

TSW ONLINE GUIDE

COMPLETING INWARD CARGO REPORTS (AIR)

This guide is designed to help you submit an Inward Cargo Report (ICR) in Trade Single Window (TSW) Online for the first time. It provides tips for using TSW Online and explains some of the fields/functionality that is not obvious to new users.

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1. BEFORE YOU START

There are three steps to complete before you can submit ICRs:

- 1) Register to use Trade Single Window (TSW).** See [Getting Started](#) for information on how to create a user account.
- 2) Link your TSW User account to an organisation** if you are making lodgements on behalf of an organisation.
- 3) Apply to be a Declarant** 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.

[TSW Fact Sheet: Inward Cargo Report Requirements](#) contains full descriptions of TSW ICR fields and what you need to enter.

2. SUBMITTING YOUR FIRST INWARD CARGO REPORT (ICR)

To submit an ICR for air freight:

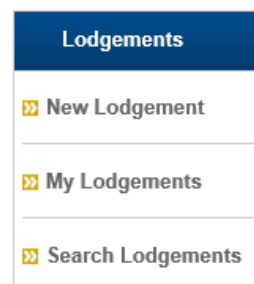
2.1 CREATE A NEW ICR LODGEMENT

Open Internet Explorer, Mozilla Firefox or Google Chrome and go to tsw.govt.nz



If you use any other internet browser you may experience issues.

Select **New Lodgement**, from the menu on the left hand side of your screen.



Select **Inward Cargo Report**

Create New Lodgement

Select Lodgement Type

Import Declaration	Export Declaration	Excise Declaration	Outward Cargo Report
Inward Cargo Report	Cargo Report Export	Advance Notice of Arrival	Advance Notice of Departure

Select the **Transport Mode**

For “**Are you submitting this report as a carrier...**” question:

- **Set to Yes**, 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)
- **Set to No**, if this ICR is being lodged to provide the details of consolidated consignments, requesting Write-offs or transhipments only.

Transport Mode (required)
Start typing or select from dropdown

Are you submitting this report as a carrier, or as an agent on behalf of a carrier? (required)
 Yes No

Submitter Code (required)
Start typing or select from dropdown

Select the **Submitter Code** for the organisation you are submitting for. You must select from the dropdown list.

Click the **Continue** button

This will open the Inward Cargo Report Declaration page.

Complete each page, using the following information to assist



Not all fields are described – just those that new users of TSW Online commonly have problems with. For detailed information on all fields see [TSW Fact Sheet – Inward Cargo Report Requirements](#).

2.2 DECLARATION

The Declaration page requests information about the craft and any additional details about the whole ICR.

CRAFT DETAILS

The required fields for this section for all air ICRs are:

- **Sender's Reference Number**
- **Flight Number:** If you cannot find the flight number on the dropdown list, then email feedback@customs.govt.nz (with subject: *New Flight Number*) and ask for the flight number to be added.
- **Carrier Code and Name:** Provide the code if known, otherwise enter the name. Where the carrier is lodging the ICR, the client code issued by TSW for the carrier providing the transport of the goods to New Zealand should be used. If the code is used, the Carrier name will auto-populate. Otherwise, provide the Carrier Name, for example 'Air New Zealand'.
- **Estimated Date of Arrival in New Zealand**
- **New Zealand Port of Arrival**

ADDITIONAL DETAILS

The only required field in this section is the **Carrier Cargo Report indicator**. The value shown has defaulted from the selection you made when you started the ICR. It can be changed if you originally set it to the wrong value.

- **Set to Yes**, 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)
- **Set to No**, if this ICR is being lodged to provide details of consolidated consignments, requesting Write-offs or transhipments only.



If you submit an ICR with the wrong indicator, you will have to cancel and resubmit the ICR to correct it.

ATTACHMENTS

Use only letters and numbers in your attachment name. Other characters will cause problems with your lodgement. Attachment types accepted are PDF, JPG, PNG, CSV, TIF, GIF, DOCX, XLSX and the maximum size of your file is 10MB.

NEXT STEP

Review and Continue

Delete Draft and Exit

Save Draft and Exit

Continue

-
- **Continue:** This button takes you to the next page. It will validate the information you have added and list any errors it finds on the page. You can continue to the next page without correcting errors, or you can select 'Back'. The page will scroll up to the first error and you can follow the page again, looking for any orange boxes that highlight invalid or missing data.
 - **Delete and Exit:** This button deletes the entire ICR and returns you to the TSW home page.
 - **Save Draft and Exit:** This button saves the ICR without validating or submitting, and returns you to the TSW home page.

2.3 CONSIGNMENTS

The consignments page requests information about where the goods came from, where it is going to and how it got here. **You will need separate consignments** for each combination of Bill number, Port of Origin, Port of Loading, Port of Discharge, Consignor and Consignee.

You can make requests for **low value write-offs** and **transshipment movements** from this page. See the **Specific Scenarios** sections for more details on how to make those requests.



To reduce your data entry, you can duplicate consignments on an ICR, and then update different data. See "*Next Steps*" at the bottom of this section for instructions.

The following **sections are required** to be completed for all consignments on air ICRs:

- Consignment details
- Consolidations
- Bill
- Consignor
- Consignee



Consignments should provide information to house way bill level. If you have only been supplied with master bill level information, see **Consolidated Consignments** below.

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. See Container Section for more details if these situations apply.

Consignment Details Section

The following **fields are required** for air freight consignments:

- Shipment Port of Origin
- Port of Loading
- Port of Discharge
- Date and Time of Arrival at Place of Discharge
- Location of Goods – type in the name of the Location of Goods in the 'Find Location of Goods' lookup if you are not sure of the code.

Consolidations and Bills Section

The following fields are required:

- "Is this consignment a consolidation?" Yes/No indicator
- Master Bill (except for consolidation consignments)
- Bill Type
- Bill Number



Please read the ***Consolidation Consignments*** section under Specific Scenarios section later in this document to ensure you enter these values correctly.

Containers and Pack Locations

If your consignment includes containers (either containing cargo or empty), the following fields are required:

- Container Number
 - Container Status
 - Container or Pallet Size / Type
-

Consignor and Consignee Section

The following **Consignor** fields are required:

- Consignor Name
- Street and Number P.O. Box
- Town/City
- Country

The following **Consignee** fields are required:

- Consignee Code and press the "Get Details" button (which will auto-populate the other required fields in this section)

OR (if you do not have the Consignee Code)

- Consignee Name
 - Street and Number P.O. Box
 - Town/City
 - Country
-

NEXT STEP

Review and Continue

[Return to Consignment Overview](#)[Duplicate](#)[Add Consignment Line Item](#)

-
- **Add Consignment Line Item:** This takes you to a new Consignment Line Item page. If you press this button in error, it will have created a new line item, which you will need to delete before you will be able to submit the ICR. **Every consignment must have at least one consignment line item attached to it.**
 - **Return to Consignment Overview:** Returns you to the list of Consignments where you can add more consignments.
 - If you want to delete a specific consignment, use "Return to Consignment Overview" button and delete the consignment, by pressing the red x button, from the consignment table.
 - **Duplicate:** To duplicate a consignment, open the consignment you want to duplicate. Scroll to the bottom of the screen and press the "Duplicate" button. This will create a new consignment record with duplicate information, including all consignment line items. You should then update any information that is different, paying particular attention to port of origin, port of loading, port of discharge, dates and times, Consignor, Consignee, Bill numbers, and Gross weight in kg.

2.4 CONSIGNMENT LINE ITEMS

The Consignments Items page requests information about the goods and what it is packed in.

This is also where goods item values are declared for **Low Value Write-Offs**

Consignment Items Section

This section is only required if there are containers associated with this air shipment.

- **Container Number** (where Container information has been entered on the Consignment page)

Commodity Section

The required fields are:

- **Cargo Description**
- **Item Value** (write-offs only)
- **Currency** (write-offs only)
- **Country of Origin** (write-offs only)
- **Gross Weight Item Level**



For more details on how to submit a **Low Value Write-off Request** see the [*Specific Scenarios*](#) section

Packaging Section

Both fields are required for all consignment types:

- **Number of Packages**
- **Packaging Type**




Only enter ONE set of packaging

NEXT STEP

- **To add another consignment item**, press the "Save and Add a Consignment Item" button. This presents you with a new consignment item screen with the next consignment item number.

If you press this button by mistake, then you will need to delete the extra consignment item before you can submit.

You cannot duplicate individual consignment items.
- **To review or delete existing consignment items**, the easiest way to do this is by expanding the Consignment on the Consignment Overview table and using the edit or delete buttons to the  right of the table.

This table of consignment items is also at the bottom of each Consignment details page.
- **To add another consignment**, press the **Return to Consignment Overview** button and then the **Add Consignment** button, which is above the consignment table.
- If you have **finished entering all consignments and items** for this ICR, then press **Continue**. This will take you to the Summary Page.

2.5 SPECIFIC SCENARIOS

The following sections provide more detail for these specific air scenarios:

- Consolidation Consignments
- Low Value Write-Offs
- Transshipment Movements

Consolidation Consignments for air freight

A carrier cargo report must report all consignments to House Way Bill level. The Carrier may only report consolidation consignments if the freight forwarder has applied for, and been granted, dispensation to report the House Way Bill details.

If the consignments are consolidated on the Carrier ICR, then the freight forwarder or express courier must complete a supplementary ICR stating the House Way Bill details. Note: A consolidation consignment is not eligible for write-off or domestic transshipment.

If you are the Carrier (or their agent) and the express courier has dispensation to report the detail of their consignments instead of the Carrier: Enter the details for the consolidated consignment as follows:

- On the consignment information, set the **Carrier Cargo Report indicator** and the **Consolidation indicator** to Yes.
- Under the Bill section, select Bill Type of "Master Bill" and enter the Master Bill number in the Bill Number field. (Do not use the "Master Bill" field)
- Then enter the details of the express courier or freight forwarder in the "Deconsolidator" fields. Use the TSW client code if known. Otherwise, enter the name in the name field.
- The Cargo Description can be stated as "consolidated" if you have no details of the contents.

Once submitted, a successful response returned will be "Consolidation ICR Required", and it will be the freight forwarder's responsibility to complete the reporting process.

If you are the Freight Forwarder with dispensation to report the detail of their consignments instead of the Carrier: You must submit a subsequent ICR to report the House Way Bill level information for those consignments before clearance will be assessed. Complete an ICR for the consignments for which you are responsible, ensuring that the **Carrier Cargo Report indicator** and the **Consolidation indicator** remain set to "No".

Low Value Write-off Requests

If you are applying for a Low Value Write-off, please note the following points

- You must have a Declarant client type or you will not be able to request Write-off.
 - On Consignment details, the following fields need to be completed:
 - Select **"Yes"** button at the "Is this a Write-off?" question
 - Enter the combined value (in NZD) of all consignment items in the Consignment Value field.
 - On the Consignment Item details, the following fields need to be completed:
 - Enter the Item Value and select the Currency
 - Select Country of Origin from drop down list
 - Provide your declarant PIN number on the Summary page before you submit the ICR.
-

Transshipment Movements

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.



Domestic movements can only be requested where consignment details are provided at House Way Bill equivalent level.

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. If you don't know the outward information at the time the ICR is completed the outward movement can be requested on a Cargo Report Export (CRE).

The following fields needs to be populated:

- **Transshipment Destination:** This is the Port or Location of Goods, the consignment will depart from, and therefore must be in New Zealand
- **Transfer Transport Mode:** Use the dropdown to specify the method of transport used by consignment to reach the transshipment destination.

For **exporting by sea**, the outward voyage details must be provided:

- **Craft name:** This is the name of the craft on which the consignment will leave New Zealand (not the name of craft moving the consignment to the Transshipment Destination).
- **Voyage Number**
- **Departure Date**

For **exporting by air**, no further details are required.

2.6 SUBMITTING THE ICR

REVIEW SUMMARY

Review the information you have entered, to ensure the information you submit is correct.



Check that Gross Weight is entered on Consignment Items. The validation does not always pick up where it is missing before you submit. If you do miss a Gross Weight value, the lodgement will be rejected with an error of "Unit of measurement invalid". To correct this, follow the steps, in the "Rejected Lodgements" section below

If you want to review or delete existing consignment items, the easiest way to do this is by expanding the Consignment on the Consignment Overview table on the Summary page and using the edit or delete buttons



to the right of the table.

The table of consignment items is also at the bottom of each Consignment details page.

For write-off requests: You will also have to enter your declarant PIN before you can submit the ICR.

SUBMIT ICR

Review and Submit

Delete Draft and Exit	Save Draft and Exit	Submit
---------------------------------------	-------------------------------------	------------------------

Go to the bottom of the Summary page and press the **Submit** button

VALIDATION AND CONFIRMATION

The system will do a final check of the forms and you will get one of the following messages:

- **No Lodgement Errors Present**, Press "Confirm Submission" to complete submission
- **Lodgement Warning Errors Present**, Press "Return to Lodgement" and correct errors.

2.7 AFTER SUBMISSION

Viewing the Lodgement Status

Once submitted you can view your lodgement through the My Lodgements page.

The overall lodgement **Status** in the Declaration Section of the Response History can be one of the following:

- Submitted – the lodgement has been submitted for processing
- Processing – the lodgement has been sent to agency systems and is now waiting for responses back from agencies, or some action is required before the lodgement can be completed
- Rejected – there are error(s) in the lodgement, which need to be corrected. The lodgement has not been sent to the agency systems
- Complete – all the agency systems have provided clearance or direction
- Cancelled – the lodgement has been cancelled.

The **Agency Status** gives an overall status from each agency, but for ICRs the clearance and movement status at the consignment level are more informative. If an agency is missing from the list, then TSW is still waiting for a response from that agency.

For each consignment, you can view the overall movement status and overall clearance status.

The **Overall Movement Status** for a consignment can be one of the following:

- N/A – not applicable. Movement status is only applicable where a transshipment movement has been requested
- Movement Held – the movement request is held by one of the agencies
- Movement Approved – the movement request has been approved by agencies.

The **Overall Clearance Status** for a consignment can be one of the following:

- Error – error(s) is detected in the submitted lodgement. You need to identify and fix the error.
- Directions Given – one or more agencies have provided directions. The individual agency clearance status will show which agency has held the consignment.
- Declaration Required – further lodgements are required before consignment can be cleared. The agency clearance status will state one of the following:
 - Import Declaration Required – An Import Declaration (IM1) is required to be submitted
 - MPI Import Dec Required – a MPI Import declaration is required (IPI). The consignment is cleared by Customs.
 - Consolidation ICR required – The freight forwarder needs to submit an ICR to detail the consignment to House Way Bill level.
- Cleared – all the agencies have provided clearance.
 - Written Off – The (low value or empty container) consignment is cleared
 - International Transshipment Approved – The consignment is approved for transshipment.

Rejected Lodgements

If your lodgement is rejected, try to correct any errors and resubmit.

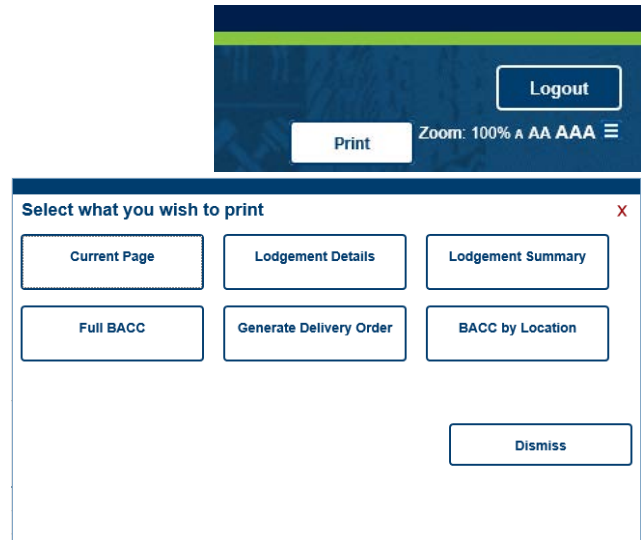
Some errors do not allow you to resubmit the ICR. If this is the case, then duplicate the ICR (see [Duplicating and Cancelling Lodgements](#) in the Appendix B), correct the errors, and resubmit. You will need to use a new unique external reference number. Then cancel the original ICR.

If you cannot tell what information needs correcting, please contact tswusersupport@customs.co.nz to request more information.

Printing and Viewing Instructions

To print a copy of a lodgement, BACC instructions from MPI or Delivery Orders from NZCS (where clearance is given), go to **My Lodgements** and open the ICR.

Click the **Print** button on the top right hand corner of the screen, in the TSW banner. Print options are:



Printing the BACC for Specific Consignments

To print a BACC for a specific consignment, you will need to go to the My Lodgements and open the ICR by selecting the sender's reference. Click through to the summary page, find the list of consignments, and tick the box of the consignment you want. This will activate the "Print BACC from Selected" button. Pressing this button will print the BACC for the selected consignments.

Consignment Detail

<input type="checkbox"/>	#	Bill Number
<input checked="" type="checkbox"/>	1	1234
<input type="checkbox"/>	2	2222

Range: 1-2 Total: 2

Print BACC from Selected

OVERRIDE REQUEST

Override Request

There are currently no override enabled fields on an Inward Cargo Report.

Need more help?

If you have any other questions or require assistance, email tswusersupport@customs.govt.nz or call 0800 BORDER.

APPENDIX A – NAVIGATING YOUR HOME PAGE

view and manage your own details, client types and privileges

visible only to administrators

search for existing client codes

return to your home page

Turn Off Information Tiles
- Turn Off Information Tiles
- To turn back on click on the menu icon again

searches all owned by your brokerage

view record

searches all submitted by your brokerage

Status
- MoreInfo: needs action by you
- Processing: await action by TSW
- Draft: saved to complete later

edit record

delete record

sort table by the column heading

display more/less rows in a table

menu icon: includes 'manage declarant PIN'

to work on behalf of an organisation you must be linked to it

delete link

edit link

view record

TSW TRADE SINGLE WINDOW

oom: 100% A AA AAA
Turn Information Tiles Off

Welcome,

Edit my User Profile | My Organisation Administration | Search for Suppliers

Registrations

- New Registration
- My Registrations
- Search Registrations

Draft Registrations

TSW Registration Number	Type	Name	Status	Date/Time of Last Update
5550174	Organisation	Hendrel Wholesalers	MoreInfo	2016-06-02 12:23:03
70332648	Organisation	City Sickers	Processing	2016-06-02 11:00:06
	Person	Julie Sanderson	Draft	2016-06-02 10:27:47

Range: 1-3 Total: 3 | Page 1 | Rows 5

Draft Lodgements

Sender's Reference Number	Submitter Name	Lodgement Type	TSW Reference Number	Last Updated
No records to display				

Total: 0 | Page 1 | Rows 5

My Client Types

Add Client Type

Client Code	Client Type	Expiry Date	Status
40072692C	Declarant	Not due to expire	Active

Range: 1-1 Total: 1 | Page 1 | Rows 5

Organisation Links

Add Organisation Link

TSW Registration Number	Full Organisation Name	Pending Link Requests	Link Status
5155C7D8	Roo Star Trading		Active
55511138	Joey's Brokers		Active

Range: 1-2 Total: 2 | Page 1 | Rows 5

APPENDIX B – USING TSW ONLINE FEATURES

Navigation

You can choose options using navigation bars found on the left-hand side of the screen:

Navigation Menu

To move between registrations, lodgements and searching:

Registrations

- ▶ New Registration
- ▶ My Registrations
- ▶ Search Registrations

Lodgements

- ▶ New Lodgement
- ▶ My Lodgements
- ▶ Search Lodgements

Application Navigation

To move between pages of a registration or lodgement use the left side navigation:

Registration

Lodgement

- Applicant Details
- Client Types
- Lodgement Notifications
- Summary

- Declaration
- Shipment
- Shipping
- Detail Lines
- Summary

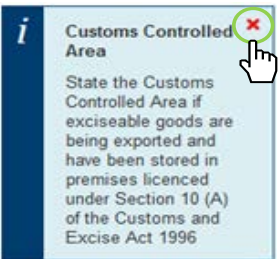
Application Page Colour Key

- red - information missing/errors on page ● Organisation Details
- blue – the page you are in ● Client Type
- grey - you can't access until previous page is completed ● Additional Details
- Lodgement Notifications
- Summary

Information Tiles

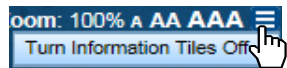
Useful information to help with filling in the forms are shown in the information tiles.

Hide/Unhide An Information Tile

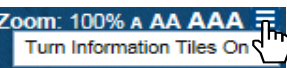


Hide/Unhide ALL Information Tiles

To hide, click on menu icon in header bar:

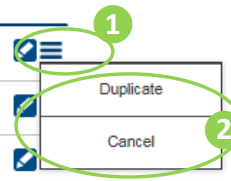


To unhide, click again on the menu icon:



Duplicating and Cancelling Lodgements

To duplicate or cancel a lodgement, click the menu icon (1) and select the action you want to take (2):

Type	TSW Reference Number	Status	Submitted	Last Updated	
Cargo Report Export	54706985	Processing	07/11/2016 17:50:33	07/11/2016 17:51:26	
Cargo Report Export	5271786	Processing	07/11/2016 17:48:17	07/11/2016 17:49:09	
Cargo Report Export	46558402	Processing	07/11/2016 17:44:26	07/11/2016 17:44:27	

Tables

There are a number of tables within the pages, for example: Consignment, Containers, and Container Pack Location. Each table has an unpopulated framed table below it, like this example:

Clear
Add

Container Pack Location	Address
No records to display	

Clear
Add

Supplier Code	Supplier Name	Town/City
90004475T	Demo Supplier	Hamburg

Range: 1-1 Total: 1
Page
Rows

To populate the framed table, once you have entered the information, you need to click Add or click somewhere else on the page. The input table then clears and the summary of the information appears in the framed table. You can edit or delete the added information using the buttons to the left of each line:

Expand and Contract Tables

Users change from summary view to detail view and back to summary by clicking the right arrow (click to expand) or down arrow (click to contract), respectively:

Response History

Issue Date/Time	Agency	Transaction Type
▶ 13/01/2017 09:49:42	MPIBIO	Inspection / Audit requirements
▲ 13/01/2017 09:49:39	NZCS	Clearance / Acceptance Instructions

click to expand

click to contract

Response Details - Clearance / Acceptance Instructions

TSW Reference Number
81724042

Agency
NZCS

Response Issuing Date/Time
13/01/2017 09:49:39

Transaction Type
Clearance / Acceptance Instructions

Agency Clearance Status

Status Date/Time	Status Description	Release Date/Time
13/01/2017 09:49:39	Delivery Order Herewith, method of Payment as specified	13/01/2017 09:49:39

Delivery Instructions
2 FCL(S) SAID TO CONTAIN 13 PACKAGE(S) OR ITEM(S)

Agency Instructions

▶ 13/01/2017 09:49:30	MPIFOOD	Clearance / Acceptance Instructions
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