Select format: <input checked="" type="radio"/> HTML <input type="radio"/> Text				
Add a personal message				

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

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Step 6 – Customs Documentation

- Can skip this part
- No commercial invoice or pro forma invoice is required.

Step 7 – Complete your Shipment

- You may select “Create a Shipment Profile” for future use and name it as you wish, such as “BNO”.

Final Step – Click “Ship” button

- Congratulations! Shipping label is generated!
- Click “Print” button to print 3 copies of the shipping labels.
- Bring your shipment and the shipping labels to our FedEx locations or wait for our courier to come if you have scheduled a pick up.

Print

6. Customs Documentation ② Help Hide

Customs documentation may be required for this shipment. You may print the FedEx-generated documentation for Customs Clearance. ②

Commercial Invoice
 Pro Forma Invoice
 Additional FedEx generated trade documents

Advisories & Prohibits ② Help Edit

Review regulatory advisories related to your shipment.

7. Complete your Shipment ② Help

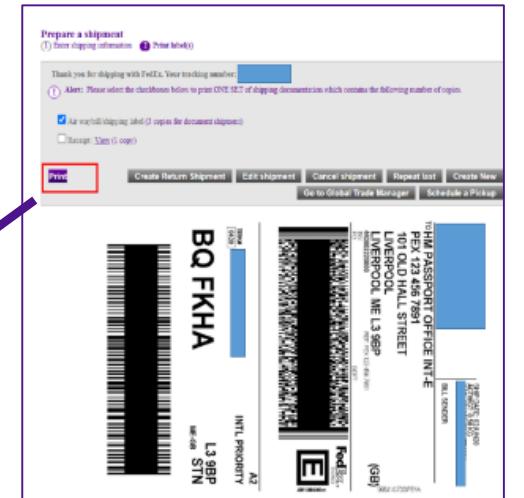
! **Alert:**
Please review alert(s) provided on this page before continuing.

Create a **Shipment Profile** to store recipient, package and all other details of this shipment for future use.
Profile nickname

Please note:

- Click the Ship button only once. Expect some delay due to transmission time. Do not click Stop or Reload; it may cause a duplicate shipment transaction to occur.
- By clicking the Ship/Continue button, you agree to the [FedEx Ship Manager at fedex.com Terms of Use](#) and the FedEx terms of shipping in the applicable [FedEx Service Guide](#) and the [Shipper's Terms and Conditions for FedEx Express International shipments](#).
- By clicking the Ship/Continue button, you agree that this shipment does not contain undeclared Dangerous Goods. If you are uncertain of whether your shipment contains Dangerous Goods, see the [Help](#) for more information. To ship FedEx Express Dangerous Goods, you must select "Dangerous Goods" in the Special services section.
- Results provided by FedEx Address Checker are believed to be reliable, but are not guaranteed.
- FedEx makes no warranties, express or implied, regarding Address Checker information.
- Correct completion of shipping documents is the responsibility of the customer.

Ship





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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 to track your shipments.



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