



File Ref: SDE 32

**WORKFORCE (IMMIGRATION NEW ZEALAND)**  
**INTERNAL ADMINISTRATION CIRCULAR NO: 08/13**

**To:** All Workforce/Immigration New Zealand (INZ) staff

**Date:** 17 October 2008

***SUSPENDING/DELETING AMS ALERTS WHEN INDIVIDUAL IS TO BE PERMITTED ENTRY TO NEW ZEALAND***

Please **READ** this information and ensure that all staff members are aware of what is required of them.

**Introduction**

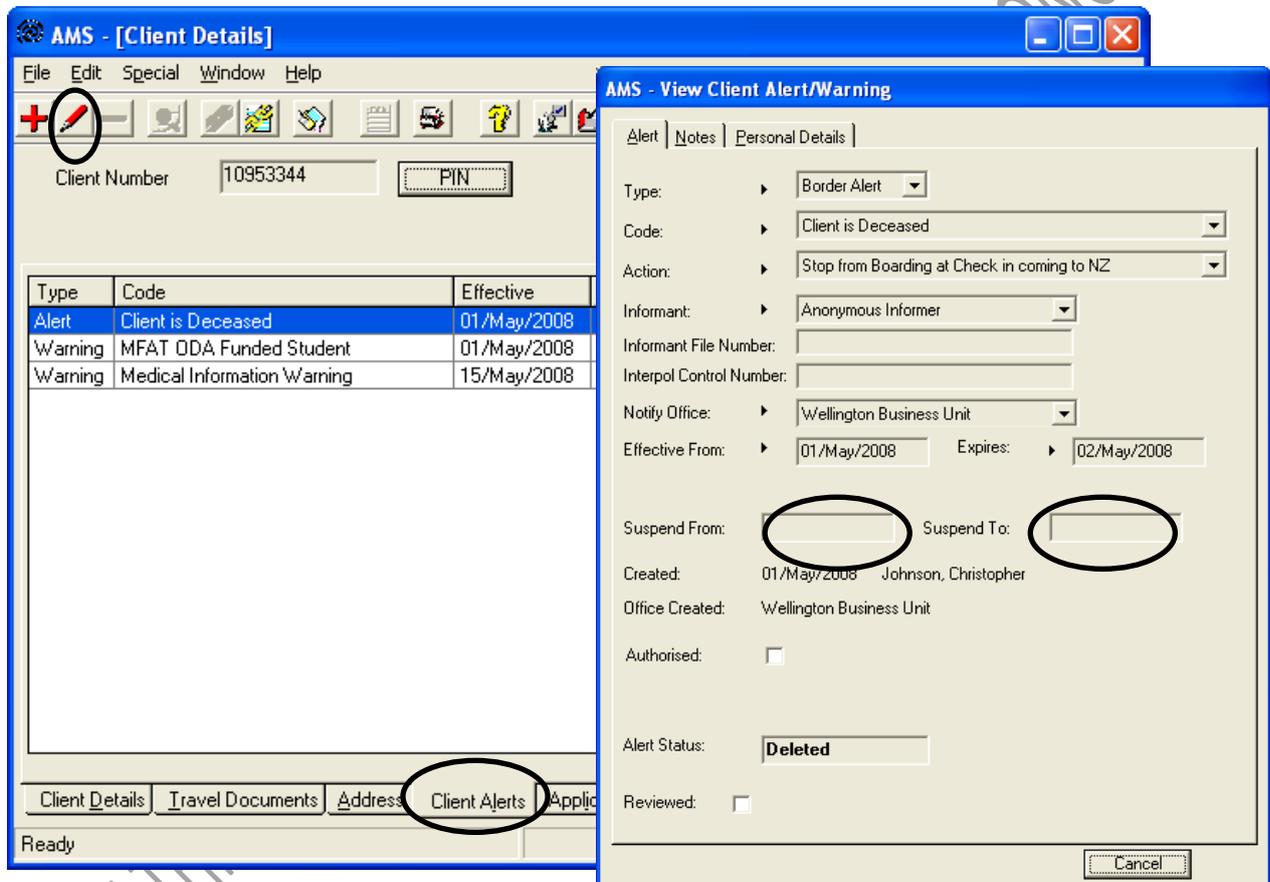
1. The purpose of this Internal Administration Circular (IAC) is to remind staff of the importance of suspending or deleting AMS alerts where an individual against whom there is an alert, is to be permitted entry to New Zealand. If the alert is not suspended or deleted the alert will trigger when the person presents at check-in offshore or at the airport primary line in New Zealand. This results in an unnecessary referral and causes undue delays to the affected person and to others.

**Background**

2. A recent review of the immigration alert management system has identified that a number of non New Zealand citizens/residents are unnecessarily being referred to Immigration when they check in offshore and on entry to New Zealand, due to active alerts that should have been suspended or deleted. These individuals have active alerts when they enter New Zealand despite that alert previously being reviewed by a Visa officer when issuing the visa. This has highlighted the need for staff to be reminded of the importance of suspending or deleting alerts for these individuals with active alerts if they are to be permitted entry to New Zealand.
3. A "Client" alert or a "Travel Document" alert results in a person refused boarding via the Advanced Passenger Processing (APP) system and/or is referred at the border in New Zealand.
4. When an individual with an active alert applies for a visa to enter New Zealand, AMS will notify the Visa Officer processing the application that there is an active alert. The officer must read and review the validity of the alert as part of their assessment of whether or not the applicant may be issued a visa to travel to New Zealand. Where a decision is made to issue a visa, the alert should be suspended for the duration of the visa/permit or deleted as appropriate. If the alert is not suspended or deleted the alert will trigger when the person presents at check-in offshore and/or at the airport primary line in New Zealand. This is an unnecessary referral and causes undue delays to the affected person and to others.
5. Note that not all AMS users have permission to suspend or delete alerts. Permissions vary from branch to branch but generally Technical Advisors, Immigration Managers, and Branch Managers have permission.

## Suspending alerts

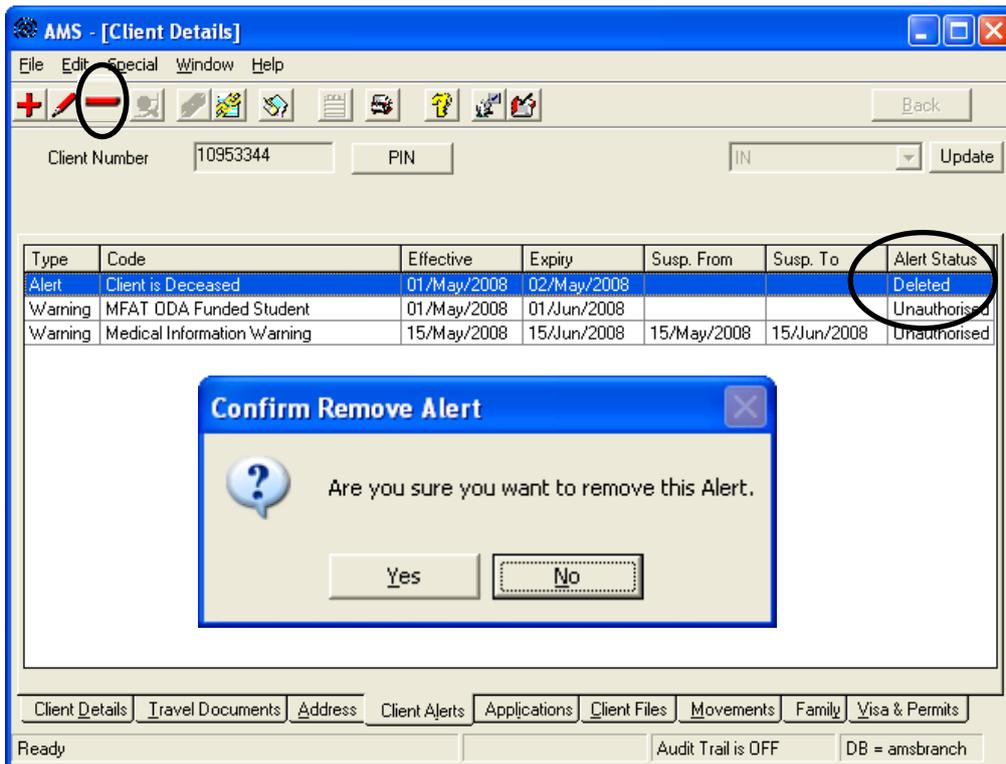
- An alert should be suspended where the alert is to be overridden for entry on the particular journey but is to be reinstated for any future journeys or contact with Immigration New Zealand (INZ). A frequent example where an alert should be suspended is where a special direction is issued and a visa/permit has been approved for a specific period of time to a person to whom section 7 of the Immigration Act applies. A section 7 person is not eligible for entry to New Zealand unless granted a special direction.
- To suspend a client alert, select the appropriate alert and click on the *Edit*  icon from within the 'Client Alert' tab of the 'AMS-[Client Details]' screen and enter the *Suspend from* and *Suspend to* dates. You can use this icon to update details for existing alerts/warnings in some instances. You can also add further information about an alert by clicking on the *Add Notes* button under the *Notes* tab.



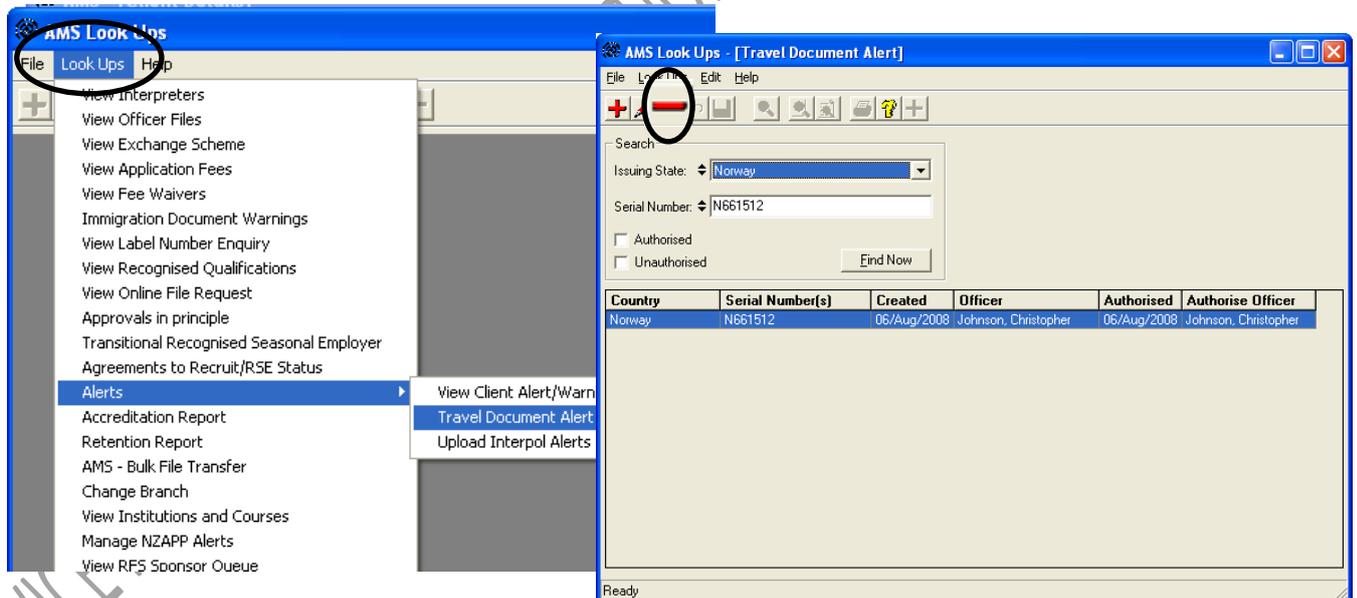
- Travel document alerts can not be suspended as there is currently no functionality in AMS to do this but can be deleted if necessary (see below).

## Deleting alerts

- An alert should be deleted where a review of the alert indicates that it is not appropriate for the client to be stopped at the border in future. This could occur when evidence exists that refute the alert, or in circumstances where an alert was inappropriately raised such as an alert being used instead of a branch warning. If this is the case it would be necessary to delete the alert and replace it with a branch warning.
- To delete a *client alert* use the *Remove*  icon from within the 'Client Alert' tab of the 'AMS-[Client Details]' screen. After you confirm the removal of this alert the Alert Status will show as *Deleted*.



11. To delete a *travel document* alert you must access the alert through AMS lookups, and then select the *Remove* icon.



12. Deleted travel document alerts will be removed completely from viewing in AMS. The alert information will however be kept in the database for auditing purposes.

Annabelle Laird  
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