**Sending documents to United Kingdom**

*Including sending BNO renewal document scenario*

**Section 1 – Create a Shipment**

```plaintext
Who are you shipping to?

<table>
<thead>
<tr>
<th>Name</th>
<th>Email (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>HM PASSPORT OFFICE INT-E</td>
<td></td>
</tr>
<tr>
<td>Company: PEX XXX XXX XXXX</td>
<td></td>
</tr>
<tr>
<td>Country: United Kingdom</td>
<td></td>
</tr>
<tr>
<td>Address: 101 OLD HALL STREET</td>
<td></td>
</tr>
<tr>
<td>Postal Code: L39BP</td>
<td></td>
</tr>
<tr>
<td>City: LIVERPOOL</td>
<td></td>
</tr>
<tr>
<td>Phone Number: +44 300 2220000</td>
<td></td>
</tr>
</tbody>
</table>
```

Ship online via FedEx Ship Manager™ at fedex.com

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
Sending documents to United Kingdom

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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

Shipment details

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.

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

<table>
<thead>
<tr>
<th>NO. OF PACKAGES</th>
<th>WEIGHT PER PACKAGE</th>
<th>DECLARED VALUE FOR CARRIAGE PER PACKAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max. 1</td>
<td>0.5 kg</td>
<td>USD 5</td>
</tr>
</tbody>
</table>

CONTINUE
Sending documents to United Kingdom

*Including sending BNO renewal document scenario

Section 2 – Shipment Details

What are you shipping?

<table>
<thead>
<tr>
<th>TYPE OF DOCUMENT:</th>
<th>PERSONAL DOCUMENT (E.G. LETTER)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUSTOM VALUE:</td>
<td>USD 5</td>
</tr>
</tbody>
</table>

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
Sending documents to United Kingdom

*Including sending BNO renewal document scenario

Ship online via FedEx Ship Manager™ at fedex.com

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

Rate and delivery options

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate and delivery options</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ARRIVES ON</td>
</tr>
<tr>
<td></td>
<td>15 Jun 2020</td>
</tr>
<tr>
<td></td>
<td>22 Jun 2020</td>
</tr>
</tbody>
</table>

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

Drop off package at FedEx location

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

Sending documents to United Kingdom

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Section 4 – Billing & Confirmation

- Select Bill to “My account” for both Transportation costs and Duties, taxes and fees.
Sending documents to United Kingdom

*Including sending BNO renewal document scenario

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”

Input your preferred email address: abc@yahoo.com.hk

CONTINUE TO SUMMARY
Section 4 – Billing & Confirmation

- Double check the summary and click "FINALIZE SHIPMENT" button.
Sending documents to United Kingdom

*Including sending BNO renewal document scenario

Section 5 – Label page

- Click “Label” and “PRINT DOCUMENTS” to print document and label for your shipment.
- No commercial invoice is required.
Ship online via FedEx Ship Manager™ at fedex.com (old version)

Sending documents to United Kingdom

* Including sending BNO renewal document scenario

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

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.
Sending documents to United Kingdom

* Including sending BNO renewal document scenario

# 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”

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

* Sending documents to United Kingdom
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Including sending BNO renewal document scenario

# If you are using old version of FedEx Ship Manager™, please refer to page 9 to 12 for shipping steps.
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
Ship online via FedEx Ship Manager™ at fedex.com (old version)

Sending documents to United Kingdom

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

**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.

* Including sending BNO renewal document scenario

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

* Including sending BNO renewal document scenario

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Hong Kong Island</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shop 70, 1/F, Admiralty Centre, 18 Harcourt Road, Admiralty</td>
<td>09:00 - 19:30 (Mon - Fri) 09:00 - 18:00 (Sat) Close on Sunday and Public Holiday</td>
<td></td>
</tr>
<tr>
<td>G/F., Hop Shi Factory Building, 22-24 Cheung Lee Street, Chai Wan</td>
<td>09:00 - 22:00 (Mon-Fri) 09:00 - 18:00 (Sat &amp; Public Holiday) Close on Sunday</td>
<td></td>
</tr>
<tr>
<td><strong>Kowloon</strong></td>
<td></td>
<td></td>
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<tr>
<td>Shop 1, G/F., Houston Center, 63 Mody Road, TST East</td>
<td>09:00 - 19:30 (Mon - Fri) 09:00 - 18:00 (Sat) Close on Sunday and Public Holiday</td>
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<tr>
<td>G/F., Heng Seng Industrial Building, 185 Wai Yip Street, Kwun Tong</td>
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<tr>
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<tr>
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### FedEx Hong Kong Locations

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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.