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## AMS NOTES

IAC 10-04 provides [Guidelines for Standard AMS Input to ensure the quality of AMS notes is of a high standard and meets internal requirements](#). Point 9 ('What should I include in AMS Notes?') specifies that all administrative events such as file allocation or transfer should be recorded.

This should include the following:

- A file being *sent* from one office to another or to Online (NB: ensure that when an AMS note says that a file is going to Online that the file is put in the Online box as soon as possible).
- When a file is *received* at an office and the officer (or queue) to whom it is allocated.
- When a file is *merged* or *separated* from another file (e.g. when a temporary file is either added to a residence file or separated from it).
- Missing files should be added to the *missing* file register

Please ensure that staff follow the advice in IAC 10-04 and that AMS notes record all interactions with files so that Immigration New Zealand staff, including the Privacy Team at Auckland Central Area Office, can easily identify the location of a file and retrieve these in a timely manner for responding to Privacy Act requests.