

TSW FACT SHEET: INWARD CARGO REPORT (AIR)

An Inward Cargo Report (ICR) is used to

- advance-report cargo destined for New Zealand;
- request movement of such cargo as an international or domestic transhipment;
- request clearance of shipments that don't require an Import Declaration.

ICR information is jointly used by Customs, MPI and other border agencies to assess the risk of arriving cargo and plan in advance any activity required to manage that risk.

This fact sheet explains key points about Inward Cargo Reports for air freight and sets out what needs to be provided in each information field.

If you need help completing an ICR, call 0800 267 337 or email tswusersupport@customs.govt.nz for assistance.

WHO SUBMITS AN ICR AND WHEN?

Carriers

- The owner or operator of a craft headed for New Zealand (or their agent) must submit an ICR, containing house-bill equivalent information, **at least 2 hours** prior to the expected time of arrival in New Zealand.
- All cargo to be landed in New Zealand (whether as the final destination or for transhipment) **must** be reported on the ICR. Where known, Freight Remaining on Board (FROB) **should** be included in the ICR to assist risk assessment e.g. for potential biosecurity cross-contamination.
- Where there are one or more carriers with cargo for a craft, each can submit their own ICR for their cargo, depending on the arrangement with the operating carrier.

Dispensation for freight forwarders to lodge House-Way-Bill-level ICR instead of the Carrier: An express courier can apply for a dispensation to report the House Way Bill level detail for consignments instead of the carrier. If approved, the express courier will report the details in an additional ICR **at least two hours** prior to the expected time of arrival in New Zealand.

For more details on dispensation, email jbms@customs.govt.nz

Brokers and Freight Forwarders

Clearing exempt-entry shipments including 'write-offs'

An ICR can be used to request Customs and MPI clearance for consignments that are exempt from the requirement for an Import Declaration, such as low value shipments (referred to as write-offs). The details required are set out in Sections B and C below. Clearance of these shipments can be included in the carrier or express courier ICR if the details are known, or as a separate ICR submitted by a freight forwarder or Customs broker.

Write-off can only be requested for individual consignments with house bill details.

For more information on what goods are exempt from the requirement for an Import Declaration refer to [Regulation 70](#).

Requesting movement of goods for international transshipment

An ICR can be used to request permission for international transshipment movements.

- An International Transshipment Request (ITR) is required for consignments that arrive in New Zealand but whose final destination is not New Zealand, and which need to be transferred to another aircraft/vessel without unpacking.
- An ITR can be included in the carrier ICR if the details are known, or as a separate ICR submitted by a freight forwarder or Customs broker.
- Note that if a new bill of lading is cut for the export journey then the ITR cannot be requested in an ICR.

Requesting movement of goods for domestic transshipment

New electronic Domestic Transshipment Request (DTR) requests will also ultimately replace the current manual approval systems for domestic transshipments i.e.

- a. Customs' 'Paperless Transshipments' and hard copy 'Permit to Remove' for movement in NZ 'under bond'; and
- b. Customs and MPI's General Authorisation for air cargo to move from the airline's store to freight forwarders.

The requirement for Electronic Domestic Transshipment Requests, which are completed using the ICR message, are not being introduced with the other ICR functions. While this is built and fully tested in TSW, Customs and MPI will run a thorough pilot and consult with industry before this major business process change is mandated. We have not yet scheduled a date for commencing the pilot project. In the meantime, cargo custodians can continue to apply the manual approval systems, unless a shipment is held. Cargo custodians should develop the ability to receive DTR notifications now in preparation for the pilot and full go-live.

- The movement from plane to Cargo Terminal does not require a DTR request.
- When introduced, a Domestic Transshipment Request (DTR) will be required for consignments whose final destination is New Zealand, and which need to be transferred from the port of arrival to a CCA/TF or other premises before final clearance, or transferred from one CCA/TF to another prior to being cleared.
- DTRs can be included in the carrier ICR, or as a separate ICR submitted by a freight forwarder or Customs broker. DTRs will only be accepted if the house bill level details are provided.

ARE THERE ANY CHARGES FOR LODGING AN ICR?

A Customs Inward Cargo Transaction Fee (ICTF) and MPI Biosecurity System Entry Levy (BSEL) is charged on:

- Carrier ICRs
- Any ICRs that contain write-off requests for clearance of low value goods.

The rates are provided in the [TSW Fact Sheet – Goods Clearance Fees](#). The charges are payable by whoever submits the ICR, and the total is paid to Customs.

Currently no fees are charged where an ICR is submitted to:

- report house bill level details on behalf of the airline provided no write-off requests are included, and/or
- to only request movement for domestic or international transshipment.

HOW TO LODGE AN INWARD CARGO REPORT

Inward Cargo Reports are lodged electronically using the Trade Single Window system via electronic data interchange (EDI), or via TSW Online (www.tsw.govt.nz). There are [three methods to submit information](#) to TSW.

All EDI messages must comply with the [Message Implementation Guidelines](#).

Registering to use the Trade Single Window system

Every person who wishes to submit lodgements (regardless of the method of submission) needs to register online at www.tsw.govt.nz. See the [Getting Started](#) section on the Customs website for information on how to register.

Additionally, if you will be requesting 'write-off' clearance of low-value shipments, you will need to apply for a declarant code. Check the [Applying for a declarant code to submit lodgements](#) fact sheet for more information.

WHAT SHOULD I BE AWARE OF WHEN USING THIS FACT SHEET?

This fact sheet relates to both Trade Single Window (TSW) Online and Electronic Data Interchange (EDI) users but follows the layout of TSW Online and contains new fields according to WCO3 messaging requirements. The titles of the fields and the order in which they appear may differ slightly from the titles and order shown on your software. In addition, TSW Online and some software brands will automatically complete certain fields or provide dropdown lists to select from, while other software brands require the submitter to insert those particulars.

FIELD REQUIREMENTS

The field requirements are split into five sections to help you identify each field.

- Section A: Declaration field requirements
- Section B: Consignment field requirements
- Section C: Consignment Items requirements
- Section D: Summary
- Section E: Override Request

BEGINNING YOUR LODGEMENT

Lodgement

Select "New Lodgement" and "Inward Cargo Report".

Transport Mode (required)

Enter "Air" as the method of transport to New Zealand.

Are you submitting this report as a carrier, or as an agent on behalf of a carrier? (required)

If this ICR is being submitted by, or on behalf of the carrier, to fulfil the obligations under Section 14 of the Customs and Excise Act 2018, then this indicator must be set to Yes.

If this ICR is being lodged for the purpose of reporting consolidated consignments, requesting Write-offs or transhipments only, then select 'No'.

Submitter Code (required)

Submitter is a generic term used across all messages to identify the party that lodged the message. The submitter is either the Carrier or their Agent, the Consolidator or the Freight-forwarder. Enter the client code of the organisation who is submitting this lodgement.

SECTION A: DECLARATION FIELD REQUIREMENTS

Declaration

Submitter Code and Submitter Name

In TSW Online, these will be auto-filled.

Declarant Code and Declarant Name (required for write-off requests only)

State the declarant code if a write-off is requested. In TSW Online this will be defaulted when write-off is requested for a consignment.

Sender's Reference (required)

This is used to identify your lodgement and must be a unique number for each transaction. This should be provided as a simple text with no special characters i.e. !@?.

Flight Details

Transport Mode

Select 'Air' if not defaulted.

Flight Number (required)

State the aircraft flight number. In TSW Online this can be selected from a dropdown list. The flight number must conform to the list published on the [Customs website list](#). If the required flight number is not listed, please contact feedback@customs.govt.nz (put "New Flight Number" in the subject line) to get it added.

Carrier Code and Carrier Name (Either is required)

Where the carrier is submitting the ICR, or you know the carrier's TSW client code, insert it here. Otherwise enter the Carrier Name, for example 'Air New Zealand'.

Estimated Date of Arrival in New Zealand (required)

This is the date the importing craft is expected to arrive at the New Zealand Port of Arrival. Use the date picker, or use the format DD/MM/YYYY.

New Zealand Port of Arrival (required)

Select from the dropdown list if using TSW Online, or state the first New Zealand port that the importing craft will arrive at after entering New Zealand airspace. Use the five-character format. Refer to United Nations Code for Trade and Transport Locations (UN/LOCODE) [available here](#).

Additional Information

Carrier Cargo Report

If this ICR is being submitted by, or on behalf of the carrier, to fulfil the obligations under Section 14 of the Customs and Excise Act 2018, then this indicator must be set to Yes.

If this ICR is being lodged for the purpose of reporting consolidated consignments, requesting Write-offs or transhipments only, then select 'No'.

In TSW Online, this setting will default from the selection made when the lodgement was started.

Remarks

Enter a free text to include any additional information relevant to government agencies. This should be provided as a simple text with no special characters i.e. !@?.

Note agencies may not act on information provided in this field so it should not be used as a replacement for providing accurate information in other fields, and if the information is significant then you should contact the relevant agency.

MPI Account Number and MPI Account Name

Enter MPI account number and name if applicable.

Documents

Document Reference

This field allows you to identify documents that are relevant to this ICR, for example the reference number of a certain type of certificate that you are not attaching to this ICR. Select the document type and input the appropriate document reference number. Do not list here the documents you are attaching in the next section.

Attach Documents

Use these fields to attach documents as required by agencies. Select from the dropdown and attach the document. Currently the only attachment type option is Other Document. In future, other options may be added for selection.

SECTION B: CONSIGNMENTS FIELD REQUIREMENTS

Consignment

Consignment Number

Consignments are numbered sequentially starting with the number 1.

Write-Off Request

If you are requesting write-off of a consignment enter Yes. This covers goods that are exempt from the requirement for an import declaration but require agency permission for the goods to enter New Zealand. Note when requesting write-off, a consignment value and origin must be stated and a declarant code and PIN must be provided.

Repack Indicator

Use this field to indicate a consignment is to be repacked into sub-consignments, that will ultimately require different clearance processes e.g. part destined for NZ, part destined for overseas.

Shipment Port of Origin (required)

Select from the dropdown provided in TSW Online, or state the port in the country from which the goods were initially despatched. For example, for a shipment from London Gatwick that has transhipped through Singapore, the port of origin would be London Gatwick. Use the five-character United Nations Code for Trade and Transport Locations (UN/LOCODE) [here](#).

Consignment Value in NZD (required for write-off)

Enter the CIF value of the consignment in New Zealand dollars. CIF is an incoterm and information is available on the [Incoterms website](#). This field is required for write-off requests and should be the sum of the value of all items in the consignment (in New Zealand dollars).

Transshipment Place Code

If the consignment changed craft as part of its voyage to New Zealand, state all the transshipment ports prior to the last port of loading. For example, a shipment from London Gatwick transferred craft in both Dubai and Singapore. So the transshipment place listed would be AEDXB for Dubai. Enter as many ports as are applicable. Use the five-character United Nations Code for Trade and Transport Locations (UN/LOCODE) [available here](#).

Port of Loading (required)

State the port where the goods were loaded onto the craft for the final leg of the journey to New Zealand. For example, for a shipment from London Gatwick which transferred craft in both Dubai and Singapore, the port of loading would be Singapore. Use the five-character United Nations Code for Trade and Transport Locations (UN/LOCODE) [available here](#).

Port of Discharge (required)

State the New Zealand port where the consignment is expected to be discharged from the importing craft. Use the five-character United Nations Code for Trade and Transport Locations (UN/LOCODE) [available here](#).

Method of Payment for Freight (required)

Select the method of payment, where known, from the dropdown list in TSW Online, or state the payment method used. Where this is unknown, state 'Not Specified'.

Date and Time of Arrival at Place of Discharge (required)

This is the date and time the craft is expected to arrive at the airport of unloading for this consignment. Use the date picker, or use the format DD/MM/YYYY. The time and date should be as accurate as possible. If this ICR is being submitted after the craft has arrived in New Zealand, then the actual date and time of arrival should be entered.

MPI Account Number and MPI Account Name

Where MPI may charge back costs for their activity related to this consignment, enter the MPI account number and name applicable to this consignment only.

Location of Goods Code and Name

This is the premises where the consignment will be held awaiting clearance. For air freight, a TSW premises code must be shown in this field. This refers to the freight forwarder's store or other premises approved by both Customs and MPI to hold imported consignments awaiting clearance. The premises must be both a Customs Controlled Area (CCA) and a MPI Transitional Facility (TF) but you can use either premises code in the Location of Goods field.

This location will be electronically notified when the consignment clearance or movement is approved.

The [list of Location of Goods premises and their codes](#) is available on the Customs website.

Consolidation

Is this consignment a consolidation?

Cargo must be reported at House Bill equivalent level. For air freight this should be reported by the Carrier unless the express courier has applied and been approved for dispensation to lodge the house bill detail ICR. Where this is the case and House Bill equivalent data is unavailable to the carrier, the Carrier should use this field to indicate the consignment is a consolidation. It will then become the responsibility of the party indicated in the "Deconsolidator" fields to report the consignment at House Way Bill equivalent level.

Note: consolidations are not eligible for write-off or domestic transshipment until they are reported at House Bill level.

Bill

Master Bill Number

When the consignment is being reported at House Way Bill level (or equivalent), enter the associated Master Bill number in this field.

Where the Master Bill contains the lowest level of detail information, then do not put the bill number in this field. Instead, use the Bill Number field with Bill Type set to type "MB" (Master Bill)

Bill Type (required)

Select the bill type relevant to your transport mode. Valid types are:

- Bill of Lading
- House Way Bill
- Master Bill

For consolidated consignments, where the carrier does not have House Way Bill information, select Master Bill and enter the Master Bill number in the Bill Number field.

Bill Number

The Master Bill number or Bill number associated with each package type should be entered.

Deconsolidator Code and Name (required for consolidated consignments)

If this consignment is a consolidation, either the code or the name is required. Enter the code of the deconsolidator (express courier) who will be providing the House Way Bill information, if known.

Handling Instructions

If you would like handling instructions to be passed to the Location of Goods you can enter this here. This should be provided as a single string of text with no special characters. Note that Customs and MPI take no responsibility for these instructions being passed on or carried out.

Containers

Container information is generally not required for Air cargo unless the goods are being transported "off airport" in an air container (use container type = "Unit load device / Aircan"). If the aircraft is carrying shipping containers, then select the specific container type. Where container information is applicable, container number, status, and type are all required fields.

Container Number

For each container state the container number in which the goods are imported.

Container Status

Indicate the status as one of the following:

- Bulk – goods shipped in some container types, for example grain shipped in a specialist grain/bulk container.
- Empty – an empty container containing no goods, where the container itself is the good being imported. Where the container is being used to transport other goods (i.e. as transport equipment) other requirements will apply as set out in the rules
- Full load – only one consignment is packed in the container, and the consignment contains goods for only one consignee
- Full, contains multiple LCL consignments – more than one consignment has been packed into the container. The container contains multiple less than container load (LCL) consignments that individually do not occupy the full space available in a container. The consignments must have at least two different consignees in New Zealand. Also known as FAK (freight all kinds).

Container or Pallet Size/Type

Either enter Unit Load Device / Aircan, or enter other equipment size and type descriptions as needed. These are located at [UN/EDIFACT 8155](#).

Stow Position

Enter the position of the container or pallet on the craft, where known.

MPI Quarantine Declaration

If there is no Quarantine Declaration or it is unknown whether there is one, leave this field blank, or in TSW Online select 'No QD'.

If there is a Quarantine Declaration and the container status is full, answer the five yes/no response codes exactly as shown in the MPI Quarantine Declaration. The questions are:

- **QD1. Cleanliness** - At the time of packing, were the container(s) inspected internally and externally, and are clean and free from contamination with live organisms, material of plant or animal origin, soil and water?
- **QD2. Restricted Packaging Materials** - Has any soil, peat, moss, used sacking material, used tyres, hay, straw, chaff or any packing material contaminated with the above been used within the container?
- **QD3. Wood Packaging** - Has any wood packaging been used within the container(s) such as cases, crates, pallets or wood used to separate, brace, protect or secure cargo in transit?
 - **QD3a.** - If yes to question 3, has the wood been ISPM 15 treated and marked or is the packaging made from material exempt from these requirements (such as Plywood or Medium Density Fibreboard)? Certification is not required for ISPM 15 treated and marked wood packaging.
 - **QD3b.** - If no to 3a, has the wood been otherwise treated and certified as per the Import Health Standard?

MPI Approved System (MAS) Number

The MAS number should be quoted for each container if known.

Attached Equipment

Select from the dropdown list any equipment attached to the container

Seal Number

Where the container bears one or more shipping seals, enter the number of each seal fixed to that container.

Consignor

Consignor Name and Address (required)

Enter the name and address details for the consignor as per the house way bill details.

Consignor Methods of Communication

Select or enter the method of communication with the consignor and contact details. Valid options are:

- Cellular phone
- Email
- Facsimile
- Telephone

Consignee (Either code or name is required)

Consignee code

Enter the consignee's TSW client code if known. Otherwise, enter the consignee's name and address.

Consignee Name and Address (required)

The consignee name and address details will auto-populate if a TSW code is entered. Otherwise, enter the name and address details for the consignee.

Consignee Methods of Communication

If the method of communication with the consignor is known, state the type and details. Valid options are:

- Cellular phone
- Email
- Facsimile
- Telephone

Notify Party

Notify Party Name and Address

Enter the name and address details for any notify party specified on transport documentation.

Notify Party Methods of Communication

Select or enter the method of communication with the notify party. Valid options are:

- Cellular phone
- Email
- Facsimile
- Telephone

Transshipment Request

Where a consignment is being transferred to another craft for an onward journey outside of New Zealand (International Transshipment), or to another approved location within New Zealand prior to clearance (Domestic Transshipment), then a movement request needs to be submitted. In either case,

Movement Request Type

If transshipment is being requested on this ICR, indicate whether this is a domestic or international transshipment movement request.

Transshipment Destination

Domestic

If a domestic transshipment is requested, the place the goods are being moved to needs to be a Customs and MPI approved premises from the Location of Goods list. Enter either the CCA or the ATF code of the premises.

International

Show the Location of Goods code or the New Zealand port code of the place that will have custody of the goods prior to loading for transport from New Zealand. If this is the same as the place of discharge you must still show the code.

Transfer Transport Mode

Select or enter the mode of transport used to move the consignment from the place of discharge to the Transshipment Destination. The options are:

- Air
- Multimodal
- Rail
- Road
- Sea (Coastal vessel)
- Sea (Overseas vessel)

Export Mode (Air/Sea) (International only)

For international movement requests, select either Air or Sea for the mode of transport used to export the consignment.

For international movement requests where the export mode is "Sea", the following information is also required:

Craft Name – State the name of the exporting craft.

Voyage Number – State the voyage number of the exporting craft.

Date of Departure – State the date of departure for the exporting craft.

Delivery Destination

Deliver to Party Name and Address

Enter the name and address details for the New Zealand delivery destination, if different from the Consignee.

Transitional Facility Code

If MPI has directed that containers in this consignment must be treated state the code of the Transitional Facility where containers are to be directed to.

Delivery Notification

If any party has agreed to be automatically notified of the changing status of the consignment, state either the TSW code or the name and email address of the party. This notification is in addition to the default delivery notification to the Port / Airport or premises where the goods are located. Please be careful that you have checked with the receiving party before entering their details as they will receive all updates on the status of the consignment, and may not wish to.

Party Code

Enter the TSW client code of the notification party where known. If not known then enter party name and email address.

Party Name

Enter the name of the party.

Party Email Address

Enter the email address of the party.

Documents

Document Reference

You can make reference to any certificates, or other documents relevant to the lodgement as required by agencies. Select the document type and input the appropriate document reference

number. Currently, the only document types are Other Document or Permit. In future, other document type options may be added for selection.

Attach Documents

Use these fields to attach documents required by agencies relevant to a particular consignment such as permits.

SECTION C: CONSIGNMENT ITEM FIELD REQUIREMENTS

Every consignment must have at least one consignment item associated with it. The consignment item provides information about the goods themselves rather than their transportation information already provided above. Where the country of origin or tariff item are different for any of the goods in the consignment, then complete a new consignment item for each.

Consignment Items

Consignment Item Number

Consignment Items are numbered sequentially starting with the number 1. This is auto-populated in TSW Online.

MPI Approved System Number

If the item is a new or used vehicle that has been processed in accordance with an MPI approved system number, show the number here.

This field does not default the MAS number from container information.

Container Number

If relevant, a container number can be selected from the list of containers detailed at consignment level.

Empty containers, equipment, machinery or vehicles New or Used (MUD) indicator

Indicate whether any machinery or vehicles within the consignment are new or used. If the consignment item does not have any of these, leave blank or, in TSW Online, leave indicator defaulted to None.

Commodity

Cargo Description

State the plain language description of the goods sufficient to describe it for border agency purposes. This must not be the tariff description or product codes from the invoice.

Tariff Item

This field may be used to state the tariff classification of the goods and may be submitted at 6 digit or 11 digit level. Where reported at 6 digit level the tariff must be in accordance with the Harmonised System maintained by the World Customs Organisation. Where reported at 11 digits level the tariff must be in accordance with the Working Tariff Document of New Zealand. This publication is available on the Customs website [here](#).

The tariff information provided here will aid border agencies in their risk assessment and may speed up processing by reducing the need for intervention.

Input as a single string (6 or 11 characters e.g. 853720 or 8537200009G). Do not enter dots or spaces.

Item Value & Currency (required for write-off clearance)

Enter the value of the item and select from the dropdown list in TSW Online or input the code for the currency in which the goods have been valued. If the sale was not in NZ dollars then you must use the current [Customs exchange rates](#).

These fields are required where a write-off is requested.

Country of Origin (required for write-off clearance)

Select from the dropdown list provided in TSW Online or state the two-character country of origin code. Codes are available from Customs' National Contact Centre on 0800 428 786, or from the website www.iso.org.

It is important to comply with the [Rules of Origin](#) when you select the country code for this field.

Gross Weight Item Level in kg (required)

Enter the gross weight of the items covered by the detail line. The gross weight must be stated in kilograms and include the packaging but exclude the transport equipment.

Identity Number

Where any unique number for the goods is assigned by the manufacturer, producer or grower, the identity number should be stated.

Unique identity numbers must be stated for:

- Motor Vehicles – the vehicle identification or chassis number must be stated
- Live Animals – the tag, chip or tattoo number must be stated. In the case of some animals this is a requirement under the National Animal Identification Act 2012 (imported cattle or deer) or the Biosecurity Act 1993
- Used Machinery – the serial number must be stated if known
- Agricultural compounds and veterinary medicines – in accordance with the Agricultural Medicines and Veterinary Compounds Act 1997.

If you state an identity number you must also provide the code type. The following is the list of identity number types:

CODE	TYPE
CN	Chassis number
SRV	Global Trade Item Number (GTIN)
CX	Identification tag
CY	Identification tattoo
MC	Microchip
RN	Registration number
BN	Serial number
VV	Vehicle identification number

Other Classification Type and Classifications

This field is intended to enable other international or New Zealand codes to be provided in addition to the tariff item. Currently the only option is for "United Nations Dangerous Goods List". If you are providing the dangerous goods code show SSO as the type and provide the relevant classification number from the UN list.

Flashpoint Temperature

The flashpoint is the minimum temperature at which the substance will ignite on application of an ignition source. Where known state any flashpoint of any hazardous goods. The temperature should be stated in degrees Celsius (CEL). Negative temperatures must be preceded by a minus (-) sign.

Storage Temperature

The temperature required to be maintained for a commodity, or in a container, or in a conveyance can be stated. The temperature should be stated in degrees Celsius (CEL). Negative temperatures must be preceded by a minus (-) sign.

Minimum Storage Temperature

The minimum temperature required to be maintained for a commodity, or in a container, or in a conveyance can be stated. The temperature should be stated in degrees Celsius. Negative temperatures must be preceded by a minus (-) sign.

Maximum Storage Temperature

The maximum temperature required to be maintained for a commodity, or in a container, or in a conveyance can be stated. The temperature should be stated in degrees Celsius. Negative temperatures must be preceded by a minus (-) sign.

Packaging

Number of Packages & Package Type

Insert the quantity and type of the external packaging. Select from the list of package types provided in the dropdown. If not using TSW Online, use the relevant package codes available on the Customs website. The full list of Package Type codes are listed under UN/EDIFACT Recommendation 21 Annex V.

Only **ONE** row of package information will be accepted.

Note – the most reliable source of the correct number and type of packages is the House Way Bill.

SECTION D: SUMMARY

In TSW Online, the summary page gives a summary of the details entered into the ICR and enables the information to be confirmed before the ICR is submitted.

Where a write-off is requested, it also provides provision for the declarant to input their unique user identifier PIN to electronically sign the entry as true and correct and lodge it into the TSW system.

SECTION E: OVERRIDE REQUEST

There are currently no errors in an ICR that can be overridden, but this function is being retained in case of future use.

LODGEMENT RESPONSES

After the ICR is submitted, each consignment is automatically assessed by both Customs and MPI Biosecurity. A response message will be returned to the submitter giving the outcome of each of these assessments (See [technical documentation](#) for details of response messages).

If using TSW Online you can view the response via My Lodgements (See [TSW Online Guides](#) for more information).

NEED HELP?

If you have any other questions or need further assistance please contact 0800 267 337 or visit the border agency websites (www.customs.govt.nz and www.mpi.govt.nz).