



File Ref: SDE-32

**WORKFORCE (IMMIGRATION NEW ZEALAND)
INTERNAL ADMINISTRATION CIRCULAR NO: 10/06**

To:	All Workforce (Immigration) Managers	Date: 30 June 2010
	All Workforce (Immigration) Staff	
	MFAT Posts	

FEE WAIVER GUIDELINES

Please read this information and ensure all staff members who may be affected are aware of what is required of them.

Please note this Internal Administration Circular (IAC) replaces IAC 06 – 22 Fee Waiver Guidelines.

Purpose

1. This IAC provides guidelines on discretionary and administrative fee waivers.
2. The purpose of this IAC is to:
 - (a) Advise staff that only Immigration Managers (IMs) and Branch Managers (BMs) will now be permitted to grant a discretionary fee waiver and have access to "Waive Fee – Discretionary" in AMS; and
 - (b) Advise staff that staff with schedule one delegations (in accordance with Instrument of Delegation at immigration policy A15.4) will continue to have access to "Waive Fee – Administrative" in AMS and
 - (c) Advise staff that BMs may authorise other staff to have full access to "Waive Fee - Administrative" as needed; and
 - (d) Advise staff that only BMs will continue to be permitted to "Waive Special Fee" in AMS; and
 - (e) Provide staff with specific examples of when in general it would be appropriate to "Waive Fee – Discretionary"; and
 - (f) Provide staff with specific examples of when in general it would and would not be appropriate to "Waive Fee – Administrative"; and

- (g) Provide staff with updated Fee Waiver Guidelines (see Appendix 1); and
- (h) Provide staff with Fee Waiver Definitions (see Appendix 2); and
- (i) Provide staff with procedures for processing Fee Waivers and for generating a Fee Waivers report in AMS (see Appendix 3).

Background

- 3. The Department of Labour (the Department) Internal Audit has conducted internal audits of a number of Immigration New Zealand (INZ) branches.
- 4. Internal Audit identified problems with the processing of Fee Waivers at some of these branches. They also provided recommendations on how to improve the process for Fee Waivers.
- 5. This IAC was created as part of Workforce Group's response to these recommendations.
- 6. The administration of Fee Waivers is important – inappropriate or excessive use of Fee Waivers leads to a loss of revenue. The changes outlined below are designed to provide guidance and improve consistency.

Summary of changes in procedures for Fee Waivers

- 7. There are three Fee Waiver types described in officer security settings in AMS. These are:
 - (a) "Waive Fee – Discretionary"; and
 - (b) "Waive Fee – Administrative"; and
 - (c) "Waive Special Fee".
- 8. Previously only staff with schedule one delegations were permitted to "Waive Fee – Discretionary" and "Waive Fee - Administrative". BMs had the discretion to authorise other staff to have permission to "Waive Fee - Administrative". Only BMs had permission to "Waive Special Fee".
- 9. From 01 July 2010, only IMs and BMs will have permission to "Waive Fee – Discretionary". Such waivers are expected to be infrequent. Other staff will no longer have permission to "Waive Fee – Discretionary" in AMS (including staff with schedule one delegations).
- 10. However, BMs can authorise an appropriately delegated officer to have permission to "Waive Fee – Discretionary" only where the IM or BM is not physically located at the Branch or MFAT post they are responsible for.
- 11. Staff with schedule one delegations will continue to have permission to "Waive Fee – Administrative". BMs may authorise other staff to have full access to "Waive Fee - Administrative" as needed. BMs will retain permission to "Waive Special Fee".
- 12. The current system security levels of No Access, Read Only and Full Access continue to apply for "Waive Fee – Administrative"; "Waive Fee – Discretionary" and "Waive Special Fee".

13. BMs have financial delegations for Branches and must therefore regularly audit Fee Waivers, ensuring that the Fee Waiver has been processed correctly and according to prescribed guidelines and that documentation is complete. Such waivers are expected to be infrequent.

Fee Waivers

Waive Fee - Discretionary

14. Discretionary Fee Waivers involve a discretionary decision in the form of a special direction. The Instrument of Delegation at A15.4 of the Operational Manual specifies the delegated power by way of a special direction to waive fees in whole or in part. Only officers with schedule one delegations can waive fees.
15. AMS access to "Waive Fee – Discretionary" is now limited to IMs and BMs.
16. Discretionary Fee Waivers are expected to be infrequent and may occur on a case by case basis after giving due consideration to the principles of equitable treatment of all customers, and ensuring the due regard to the financial impact of the loss of revenue.
17. The only fee waiver reason available in AMS for granting a "Waive Fee – Discretionary" is "Fee waived in the interest of excellent customer service".
18. Full details of the rationale for the Fee Waiver must be recorded in AMS.

Note: Where an IM or BM is not physically located at the Branch or MFAT post they are responsible for, a "Waive Fee – Discretionary" may be escalated to an officer appropriately delegated by the BM.

Examples of when in general it would be appropriate to grant a "Fee Waiver – Discretionary"

19. IMs or BMs may consider granting a Fee Waiver – Discretionary:
 - (a) To mitigate any negative Departmental service issues where the customer has been unfairly disadvantaged by the actions of INZ and there is a moral obligation for INZ to provide the remedial service free of charge;
 - (b) To provide humanitarian/compassionate assistance – where circumstances outside the customer's control have affected the customer and given rise to a moral obligation for the New Zealand Government to assist;
 - (c) To promote or advance the interests of the New Zealand Government, such as for an event that has Major Event Status as communicated by the Operational Support Team, Service Delivery;
 - (d) To facilitate INZ internal business requirements, such as sending overseas local staff members to New Zealand for training.

Waive Fee - Administrative

20. Administrative Fee Waivers arise from administrative arrangements or clearly documented immigration instructions. Administrative Fee Waivers

21. There are a number of reasons available in AMS for granting a "Waive Fee – Administrative". *Appendix 2* provides a list of definitions for the reasons available in AMS. These definitions clearly explain when a "Waive Fee – Administrative" would be appropriate.
22. Full details of the rationale for the Fee Waiver must be recorded in AMS, including references to the relevant immigration policies and instructions as relevant.

Examples of when in general it would be appropriate to grant a "Fee Waiver – Administrative"

23. An application has been incorrectly entered in AMS, and needs to be replaced with the correct application type. The fee should be waived in AMS using the category "Associated Application". The applications must be linked.
24. A client meets the requirements for holders of diplomatic and official passports as stated at *A6.1 Requirement for holders of diplomatic and official passports to pay visa fee*. The fee should be waived in AMS using the category "Applicant holds Diplomatic or Official Passport".
25. A client has a work permit declined and is granted a short visitor permit as part of the consideration of that application, using the provisions in the Immigration Act 1987 at section 30(2) and section 35(1). The fee should be waived in AMS using the category "Associated Application". The applications must be linked.

Examples of when in general it would not be appropriate to grant a "Fee Waiver – Administrative"

26. A client is granted a work permit while a medical certificate is referred as part of their residence application which is yet to be decided. In general, it is not appropriate to grant a "Fee Waiver – Administrative" for the work permit.
27. A client has a job offer for 12 months. Their work permit was granted for three months as their passport was due to expire in four months. The client now has a new passport and wants the remaining nine month work permit to be granted without paying the application fee. The client was advised of the requirements of *A2.5(e) Criteria for acceptable travel documents* at the time they first applied. It is not appropriate to grant a "Fee Waiver – Administrative" for the work permit.
28. A client says they are unable to pay the application fee for a student permit due to financial hardship. There are no other exceptional

29. A family of four, two adults and their 21 year old and 19 year old children are applying to transfer their Returning Resident Visas (RRVs) to new passports. The transfer fee (where the permit or visa stamp or label is transferred from one passport to another) applies to each person. A transfer request is not an application but a service and Immigration Regulations allows a fee to be charged for this service. Each label transferred from one passport to another therefore requires a separate fee payment. It is not appropriate to grant a "Fee Waiver – Administrative" for any family member.
30. A family of three have requested temporary entry permits under Section 35A. If granted, each person is required to pay the appropriate Section 35A temporary permit fee instead of the visitor, student or work permit fee. It is not appropriate to grant a "Fee Waiver – Administrative" for any family member.

Note: Staff may consider it appropriate to refer an application or request for service to the IM or BM to consider the grant of a "Fee Waiver – Discretionary" if the circumstances should require this (or to an officer appropriately delegated by the BM where the IM or BM is not physically located at the Branch or MFAT post they are responsible for).

For example, at paragraph 24 above it may be appropriate for the IM or BM to consider a "Fee Waiver – Discretionary" if there have been significant delays to the medical certificate referral process. Such a waiver must only be granted to mitigate negative Departmental service issues where the customer has been unfairly disadvantaged by the actions of INZ and there is a moral obligation for INZ to provide the remedial service free of charge.

Waive Special Fee

31. "Waive Special Fee" can only be granted by the BM (or by an officer appropriately delegated by the BM where the BM is not physically located at the Branch or MFAT post they are responsible for) specifically for Migrant Levy and ESOL payments.
32. These payments are collected on behalf of other organisations (the Tertiary Education Commission (TEC) and the New Zealand Government).
33. Waiving the customer's obligation to pay these items, establishes a liability for the Department to make the payment on the customer's behalf to the other organisation. Thus it is expected that waiving these items would be exceptionally rare and only be where the Department is culpable for losing payments the customer has made. Such a payment will be charged as an expense to the Branch and would be designated as an ex-gratia payment requiring Group Manager – Service Delivery approval.
34. BMs are reminded that regular audits of Fee Waivers form part of the Department's Internal Assurance Guidelines.

35. If this IAC is inconsistent with any previous IAC, information or instruction, these instructions prevail.

Andrew Lockhart

Manager – Operations Support

Service Delivery

THE ADVICE IN THIS INTERNAL ADMINISTRATION CIRCULAR IS NO LONGER CURRENT.

APPENDIX 1

IMMIGRATION FEE WAIVER GUIDELINES

March 2010

Contents

[Context](#)

[Objectives](#)

[Principles and Definitions](#)

[Practice](#)

[Documentation Required for Fee Waivers](#)

[Monitoring of Fee Waivers](#)

[Approval for Fee Waiver](#)

[Employee Responsibilities](#)

[Branch Manager Responsibilities](#)

[Finance Responsibilities](#)

[Contacts](#)

Guideline Objectives

Context

These guidelines apply only to Immigration fees as prescribed in the Immigration Regulations 1999. Reference should be made to the Operational Manual for delegation of the special direction power under Section 149 of the Immigration Act 1987 to waive fees.

These guidelines should be read in conjunction with the Discretionary Expenditure Policy and the Code of Conduct. As such, behaviours expected in the expenditure (or refund) of Crown funds or resources by managers and staff in the Department include prudence, integrity, honesty, trustworthiness, law-abiding, reliability, professional competence, due care and professionalism.

Objectives

To ensure that persons who are delegated with the special direction power under Section 149 of the Immigration Act 1987 to waive fees have guidance on the appropriate exercise of that power. Waiver of fees represents a potential loss of operational revenue to the Department and may create expectations of similar treatment with other applicants.

Principles and Definitions

- The power to impose fees and the amounts of such fees are set out in the Immigration Act 1987 and the Immigration Regulations 1999.
 - The Ministerial special direction power to waive all or part of a fee imposed is also set out in the Immigration Act 1987 (S149). That special direction power has been delegated only to those Officers holding schedule one powers as set out in the Instruments of Delegation at A15.4.1 of the Operational Manual) and only those persons may waive fees.
 - However, only Immigration Managers (IMs) and Branch Managers (BMs) have permission to grant a discretionary fee waiver.
 - All customers are entitled to be treated equitably.
 - Fees generated from the provision of services to customers fund the operations of the Department. They are set at a level to recover Departmental operational costs.
 - Exercise of the special direction power to waive fees should be infrequent and only used where particular circumstances warrant such a waiver. Inappropriate use of the discretion may create undesirable precedents and result in fee increases for all customers.
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WAIVERS

- For operational purposes there are three types of Fee Waivers:
 - Discretionary Fee Waivers
 - Administrative Fee Waivers
 - Special Fee Waivers
- Discretionary fee waivers are fee waivers involving a discretionary decision in the form of a special direction (see immigration policy at A15.4.1 and A15.4.5 of the Operational Manual which specifies the delegation of the special direction power for waiving fees). However, only IMs and BMs have permission to grant a discretionary fee waiver.
- Discretionary fee waivers are expected to be infrequent and may occur on a case by case basis after giving due consideration to the principles of equitable treatment of all customers, and ensuring the due regard to the financial impact of the loss of revenue. Some examples of where a special direction for a fee waiver may be appropriate include:
 - To mitigate any negative Departmental service issues – where the customer has been unfairly disadvantaged by the actions of the Department and there is a moral obligation for the Department to provide the remedial service free of charge;
 - To provide humanitarian/compassionate assistance – where circumstances outside the customer's control have affected the customer and given rise to a moral obligation for the NZ Government to assist;
 - To promote or advance the interests of the New Zealand Government;
 - To facilitate INZ internal business requirements such as sending overseas local staff members to New Zealand for training.
 - Financial Hardship does not, of itself, constitute sufficient reason to waive a fee. However, such a factor may be included in your fee waiver assessment when considering the circumstances surrounding an application/request.
 - Blanket waiving of a fee type is not appropriate as it is inconsistent with the special direction power and would undermine the Immigration Regulations.
 - BMs may approve a transitional programme of waiving minor fee differentials of less than 10% of the published fees, where the implementation of new fees structures give rise to practical transitional difficulties. The instructions and the transition period to which the waivers apply must be clearly stated in instruction letters to staff. Through this process the discretionary waiver is approved in principle by a duly authorised officer with the staff

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- Administrative fee waivers are fee waivers that arise from administrative arrangements (such as when a fee receipted in another application is “transferred” to a new application) or clearly documented immigration instructions. Administrative fee waivers fall within immigration policies and instructions and do not in their essence involve a discretionary decision making by processing staff but rather are inherent in administering the Immigration Act 1987 and government immigration policy in a facilitative manner.
 - Where a programme of fee waivers other than those outlined above to address practical issues is proposed, the impact and rationale must be quantified by the proposing manager and approved by the Director of Finance.
 - Special Fee waivers are fees waived for Prepaid English for Speakers of Other Languages (ESOL) tuition and Migrant Levies. These items are payments collected on behalf of other organisations (the Tertiary Education Commission and the NZ Government) and they are not a fee waiver in the conventional sense. Waiving the customer’s obligation to pay these items, establishes a liability for the Department of Labour to make the payment on the customer’s behalf to the other organisation. Thus it is expected that waiving these items would be exceptionally rare and only be where the Department is culpable for losing payments the customer has made. Such a payment will be charged as an expense to the branch and would be designated as an ex-gratia payment requiring Group Manager approval.
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Practice

Documentation Required for Waivers

- Staff must record full details of the rationale for fee waivers in AMS notes.
 - All documentation related to the making of a special direction for a fee waiver must be placed in the application file.
 - Only persons with the ministerial delegation to make a special direction to waive fees may do so.
 - Where a Discretionary fee waiver is granted the reason must be documented in AMS notes in clear detail. This must include evidence of approval by the IM or BM.
 - Staff must link applications using the AMS link function as necessary in processing fee waivers (when a fee of an application is waived and reason for the waiver is “associated application”, the application **must** be linked to the associated application).
 - BMs **must** provide clear written instructions to staff if the
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- If the revenue lost from a fee waiving program is material (exceeds 10%), the rationale must be documented, the impact defined and approval sought from the Director of Finance.

Monitoring of fee waivers

- BMs have financial delegations for Branches, therefore they must retain oversight of all waivers through the fee waiver report which must be checked, approved and the hardcopy filed securely on at least a monthly basis.
- BMs must check all discretionary fee waivers and at least 10% of all Administrative fee waivers monthly.
- Both AMS and the application file must be checked to confirm that the fee waiver has been processed correctly and according to prescribed guidelines and that documentation is complete.
- The checks should be noted on the report and initialled by the BM.

Approval for Waiver of Fees

- Only the Minister of Immigration (and the Associate Minister) and officers with delegated authority can make a special direction for the waiver of fees.
- Only IMs and BMs have permission to grant a discretionary fee waiver.

Employee Responsibilities

- To process fee waivers in accordance with these guidelines.
- Obtain special direction from IM or BM for the discretionary waivers.

Branch Manager Responsibilities

- To ensure that fee waivers are properly authorised in accordance with Immigration Act 1987 and the Instruments of Delegation (at A15.4 of the Operational Manual) and these Guidelines.
 - To ensure Fee waiver reports are run, approved and filed securely on at least a monthly basis.
 - To check all discretionary fee waivers
 - To check at least 10% of administrative fee waivers
 - To check for consistency of fee waiving treatment amongst the branch officers.
 - Adherence to the Internal Assurance procedures reported through the Workforce Internal Assurance Certification process.
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**Finance
Responsibilities**

- To monitor compliance with these guidelines and the level of waivers granted.

Contacts

- Operational Support is responsible for the application of the Fee Waiver Guidelines. Please contact any member of the team for further information or assistance.
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APPENDIX 2

Fee Waiver Definitions

Blue text indicates new fee waiver

Red text indicates inactivated fee waiver

Discretionary Fee Waivers Used by Staff with Delegated Authority only (BM or IM)	Definition
Discretionary- Fee waived in the interests of excellent customer service	Fee waived when INZ accepts it is in the interests of excellent customer service <u>Note:</u> A Discretionary Fee Waiver is only granted with BM or IM approval
Administrative Fee Waivers	Definition
AMS system down	To be used if an application has already been processed manually and fee already remitted
APEC Card Holder	Used for APEC Card Holders who require a replacement visa to enter New Zealand
Applicant holds Diplomatic or Official Passport	Refer to operational policy A6.1 to establish if client meets waiver guidelines as a Diplomatic/ Official passport holder
Application changed to Limited Purpose	Application fee received on previous application which has now been replaced by a Limited Purpose application
Application fee received at a MFAT/British post	Application initially received by Australian/ British overseas post
Application fee received in another INZ office	Used when an application has already been received in another office
Associated application	Used when a fee was received on an incorrectly raised application that has been replaced by the correct application type Used where an application has been declined and as part of the consideration of that application a permit of another type has been granted without the applicant being required to make a separate application Note: The applications must be linked
Associated Skilled Migrant application	Used when it is appropriate to waive a visitor, student or work visa fee for an application associated with a Skilled Migrant application Note: The applications must be linked
Client is a current refugee	Used where it is appropriate to waive a fee for a client applying for refugee status (not yet

applicant	determined) or found to be a refugee and applying for residence or a further temporary permit while their residence is being finalised
Dependent family member of LTBV/LTBP holder	The total fee is normally collected under primary LTBV application; associated application fees are subsequently waived.
Due to incorrect application processing	<p>INACTIVATED</p> <p>If the fee has already been received use 'Associated Application'.</p> <p>If the waiver of the fee is discretionary use 'Fee waived in the interests of excellent customer service'.</p> <p><u>Note:</u> A Discretionary Fee Waiver is only granted with BM or IM approval</p>
Extension of a Customs granted permit	Used if a permit application has been created in AMS to replace a permit incorrectly issued by Customs
Fee waived for refugee	<p>INACTIVATED</p> <p>Use 'Client is a current refugee applicant'</p>
Fee Waiver country	Used with application types which fall under a Bilateral Fee Waiver
Interim Permit Application	<p>INACTIVATED</p> <p>If the waiver of the fee is discretionary use 'Fee waived in the interests of excellent customer service'.</p> <p><u>Note:</u> A Discretionary Fee Waiver is only granted with BM or IM approval</p>
Ministerial direction	Used if directed by the Minister to process an application and it is clear that the Minister intends that the fee be waived
Minor fee regulation differential	<p>Where a client submits an amount that has a minor differential to the actual fee rate requested in the Immigration regulations or on AMS (e.g. could be after a fee review or some other circumstance)</p> <p>Differential must meet the fee waiver policy, and where fee is waived as a result of written instructions from the BM, the date of these instructions must be noted on AMS.</p> <p>See the applicable IAC on fee waivers</p>
Online Services	To be used if the fee has been collected separately as part of an online application
Operation Deep Freeze	For consideration in conjunction with V3.50 regarding applicants involved with Operation Deep Freeze
Reconsideration of LTBV application	For use when it is appropriate to waive a fee for an LTBV application that is being reconsidered

Remaining fee waived, due to exchange variations	Used when exchange rate variations have caused a discrepancy in the fee required Where fee is waived as a result of written instructions from the BM, the date of these instructions must be noted on AMS
RRA/RRB direction	Fee waived under guidance from the RRA or the RRB
Samoan national exempt for settlement fee	Used for Samoan citizens applying for residence where the system has generated a Settlement Information Fee
Victim of Domestic Violence	Applicants under S4.5 Residence policy for victims of domestic violence entitled to fee reduction.
New Administrative Fee Waivers	Definition
Fee received via a Miscellaneous Payment	Used where fee has already been received via a previous Miscellaneous Payment
Significant Event	Used where fee has been waived for a Significant Event by the BM – Operational Support
UNCROC LPP	Used where it is appropriate to waive a fee for the grant of a LPP to an unlawful school aged child. See the applicable IAC 07/18.
Closure of education provider	Used where client has to change provider as a result of current education provider closure. Only to be used on advice from Operational Support.

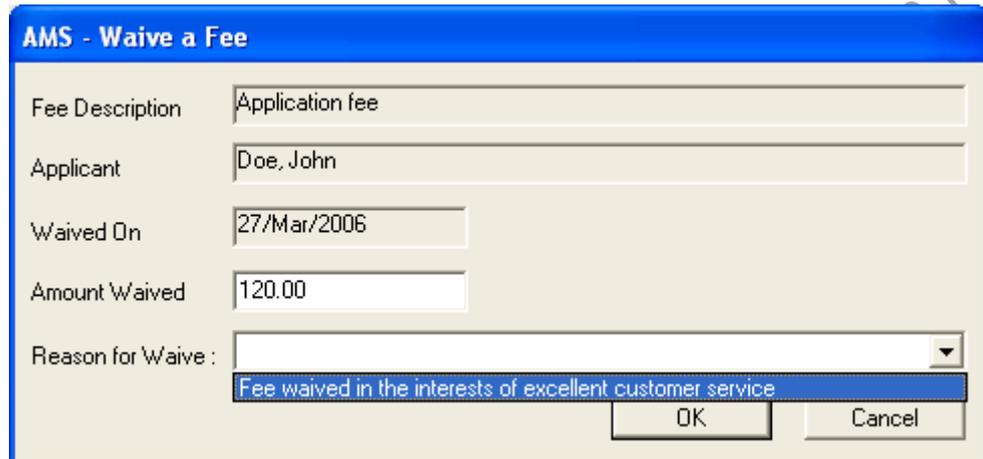
Note: In all cases, staff must record full details of the rationale for fee waivers in AMS notes.

APPENDIX 3

Procedures on processing Fee Waivers in AMS

1. The following are the different Fee Waiver types for waiving fees and how they function:

- a. "Waive Fee – Discretionary": Full access allows staff to see and select only the Fee Waiver reason: "Fee waived in the interests of excellent customer service". Staff who attempt to "Waive Fee – Discretionary" without full access will not be allowed to proceed.



The screenshot shows a dialog box titled "AMS - Waive a Fee". It contains several input fields: "Fee Description" (Application fee), "Applicant" (Doe, John), "Waived On" (27/Mar/2006), and "Amount Waived" (120.00). The "Reason for Waive" dropdown menu is open, showing a single option: "Fee waived in the interests of excellent customer service". The "OK" and "Cancel" buttons are visible at the bottom right.

- b. "Waive Fee – Administrative": Full access allows staff to see and select all Fee Waiver reasons except "Fee waived in the interests of customer service".



The screenshot shows the same "AMS - Waive a Fee" dialog box as above, but the "Reason for Waive" dropdown menu is open to show a list of options: "Fee Waived - Fee Waiver country", "Fee Waived - Ministerial direction", "Fee Waived - Operation Deep Freeze", and "Fee Waived - PAA/DBA direction". The "OK" and "Cancel" buttons are visible at the bottom right.

- c. "Waive Special Fee": Full access allows staff to waive special fees (Migrant Levy and ESOL). Staff who attempt to waive special fees without full access will not be allowed to proceed.



Note: Only IMs and BMs have full access to both “Waive Fee – Administrative” and “Waive Fee – Discretionary”, and will see and be able to select all Fee Waiver reasons in AMS.

- The following steps describe how security access works when a user waives an active application fee:

Step	Action	
1	Select a fee to be waived in the fees screen.	
2	Press the waive button and “AMS – Waive a fee” screen will appear.	
3	If User has full access to “Waive Fee – Discretionary” only.	...then ...the “Reason for waive” drop down list in “AMS – Waive a fee” screen will only contain fee waiver reason “fee waived in the interest of excellent customer service”.
	User has full access to “Waive Fee – Administrative” only.	...the “Reason for waive” drop down list in “AMS – Waive a fee” screen will contain all fee waiver reasons except “fee waived in the interest of excellent customer service”.
	User (IM and BM only) has full access to both “Waive Fee – Administrative” and “Waive Fee – Discretionary”.	...the “Reason for waive” drop down list in “AMS – Waive a fee” screen will contain all fee waiver reasons.
	Select a fee waiver reason and Press OK . A notes screen will appear.	
4	Enter relevant notes explaining the details of the fee waiver and Press OK .	
5	Continue as normal.	

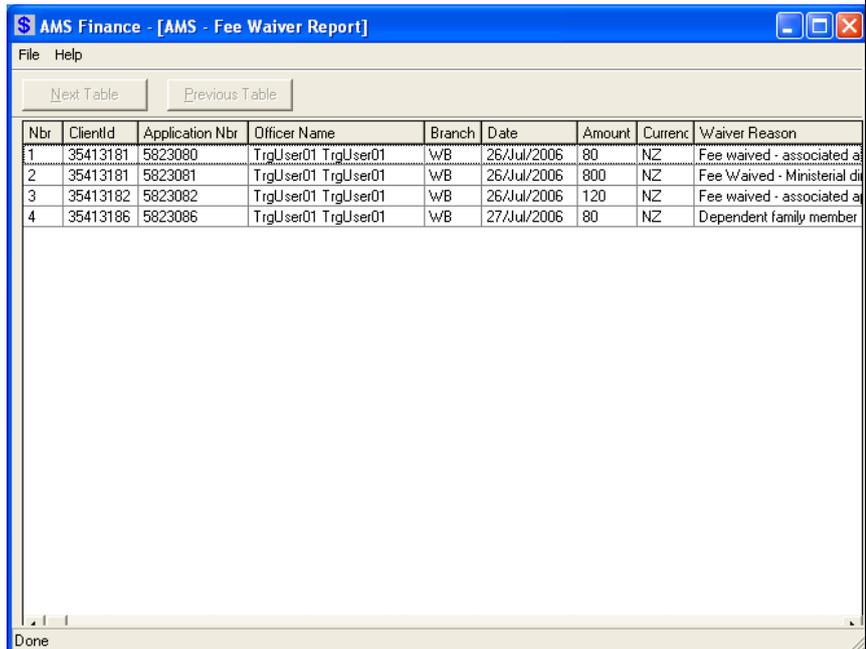
Procedures for generating a Fee Waiver report in AMS

- The following steps show how to generate a Fee Waiver report in AMS.

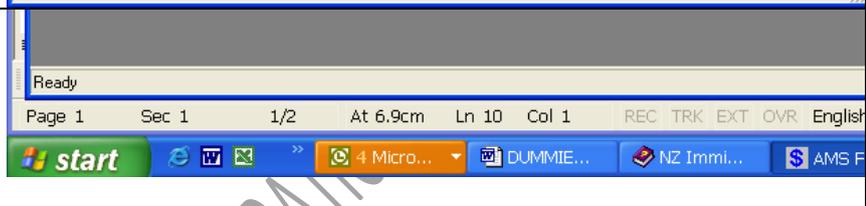
Step	Action
1	Click on the Finance tab. 

2

Go to Options > Reports > Fee Waiver.



Nbr	ClientId	Application Nbr	Officer Name	Branch	Date	Amount	Currenc	Waiver Reason
1	35413181	5823080	TrgUser01 TrgUser01	WB	26/Jul/2006	80	NZ	Fee waived - associated a
2	35413181	5823081	TrgUser01 TrgUser01	WB	26/Jul/2006	800	NZ	Fee Waived - Ministerial di
3	35413182	5823082	TrgUser01 TrgUser01	WB	26/Jul/2006	120	NZ	Fee waived - associated a
4	35413186	5823086	TrgUser01 TrgUser01	WB	27/Jul/2006	80	NZ	Dependent family member



3

AMS - Fee Waiver report request will appear. Enter the period, officer name and reason type in the fields provided. Extent of fee waiver report to be generated is dependent on the information entered. Click OK to generate fee waiver report.

Note: Selecting "All" in the officer name field and leaving the reason type field blank will generate all fee waivers made in the period specified.



AMS - Fee Waiver Report Request

Run Report for :

Period Starting : 01/Feb/2006 To : 28/Feb/2006

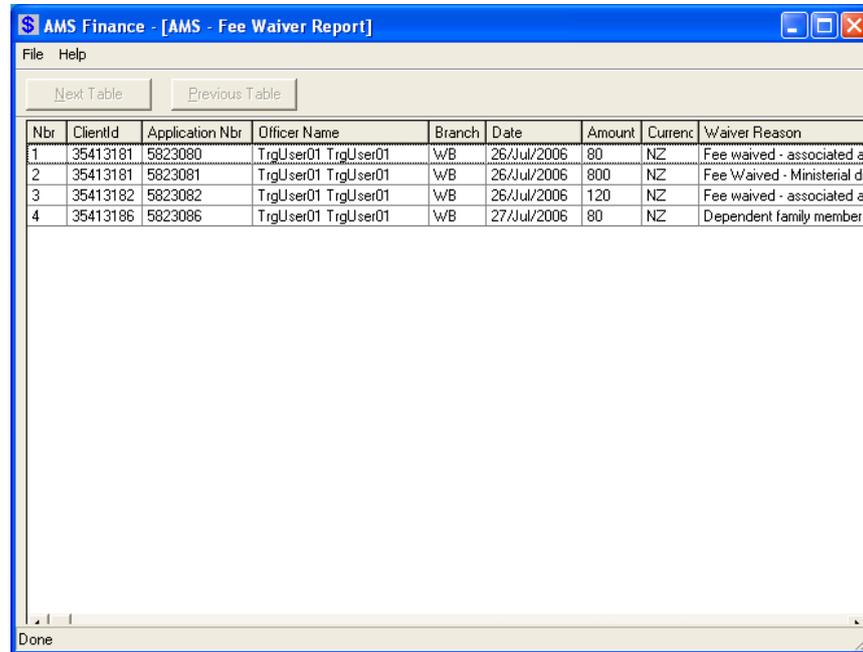
Officer Name : < ALL >

Reason Type :

OK Cancel

4

Fee waiver report will appear. To print the report, go to File > print.



The screenshot shows a window titled "AMS Finance - [AMS - Fee Waiver Report]". The window has a menu bar with "File" and "Help". Below the menu bar are two buttons: "Next Table" and "Previous Table". The main area of the window contains a table with the following data:

Nbr	ClientId	Application Nbr	Officer Name	Branch	Date	Amount	Currenc	Waiver Reason
1	35413181	5823080	TrgUser01 TrgUser01	WB	26/Jul/2006	80	NZ	Fee waived - associated a
2	35413181	5823081	TrgUser01 TrgUser01	WB	26/Jul/2006	800	NZ	Fee waived - Ministerial di
3	35413182	5823082	TrgUser01 TrgUser01	WB	26/Jul/2006	120	NZ	Fee waived - associated a
4	35413186	5823086	TrgUser01 TrgUser01	WB	27/Jul/2006	80	NZ	Dependent family member

At the bottom of the window, there is a status bar with the text "Done".

New fee waiver reason in AMS

4. A new fee waiver reason has been added to the list of fee waiver reasons in AMS. The new reason is "Fee waived – AMS system down".
5. "Fee waived – AMS system down" must be selected when waiving an application fee in AMS that was initially manually receipted while AMS is down. "Fee waived – AMS system down" is only to be used when AMS is down for an extended period (over a day) during which manual receipts are issued and banking is collated and done manually. It is expected that this reason would be rarely used.
6. If AMS is only down for a short period i.e. a matter of hours, receipting should be done when AMS is back up. This will enable banking to continue as usual.