



NEW ZEALAND
IMMIGRATION

NZeTA Guide for Airlines



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
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New Zealand Government

NZeTA Guide for Airlines

Introduction

From 1 October 2019, some international visitors and transit passengers must hold an NZeTA (New Zealand Electronic Travel Authority) before travelling to New Zealand.

Purpose

The purpose of this guide is to ensure that relevant frontline staff such as check-in staff will be able to:

- identify which travellers do not hold an NZeTA or those who have been refused an NZeTA via their APP systems
- advise travellers to quickly request an NZeTA
- recognise when to escalate a request to Border Operations on behalf of the traveller
- understand key traveller scenarios and demonstrate how to handle each scenario whilst maintaining a high-level of customer service
- know where to get more information.

Audience

Relevant airline staff: including managers, check in supervisors, check in staff and other frontline teams

Briefing Session Resources

- 2 x animation videos to play during this briefing session can be found on the Carrier Collaboration portal <https://nzeta.atlassian.net/wiki/spaces/NCC> (please note licences are limited to 2 licences per carrier so please contact your organisation's representative to send you these resources from the portal. If you are unsure who your representative is please email nzeta.information@mbie.govt.nz).

Additional Resources

- NZeTA Information including how to request: www.immigration.govt.nz/nzeta
- Communications Toolkit www.immigration.govt.nz/nzetatoolkit

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1. What is an NZeTA?

What is an NZeTA?

The NZeTA is New Zealand’s Electronic Travel Authority which is a new border security measure being introduced by the New Zealand Government on 1 October 2019.

Some travellers who are eligible to travel to New Zealand without a visa will now be required to hold an NZeTA before they travel to New Zealand.

The NZeTA is not a visa and doesn’t guarantee entry to New Zealand. On arrival in New Zealand, travellers must still meet all existing entry requirements, such as holding an onward travel ticket, being a bona fide visitor and being in good health.



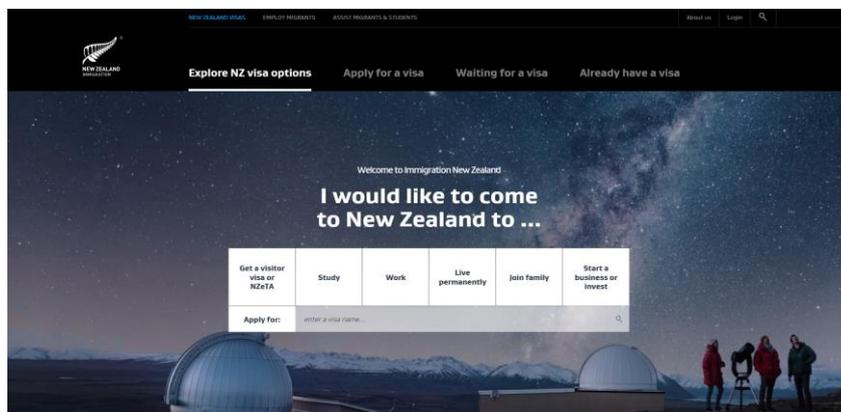
How do travellers request an NZeTA?

Travellers request an NZeTA either using the INZ NZeTA web form or the INZ NZeTA Mobile App.

It costs NZD\$9 via the mobile app; NZD\$12 via the website.

Once issued, the NZeTA is valid for up to 2 years and can be used for multiple visits.

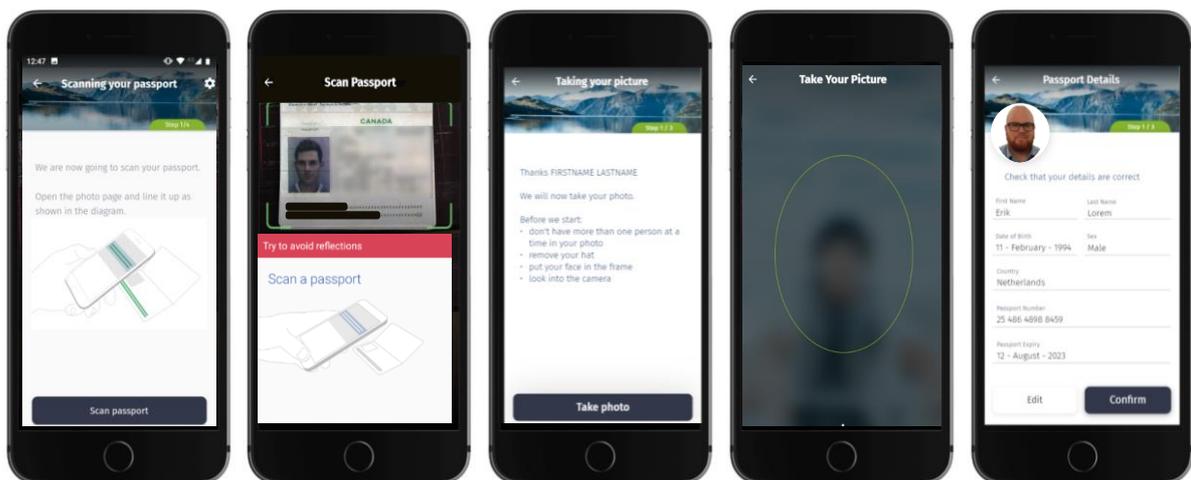
Travellers should request their NZeTA well in advance of their trip to New Zealand. It can take up to 72 hours for an NZeTA request to be processed however, as the request uses a mix of automated and manual processes, requests can take minutes or up to 72 hours to be processed.



Using the Mobile App

New Zealand is the first country in the world to develop an app for an electronic travel authority. It utilises scanning and photo technology to capture passport details, credit card details and to capture your face which makes it really quick and easy for a traveller to request an NZeTA.

Travellers will need their passport, a Visa or MasterCard Credit or Debit card, an email address, and a connected device on which to apply, and answer a few simple questions.



What is the International Visitor Conservation and Tourism Levy (IVL)?

The International Visitor Conservation and Tourism Levy (IVL) is a fee that enables travellers to contribute directly to the tourism infrastructure they use and help protect the natural environment they enjoy, during their stay in New Zealand.

Most visitors to New Zealand will need to pay the IVL and this payment will be made when they apply for either their visa or request an NZeTA, which may enable multiple entries for one payment.

The IVL costs NZD\$35 and will be charged automatically when the NZeTA is requested making it easy for the traveller.



Why is NZ introducing the NZeTA and why does it matter?

In recent years New Zealand has experienced an exponential increase in the number of visitors and currently, visa waiver visitors receive only light-touch screening.

Introducing the NZeTA will:

- streamline systems for entry which will speed up border clearance
- allow more detailed security checks to be performed on people who are coming to visit which will strengthen security and is based on best practice border security systems implemented in other countries.



While it is a significant change, we hope that there will be benefits for carriers too, with fewer passengers refused entry to New Zealand at the onshore border (and subsequently turned-around which incurs costs to carriers as well).

Who needs an NZeTA?

You are required to hold an NZeTA before travelling to New Zealand (regardless of age) if you are:

- Travelling on a passport from a visa waiver country.
- An Australian permanent resident.
- A cruise ship passenger, regardless of nationality.

If you are a cruise ship passenger from a **visa required** country, you can visit New Zealand using an NZeTA, but you must be travelling to New Zealand on the cruise ship (not flying in).

Transit passengers: Travellers from visa waiver or transit visa waiver countries who are in transit through Auckland International Airport are required to hold an NZeTA from 1 October 2019, even if New Zealand is not their final destination.

People transiting to or from Australia, regardless of nationality, can transit with an NZeTA. This is a benefit for those passengers who would previously have been transit visa required.

Who does not need an NZeTA?

You do not need an NZeTA if you:

- are a New Zealand citizen travelling on:
 - a New Zealand passport, or
 - a foreign passport that has a New Zealand citizen endorsement
- are an Australian citizen travelling on an Australian passport (including an endorsement indicating Australian citizenship (e.g. Australian declaratory visa).
- hold a valid visa for New Zealand — including a Permanent Resident Visa



Then they are eligible to travel to NZ without a visa or NZeTA.

All other passport holders must show evidence of a visa or an NZeTA.

How have we communicated with travellers?

A global marketing campaign has been raising awareness of the NZeTA and how it affects New Zealand's borders.

The campaign kicked off in May, allowing five months to ensure travellers, markets and carriers are well-educated about the NZeTA and what they need to do.

Our activity will reach all of the 60 visa waiver countries, through a mix of paid and unpaid channels.

The **top 20 countries**, which **account for 93% of visitors** will be targeted with paid marketing activity, with a focus on cost-effective digital marketing. The top 20 countries, and the remaining 7% of travellers, will also be reached via unpaid communications channels including:

- Print
- Billboards
- Online (display)
- Video
- Google Search Results



Communications Toolkit

This has been designed to ensure that the tourism industry have the information and assets they need and can communicate to their customers at the same time that we are running our global marketing campaign for travellers. It includes:

- Information sheet for travellers
- Information sheet for industry
- Communications guidelines
- Website and email content
- Print magazine advertisement

The information in the Communication toolkit is designed to help organisations in the tourism industry communicate to their customers about the NZeTA including an information sheet for travellers in 11 languages.

www.immigration.govt.nz/nzetatoolkit



Travel rules to New Zealand are changing. From 1 October 2019, travellers from some countries will need an NZeTA (New Zealand Electronic Travel Authority) before travelling to New Zealand. The good news is, it's easy to request. Just visit us online to find out if you need one. Approval can take 72 hours, so get yours before you go. We look forward to seeing you soon.

To find out if you need an NZeTA visit immigration.govt.nz/nzeta



New Zealand Government

2. What you need to do.

What you need to do to support travellers

Immigration New Zealand will enforce the requirement for travellers to hold either a Visa, an NZeTA, or a New Zealand or Australian passport at check-in, from 1 October 2019.

The key message is that airlines must continue to follow their NZ APP instructions.

Airlines' responsibilities around NZeTA arises from the airlines' legal obligations with respect to the Advance Passenger Processing system (APP). Whether or not a traveller holds an NZeTA will be automatically assessed when the person presents at check-in for the flight to NZ, via prescribed data submitted from the airline via APP. The obligation is to submit the required APP data and comply with the boarding instructions received. Airlines should do as they do now – follow the APP instructions. Airlines commit an offence if they fail to comply with 'Do Not Board' instructions from APP. This means that the carrier may be infringed or prosecuted if a passenger is boarded when it has received either of these responses.

Of course, where boarding is initially denied, we are keen to ensure all appropriate steps are taken to resolve the issue so that boarding can be permitted (via APP) for bona fide travellers to continue on their journey but we'll cover that process later.

Remember that INZ is able to exercise its discretion, to allow boarding for passengers in exceptional circumstances. The override procedure is a current process and INZ has recruited a number of additional resources to support any increase post 1 October.

Introducing the NZeTA will facilitate border clearance and strengthen security and this will bring New Zealand's border controls into line with international best practice.



What is not changing?

Airlines are required to follow the APP instructions for boarding – exactly as they do today – and this is the primary obligation.

Airlines should perform troubleshooting steps contained later in this pack before contacting Immigration Border Operations (IBO) if they need any assistance - as they do today. IBO will have additional staff available to help manage requests for manual processing/intervention.

What is changing?

Carriers must continue to follow APP instructions - however, there is an additional response code available, that carriers must use, to better triage NZeTA-specific issues at check-in.

This will clearly indicate the scenario where the passenger is being prevented from boarding, because they do not hold an NZeTA.

Message code: 8525

Brief description: NZ ETA NOT FOUND

Description: Do not Board needs NZ ETA

Action required by airline: Do not allow the passenger to board.

Notes: Advise traveller to immediately request NZeTA

MR sent to NZ: Denied Movement Record

In this case you need to assist the traveller to resolve the scenario (i.e. providing first-level support to request the NZeTA urgently, and retry check in) prior to contacting INZ. There is an Information sheet available to guide travellers through the request process. We will go into more scenario detail later.

If a traveller does not hold an NZeTA when they check in, they will not be allowed to board. They may be able to request an NZeTA upon check in, but if Immigration New Zealand cannot process the request in time, or if the request is refused, then they will not be allowed to board.

What support will be in place?

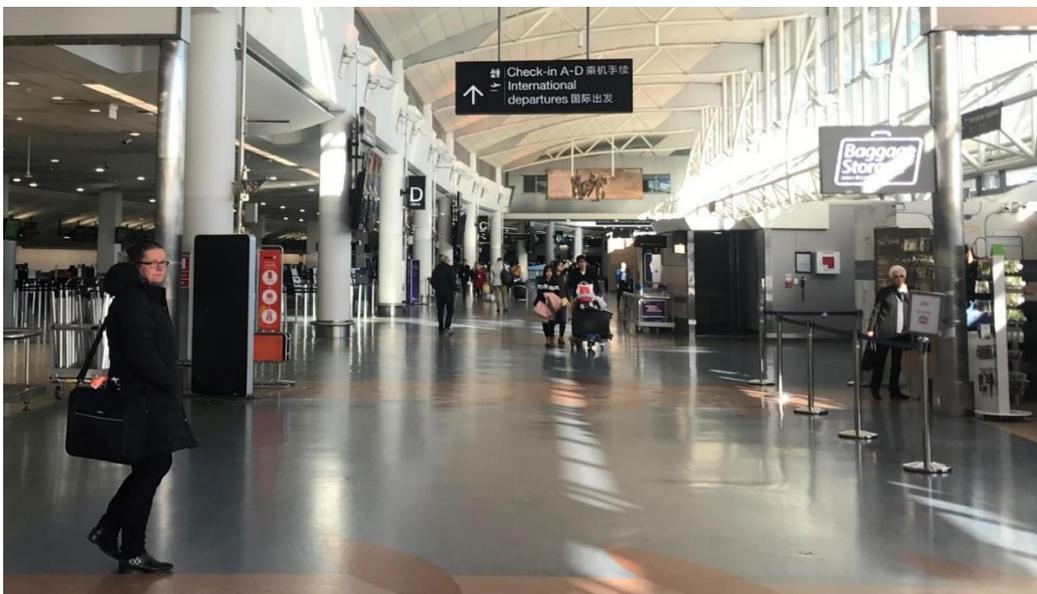
Airlines should continue to contact Immigration Border Operations (IBO), for assistance to resolve APP issues (including NZeTA-related issues) as per the current process. Immigration New Zealand has recruited and trained additional resources in IBO to help with APP-related contact from airlines.

There will also be a pack available with resources for check in staff. This will include hand-out information to assist check in staff to help travellers request an NZeTA if they try checking in without one (e.g. a brochure to explain how to request an NZeTA – this will be in English and 10 languages).

The 10 languages that have been selected based on the volume of visitors to New Zealand who speak these languages are:

- Arabic
- Chinese (traditional)
- Chinese (simplified)
- French
- German
- Italian
- Japanese
- Korean
- Brazilian Portuguese
- Latin American Spanish

The pack may also include resources to allow check in staff to help troubleshoot and triage issues as well as escalations if travellers try to check in without an NZeTA.



3. NZeTA Scenarios

NZeTA Scenarios:

The following scenarios are designed so that check in staff are able to confidently support travellers in the following situations:

- identify which travellers do not hold an NZeTA or those who have been refused an NZeTA
- recognise when to escalate a request to Border operations on behalf of the traveller.
- how to quickly refer travellers to request an NZeTA.

The key in each of these scenarios is to remember that just as you do today, you must always follow your APP boarding instructions and in any case where you need assistance, call IBO.

Scenario 1:

Please play [NZeTA SCENARIO ONE video](#) – make sure you have sound on [1:58 minutes].

Transcript below:

Scenario 1: Positive Board response

Kia Ora. Your traveller checks in, their passport is scanned and the APP response is positive.

The response will either be 8501 OK to BRD or the conditional response 8519 BRD with OWT (Outward ticket).

Your system may translate these responses further however, the responses and processes you follow are the same as today.

A positive board response means the traveller has either got an NZeTA, a visa, or is an Australian or NZ citizen.

This is great news as your traveller can board the plane!



Scenario 1 Discussion Points:

A positive response will be the most common scenario.

What APP response will my airline see?

App response codes are: Board Response from APP in this instance = 8501 – OK to BRD Or could be 8519 – BRD with OWT (if outward ticket requirement applies) – incidentally this will be most of the visa-waived / NZeTA travellers. The airline system may translate these responses even further. We recommend that airlines document their translated responses in their own versions of this information.

What if the traveller checks in at a kiosk or online?

Your check-in channels will be integrated with APP in order for check in to be completed so the traveller will be able to check in and board with no further issues.

Will check in staff see that the traveller has an NZeTA?

No, the APP response will either be positive = Board or negative = Denied Boarding. APP is checking if the traveller is either a NZ or Australian citizen, or has a visa or has an NZeTA based on the standard check-in information.

What do check in staff need to do if traveller quotes an NZeTA reference number or provides a copy of the confirmation email (e.g. on a screen or printed out)?

There is no need for this information if they receive a positive board response.

Scenario 2:

Please play [NZeTA SCENARIO TWO video](#) - Make sure you have sound on [4:55 minutes].

Transcript below:

Scenario 2: Negative board response

Kia Ora. In this scenario your traveller checks in, their passport is scanned and the APP board response is negative.

Depending on how APP is configured for your airline the response will be either “8525 DNB – NO ETA” found or “8520 DNB Contact INZ” (Immigration New Zealand).

8525 is a new code which is available to help airlines troubleshoot NZeTA specific issues at check in.

If your systems are not ready to receive the new code, you will receive the 8520 code.

There are several reasons a visa-waiver traveller may receive a negative boarding response so you'll need to follow a few simple troubleshooting steps.

Once you have determined that they are a visa-waiver traveller you will need to ask if they have an NZeTA.

If NO, then advise the traveller to request an NZeTA immediately. There is a flyer available to give to travellers which explains how they can request one (airlines can access this from the NZeTA Communications Toolkit page – www.immigration.govt.nz/nzetatoolkit).

Requesting an NZeTA is a simple process. The traveller only needs their passport, a Visa or MasterCard credit or debit card, an email address, a connected device on which to apply, and to answer a few questions.

Once the traveller has requested their NZeTA and received notification via email or the app that the NZeTA has been issued you can repeat the check in process. Even if they haven't yet received the notification it's working checking in anyway as most travellers likely receive an OK to Board response at this point which means they can board the plane and be on their way.

If however, the traveller is still receiving a Do Not Board response, the Immigration Border Operations team (IBO) will need to be contacted to provide assistance.

If your traveller said YES to having an NZeTA, you will need to troubleshoot further to establish why the traveller received a negative boarding response.

Reasons could include:

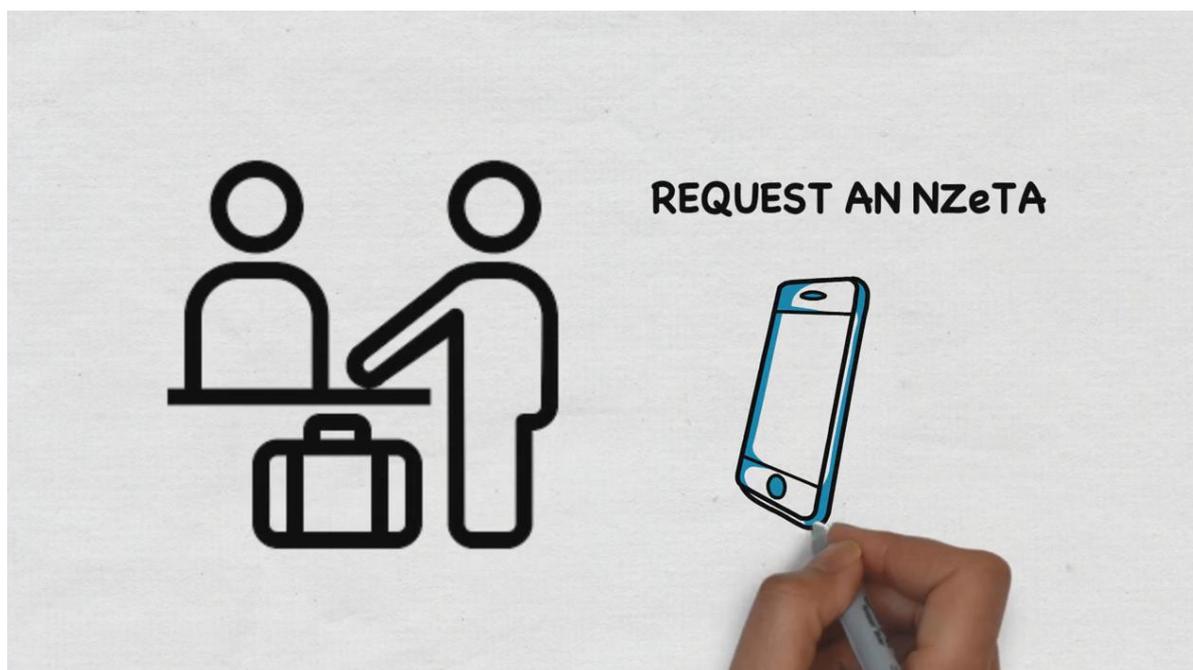
- Their NZeTA is on another passport e.g. if they have dual nationality, or have renewed their passport since requesting the NZeTA
- There is a data entry error e.g. name inputted incorrectly
- There may be a mismatch between the NZeTA requested and the travel conditions e.g. the traveller may have indicated they are transiting through NZ and they are not or the traveller may have indicated they are an Australian Permanent Resident and they are not.
- The traveller may have been refused an NZeTA
- Or the traveller may be trying to enter NZ with fraudulent documents

In these cases you will need to contact Immigration Border Operations (IBO). The more information you can provide to IBO (such as an NZeTA request number if the traveller has one), the faster they will be able to assist the traveller.

Travellers may have their NZeTA request number in an email or they may have printed it out. Just as today, IBO will provide assistance and you'll need to follow their instructions.

So let's recap. In some scenarios you may need to call for assistance however, the majority of passengers who arrive at check in and receive a Do Not Board response just need to simply request an NZeTA using the mobile App.

By working together, this ensures passengers can board as smoothly as possible and soon be on their way to NZ.



Scenario 2 Discussion Points:

What if a traveller checks in at a kiosk or online?

The traveller will be referred to a check in agent.

Will check in staff see that the traveller has an NZeTA?

APP response will be negative however, there is an additional code (8525 – NO ETA) to assist check in staff with troubleshooting – if your organisation has made the necessary changes to receive it. APP is checking if the traveller is either a NZ or Australian citizen, or has a visa or has an NZeTA

What do check in staff need to do if a traveller quotes an NZeTA reference number or provides a copy of a confirmation email (e.g. on a screen or printed out)?

If you need to call IBO, providing the NZeTA request number will be very helpful

What are some things to look out for if the traveller is denied boarding and they have an NZeTA?

- Does the person's passport details match the NZeTA? Has the passport been renewed?
- Dual nationalities: ask if they have more than one passport?
- Fraud: is the NZeTA genuine? Is the passport genuine?
- Has the NZeTA been refused? Travellers can check this themselves by checking their email or by visiting the 'Check Your NZeTA status' page at www.immigration.govt.nz/nzeta.
- Is the NZeTA a transit only NZeTA? If travellers are intending on visiting NZ they need to request a standard NZeTA (non-transit).

What if a traveller has a valid reason why they are travelling to NZ without an NZeTA (e.g. could be considered a humanitarian/emergency case, or an unaccompanied minor with no access to a credit card etc.?)

IBO will assess these situations on a case-by-case basis. As you do today, you need to follow their instructions.

4. Recap

Key points:

- The NZeTA is an authority to travel and does not guarantee entry.
- You must follow your APP boarding instructions as per the existing process.
- There is a new APP response code **8525 – NZeTA not found**.
- If a passenger does not have an NZeTA, then they should be directed to apply for one. In most cases the NZeTA will be issued.
- If you need assistance please call IBO as per the existing process.
- If there is an APP outage please follow your normal outage procedures.
- For more information please visit New Zealand's Immigration website:
www.immigration.govt.nz/nzeta

Key Contacts

NEW ZEALAND'S IMMIGRATION WEBSITE:

www.immigration.govt.nz/nzeta

IMMIGRATION BORDER OPERATIONS (IBO) – **for airline use only:**

- Phone: +64 9 2771250 (24x7 APP hotline)
- Email: apsso@mbie.govt.nz
- SITA: AKLAPXH

Appendices:

The following pages contain resources that can be used for further information if required:

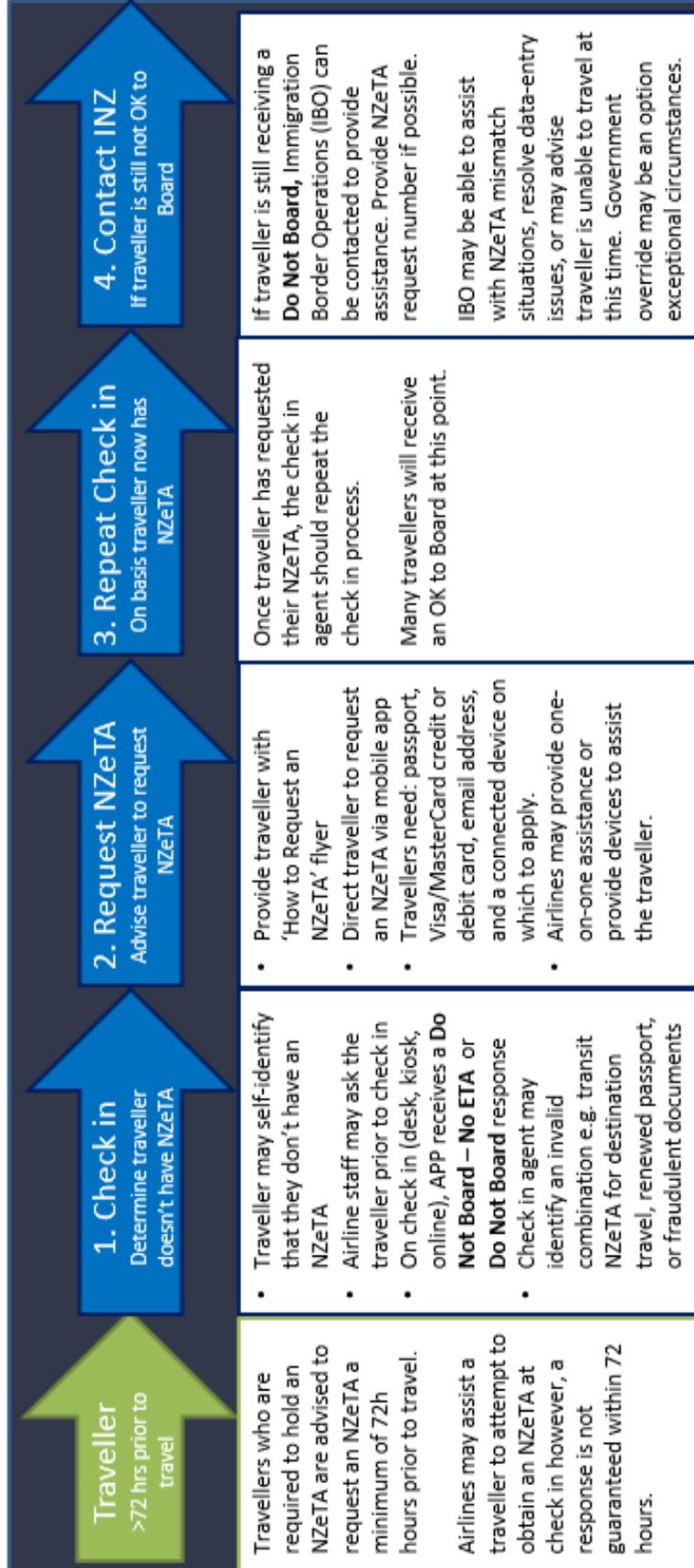
- **Principles for handling 'Do Not Board' responses**
- **Who needs an NZeTA matrix**
- **Slide 32: List of visa waiver countries and territories**
- **Slide 33: List of visa waiver countries**
- **Slide 34: Exemptions**

Principles for handling 'Do Not Board' responses



The general principles and expectations for handling of the 'No NZeTA' scenario are outlined below.

Carriers will need to use these principles, as a basis for developing workflow and standard operating procedures to handle this scenario.



Who needs an NZeTA matrix



A traveller boarding an aircraft or cruise ship that is travelling to New Zealand must hold either:

A New Zealand passport OR an Australian passport OR an NZeTA or an existing VISA

	Travelling to NZ by air	Transiting NZ (Auckland International Airport only) by air <small>(where the destination or origin of travel is Australia)</small>	Transiting NZ (Auckland International Airport only) by air <small>(where the destination or origin of travel is NOT Australia)</small>	Travelling to NZ by cruise ship
NZ or Aus Passport	n/a	n/a	n/a	n/a
Visa-Waiver	NZeTA*	NZeTA*	NZeTA*	NZeTA*
Visa-Waiver Transit	N/A	NZeTA*	NZeTA*	NZeTA*
Visa required	VISA	NZeTA*	VISA	NZeTA**

*If a traveller already holds a NZ Visa with valid travel conditions, they do not require an NZeTA

**A Visa required passenger who is flying to NZ to join a cruise MUST apply for a visa in advance of travel



New Zealand Government

LIST OF VISA-WAIVER COUNTRIES AND TERRITORIES (60)

- | | | | |
|-----------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| 1. Andorra | 19. Greece | 34. Macau
(Macau Special Administrative Region passports only) | 49. Singapore |
| 2. Argentina | 20. Hong Kong (residents with HKSAR or British National (Overseas) passports only) | 35. Malta | 50. Slovak Republic |
| 3. Austria | 21. Hungary | 36. Mauritius | 51. Slovenia |
| 4. Bahrain | 22. Iceland | 37. Mexico | 52. Spain |
| 5. Belgium | 23. Ireland | 38. Monaco | 53. Sweden |
| 6. Brazil | 24. Israel | 39. Netherlands | 54. Switzerland |
| 7. Brunei | 25. Italy | 40. Norway | 55. Taiwan
(permanent residents only) |
| 8. Bulgaria | 26. Japan | 41. Oman | 56. United Arab Emirates |
| 9. Canada | 27. Korea (South) | 42. Poland | 57. United Kingdom
(must have the right to reside permanently in the United Kingdom) |
| 10. Chile | 28. Kuwait | 43. Portugal
(with the right to live permanently in Portugal) | 58. United States of America
(includes USA nationals) |
| 11. Croatia | 29. Latvia (citizens only) | 44. Qatar | 59. Uruguay |
| 12. Cyprus | 30. Liechtenstein | 45. Romania | 60. Vatican City |
| 13. Czech Republic | 31. Lithuania
(citizens only) | 46. San Marino | |
| 14. Denmark | 32. Luxembourg | 47. Saudi Arabia | |
| 15. Estonia (citizens only) | 33. Malaysia | 48. Seychelles | |
| 16. Finland | | | |
| 17. France | | | |
| 18. Germany | | | |

LIST OF VISA-WAIVER TRANSIT COUNTRIES

- | | |
|-----------------------------------|----------------------------------|
| 1. Bahamas | 13. Papua New Guinea |
| 2. Bermuda | 14. Paraguay |
| 3. Bolivia | 15. Peru |
| 4. Colombia | 16. Philippines |
| 5. Costa Rica | 17. Republic of Marshall Islands |
| 6. Ecuador | 18. Samoa |
| 7. Federated States of Micronesia | 19. Solomon Islands |
| 8. Indonesia | 20. Thailand |
| 9. Kiribati | 21. Tonga |
| 10. Nauru | 22. Tuvalu |
| 11. Palau | 23. Vanuatu |
| 12. Panama | 24. Venezuela |

Information on this page is correct as at 1 October 2019. For up to date information please visit www.immigration.govt.nz/nzeta

EXEMPTIONS

The following groups will be eligible to request an exemption or a fee-free NZeTA and will also be exempt from paying the IVL.

- Antarctic Treaty personnel
- Military personnel
- Guests of Government
- APEC Business Travel Card (ABTC) holders
- Officials meeting with or being hosted by a New Zealand Ministry or department
- Diplomats transiting through Auckland International Airport.

Travellers who already hold a valid New Zealand visa will not be required to hold an NZeTA or to request an exemption.

Immigration New Zealand is working with a range of partners including the Ministry of Foreign Affairs, Antarctic New Zealand, New Zealand Defence Force and the Diplomatic Corps. to facilitate NZeTA exemptions.

