A Guide for Airlines

MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Ministry of Business, Innovation and Employment (MBIE) Hīkina Whakatutuki – Lifting to make successful

MBIE develops and delivers policy, services, advice and regulation to support economic growth and the prosperity and wellbeing of New Zealanders.

MORE INFORMATION

Information, examples and answers to your questions about the topics covered here can be found on our website: **www.mbie.govt.nz.**

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The information in this guide supports the acts and regulations listed below – it does not replace any legislation or legal advice.

If you are unsure about any matter relating to the infringement process, please seek legal advice.

Immigration Act 2009, the Immigration (Visa, Entry Permission, and Related Matters) Regulations 2010, the Immigration (Carriers' Information Obligations) Regulations 2010, and the Immigration (Carriers' Infringement Offences, Fees, and Forms) Regulations 2012.

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About this guide

The guidelines are based on the requirements of the:

› *Immigration Act 2009*
› *Immigration (Carriers' Information Obligations) Regulations 2010*
› *Immigration (Carriers' Infringement Offences, Fees, and Forms) Regulations 2012.*

How to use the guide

The guide is divided into four parts.

› Part 1 explains why carriers need to comply with immigration law and how Immigration New Zealand (INZ) works with carriers
› Part 2 explains the rules and processes for checking passenger and crew documentation and identity
› Part 3 explains New Zealand's border control system and processes
› Part 4 explains the infringement regime for airlines.

Airlines

Infringements

More information

Notes

Contact details

FOR THE PUBLIC

You may give these details to members of the public if requested.

Immigration Contact Centre		+64 9 914 4100

Definitions

Term	Definition
APP – Advance Passenger Processing	The system used by airlines to check whether a person is able to travel to New Zealand and confirm whether or not the airline can accept the person as a passenger or crew. The system relies on airlines to check each traveller's identity at check-in and to provide reliable data into the system to be cross-checked with INZ's database.
Carrier	For the purposes of this guide, this is the company that owns an aircraft that travels to New Zealand.
Carrier Relationship Team (CRT)	The group responsible for managing Immigration New Zealand's relationships with carriers and ensuring they comply with their immigration obligations.
Certificate of Identity (COI)	A travel document issued and used to facilitate a person's travel when a passport is not available. It establishes a person's identity and outlines their right to enter the country of issue. May be used by any country. COIs include emergency travel documents and refugee travel documents.
Endorsement	An endorsement is evidence of New Zealand citizenship for people travelling to New Zealand on a foreign passport – for example, a label in a foreign passport or an electronic record linked to a foreign passport. It is current until the passport it is attached to expires.

Immigration Border Operations (IBO)	The group responsible for assessing people's eligibility to travel to New Zealand. IBO manages immigration risks to New Zealand's border and facilitates genuine passengers travelling to New Zealand.
Interdiction	IBO sometimes needs to talk to passengers before they board their flight to New Zealand, with the possibility of stopping them from boarding. This is called an 'interdiction'.
NZeTA	An electronic travel authority required to be held by a passenger.
Passport	A document issued by a country's government to its citizens for the purpose of travel. It certifies identity and nationality and the right to enter the country of issue.
Positioning crew	Crew who are not working on a flight but are travelling to New Zealand to join an outgoing flight.
Passenger Name Record (PNR)	Airlines collect PNR data from their passengers through their reservation systems. They are required to provide this data to INZ and other New Zealand Border Agencies, in particular, the New Zealand Customs Service (Customs).
SITA	SITA Airport Management is a suite of integrated software applications designed to support and enhance airport operations.
TIETAC	TIETAC is a secure network used by airlines to confirm a passenger's visa status, based on passenger information like their travel document number, nationality and name. The system provides a message to the airline confirming whether the passenger can travel to or transit through New Zealand.

Timatic	IATA Timatic is used by airlines and travel agents to verify passenger travel document requirements for their destination and any transit points.
Visa Waiver	Visitors from certain countries are waived the requirement to hold a visa to travel to New Zealand. Visa waiver passengers must hold an NZeTA to travel to New Zealand. On arrival at the border, they may apply for and be granted entry permission and a visa allowing them to stay in New Zealand for a defined period of time. Nationals from other countries must apply for and be granted a visa before travelling to New Zealand.

PART ONE

MANAGING NEW ZEALAND'S BORDER

This information is for airlines. It explains why carriers need to comply with immigration law and how we work with them.

It is important to have systems and controls to protect our borders so that New Zealand and New Zealanders are not put at risk from passengers who do not have the right to enter the country.

Together with Immigration New Zealand (INZ), carriers play a critical role in helping to protect New Zealand's borders and the integrity of the immigration system.

How we manage our borders

New Zealand uses a layered border control system that includes a range of methods and tools to help minimise risks from people travelling to New Zealand. Risks are managed as much as possible at the initial point of departure to minimise any threat to the country.

Border management system

LAYERED BORDER MANAGEMENT

ETA application
› Initial passport check
› Alert lists
› Security checks

Visa application
› Intent Assessment
› Initial passport check
› Security checks
› Alert lists

After check-in
› Alert system
› PNR
› Onshore risk referral

Advance Passenger Processing
› Initial passport check
› Alert lists
› Security checks

Pre application
› Advanced Analytics
› Risk management network

Arrival
› Customs checks
› Quarantine checks
› Random questioning

Risk Targeting Programme
› Risk assessment
› Passenger referrals

Carrier Checks
› Imposter check
› Document check

Advance Passenger Processing (APP)

A central part of New Zealand's border management is the APP system used by airlines. It confirms whether a person is able to travel to New Zealand and whether or not the airline can accept the person as a passenger. The system relies on airlines to check each traveller's identity at check-in and to provide reliable data into the system to be cross-checked with INZ's database.

Immigration Mandatory Requirements

New Zealand's *Immigration Act 2009* (the Act) and immigration regulations also help us to protect our borders. Carriers must comply with New Zealand's immigration law and regulations.

Carriers that do not comply with immigration law commit an offence under the Act and may receive an infringement notice and an infringement fee. Carriers that commit serious, deliberate or repeated offences may face prosecution.

For more information on infringements see **Part 4.**

How we engage with airlines

INZ manages the immigration system on behalf of the Ministry of Business, Innovation and Employment (MBIE). We are responsible for ensuring carriers comply with immigration law.

Immigration Border Operations

Border Operations maintains the security of New Zealand's borders and facilitates the flow of people across them. Immigration Border Operations (IBO) is the carrier facing part of Border Operations and is responsible for assessing passengers before they enter New Zealand.

Carrier Relationship Team

Our relationship with carriers is an important part of our approach to managing the border. Our Carrier Relationship team manages our relationship with carriers and helps them to comply with the law.

We encourage carriers to comply voluntarily and aim to use the minimum enforcement necessary to achieve compliance and influence behaviour. We will generally support carriers that demonstrate a genuine willingness to comply with immigration law.

PART TWO

BORDER MANAGEMENT SYSTEMS

This information is for airlines only. It explains airline border control systems and processes – Advance Passenger Processing, TIETAC queries, Passenger Name Record, interdictions – and what to do in a system outage.

New Zealand seeks to manage risk as far away from our physical borders as possible. Airlines use a range of tools to manage risks at a passenger's initial point of departure to minimise any threat to New Zealand. These include systems like Advance Passenger Processing (APP), TIETACNZ and Passenger Name Record (PNR).

Advance Passenger Processing (APP)

The APP system checks whether passengers meet immigration requirements for travelling to New Zealand. APP relies on airlines to provide accurate data into the system.

> Information about the passenger must exactly match the biodata information in their passport. Incorrect data means that the APP data cannot be validated against INZ's records.

How the APP check works

Before an aircraft departs for New Zealand, airlines are legally required to submit passenger data on all people intending to board the aircraft – including crew and New Zealand citizens – unless an exemption applies. Data is submitted at check-in so passengers can be cleared before they board. This is the APP check.

> It is an offence under the Act to fail to carry out the APP check.

The APP system compares the data you provide with the information held in our databases. These include:

› New Zealand and Australia passport databases
› New Zealand visa database
› New Zealand Electronic Travel Authority databases
› various security and alert databases.

Once checked, the APP system automatically generates a message telling you:

› whether or not the passenger is permitted to board
› whether you need to contact INZ, and
› whether there are any boarding conditions.

If the passenger has permission to board, APP will return an 'OK TO BOARD' message.

The APP system
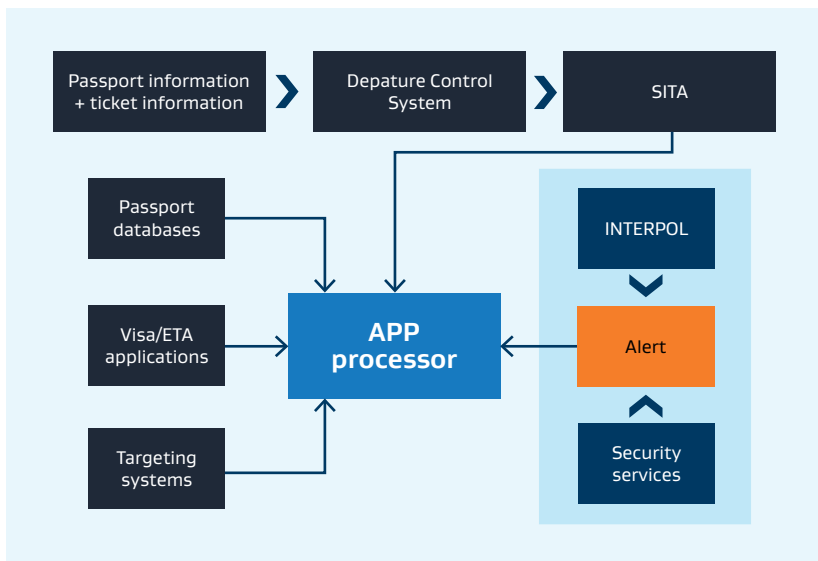
Passengers of concern

Passengers we know may be a risk to New Zealand are flagged in the APP system. IBO may need to talk with them before they travel to New Zealand – **see Interdictions**.

In most cases passengers will be ok to board.

Airlines not connected to the APP system can check with the inbound carrier to New Zealand.

The APP check–in process

When using APP to check in passengers and crew, make sure you:

› only check in **one person at a time**
› complete all **mandatory data fields**
› enter **accurate data**.

Use the following table when checking in **passengers and crew**. Make sure you complete all the steps for each individual separately – if you check in more than one person at a time you may accidentally swipe the same passport twice, which can lead to people being checked in without an APP check.

APP check–in steps

Step	Check	Instruction	If yes...	If no...
1	Face and photo	Does the passport photo match the passenger's face?	go to step 2	contact IBO for advice: › If advised to proceed, go to step 2 › Otherwise advise passenger of their options (see notes)
2	Passport condition	Does the passport look genuine – no signs of damage or alteration?	go to step 3	contact IBO for advice: › If advised to proceed, go to step 2 › Otherwise advise passenger of their options (see notes)
3	Data entry	Swipe the passport–– does the system data match the information in the passport?	go to step 4	repeat this step – if the data still does not match after second swipe, contact IBO for advice: › If advised to proceed, go to step 2 › Otherwise advise passenger of their options (see notes)
4	Transit or arrival flag	Check if the passenger is transiting or terminating in NZ – does the system show the correct flag? **(see Transit passengers)**	go to step 5	› update the system › swipe the passport › go to step 5
5	Outward ticket	Does the passenger have an outward ticket?	go to step 6	if transiting NZ, they must have a ticket from NZ to another country where they have right of entry to; else call IBO for guidance
6	Right of entry	Does the passenger have the right to enter the country on their outward ticket? APP messages: › OK TO BOARD › BOARD WITH OUTWARD TICKET	issue boarding pass	› ask them to buy a ticket to a country they can enter, then issue boarding pass (see notes)

Process notes

› If APP returns a 'NO ETA FOUND' message, ask the passenger to apply for an NZeTA if they have not requested an eTA. There is no need to contact IBO

› If a transiting passenger refuses to buy another ticket they cannot board the flight – do not issue a boarding pass

› If IBO declines to allow the passenger to board, they will let you know the options available to the passenger – these may include referring the passenger to apply for a visa. Advise the passenger of their options as directed by IBO.

Common APP errors

Error type	How to avoid this error
Biodata	Do not rely on the biodata information in the airline's reservation systems – this can be different from the biodata in a passenger's passport
	Stained or dirty passports can cause OCR readers to misread the biodata – do a visual check of the data that you enter to help avoid this error
	The quality and accuracy of passport scanners is the responsibility of the airlines and their check-in agents–always do a visual check of data entered by OCR readers or passport scanners
Double (or multiple) passport swipes	This error commonly happens: › when infants are travelling with parents › with tour groups › when family members have similar names Make sure you swipe each passenger's passport separately
Data entry	Take good care when entering data. Inaccurate data entry is one of the main causes of errors that can result in an offence.

	The most common data entry errors are:
	› given or family names:
	  – spelt incorrectly
	  – in the wrong order
	  – run together without correct spaces
	› incorrect use of punctuation, including hyphens
	› incorrect date of birth, either:
	  – incorrect date, or
	  – date entered in the wrong order – correct order is DD/MM/YYYY

Country/ Nationality codes	Take care when entering the nationality code. Entering the wrong code is an offence
	The most common error is to mix up Switzerland (CH) and China (CN)
Travel direction	Take care when entering the travel direction of the passenger. It must correctly show if they are in transit or ending their journey in New Zealand

Transit passengers

There are two types of transit passenger – each type is treated differently in the APP system.

1. Passengers who will transit through New Zealand on the same flight.

    You do not need to inform the APP system of the transit – the system determines the flight's transit point from the airline schedules and takes into account that the passenger is in transit.

    EXAMPLE

    ○ Flight LA801 from Santiago to Auckland to Sydney (SCL–AKL–SYD)

2. Passengers who will arrive on one flight and leave on another flight.

    You must select the correct flag in the APP system – the flag will default to 'N' unless you change it.

    i. **Set Transit – Destination to 'Y':** Use this flag when a passenger checks in from the port of origin (through-check) and will transit through New Zealand to connect to another flight or another airline to reach their next destination.

        EXAMPLE

        ○ A passenger is to travel on flight NZ001 from Los Angeles to Auckland and then connect to flight QF104 from Auckland to Sydney.

ii. **Set Transit – Origin to 'N':** Use this flag when a passenger checks in at the transit port (ie through-check) for a further destination.

○ A passenger is checked in for a flight from Auckland to Sydney when in transit from another flight.

Negative boarding directives and overrides

If a passenger is transiting through New Zealand to Australia and you get a negative boarding directive from APP, find out if the reason relates to their transit through New Zealand or to their onward travel to Australia. If it relates to their onward travel to Australia, contact the Australian Border Operations Centre to confirm whether the message is coming from the New Zealand APP system or the Australian system.

When to contact IBO

There are no airline overrides in the New Zealand APP system. Government overrides allow airlines to uplift a passenger if APP returns a negative boarding directive – for example 'CONTACT INZ'.

You must **contact IBO** for authority to override a negative boarding directive.

If IBO issues a government override code, you must re-submit the APP information with the **government override code** to override the negative boarding directive without changing any data.

APP system down

New Zealand law requires airlines to use the APP system to report on all passengers and crew travelling to New Zealand. Failure to do so may result in financial penalties for the airline.

Airlines may avoid penalties when their systems are down if they comply with APP requirements.

If the APP system is not working, **do not allow passengers to board until you have completed the following steps**.

Process steps

STEP 1

Contact your internal help desk to find out if it is an internal or problem or a SITA problem. If the problem is with the:

› local SITA network, your help desk will contact the local SITA help desk
› SITA system in London UK, your help desk will contact the SITA help desk in London UK.

STEP 2

Follow your airline's manual contingency procedures.

STEP 3

Contact IBO to let them know the APP system is not working and to request **flight exemptions**. Provide the following details:

› flight number
› departure point
› estimated time and date of departure
› arrival port(s) in New Zealand
› estimated time and date of arrival(s).

STEP 4

If IBO approves flight exemptions, allow New Zealand passport holders to board and carry out manual checks on the relevant travel documents, visas and endorsements of all other passengers until APP is restored.

› Manually check all foreign nationals, including Australian citizens, to make sure their passport or travel document contains a valid visa label.
› If there is no visa label, confirm the passenger holds a valid national travel document and ask them if they hold an electronic visa:
  – if they answer Yes, ask for their documents and do a TIETAC check before boarding the passenger
  – if they answer No, **contact IBO**.

Flight exemptions

If you are not able to enter data while APP is down, you must **contact IBO** to get flight exemptions for those passengers and crew affected. IBO may issue an exemption after conducting APP checks for the specified flight.

If more than one flight is affected, you must request an exemption for each flight.

If you fail to get flight exemptions for each person affected, the airline is liable for multiple infringements and multiple infringement fees – one for each person with missing APP data.

For more information on multiple infringements see **Part 4**.

Permanent exemptions

Some airlines have a permanent exemption from providing APP data for a specific route. These airlines are not liable for an infringement if they fail to provide APP data for people on those flights.

Manual checks for visa and citizenship endorsements

If you cannot process a passenger using APP, and IBO has approved a flight exemption, you must manually check the passenger's visa or citizenship endorsement. If they:

› claim to hold a visa, check their visa printout or letter of confirmation
› do not have a printout, use TIETAC NZ to check.

Process for checking the visa

STEP 1

Check that:

› the visa is valid for entry into New Zealand, and
› the expiry date of travel – displayed as 'First Entry Before', 'Expiry date travel' or 'Must not arrive after' – is either **after** the intended date of travel or 'Indefinite'.

STEP 2

If more than one person is travelling on the passport, check that the visa either includes endorsees or has separate visas in the passport for each person.

STEP 3

Check if the visa is for a single journey (single entry) or for more than one journey (multiple entry). If it is a single entry visa, check that it has not already been used – look for a New Zealand entry permission stamp.

STEP 4

Check if the requirement for the passenger to carry an outward ticket been waived. If not, check for evidence of an outward ticket.

STEP 5

Make sure the visa has not been changed in any way.

When to contact IBO

Contact IBO if APP is still down and you are not satisfied the person holds the claimed visa.

TIETAC NZ

The TIETAC system helps to prevent disruption to travel where a person holds an eVisa. The TIETACNZ system allows airlines to query New Zealand visa status at any time during a passenger's journey to New Zealand, whether or not the airline is connected to New Zealand's APP system.

The TIETAC query process

1. The airline submits a query through a secure network using the passenger's travel document number, nationality and name.

2. The TIETAC system confirms the passenger's travel document number, nationality, family and first name, date of birth and gender.

3. TIETAC sends a message to the airline about the passenger's visa status, indicating whether or not they can travel to or transit through New Zealand.

Airlines carrying passengers to New Zealand must still submit APP information to INZ and use the APP directive to determine if a passenger is eligible to travel to New Zealand.

Airlines wishing to use TIETAC will need access to the SITA network and submit the TIETACNZ transaction using the IATA Host-to-Host (HTH) protocol in command line form or through a formatted screen, or both. Contact your SITA helpdesk for further information.

Syntax for TIETAC queries

Enter the TIETACNZ/<PASSPORT NUMBER>/<NATIONALITY>/<FAMILY NAME>, into the airline Departure Control System.

› Passport Number = passport number
› Nationality = Three Letter Country Code
› Family name = Family Name

EXAMPLE

For an American Citizen Mickey Mouse with passport AA1234567, you would enter:

TIETACNZ/AA1234567/USA/MOUSE

Always use the 3-character country code for the query or the visa may not be found.

TIETAC responses

Message returned	Meaning
NZ ETA NOT FOUND	An expected passenger movement has not been created – the traveller is eligible for an NZeTA but does not hold one. › Advise the traveller to request an NZeTA before travelling › **Contact IBO** if the passenger has requested an NZeTA but it has not yet been issued or confirmed by email
Unable to determine visa status. Refer applicant to Immigration NZ office	The traveller's visa status could not be determined
No Visa/ETA required	The passenger is an Australian or New Zealand national (this message is also used by the AU APP)
Visa found – valid until DDMMYYYY	A visa is found and an onward or return ticket is not required by the visa. (This category can include a visa found on the AU APP)
Visa found – may travel to New Zealand, if holding a return/onward ticket	A visa is found and an onward or return ticket is required by the visa
NZETA found – may travel to New Zealand if holding return/onward ticket	A valid NZeTA is found and: › no other visa is present, and › the nationality allows travel with an NZeTA
Transit ETA found – may transit through New Zealand if holding onward ticket	A valid transit NZeTA is found and the nationality of the traveller allows transit through New Zealand with a Transit ETA
Visa/ETA not found – must hold a visa before travel to New Zealand	A visa is not found and the nationality of the traveller does not allow travel to New Zealand without a visa

AU PRV and NZETA found – may travel to New Zealand	An Australian Permanent Residency Visa is found along with the required AUPRV ETA
AU PRV found, NZETA not found – may not travel to New Zealand	An Australian Permanent Residency Visa is found but the required AUPRV ETA is not found
AU PRV not found, NZETA found – may not travel to NZ	The AUPRV ETA is found but the traveller does not hold an AU PRV
Transit ETA found – may transit NZ TO/FROM AU	Only a Transit ETA is found

Passenger name record (PNR)

Airlines collect PNR data from their passengers through their reservation systems. Airlines are required to provide this data to INZ and other New Zealand Border Agencies, in particular, the New Zealand Customs Service (Customs).

INZ and Customs use this data to assess passengers, identify high risk passengers, and facilitate travel for low risk passengers.

You must provide the data that is prescribed in the Immigration (Carriers' Information Obligations) Regulations 2010 and the Customs and Excise Act 1996, sections 38D and 38E(1) to (3).

PNR Push system

INZ and the other border agencies have agreed joint standards for providing PNR information using the PNR Push system specified in the New Zealand Border Agencies PNR Policy Statement. Airline reservation systems will periodically push relevant data to the NZ PNR database hosted by NZ Customs. These systems are also supported by ICAO Annex 9-Facilitation.

How we use PNR data

We analyse PNR data as part of general border management to check that all travellers have a lawful reason for coming here.

We use PNR data to identify people who are not complying with New Zealand's immigration laws or who may present a threat or risk to New Zealand's security, public order or public interest – for example, through serious offending like terrorism, drug trafficking, identity fraud or people smuggling.

PNR system outage processes

The New Zealand PNR Push system is hosted by Customs on behalf of the New Zealand Border Agencies. If the system is not working, use the processes below to raise the issue with Customs' New Zealand Integrated Targeting and Operations Centre (ITOC).

ITOC is available 24 hours a day, seven days a week.

Unplanned outages – airline PNR systems

If any part of the PNR Push system is not working, first contact your internal help desk to find out it is an internal problem.

If there is a technical fault or issue with the airline's local systems, your help desk or system provider should immediately contact ITOC and provide the following details:

› Name of airline system service provider
› Their reference number, if applicable
› Contact name
› Contact number
› Contact email address
› Last time system was working
› Detail of the error or issue – error message if applicable
› Which airlines are impacted and the extent to which PNR system is affected
› Estimated length of outage and planned resolution time
› Time of next update.

ITOC will notify other border agencies of the outage.

Planned outages – airline PNR system

If an airline or airline system provider needs to carry out maintenance work on any part of their systems, and it will affect the airline's ability to provide PNR data (or accurate PNR data), the airline or airline system provider must provide the following details to ITOC **at least one week before the planned outage**:

› Timings of the outage
› Details of the planned work
› Who and what systems will be affected (eg PNR will still be received but will not be accessible to users)
› Actions that the agencies, airlines or airline system providers should take
› When the next update will be provided.

ITOC will notify other border agencies of the proposed outage.

The airline or airline system provider must contact ITOC when the outage starts and when it is finished, or if there is any delay during the outage.

Prescribed travel documents

Travel documents are prescribed in regulations 5(1)(a) and (b)
of the *Immigration (Carriers' Information Obligations) Regulations
2010* as:

› a passport or Certificate of Identity, and if needed
› a visa or endorsement.

Carriers must check that passengers are travelling on an acceptable
passport or other prescribed travel document.

Who needs a travel document

Every person intending to board an aircraft to New Zealand must
hold a valid prescribed travel document. This includes visitors (see
Visitor visa below), and the following people coming to live here
permanently:

› New Zealand citizens (including those travelling on a foreign
  passport with a citizenship endorsement)
› holders of New Zealand resident or permanent resident visas
› Australian citizens
› holders of current Australian permanent residence or resident
  return visas who also hold an NZeTA.

Airline crew

From June 2020, all airline crew travelling to New Zealand must
either hold a New Zealand or Australian Passport or a valid NZ Crew
ETA.

Checking passports and travel documents

Unacceptable travel documents

Some travel documents are not acceptable as reliable travel documents because they do not meet our entry or transit requirements. If you are not sure about a passenger's travel documents, you must get clearance from Immigration Border Operations (IBO) before they can board.

When to contact IBO

Contact IBO when:

› you are not sure if a passenger's travel document is valid for travel to New Zealand

› a passenger does not have a current passport or Certificate of Identity but has urgent and compelling reasons to travel to New Zealand.

IBO will assess the circumstances and either approve or decline the passenger's uplift.

Carriers are likely to be served an infringement notice or face prosecution, if they have uplifted passengers with unacceptable travel documents, regardless of the APP directive they had received.

For more information on infringements see **Part 4**.

Travel documents that do not meet our requirements

Document type	Issued by...
Travel documents	› The Turkish Republic of Northern Cyprus (this regime is not recognised by the New Zealand Government) › United Nations Transitional Administration for Timor Leste (UNTAET) › Somalia
Travel documents issued by an unofficial source	› World Service Authority › 'Maori Kingdom of Teteti Islands'
Passports	› Islamic Emirate of Afghanistan › The former Union of Soviet Socialist Republics
Passports that do not bear multiple exit stamps	Belarus
Passports issued before 1 January 2006	Greece
'Article 17' passports	Kuwait
Collective passports	› Slovenia › Federal Republic of Yugoslavia
Diplomatic and official passports	Chinese Taipei (this regime is not recognised by the New Zealand Government) Note: We will accept normal Chinese Taipei passports that have numbers prefixed by M, MFA or X
'Investor' passports that do not confirm the holder's nationality	› Kiribati › Nauru
Protected person passports	Tonga
S series passports	Iraq

Tips for detecting fraudulent documents

Damage or alterations to a travel document can be signs of
a fraudulent document.

When to contact IBO

Contact IBO if a passport or travel document is damaged or altered
in any way.

It is an offence under the Act for carriers to allow
passengers to travel with a damaged or altered
passport. Carriers may be served an infringement
notice or face prosecution for this offence.

Use the following table to check for signs of fraudulent documents.
If you are not sure of some of the terms used, training is available.

Element	Signs of fraudulent documents
Outside cover	› Cracked or wrinkled cover material › Creases or cuts to the spine
Binding	› Inconsistent or loose binding › Worn binding – binding on all pages should be clean (like new, eg evenly spaced, no threads, no extra holes)
Production quality	› Any watermarks should be on all pages not just some › Watermarks do not glow under UV light › Inconsistent quality security features, patterns and micro-printing
Pages	› Missing security features, eg intaglio printing, ultra violet features › Tearing, staining, excess glue or other signs of tampering › Poor printing quality, eg breaks in the lettering or fine line blurring › Inconsistent position or style of page numbers › Count the pages – numbers on pages don't match numbering › Pages different sizes or colours

Numbers	› Document numbers different styles › Signs of erasure, overwriting or substitution of a new number › Perforations don't line up throughout or quality is inconsistent
Biographical data	› Signs of erasure or overwriting, eg fibre disturbance, staining or bleaching › Entries in different handwriting, type style and ink colour › Details do not match the bearer (document holder) › Expiry dates (on all passports) and extension date(s) if applicable have signs of alteration
Photograph	› Signs of a previous photograph › Reverse side of the photograph page (including the cover) has stains, wrinkles, abnormal thickness or signs of excess glue › Dry or wet seal impressions on photograph do not align with the remaining portions of the seals on the page › Dry seal impressions within the photograph do not align with the seal impression in the same area on the page behind the photograph
Lamina	› Second layer of lamina › Lamina is wrinkled or not sticking › Lamina does not fit the page neatly or has been trimmed to fit › Breaks in the security pattern › Cuts or tears along the edges of the photograph
Ultra violet features	› All pages do not glow at the same intensity › UV security features, threads, fibres or planchettes are inconsistent across pages › UV features in lamina look disturbed or discoloured

Using APP to check passports (airlines only)

Airline staff can use APP to check passport information. You can only check the Machine Readable Zone.

> It is an offence under the Act for carriers to allow passengers to travel with a damaged or altered passport. Carriers may be served an infringement notice or face prosecution for this offence.

Passport machine readable zone

How the machine readable zone translates into information

1.	**Document type**	P (Passport) O (Other)
		N (no document or no document number)
2.	**Document issuing country**	3 letter code
3.	**Family name**	Compulsory
4.	**First name(s)**	Leave blank if blank
5.	**Passport Number**	
6.	**Citizenship**	3 letter code
7.	**Date of Birth**	YYMMDD
8.	**Gender**	M or F or X
9.	**Expiry date**	YYMMDD

Note: Circled characters are security digits known as 'checksum'.

New Zealand citizens

Every New Zealand citizen has the right to enter and be in New Zealand at any time. All New Zealand citizen passengers must be able to provide evidence of New Zealand citizenship before boarding.

Validating New Zealand passports

The most important security features to check in New Zealand passports are:

1. Laser engraved embedded greyscale holder portrait and personalisation information
2. TransPORTALTM transparent window
3. Secondary image
4. Optically variable device (Kinegram)
5. Variable-sized micro lettering
6. Fine line guilloche
7. Static embossed design
8. Tactile passport number

TIETACNZ

Airline staff can use **TIETACNZ** to check whether a New Zealand passport is valid.

NZ Passport security features (2009 passports)

1. Laser engraved embedded personalization information
2. transPORTAL™ transparent window
3. Secondary image
4. Optically variable device (Kinegram®)
5. Variable-sized microlettering
6. Fine line guilloche
7. Static embossed design
8. Tactile passport number
9. Double UV (WV) feature in the transPORTAL™ window (image unique to page 1)
10. Invisible fluorescent printing

Six quick steps to verify a New Zealand Travel Document

Six moyens rapides pour vérifier un document de voyage de la Nouvelle-Zélande

1. **Kiwi watermark**
   appears by holding an inside page over a light

2. **Secondary image**
   viewed in the transPORTAL™ window

3. **Passport number laser perforated**
   from page 3 right through back cover

4. **Optically variable devices:**
   i. Optically Variable Ink (OVI) on page 1
   ii. Kinegram on page 2

5. **Tactile datapage features:**
   i. Passport number
   ii. Static embossed design

6. **Latent image**
   on the map (appears as "NZL" when viewed at an angle)

1. *Filigrane d'un kiwi*
   aperçu en inclinant la page à la lumière

2. *Image secondaire*
   visible dans la fenêtre

3. *Numéro du passeport*
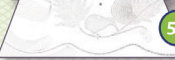   *est brûlé au laser à partir de la page 3 jusqu'à la page de garde arrière*

4. *Dispositifs optiquement variable :*
   i. *Elément à l'encre optiquement variable sur la page 1*
   ii. *Un kinegramme sur la page 2*

5. *Eléments tactiles sur la page des renseignements :*
   i. *Le numéro de passeport*
   ii. *Design statique en relief*

6. *Image latente*
   sur la carte (le mot « NZL » est aperçu lorsque le passeport est examiné de biais)

NZ Passport security features (2016 passports)
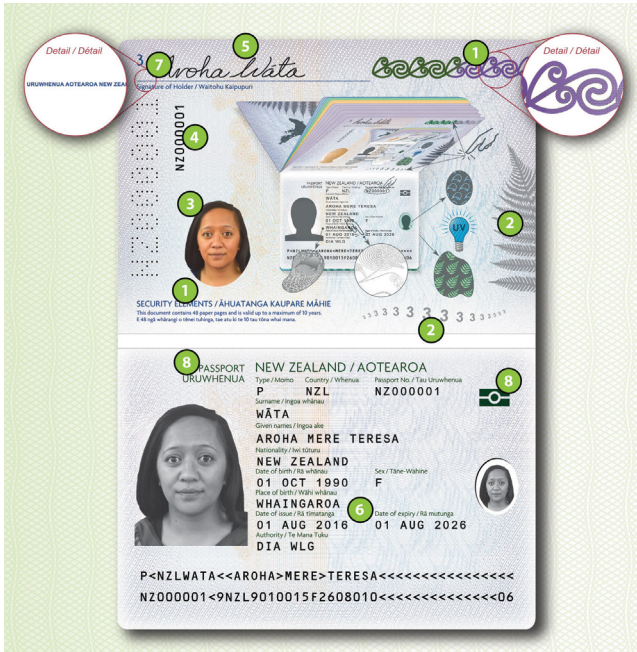
1. Tactile intaglio printing (blue, violet, green) *
2. Tactile embossment
3. Colour inkjet photo
4. Type number
5. Signature of the bearer
6. 10 year validity *
7. Intaglio micro text
8. Metameric ink pair

Countries that have visa waiver agreements with New Zealand are listed below. You can also find this list on our website – visit: **immigration.govt.nz/visa-waiver countries**.

The list changes often so always check the Travel Information Manual (TIM) or Timatic (airlines only) to confirm if a visa is needed.

Visa waiver countries

› Andorra, The
   Principality of
› Argentina
› Austria
› Bahrain
› Belgium
› Brazil
› Brunei
› Bulgaria
› Canada
› Chile
› Croatia
› Cyprus
› Czech Republic
› Denmark
› Estonia[1]
› Finland
› France
› Germany
› Greece[2]
› Hong Kong[3]

› Hungary
› Iceland
› Ireland
› Israel
› Italy
› Japan
› Korea, Republic of
› Kuwait
› Latvia[1]
› Liechtenstein
› Lithuania[1]
› Luxembourg
› Macao[4]
› Malaysia
› Malta
› Mauritius
› Mexico
› Monaco
› Netherlands
› Norway
› Oman

› Poland
› Portugal[5]
› Qatar
› Romania
› San Marino
› Saudi Arabia
› Seychelles
› Singapore
› Slovak Republic
› Slovenia
› Spain
› Sweden
› Switzerland
› Taiwan[6]
› United Arab
   Emirates
› United States
   of America[7]
› Uruguay
› Vatican City, State
   of the

Notes on visa waiver countries
1. *Visa waiver does not apply to people travelling on alien (non-citizen) passports issued by a visa waiver country.*
2. *This applies to Greek passport holders whose passports were issued on or after 1 January 2006. (Greek passports issued before 1 January 2006 are not acceptable for travel.)*
3. *This means residents of Hong Kong travelling on Hong Kong Special Administrative Region or British National (Overseas) passports.*
4. *This means residents of Macao travelling on Macao Special Administrative Region passports.*
5. *Portuguese passport holders must also have the right of permanent residence in Portugal.*
6. *This means permanent residents of Taiwan travelling on Taiwan passports. A personal identity number printed within the visible section of the biographical page of the passport demonstrates that the holder is a permanent resident of Taiwan.*
7. *Including nationals of the United States of America.*

Transit visa (Airlines only)

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 area of the airport the whole time they are in New Zealand.

Passport holders from any country who intend to transit through New Zealand must get 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.

> Auckland International Airport is the only airport in New Zealand with transit facilities.

Exemption criteria

A passenger is exempt from needing a Transit visa if:

› they are exempt from the requirement to get a visa for travel to New Zealand, or
› they hold a current visa issued by the Government of Australia to enter Australia and an NZeTA, **and**
  – their intermediate or final destination after transiting through New Zealand is Australia, or
  – they are transiting New Zealand from Australia to a third country
› they hold another current visa to enter New Zealand, or
› they are a citizen of a country that is exempt from Transit visa requirements and they hold an NZeTA.

Transit visa waiver countries

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

People deemed to hold a visa

Airline crew

Crew members of commercial aircraft are not required to get a visa before travelling to New Zealand but they must have a Crew ETA. On arrival, they will be deemed to have been granted a work visa valid for seven days from the day their aircraft arrived.

Crew members must carry a passport and crew identification.

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

Positioning crew

Positioning crew must meet normal visa requirements. Positioning crew travelling on a commercial aircraft to New Zealand to join a ship must have a work visa.

Airlines should sight evidence that the person will be working in the Antarctic. They may also need to **contact IBO** to determine if they can waive the usual requirement for the person to hold an outward ticket.

New Zealand Electronic Travel Authorities (NZeTA)

Some visitors and transit passengers can travel to New Zealand without a visa if they get a New Zealand Electronic Travel Authority (NZeTA) before they travel. An NZeTA is an authority to travel and forms a border security layer. It was introduced by the New Zealand Government on 1 October 2019.

The NZeTA is not a visa and does not guarantee boarding and entry into New Zealand.

Types of NZeTA

There are several types of NZeTA. Each type has its own travel rules.

Traveller NZeTA

Visa Waiver travellers can either transit through or travel to New Zealand. The standard visa waiver is 3 to 6 months. Visa waiver travellers get a visitor visa on arrival. **See Temporary visas**.

Transit NZeTA

Visa Waiver travellers are eligible to transit through New Zealand, as are those on the Transit Visa Waiver list. **See Special category visas**.

Passengers must:

› hold a Transit NZeTA
› only transit through Auckland International Airport
› stay airside in the transit area (not go through immigration clearance)
› have a confirmed ticket to a country they have a right of entry into within 24 hours of arrival in New Zealand.

When to contact IBO

If a passenger is expected to transit to Australia, there will be a note on their NZeTA. **Contact IBO** if a passenger has this note but is not transiting to Australia.

Crew ETA

Carriers may bring crew into New Zealand as long as they hold a Crew ETA. Only authorised representatives of the carrier can apply for a Crew ETA – crew members cannot apply themselves.

A Crew ETA lasts for five years. It allows air crew to stay for seven days and marine crew to stay for 35 days.

'Crew' means every person employed or engaged in working or providing a service on the craft, including the person in charge of the craft.

Positioning crew can use their Crew ETA to fly to New Zealand to join a plane or ship.

NZeTA information in other languages

Information on types of NZeTA is available in different languages on the INZ website. Visit: **immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/nzeta**

Requesting an NZeTA

Passengers can request an NZeTA using our free mobile phone app or the form on the INZ website.

At the same time as requesting the NZeTA, some passengers are also asked to pay an International Visitor Conservation and Tourism Levy (IVL). This levy costs NZD35 and is collected to help fund tourism conservation programs in New Zealand.

Using the mobile app

The mobile app is available through Apple and Google app stores by searching for "NZeTA." The NZeTA will cost NZD9 using the app.

The passenger must follow the instructions on the screen.
The steps include:

› Scan passport
› Take a selfie
› Check details
› Answer four questions (six if certain questions are answered yes)
› Contact details (email)
› Payment details (credit card)
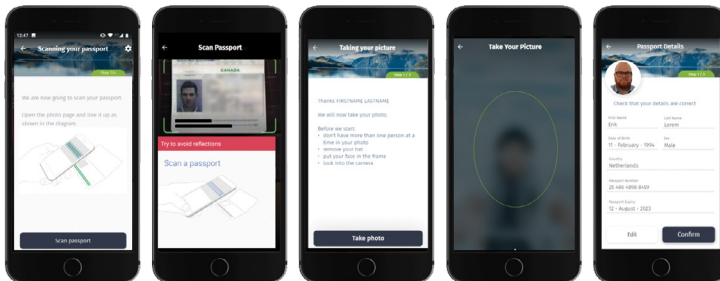
It may take up to 72 hours or as little as 10 minutes to receive a decision. In most cases a decision will be returned within three minutes to the email address provided by the passenger.

Using the web form

Passengers may also request an NZeTA using the form on the INZ website. The form has the same questions as the app but the NZeTA will cost NZD12.

nzeta.immigration.govt.nz

If you are referring passengers to the web form, make sure they are using the official INZ website. This is the only lawful site for submitting an NZeTA application.

Australian Permanent Residents

Passengers who are Permanent Residents of Australia and who hold the visa in their foreign passport may be eligible for an NZeTA. These passengers do not pay the IVL when requesting their NZeTA. A note on the NZeTA will state that the passenger is granted an eTA on the basis of their status in Australia. This will be verified in the APP check.

For more information on the APP check see **Part 3**.

Checking an NZeTA status application

After a passenger has completed their NZeTA request, they can check the status of their NZeTA on the INZ website or through the NZeTA mobile app. The check status website is only a guide for passengers – it does not mean they have permission to board.

nzeta.immigration.govt.nz/check–status

Airlines must always use APP to check that a passenger can board and TIETAC to verify an NZeTA. For more information on APP and TIETAC see **Part 3**.

Changing NZeTA details

Passengers can change some of their NZeTA details on the INZ website.

immigration.govt.nz/contact/nzeta-change-request

We recommend that carriers ask passengers to update their own details. Only call IBO if passengers do not have access to the internet.

Checking identity

As well as checking that documents are genuine, carriers are responsible for checking that the person presenting a travel document is the same person boarding the craft.

You must check all passengers and their travel documents.

When checking passengers, it is important to check their physical features and their behaviour.

Physical features

An imposter may use another person's passport to travel without trying to change the passport photograph – they may rely on looking like the person in the photograph.

› Look carefully at the face of the person in front of you and the photo in the passport and make sure they look like the same person.
› Check other aspects of the person's appearance that may differ from those recorded in the passport – for example age, gender, height.
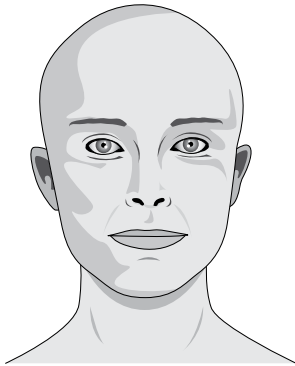
Features
1) Eyes
2) Ears
3) Nose
4) Mouth and lips
5) Shape of the face
6) Skin, scars and moles

Alignment
1) Eyes to ears
2) Nose ears
3) Nose to mouth

Behaviour

Some behaviours may indicate that there is a potential issue with a passenger. Look out for passengers who:

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

PART THREE

INFRINGEMENTS

This information is for airlines only. It explains the different types of infringements and how we manage them.

Documentation and identity

This information is for airlines. It explains what documents people need to enter New Zealand and how to check passenger and crew travel documents and identities.

An important part of New Zealand's border management system is checking passenger and crew documentation and identity. You must be sure that each person intending to board:

› has the right to board the craft and the right to enter New Zealand, and
› is the same person described in the documentation they present.

New Zealand citizenship endorsements

New Zealand citizens travelling on foreign passports must have an endorsement inside or linked to their passport – for example, a label in the passport or an electronic record linked to the passport. The endorsement is evidence of their New Zealand citizenship.

An endorsement remains current until the passport expires.

✈ APP messages

If a passenger holds an endorsement in their current passport the APP system will return an 'OK TO BOARD' message. If they declare they are a New Zealand Citizen holding a foreign passport and APP returns a 'DO NOT BOARD' message, you can request an override from IBO to allow them to board.

The passenger must have an urgent reason for travelling to New Zealand. If their travel is not urgent, they should get an endorsement before they travel.

Temporary visas

A temporary visa allows the holder to stay in New Zealand for a limited period of time. There are several types of temporary visa available to passengers travelling to New Zealand. Some temporary visa holders require an outward ticket.

Outward tickets

The passenger must be able to show evidence of a paid for outward ticket to an Immigration Officer on arrival in New Zealand.

› Evidence may be either a printed or electronic ticket.
› The ticket may be open-ended or fully refundable.

The passenger must also meet entry requirements for the country they will travel to on the outward ticket, either:

› the entry requirements for their home country, or
› a visa for the country they are travelling to – valid for the date they intend to leave New Zealand – or evidence of outward travel from that country.

> Airline staff can check IATA Timatic to verify the passenger's requirements to enter the country.

Interim Visas

Interim visas are issued to visa applicants inside New Zealand who have applied for a new visa but their current visas will expire before a decision is made on their new visa. These visas are generally issued to allow the visa applicant to remain in New Zealand lawfully while awaiting the outcome of their new visa application.

Generally Interim visas are structured in a manner that results in the visa expiring if a traveller chooses to depart New Zealand. Yet on the 9th of October 2023, a new type of Interim visa titled "The Skilled Migrant Category Interim visa" will be introduced that allows the holder to travel in and out of New Zealand while maintaining the validity of the visa.

Limited visa

A Limited visa allows a passenger to visit New Zealand temporarily for an express purpose. Once they have achieved that purpose they must leave New Zealand.

A passenger cannot usually apply for other visas while in New Zealand on a Limited Visa.

What is an infringement?

When an airline does not comply with immigration law it commits an infringement offence under the Act. Depending on the type of infringement we may serve an infringement notice on the airline, which will then be liable for an infringement fee. Before serving an infringement notice, we will work with the airline to investigate the incident and determine the appropriate course of action.

How we manage infringements

The Carrier Portal

We use an online system – the Carrier Portal – to manage infringements.

Airlines can use the portal to view and manage information about their infringements and communicate with the Carrier Relationship team.

The Carrier Relationship team provides Carrier Portal training to all airlines flying into New Zealand.

 The Carrier Portal Manual has instructions on how to use the portal and contact details for any systems issues.

The decision process

Our carrier relationship officer assess each alleged offence on a case-by-case basis and decide whether or not to serve an infringement notice. They take into account various factors, including matters the airline raises in its submissions.

They will consider:

› the frequency of the offending
› the airline's response to previous instances of offending
› whether or not there are aggravating features – for example data manipulation to achieve a specific outcome or multiple data entry errors relating to a single passenger
› the type of risk that would result from the offence, including the likelihood of a negative outcome for New Zealand
› which type of response is most likely to stop future offending.

> We reserve the right to prosecute an airline for any offence, whether or not the person who committed the offence did so intentionally.

Multiple offences

If an airline commits more than one offence when processing a passenger or group of passengers on a flight, the Immigration Act 2009 allows us to serve an infringement notice for each offence, whether or not they were caused by a single act or omission or multiple acts or omissions.

A Carrier Relationship Officer will decide whether or not to serve separate notices for each offence. Carrier Relationship Team will be guided by the decision principles below and may consider the cumulative value of the fees.

In some cases, it may be appropriate to prosecute the airline.

Examples of multiple offences

EXAMPLE 1

⭕ An airline has an APP outage but fails to contact IBO for an exemption. It allows all passengers to travel without APP processing.

This is the most common example. Airlines should take all steps to ensure that staff follow the correct check-in procedures during an APP outage.

EXAMPLE 2

⭕ An airline fails to APP check a passenger and also fails to check the passenger has the correct travel documentation.

Decision principles

Our decisions are guided by the following principles:

1. consistency
2. proportionality
3. public accountability
4. fairness
5. prioritisation
6. openness and accountability
7. innovation and responsiveness.

These principles are explained in the following table.

Principle	Explanation
Consistency	We will respond to similar cases in a consistent way to achieve similar outcomes, but our approach will also reflect the specific circumstances of each case
Proportionality	Our response will be proportionate to the offence. It will reflect factors such as the seriousness, scale, repetitive nature or economic cost of the offence, and the level of risk or actual harm to our country or to individuals
Public accountability	Our response will address the public's requirement for accountability. If an offence causes significant risk or actual harm to individuals or to New Zealand's security or other interests, we are likely to prosecute
Fairness	Our responses will be fair, impartial and undertaken with the highest integrity. Our decisions will be reasonable – according to the circumstances – and unbiased, and conform to the principles of natural justice
Prioritisation	We may focus our resources on particular activities or sectors – if the type of problem requires this or in order to use our resources in the most effective way
Openness and accountability	We will make our expectations clear. We will help people to understand our enforcement approach and provide opportunities for them to ask questions
Innovation and responsiveness	We aim to ensure behaviour that is consistent with immigration law. If appropriate, we will use new and innovative tools or methods to achieve behavioural change and may involve other branches of INZ or other Government agencies if needed

The infringement process

There are four stages to the infringement process:

1. Detection, verification, allegation
2. Response to allegation
3. Infringement served
4. Following service of an infringement notice

STAGE 1	STAGE 2	STAGE 3	STAGE 4
› **Detection** › **Verification** › **Allegation**	› **Response to allegation**	› **Infringement notice served**	› **Following service of an infringement notice**
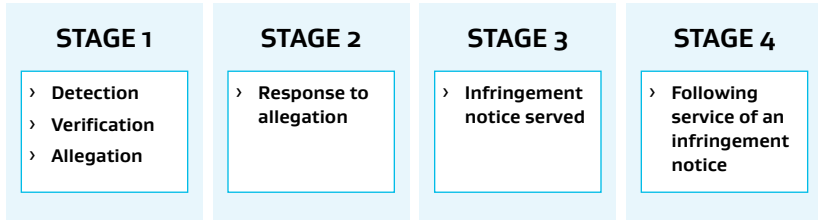
Stage one – Detection, verification, allegation

If a potential offence is identified, we will do an investigation to find out if there are reasonable grounds to believe an offence has occurred.

If there are grounds, we will:

› investigate whether there may be a reasonable excuse for the offending (if this defence is available under the Act)
› consider which enforcement approach, including prosecution, is likely to be appropriate.

We do not need to prove that an airline intended to commit the offence.

Timeframe

We will investigate and notify all allegations of offending to the airline as soon as possible. In most cases this will be within 24 hours of the passenger's arrival.

We will endeavour to notify all allegations of offending within five working days.

What happens next

If the offence is verified to our satisfaction, we will:

› set the status of the infringement record in the Carrier Portal to 'substantiated'
› email the airline to let them know there is an alleged offence in the Carrier Portal. The email will include details of the alleged offence – for example flight number, date of arrival, port and passenger details.

If we decide not to serve an infringement notice, we will:

› change the status of the infringement record in the Carrier Portal to 'withdrawn'
› email the airline to let them know about the alleged offence and our decision not to serve an infringement notice.

Stage two – Response to allegation

The airline should investigate the circumstances surrounding the alleged offending – for example by talking with relevant staff and viewing systems records.

The airline may make a submission to us using the Carrier Portal, as follows:

› insert comments and attach relevant documents to the Case Notes section of the infringement record
› click on 'respond to allegation' in the portal
› the submission will be sent to INZ.

Comments should include the following details, as fully as possible:

› whether or not you accept the allegation
› if yes, how and why it occurred
› what steps you will take to ensure it does not happen again
› any other comments relevant to the allegation.

Remember to attach any relevant documentary evidence to the submission.

Timeframe

We expect to receive the submission within 10 working days of notifying the airline of the allegation. If this is not possible, the airline should discuss the matter with the infringement officer.

What happens next

We will consider the response and either confirm or withdraw the allegation.

If we:

› withdraw the allegation, we will update the status of the infringement record in the portal and email the airline to let them know
› confirm the allegation, we will either serve an infringement notice or take alternative measures to enforce compliance.

Stage three – Infringement notice served

If we serve an infringement notice, we will:

› served by email to a designated email address
› update the infringement record in the Carrier Portal to show that we have served an infringement notice.

Stage four – Following service of infringement notice

Following service of an infringement notice, the airline can either:
1. pay the fee, or
2. raise a liability matter, or
3. request to have the matter heard in a court of law.

Option 1 – Pay the fee

Information about how to pay the fee is included on the infringement notice. The airline can pay by:

› direct credit
› bank cheque, or
› telegraphic transfer.

Fees must be paid within 28 days of the infringement notice being served. If paid within 28 days, no further action will be taken and we will update the infringement record to 'closed' in the Carrier Portal.

Option 2 – Raise a liability matter

The airline may raise any matter in relation to liability for the offence by writing to the Carrier Relationship team **within 28 days** of the infringement notice being served. We will review the request and either uphold or revoke the infringement notice.

Because airlines have the opportunity to present evidence about the circumstances of the offending earlier, we are only likely to consider new information. The airline will need to explain why that information was not available earlier.

If we:
› revoke the notice, we will notify the airline by email and update the infringement record in the Carrier Portal
› uphold the notice, we will email the airline to let them know and update the infringement record in the Carrier Portal.

Option 3 – Request to have the matter heard in a court of law

The airline can request to have the matter heard in a New Zealand court of law under the Summary Proceedings Act 1957.

› The request must be in writing and can be made at any time following service of the infringement notice, but it must be signed and delivered to INZ within 28 days of the reminder notice being served.
› Unless we decide not to start court proceedings, we will file the letter and request for a hearing with the court.
› Further details will be on the infringement notice.

Reminder notice

We will serve an infringement offence reminder notice if, **within 28 days** of service:

› the fee has not been paid, or
› the infringement notice has not been revoked, or
› we have not received a request for a hearing.

Reminder notices are served by email.

We will update the infringement record in the Carrier Portal to show that we have served a reminder notice.

APP infringements

Provision in Immigration Act	Description summary	Infringement (NZ$)
349(1)(a)	Failure to provide APP data.	1000
349(1)(b)	Allowing a person to travel before APP directive given.	1000
349(1)(c)	Failure to follow boarding directive.	5000
349(1)(c)	Failure to ensure that a person complies with conditions of travel.	1000
349(1)(d)	Failure to provide PNR information.	1000
349(1)(e)	Failure to provide access to PNR data.	1000
349(2)(a)	Allowing a person to travel without correct documents.	5000

Failure to wait for a boarding directive

You will need a boarding directive when there is an APP outage and you are using manual processes – for example, to check visa conditions.

It is an offence to allow a passenger to board without receiving a boarding directive.

During an outage you must request a flight exemption, or an exemption for the affected passengers, from IBO. If a passenger cannot be admitted into New Zealand on the basis of their travel documentation, you must request a verbal boarding directive.

This situation is very rare and can be avoided by following manual processes during an APP outage.

Failure to comply with a negative boarding directive

It is an offence to allow a passenger to board with a negative boarding directive.

While this offence is rare, we may choose to prosecute the airline rather than impose an infringement fee.

Failure to make sure passengers comply with travel conditions

It is an offence for an airline to allow passengers to board before making sure they have complied with any travel conditions specified by INZ. Conditions may be verbal, in writing or on their visa.

EXAMPLE DIRECTIVES

○ An IBO border officer may issue a verbal directive requiring:

› the airline to check the passenger has enough funds (eg NZ$1000) for each month of their stay, or

› the passenger to speak to an IBO officer over the telephone.

Interdictions

IBO sometimes needs to talk to passengers before they board their flight to New Zealand, with the possibility of stopping them from boarding. This is called an 'interdiction'.

When IBO requests an interdiction the airline should make all reasonable efforts to find the passenger and then **contact IBO**.

It is an offence under the Act to fail to follow the direction of a border officer. Airlines may be served an infringement notice and be liable for an infringement fee for this offence.

Interdictions can take ten minutes or longer. It is important for airlines flying to New Zealand to make sure IBO has their latest contact details so border officers can quickly contact the right people if they need to stop passengers from boarding. Failure to provide current contact details may result in unnecessary aircraft delays.