PEOPLE TRAVELLING TO NEW ZEALAND

INFORMATION FOR AIRLINES
If this guide differs from the Immigration Act 2009 and/or 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, the Act and regulations prevail.

For more information contact the:

Border Manager
Immigration Border Operations
PO Box 73007
Auckland International Airport
New Zealand
Tel: +64 9 969 1460
Fax: +64 9 256 1333
Email: apsso@mbie.govt.nz

First printed January 2004.

ISBN 978-0-478-41763-0 (print)
ISBN 978-0-478-41764-7 (online)
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Introduction</strong></td>
<td>1</td>
</tr>
<tr>
<td><strong>Legal requirements</strong></td>
<td>1</td>
</tr>
<tr>
<td>Responsibilities</td>
<td>1</td>
</tr>
<tr>
<td>Liabilities</td>
<td>2</td>
</tr>
<tr>
<td><strong>Overview of requirements for persons travelling to New Zealand</strong></td>
<td>2</td>
</tr>
<tr>
<td>New Zealand visas</td>
<td>2</td>
</tr>
<tr>
<td>Residents</td>
<td>3</td>
</tr>
<tr>
<td>Visitors</td>
<td>4</td>
</tr>
<tr>
<td>Transit passengers</td>
<td>6</td>
</tr>
<tr>
<td>People deemed to have been granted visas</td>
<td>7</td>
</tr>
<tr>
<td><strong>Endorsement indicating New Zealand citizenship</strong></td>
<td>8</td>
</tr>
<tr>
<td><strong>Manually checking a visa or endorsement</strong></td>
<td>8</td>
</tr>
<tr>
<td><strong>Passports and travel documents</strong></td>
<td>9</td>
</tr>
<tr>
<td>New Zealand passports and travel documents</td>
<td>9</td>
</tr>
<tr>
<td>Passports and travel documents from other countries</td>
<td>11</td>
</tr>
<tr>
<td>Children travelling to New Zealand</td>
<td>12</td>
</tr>
<tr>
<td>Inadmissible passengers</td>
<td>12</td>
</tr>
<tr>
<td><strong>Advance Passenger Processing (APP) guidelines</strong></td>
<td>13</td>
</tr>
<tr>
<td>Introduction</td>
<td>13</td>
</tr>
<tr>
<td>APP check-in procedures</td>
<td>13</td>
</tr>
<tr>
<td>Procedures when APP system not working</td>
<td>17</td>
</tr>
<tr>
<td>Common APP errors and remedies</td>
<td>18</td>
</tr>
<tr>
<td>Penalties for non-compliance with APP procedures</td>
<td>19</td>
</tr>
<tr>
<td>TIETAC (New Zealand)</td>
<td>19</td>
</tr>
<tr>
<td><strong>Contacting Immigration Border Operations</strong></td>
<td>20</td>
</tr>
<tr>
<td>IBO service standards</td>
<td>20</td>
</tr>
<tr>
<td>Helping IBO staff</td>
<td>20</td>
</tr>
</tbody>
</table>
Passenger Name Record (PNR) Guidelines 21
  Introduction 21
  Procedures for PNR system outages 21

New Zealand visa and endorsement labels 24
  Labels currently issued by Immigration New Zealand 24
  Labels from 2004 to 2010 27
  Labels from 1997 to 2004 29
  Labels from 1990 to 1997 29

Immigration New Zealand contact details 30
Introduction

Immigration New Zealand (INZ) wants to have effective working relationships with airlines. This includes helping to train and educate airline staff on:
› carrier obligations under the Immigration Act 2009 and associated regulations
› documents people need to enter New Zealand
› types of fraud
› examining documents
› the use of the Advance Passenger Processing (APP) system, and
› provision of Passenger Name Record (PNR) information.

Legal requirements

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

Responsibilities

Airlines must:
› obtain and provide to INZ the prescribed APP information as required by the Act and regulations for every person who intends to board an aircraft travelling to New Zealand
› comply with directives from INZ about allowing persons to board an aircraft travelling to New Zealand
› provide INZ and other border agencies with Passenger Name Record information or PNR
› ensure all persons boarding a craft to travel to New Zealand hold the prescribed immigration documentation:
• a valid passport or certificate of identity
• a valid visa (if required) or an endorsement indicating New Zealand citizenship (but only if the carrier has not submitted APP information)
› prevent anyone leaving an aircraft at a place other than an Immigration Control Area (ICA)
› supply information about anyone on an aircraft to an immigration officer, if required.
Sections 96, 101 and 102 of the Act set out these responsibilities. Section 356 sets out the penalties for airlines that do not comply. Breaches of some of the responsibilities are defined as infringement offences in section 359 of the Act. Where an infringement offence occurs, INZ may serve an infringement notice on the airline, and the airline may be liable for an infringement fee (fine). In some cases, INZ may choose to prosecute an airline for such an offence, for example if it is particularly serious or there are multiple breaches.

**Liabilities**

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

**Overview of requirements for persons travelling to New Zealand**

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

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

The requirement to obtain a visa before travel to New Zealand can be waived for certain people. Instead they apply for both a visa and entry permission at the border.

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

New Zealand citizens travelling on non-New Zealand passports may obtain an endorsement from INZ to allow them to land as New Zealand citizens.

**New Zealand visas**

INZ issues both “label-less” electronic visas (eVisas) and physical visa labels.

Physical labels are placed into valid passports, certificates of identity and other travel documents.

Details on visas are either printed by machine or written by hand on a physical label.
No details are written by hand on machine-printed labels.

No physical labels are generated for eVisas as these are held electronically in INZ’s IT system and are used to validate a passenger during the APP check-in process. Passengers should carry their eVisa approval letter to confirm they hold a visa.

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

Residents
Prior to 29 November 2010, under the former Immigration Act (the 1987 Act) a residence visa was issued to people overseas who had been granted the right to reside in New Zealand, but had not yet travelled to New Zealand. It was valid for only one trip (a single entry) to New Zealand. On arrival at the border the visa holder was granted a residence permit.

Residents were also issued with an RRV to allow them to travel in and out of New Zealand. RRVs were valid initially for two years from when their first residence permit was granted. Extended or indefinite RRVs were issued after the two-year RRV expired. Indefinite RRVs issued under the 1987 Act remain valid for the life of the passport they are in, after which time the holder must apply to have a resident visa with travel conditions or a permanent resident visa endorsed in their new passport.

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

**Reading a resident or permanent resident visa**

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

**Reading a returning resident’s visa (RRV)**

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

**Australian citizens and Australian permanent residents**

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

**Visitors**

Visitors must have:

- travel tickets (confirmed or open) to a country they have the right to enter (unless they have a visa that specifies outward tickets are not required), and
- NZ$1,000 for every month they want to stay in New Zealand (unless they have a visa that specifies that evidence of financial support is not required), and
- a passport valid for at least three months longer than their intended stay or for one month if their government provides passport services in New Zealand.

**NOTE: OUTWARD TICKETS**

Acceptable evidence of an outward ticket means the passenger should hold the ticket in paper form, or be able to show they hold an electronic ticket that is confirmed and paid for. That ticket may be open-ended, or fully refundable. For passengers travelling to New Zealand to join a vessel, evidence could include an itinerary with confirmation of the booking.
The passenger must meet entry requirements for the country they will travel to on that ticket (for example, it may be their home country, or they may hold a visa for that country that is valid for the intended date of travel out of New Zealand, or have evidence of outward travel from that country). The passenger’s entitlement to enter that country can be ascertained by checking Timatic.

The evidence provided by the passenger must be available for an immigration officer to check on arrival in New Zealand.

Visitor visa waiver

The requirement to hold a visa to travel to New Zealand can be waived for visitors with a valid passport from certain countries.

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

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

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

**COUNTRIES WITH VISA WAIVER AGREEMENTS WITH NEW ZEALAND**

| Andorra, The Principality of | Argentina | Austria | Bahrain | Belgium | Brazil | Brunei | Bulgaria | Canada | Chile | Croatia | Cyprus | Czech Republic | Denmark | Estonia | Finland | France | Germany | Greece | Hungary | Iceland | Ireland | Israel | Italy | Japan | Korea, Republic of | Kuwait | Latvia | Liechtenstein | Lithuania | Luxembourg | Macao | Malaysia | Malta | Mauritius (from 21/11/16) | Mexico | Monaco | Netherlands | Norway | Oman | Poland | Portugal | Qatar | Romania | San Marino | Saudi Arabia | Seychelles (from 21/11/16) | Singapore | Slovak Republic | Slovenia | South Africa, Republic of (until 21/11/2016) | Spain | Sweden | Switzerland | Taiwan | United Arab Emirates | United States of America | Uruguay | Vatican City, State of the |
Notes
1 Visa waiver does not apply to people travelling on alien’s (non-citizen’s) passports issued by these countries.
2 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 Residents of Hong Kong travelling on Hong Kong Special Administrative Region or British National (Overseas) passports.
4 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 Permanent residents of Taiwan travelling on Taiwan passports. A personal identity number printed within the visible section of the biographical page of the Taiwan passport demonstrates that the holder is a permanent resident of Taiwan.
7 Including nationals of the United States of America.

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

Transit passengers
A transit passenger is a person who:
› arrives in New Zealand on their way to another country, and
› stays on the aircraft or in the transit 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 obtain a transit visa unless they meet the exemption criteria below. A passenger must not be in transit in New Zealand for more than 24 hours.

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

The exemption criteria are that the person:
› is exempt from the requirement to obtain a visa for travel to New Zealand (see page 5), or
› holds a current visa issued by the Government of Australia to enter Australia and their intermediate or final destination after transiting New Zealand is Australia, or
› holds another current visa to enter New Zealand, or
› is a citizen of one of the countries listed below which are exempt from transit visa requirements.

See also the Advance Passenger Processing (APP) guidelines (page 15, Transit).
### COUNTRIES WHICH ARE EXEMPT FROM TRANSIT VISA REQUIREMENTS

- 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 have been granted visas

**Crew**

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

Airlines are responsible for the people they bring to New Zealand as crew. 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.

**NOTE:** Positioning crew (crew who are not working on a flight, but are travelling to New Zealand to join an outgoing flight) must meet normal visa requirements.

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

**Visiting forces**

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

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

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

The movement order gives their departure date from the home country and flight number, the reason for their being in New Zealand, and their return date and flight number. Their visa will be granted for this period.
These members of a visiting force do not have to hold a passport, certificate of identity or other travel document, but if they are travelling to New Zealand on a commercial flight they will usually carry a valid passport.

**NOTE:** A ‘member of a visiting force’ can be an individual travelling alone.

**Antarctic travellers**

Members of, or any person associated with, any scientific programme or expedition under the auspices of a Contracting Party to the Antarctic Treaty within the meaning of the Antarctica Act 1960 (or a person to whom section 5 of that Act applies), are not required to obtain a visa before travel. On arrival in New Zealand with evidence of orders for the Antarctic, they may be granted a visitor visa valid for 12 months. Airlines may need to contact IBO, to determine if the usual requirement for a person to hold an outward ticket can be waived.

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

Airlines should sight evidence the passenger will be working in the Antarctic, and may need to contact IBO for a waiver of the requirement for the passenger to hold an outward ticket.

**Endorsement indicating New Zealand citizenship**

Prior to 29 November 2010, New Zealand citizens travelling on non-New Zealand passports could be issued with an indefinite RRV. New Zealand citizens travelling on non-New Zealand passports may now have an endorsement indicating New Zealand citizenship placed into their foreign passport. The endorsement appears as a label in their passport similar to a visa label, or it can be an electronic endorsement, held in the INZ system, with no physical label.

**Manually checking a visa or endorsement**

When an airline cannot process a passenger using APP, and a flight exemption has been approved by IBO, the airline is required to physically check the person’s visa or endorsement of citizenship.

If they claim to hold an eVisa, the airline should check the passenger’s eVisa printout or letter of confirmation. Contact IBO if you are not satisfied that the passenger holds a claimed eVisa and APP remains down.

When checking a passenger’s visa, ask the following questions:
Is the visa valid for entry into New Zealand? Check the expiry date of their travel, expressed as ‘First Entry Before’, ‘Expiry date travel’ or ‘Must not arrive after’. It must be a date after the intended date of travel or state ‘Indefinite’.

If more than one person is travelling on the passport, does the visa include any endorsees or are there separate visas in the passport for each person?

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

Has the requirement for the passenger to carry an outward ticket been waived? If not, you will need to check for evidence of an outward ticket.

Has the visa been changed in any way?

If the person is a New Zealand citizen travelling on a non-New Zealand passport, they should have an endorsement label in their passport or carry a letter of confirmation. Contact IBO if the person does not have an endorsement label or letter.

Refer to ‘New Zealand visa and endorsement labels’ (page 24) for examples of visa and endorsement labels.

Passports and travel documents

New Zealand passports and travel documents

The three types of New Zealand passport are:

- standard passport
- diplomatic passport
- official passport.

The passports that are currently being issued have a black cover with the silver fern motif running down the open edge.

New Zealand passports are accepted as valid travel documents by all countries. New Zealand citizens may also be issued with an emergency travel document.

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

- refugee travel documents
- certificates of identity.

These documents may not be accepted as valid travel documents by all countries.

A person travelling on a New Zealand certificate of identity or refugee travel document needs a returning resident’s visa, permanent resident visa or resident visa with travel conditions to travel back to New Zealand.
**Standard passports**

Between 21 April 2005 and 29 November 2015 all passports, adult and child, have a maximum validity of five years, or such shorter period as may be determined in a particular case.

Since 30 November 2015 all passports for persons 16 and over have a maximum validity of 10 years, or such shorter period as may be determined in a particular case.

Passports issued to children under 16 have a maximum validity of five years, or such shorter period as may be determined in a particular case.

Prior to 21 April 2005, a person who changed their name through marriage could have their new name endorsed in their current passport. This no longer happens.

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

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

**Standard passport series**

Standard passports are currently issued in the LA, LN, LH, LL and LK series (E chip passport commenced in September 2005).

Older standard passports in the F, L, and N, M, AA, AB, EA and EB series are no longer valid.

For AA, AB, TD, EA, EB, ED, EF, LA, and LN, LH, LL, LK, LD (diplomatic), LF (official) and TD series travel documents the holder’s photograph and personal data are directly imaged onto the data page; no photograph is inserted into these passports.

Each passport series has different security features and appearances.

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

The New Zealand Government never manually extends or renews expired passports.

**Emergency travel documents**

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

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

Airlines must check that a passenger is travelling on an acceptable passport or other travel document such as a certificate of identity.

In most instances, if a person is travelling on a certificate of identity from another country, they will require a visa for travel to New Zealand. If in doubt, contact IBO.

If a passport or travel document has been damaged or altered in any way, please contact IBO.

Validity of passports and travel documents

The following people, who may be coming to New Zealand permanently, must hold a valid travel document on arrival in New Zealand.

› New Zealand citizens (including New Zealand citizens travelling on a non-New Zealand passport with an endorsement of citizenship).
› Holders of New Zealand resident or permanent resident visas.
› Australian citizens.
› Holders of current Australian permanent residence or resident return visas.

For people coming to New Zealand temporarily, the travel document must be valid:
› for at least three months beyond the date they intend to depart; or
› for one month beyond the date they intend to depart, if the issuing government has consular representation in New Zealand that is able to issue and renew travel documents.

Unacceptable travel documents

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

› Travel documents issued by the Turkish Republic of Northern Cyprus and Chinese Taipei diplomatic and official passports whose regimes are not recognised by the New Zealand Government. (Holders of normal Chinese Taipei passports that have numbers prefixed by M, MFA or X will be accepted.)
› Tongan protected person passports.
› ‘Investor’ passports issued by Kiribati and Nauru (which do not confirm the holder’s nationality).
› Travel documents issued by the World Service Authority and ‘Maori Kingdom of Teteti Islands’ (which are issued by an unofficial source).
› Collective passports issued by Slovenia and the Federal Republic of Yugoslavia.
› Passports issued by the former Union of Soviet Socialist Republics.
› Normal passports issued by Belarus that do not bear multiple exit stamps.
› Travel documents issued by Somalia.
› Kuwait ‘Article 17’ passports.
› Islamic Emirate of Afghanistan passports.
› United Nations Transitional Administration for Timor Leste (UNTAET) travel documents.
› Greek passports issued before 1 January 2006.
› Iraqi S series passports.

A carrier who allows a person to travel with an unacceptable travel document commits an offence, and may be liable to prosecution or an infringement fee (fine).

**Children travelling to New Zealand**

A child travelling to New Zealand must:
› have their own valid passport, certificate of identity, or other travel document, or
› be included in the passport of the parent who is travelling with them, and
› hold a visa, if required.

If the child is travelling on their parent’s passport, they may either be included on the parent’s visa or have a separate visa placed in their parent’s passport (two visas in one passport).

**Inadmissible passengers**

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

An inadmissible passenger may be:
› very nervous or confused
› someone who has no or little check-in luggage but has travelled a long way
› travelling on a one-way ticket
› taking an unusual route to arrive in the final country of destination
› someone who seems different to the nationality of the person in the passport, based on their language, clothes and ethnic appearance
› someone who has other papers in a different name to the name in the passport.

An imposter may use someone else’s passport to travel without attempting to change the passport photograph. They may rely on looking like the person in the photograph. Airlines should check:
› the photograph in the passport is of the person holding the passport, and
› changes in the person’s appearance relative to the age, gender and height (if in passport) of the person in the passport.
Doubts about a passenger

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

Stowaways

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

Advance Passenger Processing (APP) guidelines

Introduction

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

NOTE: This information is a guide only. It is not a substitute for the Immigration Act 2009 or Immigration Regulations 2010. Further information is available from TIM or Timatic. If you are in any doubt about whether a passenger can travel to New Zealand, contact IBO. See page 20 for contact details.

APP check-in procedures

Follow the APP check-in procedures.

APP CHECK-IN PROCEDURES

1. Check (face to passport) the passenger’s travel document belongs to the passenger.
2. Check for signs of the travel document having been fraudulently altered.
3. Check whether the passenger is transiting into or out of New Zealand (see also page 6).
4. Check whether the passenger is terminating in New Zealand.
5. Do an APP check of the passenger and all accompanying children (including infants) before issuing boarding passes.
6. Issue a boarding pass if:
   • the passenger has presented legitimate travel documents, and
   • you have received a positive APP message, for example, ‘OK to Board’ or ‘Board with Outward Ticket’ (and the passenger has a valid outward ticket).
7. Contact IBO if you:
   • receive a ‘Contact INZ’ message
   • receive a ‘Board with Outward Ticket’ message but the passenger does not hold an outward ticket, or
   • are not satisfied the passenger’s travel documents are legitimate (regardless of the APP message).
   **NOTE:** If you receive an ‘Insufficient Data’ message, check that you have entered all mandatory data, and resubmit the transaction, before calling IBO.
   Check the accuracy of the data you have entered into the APP system before contacting IBO. If it is inaccurate in any way, cancel the transaction and start again.

8. If the immigration officer declines to allow the passenger to board, advise the passenger appropriately and suggest the options available to them. The officer can advise you of the options, including referring the passenger to the nearest Immigration New Zealand branch.

**APP transactions**

Each airline populates the fields in the APP system differently. An airline may capture the passenger’s personal and passport data from their reservation system by having check-in agents:
   › scan the machine-readable zone of passports, or
   › key the data into the system.

The mandatory data required for New Zealand is the passenger’s:
   › surname
   › given names
   › date of birth
   › nationality
   › gender
   › status as a traveller (ie crew or passenger, and whether inbound to New Zealand, or transiting through New Zealand)
   › type of travel document
   › travel document number (if any)
   › travel document expiry date
   › travel document issuing state.

**NOTE:** carriers sometimes insert New Zealand as the issuing state of the travel document, which is not correct. This should be the country that issues the travel document.
The airline must also submit the flight number and intended movement of the aircraft.

Travel document types
The APP system recognises three document types:
› P (passport)
› O (other, eg certificate of identity, Red Cross travel document, military order, or Asia-Pacific Economic Cooperation (APEC) card), and
› N (no document or a document presented without a document number).

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

Uplift without proper documentation
A passenger travelling to New Zealand must be properly documented. However, a passenger may have urgent and compelling reasons to travel to New Zealand without the required documentation, for example with an expired passport or without a passport. In such circumstances contact IBO for clearance to carry the passenger without proper documentation. An immigration officer will assess the circumstances and approve or decline the passenger’s uplift.

If a passenger with a valid travel document but without a required visa or required outward ticket has urgent and compelling reasons to travel, seek approval for uplift from IBO. You will be required to provide the passenger’s details and the details of the urgent and compelling circumstances warranting uplift. An immigration officer from IBO may or may not give approval.

If a person presents with a valid returning resident’s visa, residence visa or permanent residence visa, resident visa or permanent resident visa in an expired passport, contact IBO.

Transit
There are two types of transit passenger.
1. A passenger who will transit through New Zealand on the same flight.
   The APP system determines the flight’s transit point from the airline schedules. The response from the New Zealand APP system takes into account that the passenger is in transit, so the airline does not need to inform the system of the transit (eg flight QF102 from Singapore to Auckland to Sydney (SIN-AKL-SYD)).
2. **A passenger who will arrive in New Zealand in transit on one flight and leave on another flight.** The airline must indicate this situation in the APP system using the two transit flags.

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

- Set Transit – Origin to N when a passenger checks in at the transit port or elsewhere (ie through-check) for a further destination (eg a passenger is checked in for a flight from Auckland to Sydney when in transit from another flight).

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

**NOTE:** If a passenger is transiting New Zealand to Australia and you receive a negative boarding directive, check whether this relates to their transit through New Zealand or their onward travel to Australia. If it relates to their onward travel to Australia, contact the Australian immigration contact centre directly.

**Overrides**

Government overrides allow airlines to uplift a passenger if a negative boarding directive such as ‘Contact INZ’ message has been returned by the APP check. The check-in agent must contact IBO for authority to override the negative boarding directive. An immigration officer may issue a Government override code to the airline. To override the negative boarding directive the check-in agent must resubmit the APP information with the Government override code.

**Passengers who require outward tickets**

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

Acceptable evidence of an outward ticket is a ticket in paper form, or, an electronic ticket (for example on a laptop or phone) that is confirmed and paid for. That ticket may be open-ended, or fully refundable.

For passengers travelling to New Zealand to join a vessel, evidence could include an itinerary with confirmation of the booking.
The passenger must meet entry requirements for the country that they will travel to on that ticket (for example, hold a visa for that country that is valid for the intended date of travel out of New Zealand, or have evidence of outward travel from that country). The passenger’s entitlement to enter that country can be ascertained by checking Timatic.

The evidence provided by the passenger must be available for an immigration officer to check on arrival in New Zealand.

If a passenger does not have an outward ticket, they may either:
› purchase an outward ticket to a country they have the right to enter, including their home country, or
› not board the flight to New Zealand.

Procedures when APP system not working

If the APP system is not working, take the following actions before passengers are allowed to board:
› Contact your internal help desk to identify whether it is an internal or a SITA problem.
   • If the problem is with the local SITA network, your help desk will contact the local SITA help desk.
   • If the problem is with the SITA system in London UK, your help desk will contact the SITA help desk in London UK.
› Follow your manual contingency procedures.
› Contact IBO to advise that the APP system is not working. An immigration officer may issue an exemption from conducting APP checks for the specified flight. If more than one flight is affected, you must seek an exemption for each flight.

NOTE: Failure to apply for an APP exemption for all or a group of passengers on a flight could lead to multiple infringements and multiple fees (fines) under the Immigration Act 2009.
› Carry out physical checks on travel documents and visas and endorsements until APP is restored.
## Common APP errors and remedies

<table>
<thead>
<tr>
<th>Error</th>
<th>Explanation and remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Double swipes of passports</strong></td>
<td>Sometimes an airline will swipe one passport twice, but fail to swipe the passport of the person’s travelling companion. This is avoidable by:</td>
</tr>
<tr>
<td></td>
<td>• visually checking the APP details after each swipe, and</td>
</tr>
<tr>
<td></td>
<td>• working systematically, for example from left to right, when processing passengers.</td>
</tr>
<tr>
<td></td>
<td>If a double swipe occurs, the second APP transaction should be cancelled. A new APP transaction should be done using data from the correct passport.</td>
</tr>
<tr>
<td><strong>Failure to obtain a flight exemption</strong></td>
<td>If APP is down, it is critical to follow the correct processes for rectifying the problem, and to notify IBO, and begin manual travel document and visa checks.</td>
</tr>
<tr>
<td><strong>Data entry errors</strong></td>
<td><strong>Consistency with passport</strong></td>
</tr>
<tr>
<td></td>
<td>All data entered into APP must be exactly as it is written in the passport. Take care where data is transposed from the airline booking system – this can lead to inaccuracies.</td>
</tr>
<tr>
<td></td>
<td><strong>Issuing state</strong></td>
</tr>
<tr>
<td></td>
<td>This is the issuing state of the passport or other travel document -- NOT the issuing state of the visa (New Zealand).</td>
</tr>
<tr>
<td></td>
<td><strong>Correct date of birth format</strong></td>
</tr>
<tr>
<td></td>
<td>The correct way to input the date of birth is dd/mm/yyyy.</td>
</tr>
<tr>
<td></td>
<td><strong>Do not use titles</strong></td>
</tr>
<tr>
<td></td>
<td>In general, it is incorrect to use titles (such as Mr, Mrs, Miss etc) in the APP check.</td>
</tr>
<tr>
<td></td>
<td><strong>Punctuation matches the passport</strong></td>
</tr>
<tr>
<td></td>
<td>Punctuation should match what is in the passport. Take particular care with apostrophes and hyphens in names. If the keyboard on your check-in system does not allow you to input a particular character, contact IBO.</td>
</tr>
<tr>
<td></td>
<td><strong>Middle name is separate to surname</strong></td>
</tr>
<tr>
<td></td>
<td>Ensure that middle names are not captured as an additional surname.</td>
</tr>
</tbody>
</table>
Error | Explanation and remedy
--- | ---
Data entry errors (continued) | ‘O’ versus ‘0’
Where using a passport scanner, take care that the data in the machine readable zone of the passport has been read correctly. Common errors, such as the transposing of “0” and “O” can be spotted by doing a visual check.
The best approach is to ensure data entered into APP is exactly the same as the data in the passport.

Inbound or transit passenger? | Travel direction – make sure to check whether the passenger is travelling inbound to New Zealand, or transiting.

No APP provided for a passenger | The most common occurrences of this are with tour groups, and with infants being carried by their parents.

Incorrect country codes | The most common error is to mix up Switzerland (CH) and China (CN).

Penalties for non-compliance with APP procedures
When any carrier fails without reasonable excuse to ensure a crew member or passenger meets all lawful requirements for travel to New Zealand, penalties may be incurred by the airline.

Airline staff must follow the APP procedures carefully and check all passenger documents thoroughly.
Failure to meet the requirements may result in the service of an infringement notice and imposition of an infringement fee (fine).
If in any doubt, contact IBO.

TIETAC (New Zealand)
The TIETAC (New Zealand) system allows airlines, whether or not they are connected to New Zealand’s Advance Passenger Processing (APP) system, to query New Zealand visa status at any time during the passenger’s journey to New Zealand.
The airline can submit a query through a secure network using the passenger’s travel document number, nationality and name. The TIETAC system will confirm the passenger’s travel document number, nationality, family and first name, date of birth and gender, and provide a message to the carrier about the passenger’s visa status. This message will indicate whether or not he or she can travel to or transit New Zealand. TIETAC was implemented to prevent disruption to travel where a person holds an eVisa.
Airlines carrying passengers to New Zealand must still submit APP information to INZ and use the APP directive to determine if a person is eligible to travel to New Zealand.
Airlines wishing to use TIETAC will need to have access to the SITA network and to 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 help desk for further information.

**Contacting Immigration Border Operations**

Immigration Border Operations (IBO) is available by telephone 24 hours a day, seven days a week: +64 9 277 1250.

If you are phoning from an Australian airport, use the toll-free number: 1800 156 260.

You can also contact IBO via telex on AKLAPXH.

**IBO service standards**

IBO will reply:

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

**Helping IBO staff**

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

› identify who you are and from where you are calling
› give accurate and complete information about each passenger, including their:
   • family name and given names
   • date of birth
   • nationality
   • passport number (if available) and passport country.
› state whether you manually entered the passport data into the system or swiped the passport
› give brief details about the request
› give the passenger’s flight details (for example, their flight number, arrival time and port of arrival)
› treat IBO staff with courtesy
› accept the IBO decision as final
› do not offer gifts, money or other favours to IBO staff
› do not give the IBO telephone number to passengers or other members of the public.
Passenger Name Record (PNR) Guidelines

Introduction
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, particularly the New Zealand Customs Service (Customs). INZ and Customs use this data to assess passengers, to identify high risk passengers and facilitate the travel of low risk passengers.

INZ and the other border agencies have agreed joint standards for the provision of this PNR information, using the PNR Push method, as specified in the New Zealand Border Agencies PNR Policy Statement.

The PNR Push System includes the airlines PNR systems, and the connections to the New Zealand PNR system, hosted by Customs.

The data that must be provided is prescribed in the Immigration (Carriers’ Information Obligations) Regulations 2010 and the Customs and Excise Act 1996, sections 38D and 38E(h) to (3).

Procedures for PNR system outages
NOTE: Because the New Zealand PNR Push system is hosted by Customs on behalf of the New Zealand Border Agencies jointly, you should raise any technical issues with Customs at the New Zealand Integrated Targeting and Operations Centre (ITOC) in accordance with the processes outlined in this section.

The processes in this section are applicable to both airlines and airline systems providers.

Contacting the Integrated Targeting and Operations Centre (ITOC)
ITOC is available by telephone and email 24 hours a day, seven days a week. Contact ITOC by:
- phone on 0508 486267;
- phone +64 9 927 8009 for callers from outside New Zealand; or
- email - ITOCoperationscentre@Customs.govt.nz

Unplanned outages – airline PNR systems
If you become aware that any aspect of the PNR-Push system is not working, contact your internal help desk to identify whether it is an internal problem.
If there is a technical fault or issue with your airline’s local systems, your help desk or your system provider must immediately contact ITOC by email or phone. The help desk or system provider must provide the following information:

a. Name of airline system service provider
b. Their reference number, if applicable
c. Contact name
d. Contact number
e. Contact email address
f. Last time system was working
g. Detail of the error/issue – error message if applicable
h. Which airlines are impacted and the extent to which PNR provision is affected
i. Estimated length of outage / planned resolution time.
j. Time of next update.

ITOC will notify other border agencies of the outage.

INZ will consider whether to exempt the airline from complying with its PNR obligations on a case by case basis.

**Planned outages – airline PNR system**

If an airline/airline system provider needs to carry out maintenance work on any part of their systems that will affect the airline’s ability to provide PNR data in the correct form and manner (or at all), the airline/airline system provider should deal with the proposed outage in accordance with the processes outlined in this section.

The preferred outage window for standard maintenance is 2.00 am to 4.00 am (New Zealand time).

Contact ITOC with the following information as soon as possible, and at least a week before the planned outage:

a. The timings for the outage
b. What planned work is being undertaken
c. Who will be affected/systems impacted (e.g. PNR is still being received but is not accessible to user)
d. Any actions required by the agencies, airlines or airline system providers
e. When the next update will be provided

If INZ consider the timings are unsuitable they are unlikely to exempt the airline from complying with its PNR obligations during that period. In those circumstances the airline/airline system provider will need to propose alternative timings for INZ to consider.
ITOC will notify other border agencies of the proposed outage.

The airline/airline system provider must contact ITOC when the outage starts, and when it is completed.

The airline/airline system provider must contact ITOC if any delay occurs during the outage.

**Unplanned outages – New Zealand PNR system**

If your internal help desk suspects that there is a problem with New Zealand’s PNR system, your help desk must contact ITOC immediately and provide relevant details about the situation. ITOC will notify other border agencies, including INZ.

If the border agencies identify a technical issue with New Zealand’s PNR system, ITOC will contact airlines to advise them of the likely length and impact of the outage.

**Planned outages – New Zealand PNR system**

ITOC will contact airlines with prior notice of any planned system outage for New Zealand’s PNR system.

ITOC will advise the airline of:

a. The timings for the outage
b. What planned work is being undertaken
c. Who will be affected/systems impacted
d. Any actions required by the airlines or system providers.

ITOC will contact airlines when the outage starts, and when it is completed.

ITOC will advise airlines of any delays.

**Exemptions from providing PNR during an outage**

During any planned or unplanned outage:

› INZ may notify an airline in writing that it is exempted from complying with its PNR obligations during the outage period.

› Despite any exemption, INZ or Customs may still make ad hoc requests to airlines for PNR data. Airlines granted an exemption will generally be requested to provide all PNR collected during the outage, once that outage has ended.

Failure to follow these processes and obtain an exemption for all or a group of passengers on a flight could lead to infringement fees (fines) or prosecutions under the Immigration Act 2009.
New Zealand visa and endorsement labels

Physical labels currently issued by Immigration New Zealand

Printed

Labels introduced in November 2010 have many of the same security features as the labels used from December 2003 onwards. The text on the labels is different, and the new labels have ‘New Zealand Immigration Act 2009’ printed on a silver background across the top of the label. On machine-printed labels, the unique label number is in the white space, above the blue background.

Below are examples of visa labels printed on laser printers.

*silver hologram

*unique label number
Handwritten

Visa labels for the following visas may be handwritten:

» visitor/work/student/limited visa
» transit visa
» resident visa
» permanent resident visa
» diplomatic/official/consular visa/military visa
» New Zealand citizen endorsement.
Electronic visas

Electronic visas (eVisas) are now issued by INZ for some visa types. Details of the visa are held in the INZ system. The applicant is asked to print out a copy of their eVisa and take it with them when they travel. Below is an example of the type of eVisa that a traveller could hold.

Endorsements

This is an example of an endorsement placed in the non-New Zealand passport of a New Zealand citizen.
Labels from 2004 to 2010

Printed

Below are examples of visa labels printed on laser printers. These labels were used from early 2004 to November 2010. Some visas will still be valid after 2010. They will be machine printed or handwritten.

*silver hologram

*unique label number
Handwritten

A handwritten label may be a:
› visitor/work/student
› returning resident’s visa
› diplomatic/official exemption.
Labels from 1997 to 2004
The green and blue “koru” label was used from October 1997 until early 2004.
Some visas, particularly returning resident’s visas, will still be valid after 2004.
They will be machine printed or handwritten.

Printed

![Specimen image of a green and blue “koru” label from 1997 to 2004]

Labels from 1990 to 1997
An orange label was used from 1990 to October 1997. Some returning resident’s visas
will still be valid after October 1997, but will only be in an expired passport that the
passenger may be carrying along with their current passport. Details will be machine
printed or handwritten.

Handwritten

![Specimen image of an orange label from 1990 to 1997]
Immigration New Zealand contact details

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

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

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

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

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

HO CHI MINH CITY
New Zealand Consulate General
Phone: +84 8 3827 2745
Fax: +84 8 3824 6940

JAKARTA
10th Floor
Sentral Senayan Building 2
Jl Asia Afrika No. 8
Gelora Bung Karno
Senayan
Phone: +62 21 5795 4120
Fax: +62 21 5795 4124

LONDON
New Zealand House
Phone: +44 1344 71 61 99
Fax: +44 207 973 0370

MANILA
Makati City
Call centre
Phone: +63 2 845 9222

MOSCOW
44 Ulitsa Povarskaya
Phone: +7 495 956 3579
Fax: +7 495 956 3583
Visa: +7 495 956 2642

MUMBAI
New Zealand Consulate General
Level 2, 3 North Avenue
Maker-Maxity, Bandra-Kurla Complex
Bandra East
Phone: +91 22 611 97500

NUKU’ALOFA
Phone: +676 23 977
Fax: +676 23 011

NEW DELHI
New Zealand High Commission
Phone: +91 11 4259 6300
Fax: +91 11 4259 6301

PRETORIA
New Zealand High Commission
Phone: +27 12 435 9000
Fax: +27 12 435 9001

SHANGHAI
New Zealand Consulate General
Phone: +86 21 6279 7368
Fax: +86 21 6279 7369

SUVA
New Zealand High Commission
Phone: +679 330 6033
Fax: +679 330 3792

WASHINGTON
New Zealand Embassy
37 Observatory Circle NW
Washington DC 20008
Phone: +1 202 328 4800
Fax: +202 667 5227 or 328 4836