

PEOPLE TRAVELLING TO NEW ZEALAND

INFORMATION FOR AIRLINES



March 2012



IF THIS GUIDE DIFFERS FROM THE IMMIGRATION ACT 2009 AND/OR
IMMIGRATION REGULATIONS 2010, THE ACT AND REGULATIONS PREVAIL.

For more information contact the:

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First printed January 2004

Updated July 2007, March 2008, April 2008, April 2009, July 2009,
November 2010, July 2011, November 2011, March 2012.

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Introduction

Immigration New Zealand (INZ) wants to have effective working relationships with airlines. This includes helping to train and educate airline staff on:

- carrier obligations under the Immigration Act 2009 and Immigration Regulations 2010
- documents people need to enter New Zealand
- types of fraud
- examining documents
- using the Advance Passenger Processing (APP) system.



Legal requirements

INZ enforces the Immigration Act 2009 and the Immigration Regulations 2010. Under these, airlines have obligations for passengers travelling to, arriving in, transiting through, and departing from, New Zealand.

Responsibilities

Airlines must:

- obtain and provide to INZ the prescribed APP information as required by act and regulations for every person who intends to board an aircraft travelling to New Zealand;
- provide and ensure INZ has access to other information of the prescribed kind (PNR);
- ensure that all persons boarding a craft to travel to New Zealand hold the prescribed immigration documentation:
 - a valid passport, certificate of identity
 - a valid visa (if required) or an endorsement indicating New Zealand citizenship (but only if the carrier has not submitted APP Information)
- prevent anyone leaving an aircraft at a place other than an Immigration Control Area (ICA);
- supply information about anyone on an aircraft to an immigration officer, if required.

Sections 96, 101 and 102 of the Immigration Act 2009 set out these responsibilities and sections 356, 359 set the penalties for airlines that do not comply.

Every person other than a New Zealand citizen requires a visa to be in

New Zealand. Some people must apply for their visa before they travel to New Zealand, other groups will apply for their visa on arrival at the border. A visa may permit travel to and/or stay in New Zealand. The part of the visa which permits travel to New Zealand is referred to as "travel conditions".

All people apart from New Zealand citizens must apply for entry permission at the border upon arriving in New Zealand. Visa holders apply for entry permission and if granted, they may enter New Zealand and stay in accordance with the type of visa they hold and any conditions that apply to the visa.

People who are waived the requirement to obtain a visa before travel to New Zealand apply for a visa and entry permission at the border at the same time.

If visa requirements change, advice is sent to airlines via the Board of Airline Representatives in New Zealand (BARNZ) and included in the Travel Information Manual (TIM) and TIMATIC.

Liabilities

Airlines and people in charge of aircraft who carry inadmissible people to New Zealand may be liable for costs including travel costs and any costs for holding inadmissible people in detention until they can leave.

New Zealand visas

INZ issues both electronic and printed visa labels. Printed labels are placed into valid passports, certificates of identity and other travel documents. Electronic visas (E-visas) are held in INZ's systems but passengers may carry an electronic visa printout or a letter to confirm that the visa is held.

Types of visa

- Visitor visa
- Work visa
- Working holiday work visa (may be e-visa)
- Student visa
- Transit visa
- Limited visa
- Resident visa
- Permanent resident visa
- Interim visa (not valid for travel)
- Military visa
- Special visa diplomat/consular/official
- Returning resident's visa (RRV) (no longer issued but will be current for some time)
- Residence visa (no longer issued).

Endorsement indicating New Zealand citizenship

Previously New Zealand citizens travelling on non-New Zealand passports could be issued with an indefinite RRV. New Zealand citizens travelling on non-New Zealand passports may now have an endorsement indicating New Zealand citizenship placed into their foreign passport. The endorsement appears as a label in their passport similar to

a visa label, or it can be an electronic only endorsement with no physical label. Passengers with New Zealand citizen endorsements are landed as New Zealand citizens.

Details on visas are printed by machine or written by hand, **however no details are written by hand on machine-printed labels. There are no labels generated for electronic visas as these are held in INZ's customer database and are used to validate a passenger during the APP check-in process.**

Visas and endorsements are issued by INZ and some New Zealand Ministry of Foreign Affairs and Trade embassies and high commissions.

Checking a visa

When checking a passenger's visa, ask the following questions:

- Is the visa valid for entry into New Zealand? Check the expiry date, expressed as "Expiry date travel" or "Must not arrive after". It must be a date after the date of travel or state "Indefinite".
- If more than one person is travelling on the passport, does the visa cover every person?

Handwritten

New Zealand Immigration Act 1987			
VISITOR / WORK / STUDENT / LIMITED PURPOSE VISA			
Place of Issue	Date of Issue	Must not arrive after:	
Number of Entries	Client Number	000000	
Family Name	Given Names		
Passport No.	Sex	Date of Birth	Citizenship
Others included			
Conditions: Holder's may travel to New Zealand and, on application, may be granted a permit to/for			
Subject to:	Funds waived	Outward passage waived	Bond
Study / Work / Limited Purpose as	for		
at	Work / Study prohibited.		
See Group Visa list of	persons.	To join MV	at
YOU MUST LEAVE NEW ZEALAND BEFORE EXPIRY OF YOUR PERMIT OR FACE REMOVAL			

New Zealand Immigration Act 1987			
DIPLOMATIC / OFFICIAL EXEMPTION			
Place of Issue	Date of Issue	Must not arrive after:	
Number of Entries	Client Number	000000	
Family Name, Given Names			
Others included			
Passport No.	Sex	Date of Birth	Citizenship
Conditions: Holder is exempt from passport requirements pursuant to S11 of the Immigration Act 1987, by virtue of			
Holder's status as			
for			

Labels from 1990 to 1997

An orange label was used from 1990 to October 1997. Some returning resident's visas will still be valid after October 1997. Details will be machine printed or handwritten.

Handwritten

NEW ZEALAND IMMIGRATION ACT	
1987	
RESIDENCE RETURNING RESIDENT VISA	
CURRENT FOR TRAVEL UNTIL	
FOR	JOURNEY(S)
HOLDER MAY TRAVEL TO NEW ZEALAND AND ON	
RE-ENTRY TO NEW ZEALAND	
BE GRANTED A	

E 000000

Previously, a residence visa was issued to people overseas who had been granted the right to reside in New Zealand, but have not yet travelled to New Zealand. It was valid for only one trip (a single entry) to New Zealand. On arrival at the border the visa holder was granted a residence permit.

Residents were also issued with an RRV valid initially for two years from when their first residence permit was granted. Indefinite RRV were issued after expiry of two year RRV. Indefinite RRVs will remain valid for the life of the passport they are in, after which time the holder must apply to have a resident visa with travel conditions or a permanent resident visa endorsed in their new passport.

From 29 November 2010, people overseas and onshore will be granted a resident visa. If offshore, first entry must be by a certain date (or the visa will expire). The visa will have travel conditions indicated by the expiry date travel for a limited period, (usually two years) from the date of grant if granted onshore and from first entry if granted offshore. A resident visa allows for indefinite stay in New Zealand.

After residents have held their resident visa for a certain period, they may be granted a permanent resident visa. A permanent resident visa is indefinite, and allows unlimited travel to New Zealand.

Reading a resident or permanent resident visa

Check whether the person travelling has the right to travel to or reside in New Zealand. The person must have a valid resident or permanent resident visa to travel to New Zealand. If the resident visa is granted offshore the date of first travel must be before the "First entry before" date. A resident visa continues to be valid for travel if the date of travel is before the date shown next to the words "Expiry date travel". This date may also be described on the label as "Visa valid for further travel for xx months after first arrival". Visa expiry will say "indefinite".

Reading a returning resident's visa (RRV)

If the person has an RRV it will be valid for travel if the date of travel is before the date shown next to the words "Must not arrive after" or the "Date of expiry" or there is no date but there is the word "indefinite".



Australian permanent residents

Citizens of any country who hold a current Australian permanent residence visa or a current Australian resident return visa may travel to New Zealand and may be granted a New Zealand resident visa when they arrive in New Zealand. Airlines can contact the Immigration Border Operations Centre for assistance to interpret which Australian visas are acceptable

Transit passengers

A transit passenger is a person who:

- arrives in New Zealand on their way to another country; and
- stays on the aircraft or in the transit lounge (a boarding or an examination station) the whole time they are in New Zealand.

Passport holders from any country who intend to transit through New Zealand must obtain a transit visa unless they meet the exemption criteria below. A passenger must not be in transit in New Zealand for more than 24 hours.

The **exemption criteria** are that the person:

- is exempt from the requirement to obtain a temporary visa for travel to New Zealand (see pages 12 to 14); or
- holds a current visa issued by the Government of Australia to enter Australia and their intermediate or final destination after transiting New Zealand is Australia; or
- holds another current visa to enter New Zealand; or
- is a citizen of one of the countries listed below which are exempt from transit visa requirements.

See also the APP guidelines (page 20, Transit).

Countries which are exempt from transit visa requirements.

Bahamas	Federated States	Papua New Guinea	Solomon Islands
Bermuda	of Micronesia	Paraguay	Thailand
Bolivia	Indonesia	Peru	Tonga
Colombia	Kiribati	Philippines	Tuvalu
Costa Rica	Nauru	Republic of	Vanuatu
Ecuador	Palau	Marshall Islands	Venezuela
	Panama	Samoa	

Visa for travel not required

A visa for New Zealand is not needed by a person who holds a valid:

- New Zealand passport
- Australian passport
- Australian permanent residence visa
- Australian resident return visa.

Visitor visa

Visitors must have:

- travel tickets (confirmed or open) to a country they have the right to enter; and
- NZ\$1,000 for every month they want to stay in New Zealand; and
- a passport valid for at least three months longer than their intended stay or for one month if their Government provides passport services in New Zealand.

Visitor visa waiver

Visitors with a valid passport from certain countries are waived the requirement to hold a visa to travel to New Zealand and do not need a visitor

visa to travel to New Zealand. A travel visa waiver applies to these persons.

British citizens and other British passport holders who produce evidence of the right to reside permanently in the United Kingdom, do not need a visa and may be granted a visitor visa valid for six months on arrival.

People travelling on a United Nations laissez-passer do not need a visa if they plan to visit for three months or less, and may be granted a visitor visa on arrival.

Citizens of the following countries (travelling on a passport of that nationality), which have visa waiver agreements with New Zealand, do not need a visa to travel to New Zealand if they plan to visit New Zealand for three months or less. They may be granted a three-month visitor visa on arrival.

Andorra, The Principality of	Denmark	Korea, Republic of	Oman	Spain
Argentina	Estonia****	Kuwait	Poland	Sweden
Austria	Finland	Latvia****	Portugal*	Switzerland
Bahrain	France	Liechtenstein	Romania	Taiwan*****
Belgium	Germany	Lithuania****	Qatar	United Arab Emirates
Brazil	Greece*****	Luxembourg	San Marino	United States of America**
Brunei	Hong Kong***	Malaysia	Saudi Arabia	Uruguay
Bulgaria	Hungary	Malta	Singapore	Vatican City, State of the
Canada	Iceland	Mexico	Slovak Republic	
Chile	Ireland	Monaco	Slovenia	
Cyprus	Israel	Netherlands	South Africa, Republic of	
Czech Republic	Italy	Norway		
	Japan			

Notes

- * Portuguese passport holders must have the right of permanent residence in Portugal.
- ** Including nationals of the United States of America.
- *** Residents of Hong Kong travelling on Hong Kong Special Administrative Region or British National (Overseas) passports.
- **** Visa waiver does not apply to people travelling on alien's (non-citizen's) passports issued by these countries.
- ***** Greek passport holders whose passports were issued on or after 1 January 2006 only. (Greek passports issued before 1 January 2006 are not acceptable for travel after 1 January 2007.)
- ***** Permanent residents of Taiwan travelling on Taiwan passports.

Note: Always check TIM/TIMATIC to see if a visa is needed as the list changes regularly.

Working holiday scheme electronic visas

New Zealand offers an online application service for working holiday schemes that allows an applicant to apply for a working holiday visa from anywhere in the world online. Once an application

is approved, the applicant is asked to print out a copy of their electronic visa and take it with them when they travel. Currently the online application service is available to the following countries:

Argentina	Denmark	Italy	Norway	Thailand
Austria	Estonia	Japan	Poland	Turkey
Belgium	Finland	Korea	Singapore	United Kingdom
Brazil	France	Latvia	Slovakia	USA
Canada	Germany	Malaysia	Slovenia	Uruguay
Chile	Hong Kong	Malta	Spain	
China	Ireland	Mexico	Sweden	
Czech Republic	Israel	Netherlands	Taiwan	

Please check www.immigration.govt.nz/whs for the most current list.

Visa waivers – for formerly exempt persons

Crew

A crew member of any commercial aircraft is not required to obtain a visa before travel to New Zealand and on arrival will be deemed to have been granted a work visa valid for seven days from when their aircraft arrives in New Zealand.

Airlines are responsible for the people they bring to New Zealand as crew. If a crew member does not join an aircraft, the person in charge of the aircraft must inform an immigration officer as soon as possible.

Fishing crew travelling on a commercial aircraft to New Zealand to join a boat must have a work visa.

Visiting forces

A member of a visiting force (including members of the civilian component of the visiting force) as defined in the Visiting Forces Act 2004, or crew members of any craft transporting such people to New Zealand who will be in New Zealand:

- at the request or with consent of the Government of New Zealand, and
- in the ordinary course of the member's duty or employment,

is not required to obtain a visa before travel and will be granted a military visa when they arrive in New Zealand, however in some cases they will obtain a military visa prior to arrival. A member of a visiting force may present a movement order from their home government, approved by each government.

The movement order gives their departure date from the home country and flight number, the reason for their

being in New Zealand, and their return date and flight number. Their visa will be granted for this period.

These members of a visiting force do not have to hold a passport, certificate of identity or other travel document, but if they are travelling to New Zealand on a commercial flight they will usually carry a valid passport.

Note: a “member of a visiting force” can be an individual travelling alone.

Antarctic travellers

Members of, or any person associated with, any scientific programme or expedition under the auspices of a Contracting Party to the Antarctic Treaty within the meaning of the Antarctica Act 1960, or a person to whom section 5 of that Act applies are not required to obtain a visa before travel and on arrival in New Zealand with orders for the Antarctic, they may be granted a visitor visa valid for 12 months.

If they enter the Ross Dependency from a country other than mainland New Zealand, they will be deemed to hold a visitor visa for the duration of their stay in the Ross Dependency, and for three months upon arrival in New Zealand (if exiting Ross Dependency via New Zealand).

Children

A child travelling to New Zealand must:

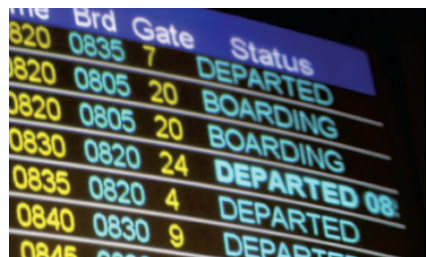
- have their own valid passport, certificate of identity, or other travel document; or
- be included in the passport of the parent who is travelling with them; and
- hold a visa, if required.

If the child is travelling on their parent's passport, they must also be included on the parent's visa.



Stowaways

The carrier or person in charge of an aircraft or boat must advise an immigration officer as soon as practicable if a stowaway is found.



New Zealand passports and travel documents

New Zealand passports are valid for travel to all countries.

Types of passport and document

The three types of New Zealand passport are:

- standard passport (blue cover)
- diplomatic passport (red cover)
- official passport (green cover).

New Zealand citizens may also be issued with an **emergency travel document** (blue cover).

To enable foreigners living in New Zealand to travel, New Zealand also issues:

- refugee travel documents
- certificates of identity.

These documents are not accepted by all countries.

A person travelling on a New Zealand certificate of identity or refugee travel documents needs a returning resident's visa, permanent resident visa or resident visa with travel conditions to travel back to New Zealand.

Standard passports

Since 24 April 2005 all passports, adult and child, have a maximum validity of five years, or such shorter period as may be determined in a particular case.

From 24 February 1992 until 23 April 2005 passports for persons 16 and over had a maximum validity of 10 years. Passports issued to children

under 16 had a maximum validity of five years.

Names have not been endorsed on New Zealand passports since 21 April 2005. This refers to the practice of endorsing a married name into a passport so the holder did not have to replace the passport due to the change of name.

Children's names have not been endorsed on New Zealand passports since 24 February 1992. Since this practice stopped, all New Zealand travellers, no matter what age, must have their own New Zealand passport.

All New Zealand passports issued since 25 October 2004 are machine readable.

Standard passport series

Standard passports are currently issued in the LA series (E chip passport commenced in September 2005).

Older standard passports in the:

- L series are no longer valid
- N series are valid until 2010
- M series are valid until 2014
- F series are valid until 2010
- AA series are valid until 2015
- AB series are valid until 2015
- LA series are valid until 2015

For AA, AB, EA, EB, ED and EF series passports the holder's photograph and personal data are directly imaged onto the data page; no photograph is inserted into these passports.

Each passport series has different security features and appearances.

Older style passports and travel documents remain valid until the expiry date printed on them.

Emergency travel documents

Emergency travel documents are issued to New Zealand citizens for urgent travel. These have a maximum validity of one year, but may be issued for less than one year.

Emergency travel documents are machine readable and the number in the current series commences with TD.

Unacceptable travel documents

The following travel documents are unacceptable and do not meet the requirements for entry to or transit through New Zealand:

- Travel documents issued by the Turkish Republic of Northern Cyprus and Chinese Taipei diplomatic and official passports whose regimes are not recognised by the New Zealand Government. (Holders of normal Chinese Taipei passports that have numbers prefixed by M, MFA or X will be accepted.)
- Tongan protected person passports.
- "Investor" passports issued by Kiribati and Nauru (which do not confirm the holder's nationality).
- Travel documents issued by the World Service Authority and "Maori Kingdom of Teteti Islands" (which are issued by an unofficial source).
- Collective passports issued by Slovenia and the Federal Republic of Yugoslavia.
- Passports issued by the former Union of Soviet Socialist Republics.
- Normal passports issued by Belarus that do not bear multiple exit stamps.
- Travel documents issued by Somalia.
- Kuwait "Article 17" passports.
- Islamic Emirate of Afghanistan passports.
- United Nations Transitional Administration for Timor Leste (UTAET) travel documents.
- Greek passports issued before 1 January 2007.
- Iraqi S series passports.

Imposters and inadmissible passengers

It is important to check all passengers and their travel documents.

If a passenger is:

- very nervous or confused
- has no or little check-in luggage but have travelled a long way
- travelling on a one-way ticket
- has taken an unusual route to arrive in the final country of destination
- seems different to the nationality of the person in the passport, based on their language, clothes and ethnic appearance
- has other papers in a different name to the name in the passport,

they may be an inadmissible passenger.

An impostor may use someone else's passport to travel without attempting to change the passport photograph. They may rely on looking like the person in the photograph. Airlines should check:

- the photograph in the passport is of the person holding the passport; and
- changes in the person's appearance relative to the age, gender and height (if in passport) of the person in the passport.

See also the APP guidelines (page 19).

Doubts about a passenger

If you have any doubts about a passenger being genuine, contact an INZ officer at the Immigration Border Operations Centre for urgent advice. The immigration officer will assess whether the person fulfils the requirements for entry to New Zealand and can be uplifted.

Phone: +64 9 277 0634
(GMT +12 hours)

This number is staffed 24 hours a day, seven days a week.

Fax: +64 9 256 1333

Advance Passenger Processing guidelines

New Zealand's system to enhance the security of its borders is called Advance Passenger Processing (APP).

Introduction

The APP check is an interactive check undertaken before a passenger boards a flight to New Zealand to determine whether the passenger may legitimately travel to New Zealand.

Note: This information is a guide only. It is not a substitute for the Immigration Act 2009 or Immigration Regulations 2010. Further information is available from TIM or TIMATIC. If you are in any doubt about whether a passenger can travel to New Zealand, contact the Immigration Border Operations Centre on +64 9 277 1250.

APP check-in procedures

Follow the APP check-in procedures.

1. Check (face to passport) that the passenger's travel document belongs to the passenger.
2. Check for signs of the travel document having been fraudulently altered.
3. Check whether the passenger is transiting into or out of New Zealand (see also page 11).
4. Check whether the passenger is terminating in New Zealand.
5. Do an APP check of the passenger and all accompanying children (including infants) before issuing boarding passes.
6. Issue a boarding pass if:
 - the passenger has presented legitimate travel documents; and
 - you have received a positive APP message, for example, "OK to Board" or "Board with Outward Ticket" (and the passenger has a valid outward ticket).
7. Contact the Immigration Border Operations Centre (+64 9 277 1250) if you:
 - receive a "Contact INZ" message; or
 - receive a "Board with Outward Ticket" message but the passenger does not hold an outward ticket; or
 - are not satisfied the passenger's travel documents are legitimate (regardless of the APP message).
8. If the immigration officer declines to allow the passenger to board, advise the passenger appropriately and suggest the options available to them. The Immigration Border Operations Centre can advise you of the options, including referring the passenger to the nearest New Zealand Embassy or High Commission.

APP transactions

Each airline populates the fields in the APP system differently. An airline may capture the passenger's personal and passport data from their reservation system by having check-in agents:

- scan the machine readable zone of passports; or
- key the data into the system.

The mandatory data required for New Zealand is the passenger's:

- surname
- given names
- date of birth
- nationality
- gender
- travel document number (if any)
- travel document expiry date
- travel document issuing State.

Travel document types

The APP system recognises three document types:

- P (passport)
- O (other; eg certificate of identity, Red Cross travel document, military order, or Asia-Pacific Economic Cooperation (APEC) card)
- N (no document or a document presented without a document number).

Most airline departure control systems default to document type P. If a passport is not available, specify O or N and follow the APP response returned.

Emergency uplift without proper documentation

A passenger travelling to New Zealand must be properly documented. However, a passenger may have urgent

and compelling reasons to travel to New Zealand without the required documentation. In such circumstances contact the Immigration Border Operations Centre (+64 9 277 1250) for clearance to carry the passenger without proper documentation. The Immigration Border Operations Centre staff will assess the circumstances and approve or decline the passenger's uplift.

If a New Zealand citizen arrives at check-in with an expired passport or no passport, contact the Immigration Border Operations Centre.

If a person presents with a valid returning resident's visa, residence visa or permanent residence visa, resident visa or permanent resident visa in an expired passport, contact the Immigration Border Operations Centre.

If a passenger with a valid travel document but without a required visa or required outward ticket has urgent and compelling reasons to travel, seek approval for uplift from the Immigration Border Operations Centre. You will be required to provide the passenger's details and the details of the urgent and compelling circumstances warranting uplift. The Immigration Border Operations Centre may or may not give approval.

Transit

There are two types of transit passenger.

1. A passenger transits New Zealand on the same flight: The APP system determines the flight's transit point from the airline schedules. The response from the New Zealand APP system takes into account that the passenger is in transit, so the airline does not need to inform the system of the transit (eg flight QF102 from Singapore to Auckland to Sydney (SIN-AKL-SYD)).
2. A passenger arrives in New Zealand in transit on one flight and leaves

on another flight: The airline must indicate this situation in the APP system using the two transit flags.

- Set Transit – Destination to Y when a passenger checks in from the port of origin or elsewhere (ie through-check) and transits New Zealand to connect to another flight or carrier to a further destination (eg a passenger is to travel on flight NZ001 from Los Angeles to Auckland and is to connect to flight QF104 from Auckland to Sydney).
- Set Transit – Origin to N when a passenger checks in at the transit port or elsewhere (ie through-check) for a further destination (eg a passenger is checked in for a flight from Auckland to Sydney when in transit from another flight).

The transit passenger flags default to **N** unless the check-in agent specifies otherwise.

Overrides

Government overrides allow airlines to uplift a passenger if a negative boarding directive or “Contact INZ” message has been returned by the APP check. The check-in agent must contact the Immigration Border Operations Centre (+64 9 277 1250) for authority to override the negative boarding directive. An immigration officer may issue a Government override code to the airline. To override the negative boarding directive the check-in agent must resubmit the APP information with the government override code.

Passengers who require outward tickets

For passengers who require an outward ticket to leave New Zealand, the ticket must be to a country that the passenger has the right to enter (normally their home country). If a passenger requires an outward ticket to leave New Zealand, INZ will not allow the passenger to board the flight if the ticket is to a country to which the passenger currently has no right to enter.

The passenger may only:

- purchase an outward ticket to a country they have the right to enter; or
- not board the flight to New Zealand.

Procedures when APP system not working

If the APP system is not working:

- Contact your internal help desk to identify whether it is an internal or a SITA problem.
 - If the problem is with the local SITA network, your help desk will contact the local SITA help desk.
 - If the problem is with the SITA system in Atlanta, your help desk will contact the SITA help desk in Atlanta.
 - The SITA help desk will coordinate problem resolution with CPS Systems, if required.
- Follow your manual contingency procedures.
- Airlines should also contact the Immigration Border Operations Centre (+64 9 277 1250) to advise that the APP system is not working. An immigration officer may issue an exemption from conducting APP checks for the flight.

Penalties for non-compliance

When any carrier fails without reasonable excuse to ensure a passenger meets all lawful requirements for travel to New Zealand, penalties may be incurred by the airline.

Airline staff must follow the APP procedures carefully and check all passenger documents thoroughly.

If in any doubt contact the Immigration Border Operations Centre (+64 9 277 1250).

Service standards

The Immigration Border Operations Centre will reply to:

- telephone calls from airline staff or airport liaison officers immediately.
- telex messages within 10 minutes of receipt.

Helping the Immigration Border Operations Centre

For Immigration Border Operations Centre staff to provide a high-quality service, it is essential in any communications with them that you:

- identify who you are and from where you are calling
- give accurate and complete information about each passenger, including their:
 - family name
 - given names
 - date of birth
 - nationality
 - passport number (if available)
 - passport country.

- state whether you manually entered the passport data into the system or swiped the passport
- give brief details about the request
- give the passenger's flight details (eg their flight number, arrival time and port of arrival)
- treat Immigration Border Operations Centre staff with courtesy
- accept the Immigration Border Operations Centre decision as final
- do not offer gifts, money or other favours to Immigration Border Operations Centre staff
- do not give the Immigration Border Operations Centre telephone number to passengers or other members of the public.

Immigration Border Operations Centre hotline

The Immigration Border Operations Centre hotline is available 24 hours a day, seven days a week:

+64 9 277 1250.

If you are phoning from an Australian airport, use the toll-free number:

1800 156 260.

You can also contact the centre via telex on AKLAPXH.

Immigration New Zealand contact details

NEW ZEALAND
Immigration Border
Operations Centre (IBOC)
Auckland International
Airport
Phone: +64 9 277 1250
Fax: +64 9 256 1333
Telex: AKLAPXH
Office hours: 24 hours/
seven days

APIA
New Zealand High
Commission
Phone: +685 24 648
Fax: +685 21 717

BANGKOK
New Zealand Embassy
Phone: +66 2 654 3444
Fax: +66 2 654 3445

BEIJING
Ta Yuan Diplomatic Office
Phone: +86 10 6532 6688
Fax: +86 10 6532 5681

DUBAI
API Tower
Phone: +971 4 332 7031
Fax: +971 4 329 1390

HONG KONG
Suite 6508
Central Plaza
18 Harbour Road
Wanchai
Phone: +852 2877 4488
Fax: +852 2877 0586

HO CHI MINH CITY
New Zealand Consulate
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