

# OUR SERVICE STANDARDS

SEPTEMBER 2015



NEW ZEALAND  
**CUSTOMS SERVICE**  
TE MANA ĀRAI O AOTEAROA

PROTECTING NEW ZEALAND'S BORDER

---

---

# CONTENTS

CONTACT WITH CUSTOMS	3
INTERNATIONAL AIRPORTS	5
SEAPORTS	6
» COMMERCIAL CRAFT	6
» SMALL CRAFT (IE, PRIVATE YACHTS)	6
» CHECKING COMMERCIAL AND SMALL CRAFT	6
» CRUISE SHIPS	7
IMPORTS AND EXPORTS	8
» PRIVATE GOODS	8
» COMMERCIAL GOODS	10
» INSPECTING COMMERCIAL AND PRIVATE IMPORTED GOODS	11
» LODGEMENTS AND APPLICATIONS	12
» CHECKING YOUR GOODS COMPLY WITH THE LAW	13
COMPLAINTS	14
OTHER AGENCIES	14

## CONTACT WITH CUSTOMS

---

### When you deal with us

We will work with a spirit of service excellence, and be honest, fair, professional and helpful.

---

### Request for assistance

We will do our best to cater to everyone's individual needs.

Some information is translated, and we have access to a range of resources to ensure our communication with you is as easy as possible.

---

### Call centre contact

We will do our best to respond to your query, or provide an answer to your question when you call. If we are unable to deal with your enquiry promptly, we will need your contact details and arrange for the appropriate contact to return your call. Please note these calls may be recorded.

---

### E-mail enquiries

Enquiries can be emailed to [feedback@customs.govt.nz](mailto:feedback@customs.govt.nz). An automated reply will confirm your email has been received. We will aim to respond within three working days.

Complaints can be emailed to [IPCProceduresandsupport@customs.govt.nz](mailto:IPCProceduresandsupport@customs.govt.nz). Please refer to the complaints standard in this document for further information and guidelines.

---

### Writing directly to an officer

Some officers work on shift, and will aim to acknowledge and respond within seven working days. If they cannot answer your question fully within this time, they will update you of the timeframe.

If this correspondence is a complaint, please refer to the complaints standard in this document for further information and guidelines.

---

### Social media

We will aim to respond to your query within one working day.

---

---

**Identifying officers**

You can identify our officers by their uniforms, or by sighting their official identification. We will identify ourselves when speaking with you on the telephone.

---

**Additional information**

Our website [www.customs.govt.nz](http://www.customs.govt.nz) provides detailed information and answers to frequently asked questions.

---

**Get in touch**

Phone: 0800 428 786 (0800 4 CUSTOMS)

Email: [feedback@customs.govt.nz](mailto:feedback@customs.govt.nz)

Twitter: [@NZ Customs](https://twitter.com/NZ_Customs)

Facebook: [www.facebook.com/nzcustoms](https://www.facebook.com/nzcustoms)

---

## INTERNATIONAL AIRPORTS

### Travellers

We aim to process 90% of arriving passengers within 45 minutes of arriving at the airport gate.

We aim to process departing passengers within 20 minutes of entering the passport processing area.

### Equipment, animals and cash

Carnets, animal clearances and border cash reports will be processed within a reasonable period of time, and we will keep you informed throughout the process.

### Paying duty and GST

If you need to pay duty and GST, we aim to explain and complete the payment requirement within 10 minutes of starting this process.

### Prohibited goods

Some goods such as weapons, certain medicines and endangered species products are prohibited.

If you are unsure, please declare the goods, and we will provide advice where appropriate.

We aim to complete any requirements within 30 minutes of starting this process.

### Baggage inspection

We will carry out baggage inspections and associated activities within a reasonable period of time, and keep you informed throughout the process. A baggage inspection usually takes 60 minutes. We will treat you with respect, and handle your belongings with care. We will offer to assist with repacking your bags.

### Searching people

We will explain the reasons for a personal search, and your rights. A search may include a rub-down search, or partial or full removal of your clothing. This will be undertaken in an appropriate area, and in a professional, respectful, and time-efficient manner.

## SEAPORTS

### COMMERCIAL CRAFT

#### Arrivals

We will board vessels (where required) to undertake arrival formalities, including any immigration requirements at the most practicable time.

#### Departures

We will board vessels (where required) to issue a departure clearance. This will not impact on your scheduled departure. Crew members or passengers joining the ship will also have any required checks and formalities completed in time.

### SMALL CRAFT (IE, PRIVATE YACHTS)

#### Arrivals

An Advance Notice of Arrival should be sent to us no less than 48 hours before the expected arrival time. We will board the craft to conduct arrival formalities. This will be done in a professional and timely manner at either the time of arrival, or when practicable after consulting you.

#### Departures

An Advance Notice of Departures should be sent to us at least 72 hours before the scheduled departure time. We will board the craft to conduct all departure formalities. If the notice and required documents are correct, the formalities will not impact on your planned departure time.

### CHECKING COMMERCIAL AND SMALL CRAFT

#### Compliance and search checks

We will explain the compliance and search checks to be carried out. This will be completed in a professional and timely manner with minimal disruption to your activities.

---

---

## CRUISE SHIPS

### Arrivals

We will board all cruise ships to complete arrival and departure formalities.

Arrivals – Passport checks and arrival formalities will be carried out for all passengers and crew members who are permanently leaving the ship in New Zealand. This will be done in a timely manner, and will be coordinated with the ship's activities. You will be able to depart the processing area once the process has been completed.

In some cases, we may join the vessel at the overseas port of departure to complete arrival formalities at sea. This will allow you to leave the vessel as soon as practicable after it has docked.

---

### Departures

Passport checks will be carried out when you join a cruise ship at a New Zealand port, and you must be available for this. The departure formalities will be completed at the last New Zealand Port.

---

## IMPORTS AND EXPORTS

**Please note:** If you buy, or are sent goods from another country, you are regarded as an importer, and you will need clearance for the goods to enter the country. We can explain how to clear your goods when you get in touch, or you can find out at [www.customs.govt.nz](http://www.customs.govt.nz). Goods mean all kinds of movable personal property, including animals.

### PRIVATE GOODS

#### Private goods imported by post

All goods imported by mail are screened and may be assessed for charges (duty and GST). We work with our partners and aim to complete this process within five working days.

Where charges are payable, New Zealand Post will send you an invoice and information on how to obtain clearance for your goods.

You can check [www.whatsmyduty.org.nz](http://www.whatsmyduty.org.nz) for an estimate of charges beforehand.

---

#### Clearing your goods at a service counter

We can explain how to clear your goods, or you can find out at [www.customs.govt.nz/about/contactus/servicedelivery](http://www.customs.govt.nz/about/contactus/servicedelivery). We aim to complete an import clearance within one to two working days, when you have supplied all the required documents and no further action is needed. We will contact you to confirm your clearance has been processed.

---

#### Releasing your goods

Once we have received full payment of charges, we will issue a delivery order to the holding agent to release your goods.

---

#### Exporting your goods

We can explain how to clear your goods for export, or you can find out at [www.customs.govt.nz/outprivate](http://www.customs.govt.nz/outprivate).

We aim to complete an export clearance within one to two working days, when you have completed all the required documents and no further action is needed. We will contact you to confirm your clearance has been processed.

---



---

**Temporary imports**

We aim to process temporary imports within two working days, provided we have all the necessary documents and are satisfied with the security provided.

---

**High priority clearances**

Human remains, live animals or perishable goods will be treated as high priority. If an urgent clearance is needed out of hours, please call 0800 428 786 to arrange a special appointment.

---

## COMMERCIAL GOODS

### Importing

You will need to lodge an electronic clearance for commercial imports and exports. This service can be provided by customs brokers and freight forwarders who will need completed and accurate supporting documents from you. We will aim to process most clearances that are lodged electronically within 30 minutes, if further compliance checks aren't needed.

Electronic clearances can be lodged 24 hours a day, 7 days a week. We will aim to let you know in advance of any system outages that may affect clearances.

### Exporting

To ensure exported goods do not miss scheduled vessels or flights, we recommend that an export clearance for your goods is lodged at least 9 hours prior if being exported by air or 48 hours prior if being exported by sea.

### Commercial goods imported by post

All goods imported by mail are screened and may be assessed for charges (duty and GST). We work with our partners and aim to complete this process within five working days.

You need to lodge an electronic import clearance for goods that have charges payable on them. This service can be provided by customs brokers and freight forwarders. You will be advised by New Zealand Post when an electronic import clearance is needed.

---

---

## INSPECTING COMMERCIAL AND PRIVATE IMPORTED GOODS

### Cargo inspections

We will complete any required inspections in a timely manner, and your goods will be treated with care. If further information is needed, we will contact you or your agent as soon as possible. We will release the goods promptly once the inspection is completed and your goods are compliant.

---

### Importing restricted goods

Some goods such as offensive weapons, restricted firearms and firearm parts are restricted.

Once we receive correct and completed documents, including permits, we aim to inspect your goods within five working days. You will be contacted if more information is required.

If a valid permit has not been produced within 30 days of importing, the goods will be seized and we will send you a Seizure Notice.

---

## LODGEMENTS AND APPLICATIONS

### **Trade Single Window (TSW) client registrations**

We aim to process TSW client registrations within one working day of receiving the correct documents. You will be contacted if more information is required.

### **Refund and remission applications**

We aim to process a refund or remission application within 20 working days of receiving of all required documents.

Incomplete or illegible applications may be returned, and we will let you know what additional information is required.

We will contact you if more information to substantiate a claim is required.

### **License, periodic drawback or permit applications**

We aim to process applications for licenses, permits and periodic drawback within one month of receiving all required documents.

Permit applications can be for a number of purposes. These will be prioritised according to purpose, and processed in the time order in which they are lodged.

Incomplete or illegible applications will be returned, and we will let you know what action is required.

## CHECKING YOUR GOODS COMPLY WITH THE LAW

### Compliance checks

Where appropriate, we will keep you informed if your goods need to be checked to ensure they comply with the law. This will be done in a timely manner.

### Seizure Notice

Goods that are deemed forfeit to the Crown may be seized. We will send you a Seizure Notice, including an explanation of the grounds for seizure, as soon as possible.

### Review of Seizure

If you have received a Seizure Notice, you may appeal the decision, by applying for a Review of Seizure. We must receive your application no later than 20 working days after you have received the Seizure Notice.

Our Chief Executive will issue a decision within 20 working days of receiving the application, unless circumstances of the case do not permit this.

### Intellectual Property Rights (IPR)

If there is a possible breach of IPR, we will notify you by letter as soon as possible after inspecting the goods. You will be advised of the process to follow.

## COMPLAINTS

We will do our best to maintain a high level of service standards and meet your expectations. If you have a concern that needs to be addressed, please email [IPCProceduresandsupport@customs.govt.nz](mailto:IPCProceduresandsupport@customs.govt.nz) or post the complaint to:

New Zealand Customs Service  
Procedures and Support  
PO Box 2218  
Wellington 6140

Please provide your contact details, and explain where and when the problem occurred, what went wrong, and what you would like to see happen.

We aim to issue a full response within 20 working days, or let you know if this timeframe is not possible.

## OTHER AGENCIES

We work closely with many other agencies. Have a look at their websites for more information about their requirements.

- » Ministry for Primary Industries – [www.mpi.govt.nz](http://www.mpi.govt.nz)
- » Immigration New Zealand – [www.immigration.govt.nz](http://www.immigration.govt.nz)
- » New Zealand Police – [www.police.govt.nz](http://www.police.govt.nz)
- » Aviation Security – [www.avsec.govt.nz](http://www.avsec.govt.nz)
- » Medsafe – [www.medsafe.govt.nz](http://www.medsafe.govt.nz)
- » Ministry of Foreign Affairs and Trade – [www.mfat.govt.nz](http://www.mfat.govt.nz)