

# TSW Notification Error and Direction Messaging Guidance

## Purpose:

The following examples are of common error and direction message email notifications and outlines what actions are required.

Not all examples are specific to DTR and may be related to the TSW message in general



NEW ZEALAND  
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#	Error/Direction Message	Description	Action	Example
1	<b>ECI Number: Not specified or invalid</b>	There is a known intermittent issue that results in this fatal error.	There is no option to update the existing lodgement when this error hits.  The submitter should cancel the lodgement and create/submit a new ICR lodgement.	<b>Message Errors</b> ----- **Error** in {Declaration/ID}:- ECI Number : Not specified or invalid
2	<b>Consignee Code: Not specified or invalid</b>	There is an error associated to the Consignee Code. This may be that a Consignee Code entered for one of the consignments in the lodgement is missing, cancelled, or not registered in TSW.  The consignment sequence that the error relates to will be shown in the first line of the error message e.g. Consignment[25]	Navigate to the Consignee Code used for the consignment showing the error. Remove the consignee code and enter consignee details by free text.  Once completed re-submit the ICR lodgement.	<b>Message Errors</b> ----- **Error** in {Declaration/Consignment[25]/Consignee/ID}:- Consignee Code : Not specified or invalid
3	<b>Notify Party City Name: Not specified or invalid</b>	There is an error associated to the notify party address where the 'City' segment of the address is missing or invalid.	Check that the city field of the address is populated and formatted correctly and update the lodgement.  Alternatively, the notify party can be removed entirely if the error persists.	<b>Message Errors</b> ----- **Error** in {Declaration/Consignment/NotifyParty/Address/CityName}:- City : Not specified or invalid
4	<b>Location of Goods Code: Not specified or invalid</b>	This error occurs when the Location of Goods (LoG) field is not entered or has an invalid premises code.	Check the LoG field in the lodgement and make sure it has been completed and that the premises used is current and valid.  Information on the LoG field and approved codes can be found here: <a href="https://www.customs.govt.nz/business/trade-single-window-tsw/location-of-goods-codes">https://www.customs.govt.nz/business/trade-single-window-tsw/location-of-goods-codes</a>	<b>Message Errors</b> ----- **Error** in {Declaration/Consignment[1]/Unknown/ID}:- Location of Goods Code : Not specified or invalid
5	<b>Transit Destination for Sea Transport</b>	The ICR lodgement is unable to be submitted as the Transit Destination (port the container/cargo is moving to via sea) is not a NZ port or approved as CCA/TF.	The Transit Destination must be updated in the lodgement to a facility that is a port or both a CCA and TF.	<b>Message Errors</b> ----- **Error** in {Declaration/Consignment[1]/TransitDestination}:- Transit Destination for Sea Transport must be either a New Zealand Port or a Premises having CCA and TF/CF client types
6	<b>Invalid Movement Request</b>	The movement requested in the lodgement is not valid as the cargo is only able to be moved via sea.	This response is seen when an ITR is submitted with a transfer mode as road/rail. Containers/cargo moving between ports to be exported offshore can only move via sea.  Refer to the 'When to submit a DTR vs ITR' for further details and scenarios:	<b>Customs Instructions</b> ----- Invalid movement request. Transit mode is not via sea. IssuedDate: Thursday, 26 September 2024 9:50:34 AM MB [REDACTED] - MOVEMENT HELD

			<a href="https://www.customs.govt.nz/globalassets/documents/tsw/international-transshipment-request-itr-vs-domestic-transshipment-request-dtr.pdf">https://www.customs.govt.nz/globalassets/documents/tsw/international-transshipment-request-itr-vs-domestic-transshipment-request-dtr.pdf</a>	
7	<b>Domestic Transshipment declined (DTD) response for FAK containers</b>	<p>When requesting a DTR movement for an FAK container from the port to CCA/TF the movement will be declined if the containers are declared as FCL (Full Container Load).</p> <ul style="list-style-type: none"> <li>In the TSW email notification the Text 'Import Declaration required for the movement of FCL containers' will be present. This will be repeated for every consignment in the lodgement.</li> <li>The overall movement for the MB will be 'Movement Held'</li> </ul> <p>The Movement Status will be 'DTD-Domestic Transshipment Declined'</p>	<p>Update the existing lodgement changing the container type from FCL to FAK ( this may be shown as LCL depending on which system you are using).</p> <p>This will need to be completed for every consignment if multiple consignments are present.</p> <p><b>Note:</b> If the container you are trying to move is an FCL please refer to the FCL DTR guidance document:  <a href="https://www.customs.govt.nz/globalassets/documents/tsw/dtr-sea-submission-guide-for-full-container-load-and-breakbulk-movements-2-dec-2024.pdf">https://www.customs.govt.nz/globalassets/documents/tsw/dtr-sea-submission-guide-for-full-container-load-and-breakbulk-movements-2-dec-2024.pdf</a></p>	<p>Message Status : (B07) MPI Biosecurity Cargo Report Notification - consignment status as specified</p> <p>Summary : 0 out of 16 Jobs have been Written Off.</p> <p>Customs Instructions</p> <p>-----</p> <p><b>Import Declaration required for the movement of FCL containers.</b>,issuedDate:Tuesday, 16 July 2024 4:27:30 PM</p> <p>Import Declaration required for the movement of FCL containers.,issuedDate:Tuesday, 16 July 2024 4:27:30 PM</p> <p><b>MB [REDACTED] - MOVEMENT HELD</b></p> <p>Job Responses</p> <p>-----</p> <p>Job Number: [REDACTED] House Bill: [REDACTED]</p> <p>--- Clearance Status: IDR-Import Declaration Required ---</p> <p><b>--- Movement Status: DTD-Domestic Transshipment Declined ---</b></p>
8	<b>Overall FAK container DTR movement Held with Break Bulk Response</b>	<p>When requesting a DTR movement for an FAK container from the port to CCA/TF the movement will be held if the container details are missing from any of the consignments in the FAK container.</p> <p>This can be identified by the text 'Break Bulk cargo can only move between NZ sea ports via sea'</p> <ul style="list-style-type: none"> <li>Any consignments in the lodgement with container details entered will show the movement is approved to move to an ATF text.</li> <li>The overall movement for the MB will be 'Movement Held'</li> </ul>	<p>Check the existing ICR lodgement checking that the container details have been entered against every lodgement.</p> <p>Once the consignment that has missing container details is identified update the lodgement by enter the missing container details and submit it.</p> <p>A new TSW Email notification will be received with all consignments showing the approved movement text and overall movement for the MB will be approved.</p>	<p>Message Status : (B07) MPI Biosecurity Cargo Report Notification - consignment status as specified</p> <p>Summary : 0 out of 10 Jobs have been Written Off.</p> <p>Customs Instructions</p> <p>-----</p> <p>seq:1,takenTo:[REDACTED]for:MPI APPROVAL TO MOVE TO ATF,by:ACCREDITED PERSON,instructions:.Container(s) to be checked by Nominated Accredited Person,</p> <p>seq:1,takenTo:[REDACTED]for:MPI APPROVAL TO MOVE TO ATF,by:ACCREDITED PERSON,instructions:.Container(s) to be checked by Nominated Accredited Person,</p> <p>seq:1,takenTo:[REDACTED]for:MPI APPROVAL TO MOVE TO ATF,by:ACCREDITED PERSON,instructions:.Container(s) to be checked by Nominated Accredited Person,</p> <p>seq:1,takenTo:[REDACTED]for:MPI APPROVAL TO MOVE TO ATF,by:ACCREDITED PERSON,instructions:.Container(s) to be checked by Nominated Accredited Person,</p> <p>seq:1,takenTo:[REDACTED]for:MPI APPROVAL TO MOVE TO ATF,by:ACCREDITED PERSON,instructions:.Container(s) to be checked by Nominated Accredited Person,</p> <p>seq:1,takenTo:[REDACTED]for:MPI APPROVAL TO MOVE TO ATF,by:ACCREDITED PERSON,instructions:.Container(s) to be checked by Nominated Accredited Person,</p> <p>seq:1,takenTo:[REDACTED]for:MPI APPROVAL TO MOVE TO ATF,by:ACCREDITED PERSON,instructions:.Container(s) to be checked by Nominated Accredited Person,</p> <p>seq:1,takenTo:[REDACTED]for:MPI APPROVAL TO MOVE TO ATF,by:ACCREDITED PERSON,instructions:.Container(s) to be checked by Nominated Accredited Person,</p> <p><b>Break Bulk cargo can only move between sea ports via sea.,issuedDate:Tuesday, 25 June 2024 1:01:58 PM MB [REDACTED] - MOVEMENT HELD</b></p>
9	<b>Invalid DTR LCL movement between CCA/TFs</b>	<p>The DTR movement requested for an LCL consignment to move between CCA/TFs has been declined due to a missing container number.</p>	<p>Update the ICR by entering the FAK container number that the LCL consignment originally arrived in NZ and was devanned from.</p> <p><b>Note:</b> For LCL DTR movements the Quarantine Declaration (QD) answers should be left blank.</p> <p>Refer to the DTR LCL submission guide:  <a href="https://www.customs.govt.nz/media/ycmj2giy/dtr-sea-submission-guide-for-uncleared-lcl-movements-2-dec-2024.pdf">https://www.customs.govt.nz/media/ycmj2giy/dtr-sea-submission-guide-for-uncleared-lcl-movements-2-dec-2024.pdf</a></p>	<p>Customs Instructions</p> <p>-----</p> <p><b>For LCL cargo moving between approved facilities on a DTR please enter the container number.,</b>issuedDate:Thursday, 12 June 2025 2:50:12 PM MB [REDACTED] MOVEMENT HELD</p> <p>Job Responses</p> <p>-----</p> <p>Job Number: [REDACTED] House Bill: [REDACTED]</p> <p>--- Clearance Status: IDR-Import Declaration Required ---</p> <p><b>--- Movement Status: DTD-Domestic Transshipment Declined ---</b></p>