



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
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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Section 1 – Create a Shipment

- 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 FOCUMENT:
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) BNO Renewal ?	
HARMONIZED CODE (RECOMMENDED) ?	
COUNTRY/TERRITORY OF MANUFACTURE Hong Kong SAR, China ▼ ?	
QUANTITY 1	UNIT pieces ▼

Total		Per item
WEIGHT 0.5	WEIGHT UNIT OF MEASURE KG	
CUSTOMS VALUE 5	CURRENCY USD ▼	

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

Press orange button to select International Priority®

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

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



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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.

☒ **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.

Step 5b
Click on “Print Documents”.

PRINT DOCUMENTS

Next step:
Print your 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
------	-----------------------	--------------	----------

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 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 [Postal code information](#)

* City Select or enter

* Phone no. 443002220000 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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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”

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

3. Billing Details [Help](#) [Hide](#)

* Bill transportation to

xxxxxx

▼

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

* Bill duties/taxes/fees to

xxxxxx

▼

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

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

Your reference

PEX XXX XXX XXXX

☐ [More reference fields](#)

P.O. no.

Invoice no.

Department no.

4. Services [Help](#)

* Ship date

05 Jun 2020

📅

* Package contents

☒ Documents ☐ Products/Commodities

* Document description

Your document description

▼

* Your Description

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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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.

6. Customs Documentation [Help](#) [Hide](#)

Customs documentation may be required for this shipment. You may print the FedEx-generated documentation for Customs Clearance. [?](#)

☐ Commercial Invoice
☐ Pro Forma Invoice
☒ [Additional FedEx generated trade documents](#)

Advisories & Prohibits [Help](#) [Edit](#)

Review regulatory advisories related to your shipment.

7. Complete your Shipment [Help](#)

1 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

Prepare a shipment
(1) View shipping information (2) Print label(s)

Thank you for shipping with FedEx. Your tracking number:

Alert: Please enter the checkboxes below to print ONE SET of shipping documents which contains the following number of copies.

☒ Air waybill shipping label (2 copies for document shipment)
☐ Receipt (1 copy)

Print [Create Return Shipment](#) [Edit shipment](#) [Cancel shipment](#) [Repeat list](#) [Create New](#)
[Go to Global Trade Manager](#) [Schedule a Pickup](#)

BQFKHA
INTL PRIORITY
L3 98P
STN

UK PASSPORT OFFICE INTL
PK1 323 486 7881
101 OLD HALL STREET
LIVERPOOL, MERseyside L3 9BP
(GB)

Print

Print





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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.