TSW ONLINE GUIDE

REGISTRATION OF SUPPLIER AND CLIENT CODES

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INTRODUCTION

This guide is designed to help you submit registration applications for supplier, and client codes in Trade Single Window (TSW) Online. It is for brokerage personnel who submit client code applications on behalf of clients.

All applications are now to be submitted in TSW Online.

BEFORE YOU START

To apply for client codes in TSW Online, you need to be approved as a TSW Online user to submit client code applications and be linked to the brokerage you work for. If you have not yet done this, see *TSW Fact Sheet – Registering to Use TSW*

INFORMATION STANDARDS

Customs and MPI rely on accurate and complete information being entered into TSW. We trust TSW Online Registrations users to do this, and high standards are expected of you. This includes:

- correctly spelling names, addresses and other details
- attaching legible identification documents
- inputting all details you have been provided with, not just filling in the minimum information required (mandatory fields), eg, some address fields are not mandatory because on occasion addresses do not include a building, level or street, however you must input information if you have it or can find it out
- making every reasonable effort to complete or, if what you've been provided is incomplete or doesn't seem right, confirm details (eg, the city is missing from an Australian supplier's invoice address because it is identified by the postal code).

Where standards are repeatedly not met, your TSW user privileges for applying for codes may be restricted.

TO GET STARTED

Using an internet browser of **Internet Explorer or Mozilla Firefox**, go to www.tsw.govt.nz and enter your RealMe username and password, you will land on your TSW home page. Currently the only internet browsers supported for TSW are Explorer and Firefox, if you use any other internet browser you may experience issues.

HOME PAGE

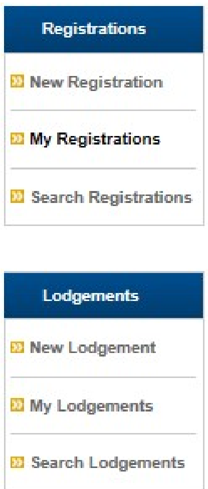
The home page shows both lodgements and registrations. See Appendix A for tips on the home page layout, buttons and navigation.

NAVIGATION

The navigation bars are on the left:

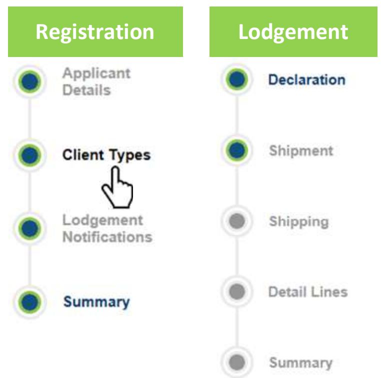
Navigation Menu

To move between registrations, lodgements and searching:



Application Navigation

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



Application Page Colour Key

red - information missing/errors on page

blue – the page you are in

grey - you can't access until previous page is completed

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:

Information tiles provide explanations and additional help for filling in fields. You can hide an individual information tiles or all information tiles if you no longer want to see them.

VIRUSES

If a virus is detected on your attachment, your registration will be rejected. We recommend you keep your computer free of viruses and your virus software up to date.

HELP

Call 0800 BORDER for any issues related to TSW. The contact centre is open 24x7, however if you call outside of standard working hours we may not be able to deal with it immediately.

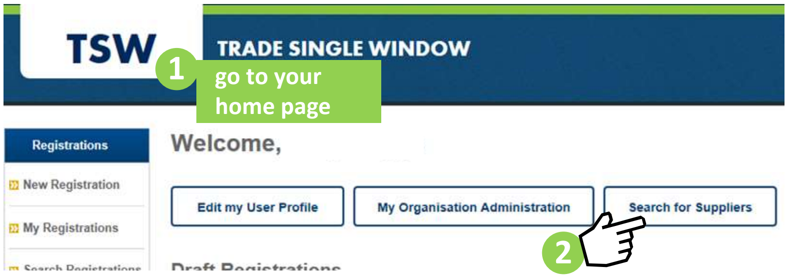
MY REGISTRATIONS – MANAGING YOUR APPLICATIONS

To manage your registrations and applications, click **My Registrations**. This page includes tables of Person, Organisation and Premises registrations submitted by you. You can view and edit these registrations.

SEARCH REGISTRATIONS

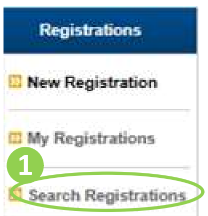
SEARCH FOR SUPPLIERS

You can now search for or check a supplier code for organisation in TSW. Simply:

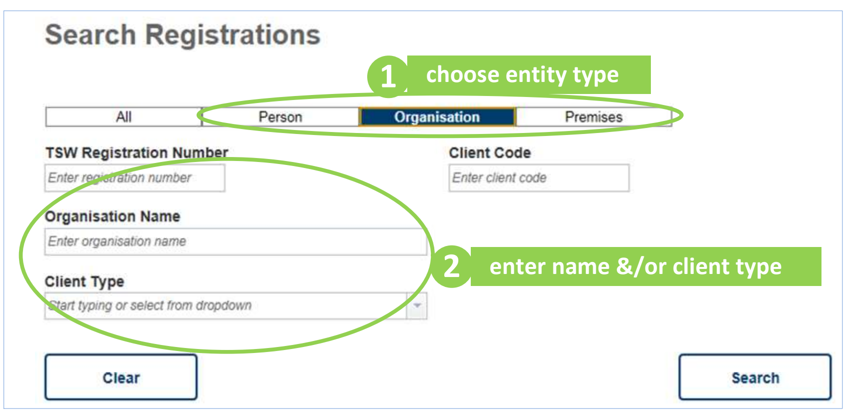


SEARCH RECORDS OWNED BY THE ORGANISATION

You can search for any record owned by the organisation; simply click Search Registrations:



To search by name and/or code type:



If you are unsure of the name spelling, use a question-mark (?) to represent 1 or more letters.

You must enter the first two characters of the name:

- ✓ Ro?, Rob?ts
- ✗ ?Rob, R?, ? Roberts

SEARCH RECENT APPLICATIONS

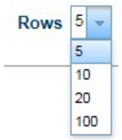
This is an easy way to search for a recent registration made by your organisation:

1 On your TSW home page scroll down to **My Organisation Links** and click on the Registration

Number hyperlink of your brokerage:

2 Scroll down to the appropriate table: Persons, Organisation or Premises

3 The table defaults to 5 rows. If the registration you are looking for isn't visible select more rows:



APPLYING FOR A SUPPLIER CLIENT CODE (ON BEHALF OF)

1 search to see if the code already exists. If the code doesn't exist, apply for a new code by completing these steps:

2 from home page, click **New Registration**

Registration Type

3 select **Organisation** or **Person**:

4 select the brokerage you are doing this on behalf of from the drop down list:

- you and anyone else linked to the brokerage with the manage registration permission can view and edit the registration once it is approved
- you can only submit registrations or lodgements for organisations you are linked to.

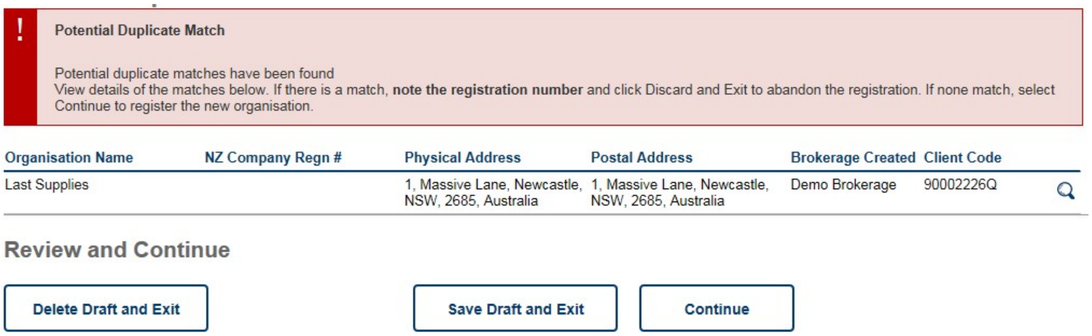
click **Continue**

Organisation Details

6

Selecting Yes makes the contact details change from required to optional.

7 Click **Continue**, for organisations if there are Potential **duplicate matches** a screen will appear listing



the potential matches:

Check the details shown and if a record:

- **matches** your application: write down the client code and click **Delete Draft and Exit**
- does not match: click **Continue**

! Note:

- Do **not** enter contact information for supplier organisation applications

Person Details

For person supplier applications you must provide: date of birth, country of birth, gender, contact phone and contact email. Use the following table to determine what to enter when the value is unknown.

Field	What to use if value unknown
Date of birth	01/01/1900
Country of birth	Select "Unknown"
Gender	Select "Unknown"
Contact details - phone	+64 0 0
Contact details - emails	unknown@unknown.con

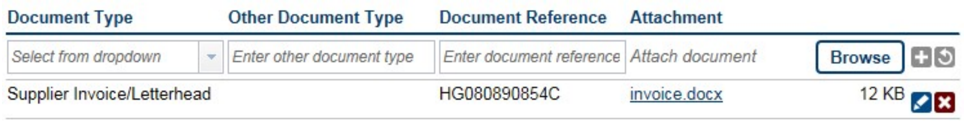
Client Types

8 Check that Supplier client type is selected & click **Continue**

9 Complete the billing address and select the document type to be attached, for:

- an organisation this will be a **Supplier Invoice/Letterhead**,
- for a Person you need to select the document type provided,

then enter the document reference #, click **Browse** and choose the right file from your PC to attach then click **Attach File** eg,



Lodgement Notifications

Typically these are not required for a supplier, so click **Continue**

Summary

10 Check the details you have entered in the Summary screen, note: if you need to edit a page click on the page title in the left hand navigation bar.

Read and check the Declaration and click **Submit.** You will be returned to your home page.

APPLYING FOR AN IMPORTER OR EXPORTER CLIENT CODE (ON BEHALF OF)

1 click **New Registration**, then select type: **Organisation** or **Person**

Registration Type

2 select the brokerage you are doing this on behalf of from the drop down list:

- you and anyone else linked to the brokerage with the manage registration permission can view and edit the registration once it is approved
- you can only submit registrations or lodgements for organisations you are linked to.

click **Continue**

Applicant/Organisation Details

3 Complete the fields and attach required documents

Tips:

- **Organisation Type**: if is a Limited Partnership (LP) or registered trust, select Company - NZ Registered
- **Full Organisation Name**: for **Partnerships** enter the full names of the partners, for **Sole Traders** enter the full name of the sole trader
- **Contact details**: enter the contact details of your client, **not** your own contact details
- **Attach files** (for directors/partners/trustees) – in this field **only** attach the directors/partners/trustees identification, do not attach any other types of supporting documents here; these can be attached on the client type page
- Click **Continue**

Client Types

4 Select the **Client Type(s)** and click **Continue**

Tips

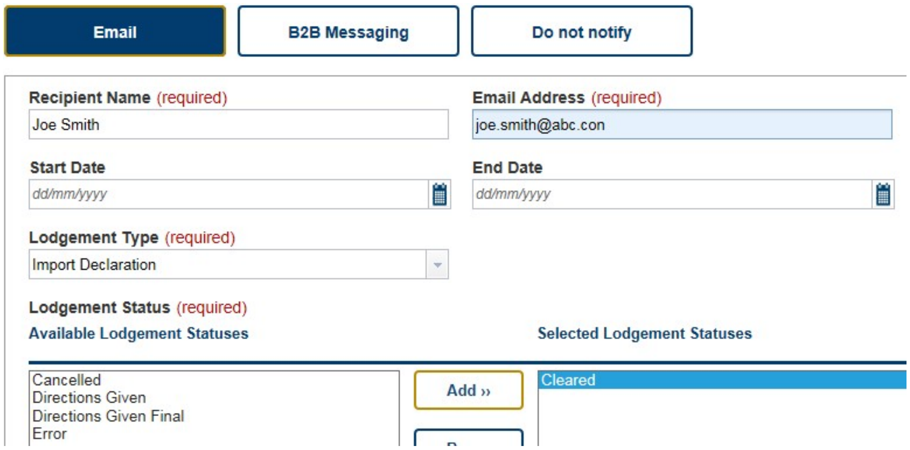
- If the client has supplied an **MPI Account Number**, enter the 7 digit #, otherwise leave blank
- **Set Brokerage Access** - you must leave this field blank unless a client has specifically requested it
- Attachment(s) for the organisation are required on this page, refer to the table below for guidance on what to provide.

Organisation type	Attachment(s) required
New Zealand registered companies and Limited liability partnerships	- A copy of the Certificate of Incorporation must be attached.
Partnerships (not limited) and sole traders	- Photo ID is required for all sole traders/partners. - For partnerships in the client type page for the required file attachment, you can reuse one of the photo ID's already attached for the partners or attach a copy of the paper application if available.
New Zealand registered trusts, societies, charities and unregistered companies	- A copy of your certificate must be supplied. - Photo ID is required for all trustees, or other relevant person(s) of responsibility.
Schools, sports clubs and similar	- A letterhead of the organisation must be supplied - Photo ID is required for the principal, or other relevant person(s) of responsibility.

Lodgement Notifications

5 **Tips:**

- Only add Lodgement Notifications if the client has requested these. In the example below, Joe will be sent an email when this importer client code is used on a lodgement that is Cleared:



!Note: Please only define one lodgement notification.

	Summary
6	Check the details you have entered in the Summary screen, note: if you need to edit a page click on the page title in the left hand navigation bar. Read the Declaration statement and tick the checkbox and click **Submit**
	You will be returned to your home page

RECIEVING THE CODE

You will receive an email when the application is processed. If more information is required see the section If More Info Required.

1 To view your applications, click **My Registrations**

- applications being processed will show in the **Draft Registrations** table
- To **view the client code number** of approved applications, scroll down to the relevant table: the newest record displays at the top of the table, to see more records change the number of rows visible.

IF MORE INFO REQUIRED

If you submit an application with insufficient information you will receive an email detailing what is required. To amend the application:

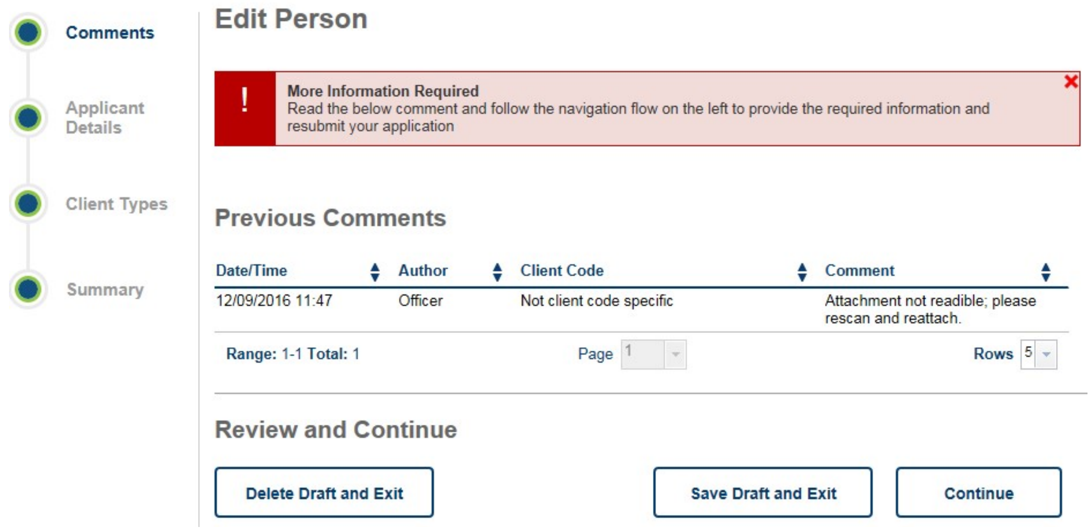
1

Draft Registrations

TSW Registration Number	Type	Name	Status	Date/Time of Last Update	
38013311	Person	Janice Jandal	Processing	12/09/2016 11:54:07	
81977397	Person	Martin Shadey	MoreInfo	12/09/2016 11:42:21	

Find the application in your Draft Registrations table and click

2 The application will open on the comments page:



Make the required changes.

3 Indicate what you've changed in the **Reason for Update** box on the **Summary** page:

click **Submit**.

Your application will be checked by an officer and you will get an email when it is processed.

APPLYING FOR AN IMPORTER CODE FOR AN OVERSEAS ENTITY

For importer code applications for overseas entities, you must attach additional documentation in the Client type page to meet regulatory requirements.

If the application is for a **permanent code** attach:

- documentary evidence from the New Zealand Company's office that the company is not carrying on business in terms of s332 (Part 18) of the Companies Act 1983
- documentary evidence of the company's overseas company registration
- a word document stating where the relevant business records will be kept in New Zealand and the name(s) and contact details of the person(s) legally responsible for keeping and maintaining the records.

APPLYING FOR TEMPORARY CODES

If the application is for a **temporary code**, in the client type page attach a word document stating why the code is required and for how long it is required.

APPLYING FOR CODES FOR PERSONS RELOCATING TO NEW ZEALAND

If your client is relocating to New Zealand, they will require both an importer and supplier code. You will need to apply for one at a time, starting with the **importer**. Follow these steps:

1 Click **New Registration**:

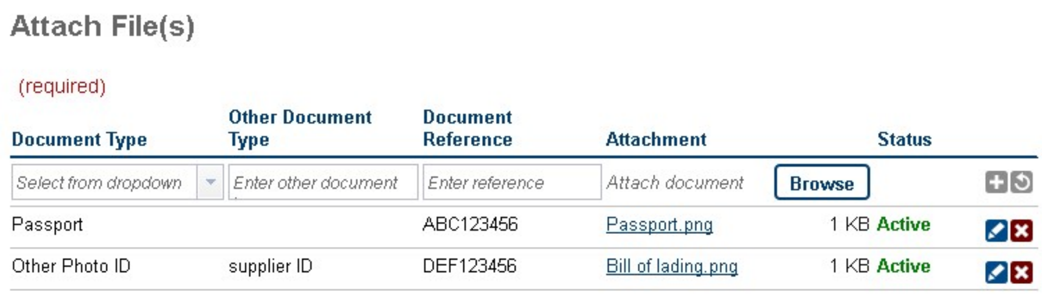
2 select **Person** and brokerage working on behalf of

3 Fill the **Applicant Details**: In the **Address Details** enter <u>the New Zealand</u> address

4 Select client Type: **Importer**

5 In the **Attach File(s)** section:

A: attach the personal ID, **B:** add another row, **C:** select Document Type: **Other Photo ID** **D:** in the Other Document Type field enter: '**supplier ID'**, in the Document Reference field enter the doc #, then attach the file (eg, bill of lading), for example:



This indicates to the officer processing the application that it is a person relocating to New Zealand.

6 Complete and submit the application

Once you receive notification that the client code has been approved:

7 Find the person record in your Person Tables (or by searching on name) and click edit.

The person record opens

8 **A:** click on Client Types, **B:** Under Request New Client Types select **Supplier, C:** click **Continue**

9 Under **Client Billing Address**, select **Neither** and enter the **overseas address** that the supplier

	(person) is relocating from
10	Complete the application and **Submit**

APPLYING FOR AN ADDITIONAL CLIENT CODE

Applying on Behalf of an Existing Client

To apply for an additional client code type for an existing client:

1	Go to **Search Registrations** and search for the Person/Organisation record
2	Open the record, **A:** click on Add Client Type, **B:** Under Request New Client Types select the Client Type(s) to be added, **C:** click **Continue** 
3	Complete the client type application, including any changes required to billing address, then **Submit**

Applying for yourself

To apply for an additional client code type for yourself:

1	Go to the **TSW** Home Page or **My Registrations** and click on 
2	click **Add Client Type**
3	Select the Client Type to be added, and click **Continue**
4	Complete the application and **Submit**

REQUESTING NEW PERMISSIONS & PRIVILEGES

User Privileges

Your user privileges determine what you can use TSW to do, i.e. if you can view or manage lodgements and/or manage registrations. Your client type determines the maximum privileges you can have; for example an importer client type cannot submit outward cargo reports. When you first apply to be a user you indicate what you want to use the system for; based on this and your client type, the agency officer will assign you privileges.

To view/edit your privileges:

1	From your home page, click **Edit my User Profile**
2	scroll down and click **Edit Privileges**
3	make the changes to your lodgement and/or registration privileges and click **Continue**
4	review your changes, check the Declaration, write a reason for your Update and **Submit**. Your application will be submitted a Customs Officer for processing

LINKS AND PERMISSIONS

Your permissions determine what you can do on behalf of the organisation you are linked to (working for). If you move organisations you need to request a new link and permissions, as well as delete your old link. The permissions available to you are determined by your user privileges and the organisation's privileges, eg, if your organisation doesn't have the privilege to manage exports you can't do this for the organisation.

Request a New Link & Permissions:

1	Go to **TSW** home page and scroll down to **Organisation Links**
2	click **Add Organisation Link**
3	enter the TSW registration number of the organisation you will be working on behalf of and click **Get Details**; the name of the organisation will appear: check it is correct.
4	click **Continue** and select the lodgement and/or registration permissions you need
5	click **Submit** your application will be submitted to the organisation administrator or, if there is no administrator to a Customs Officer for processing.

Edit Your Permissions

1	On your **TSW** home page scroll down to **Organisation Links**
2	click to edit the permissions page
3	make the changes to your lodgement and/or registration permissions
4	click **Submit** your application will be submitted to your organisation administrator (which may be you!) or, if there is no administrator, it will go to a Customs Officer for processing.

Delete a Link:

1	Go to **TSW** home page and scroll down to **Organisation Links**
2	on the row of the organisation link you wish to delete click and your link to the organisation and the permissions will be deleted.

CLIENTS WISHING TO TAKE OWNERSHIP OF THEIR OWN CODES

Clients that have applied to be TSW users can take ownership of their existing client codes, including those that were registered by a brokerage on their behalf. When this happens no notification is issued to the party that originally set up the code, the registration also disappears from their **My Registrations** section in TSW.

APPENDIX: APPLYING FOR A SUPPLIER CODE ON BEHALF OF

TSW

APPLYING FOR A SUPPLIER CODE on behalf of

1 Search for Supplier Code

Save time by checking to see if the supplier code already exists

Registrations
New Registration
My Registrations

Welcome,

Edit my User Profile | Search for Suppliers

2 Select New Registration

Registrations
New Registration
My Registrations
Search Registrations
Lodgements

Create New Registration

Select Registration Type

Select Registration Type

Person | Organisation

Select Owner

Who will own this registration going forward? (required)

Roo Star Trading

By selecting your brokerage's name as the owner, your colleagues using TSW will be able to view and edit the registration

3 Enter organisation/person details

For **Organisations**

select Type **Other**,

select **Yes** for "is this for a Supplier client type"

For **Persons**

Certain details are required. If not available, enter the appropriate value from this table:

Field	What to use if value unknown
Date of birth	01/01/1900
Contact details – phone	+64 0 0
Contact details - emails	unknown@unknown.con

Duplicate match appears for organisations if there is a potential match

Potential Duplicate Match

Potential duplicate matches have been found
View details of the matches below. If there is a match, **note the registration number** and click Discard and Exit to abandon the registration. If none match, select Continue to register the new organisation.

Organisation Name	NZ Company Regn #	Physical Address	Postal Address	Brokerage Created	Client Code
Last Supplies		1, Massive Lane, Newcastle, NSW, 2685, Australia	1, Massive Lane, Newcastle, NSW, 2685, Australia	Demo Brokerage	90002226Q

4 Supplier Client Type

Check Supplier client type is selected, click Continue

Enter the billing address

Attach files Organisation e.g.

Document Type	Other Document Type	Document Reference	Attachment
Select from dropdown	Enter other document type	Enter document reference	Attach document Browse
Supplier Invoice/Letterhead		HG080890854C	invoice.docx 12 KB

5 Lodgement Notifications?

It will be unlikely any lodgement notifications are required for a supplier code, if so enter these, then click Continue

6 Review the Summary

Review your application to ensure it is complete and accurate before ticking the Declaration and submitting

Once processed, you will receive the code via email and it will appear in My Registrations

APPENDIX: APPLYING FOR AN IMPORTER OR EXPORTER CODE

TSW
APPLYING FOR AN IMPORTER OR EXPORTER CODE

1 Select New Registration

Registrations
- New Registration
- My Registrations
- Search Registrations

Lodgements

Create New Registration

Select Registration Type

Person | Organisation

Select Registration Type

Select Owner

Who will own this registration going forward? (required)

Roo Star Trading

By selecting your brokerage's name as the owner, your colleagues using TSW will be able to view and edit the registration

2 Enter organisation/person details

- **Organisation Type:** if is a Limited Partnership (LP) select Company - NZ Registered
- **Full Organisation Name:** for Partnerships enter the full names of the partners, for Sole Traders enter the full name of the sole trader
- **Contact details:** enter the contact details of your client, not your own contact details

Attach Files

- For each director/partner add a photo ID:

Document Type	Other Document Type	Document Reference	Attachment	
Select from dropdown	Enter other document type	Enter document reference	Attach document	Browse
Passport		ER4313	passport.JPG	580 KB
Passport		FL2341	passport.JPG	580 KB

Do not add the organisation ID here – add it on the client type page

3 Select Client Type

Select Importer, Exporter or Importer/Exporter client type, click Continue

Set the Brokerage Access

You must leave blank unless a client has specifically requested this

Brokerage Code		Brokerage Name
400496265E	Get Details	Brokerage Name will appear here

Enter the billing address

Attach files

Attach the organisation identification, e.g. certificate of incorporation

4 Enter Lodgement Notifications

If the client has requested lodgement notifications enter these, then click Continue

5 Review the Summary

Review your application to ensure it is complete and accurate before ticking the Declaration and submitting

Once processed, you will receive the code via email and it will appear in My Registrations

APPENDIX: NAVIGATING YOUR HOME PAGE