



**NEW ZEALAND  
IMMIGRATION**

# NZeTA briefing for Airlines

**Session Guide**



**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
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New Zealand Government



# NZeTA Briefing for Airline carriers

## Introduction

From 1 October 2019, some international visitors and transit passengers must have an NZeTA (New Zealand Electronic Travel Authority) before travelling to New Zealand.

## Purpose

The purpose of this briefing session is to ensure:

- Airlines are aware of their overall obligations and cooperate with new regulations from 1 October 2019
- Airlines reinforce key messaging (e.g. recap prior communications/global marketing) and deliver training to their frontline staff (check in staff, on-the-ground support personnel)

This facilitator guide has been designed to support face-to-face briefing sessions however, the content is also available via self-directed online learning materials on the Carrier Collaboration portal <https://nzeta.atlassian.net/wiki/spaces/NCC> (please note licences are limited to 2 licences per carrier so please contact your organisation's representative to send you these resources from the portal. If you are unsure who your representative is please email [nzeta.information@mbie.govt.nz](mailto:nzeta.information@mbie.govt.nz)).

## Learning outcomes

At the end of this briefing session, relevant frontline staff such as check-in staff will be able to:

- identify which travellers do not hold an NZeTA or those who have been refused an NZeTA via their APP systems
- refer travellers to quickly request an NZeTA
- recognise when to escalate a request to Border Operations on behalf of the traveller
- understand key traveller scenarios and demonstrate how to handle each scenario whilst maintaining a high-level of customer service
- know where to get more information.

## Audience

Relevant airline staff: managers, check in supervisors, check in staff and other frontline teams.

## Session duration

Approximately 1 hour (timings are a guide only).

## Session Resources

- PowerPoint with speaker notes and 2 x animation videos to play during the session can be found on the Carrier Collaboration portal <https://nzeta.atlassian.net/wiki/spaces/NCC>.

## Additional Resources

- NZeTA Information including how to request: [www.immigration.govt.nz/nzeta](http://www.immigration.govt.nz/nzeta).
- Communications Toolkit [www.immigration.govt.nz/nzetatoolkit](http://www.immigration.govt.nz/nzetatoolkit).


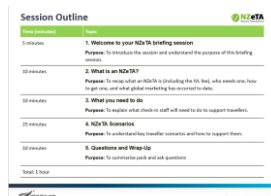
## Preparation and room set-up

- Screen to show the PowerPoint.
- Screen and speakers to show the videos.



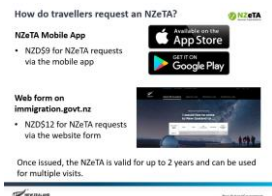
## Session outline

Time (minutes)	Topic
5 minutes	<b>1. Welcome to your NZeTA briefing session</b> <b>Purpose:</b> To introduce the session and understand the purpose of this briefing.
15 minutes	<b>2. What is an NZeTA?</b> <b>Purpose:</b> To recap what an NZeTA is (including the IVL fee), who needs one, how to get one, and what global marketing has occurred to date.
10 minutes	<b>3. What you need to do</b> <b>Purpose:</b> To explain what check-in staff will need to do to support travellers.
25 minutes	<b>4. NZeTA Scenarios</b> <b>Purpose:</b> To understand key traveller scenarios and how to support them.
5 minutes	<b>5. Questions and Wrap-Up</b> <b>Purpose:</b> To summarise pack and ask questions
<b>Total: 1 hour</b>	

# 1. Welcome to your NZeTA briefing session

Time	Content	Resource
5 minutes	<p><b>Welcome and introduction</b></p> <p>Welcome audience to the session and introduce yourself.</p> <p>From 1 October 2019, some international visitors and transit passengers must have an NZeTA (New Zealand Electronic Travel Authority) before travelling to New Zealand.</p> <p>The purpose of this 1 hour briefing session is to ensure:</p> <ul style="list-style-type: none"> <li>• Airlines are aware of their overall obligations and cooperate with new regulations from 1 October 2019</li> <li>• key messaging (e.g. recapping prior communications and global marketing) is reinforced</li> <li>• and frontline staff (e.g. check in staff, on-the-ground support personnel) know what changes for them and what they need to do differently</li> </ul> <p>Explain: Health and Safety/Evacuation procedures and location of relevant facilities if necessary</p>	<p>PowerPoint Slide 1</p>  <p>PowerPoint Slide 2</p> 

## 2. What is an NZeTA?

Time	Content	Resource
1 minute	<p><b>What is an NZeTA?</b></p> <p>The NZeTA is New Zealand’s Electronic Travel Authority which is a new border security measure being introduced by the New Zealand Government on 1 October 2019.</p> <p>Some travellers who are eligible to travel to New Zealand without a visa will now be required to hold an NZeTA before their travel to New Zealand.</p> <p>The NZeTA is not a visa and doesn’t guarantee entry to New Zealand. On arrival in New Zealand, travellers must still meet all existing entry requirements, such as holding an onward travel ticket, being a bona fide visitor and being in good health.</p>	<p>PowerPoint Slide 3 (Title page only)</p>  <p>PowerPoint Slide 4</p> 
2 minutes	<p><b>How do travellers request an NZeTA?</b></p> <p>Travellers request an NZeTA either using the INZ NZeTA web form or the INZ NZeTA Mobile App.</p> <p>NZD\$9 via the mobile app; NZD\$12 via the website.</p> <p>Once issued, the NZeTA is valid for up to 2 years and can be used for multiple visits.</p> <p>Travellers should request their NZeTA well in advance of their trip to New Zealand. It can take up to 72 hours for an NZeTA request to be processed.</p> <p>If a traveller does not hold an NZeTA when they check in, they will not be allowed to board. They may be able to request an NZeTA upon check in, but if Immigration New Zealand cannot process the request in time, or if the request is refused, then they will not be allowed to board – we will cover off more detail about this later in this briefing session.</p> <p>Requesting an NZeTA is simple, travellers will need their passport and a Visa or MasterCard Credit or Debit card.</p>	<p>PowerPoint Slide 5</p> 

1 minute

## Using the Mobile App

New Zealand is the first country in the world to develop an app for an electronic travel authority. It utilises scanning and photo technology to capture passport details, credit card details and to capture your face which makes it really quick and easy for a traveller to request an NZeTA.

Travellers will need their passport and a Visa or MasterCard Credit or Debit card, an email address, a connected device on which to apply and to answer a few simple questions.

PowerPoint Slide 6



1 minute

## What is the IVL?

International Visitor Conservation and Tourism Levy (IVL) is a fee which is a way for travellers to contribute directly to the tourism infrastructure they use and help protect the natural environment they enjoy during their stay in New Zealand.

Most visitors to New Zealand will need to pay the IVL and this payment will be made when they apply for either their visa or request an NZeTA, which may enable multiple entries for one payment. The IVL costs NZD\$35 and, if required, will be charged automatically making it easy for the traveller

PowerPoint Slide 7



3 minutes

## Why is NZ introducing the NZeTA and why does it matter?

In recent years New Zealand has experienced an exponential increase in the number of visitors and currently, visa waiver visitors receive only light-touch screening.

Introducing the NZeTA will:

- streamline systems for entry which will speed up border clearance
- allow more detailed security checks to be performed on people who are coming to visit which will strengthen security and is based on best practice border security systems implemented in other countries.

While it is a significant change, we hope that there will be benefits for carriers too, with fewer passengers refused entry to NZ at the onshore border (and subsequently turned-around which incurs costs to carriers as well).

PowerPoint Slide 8



2 minutes

## Who needs an NZeTA?

You are required to hold an NZeTA before travelling to New Zealand if you are:

- Travelling on a passport from a visa waiver country.
- An Australian permanent resident.
- A cruise ship passenger, regardless of nationality.

If you are a cruise ship passenger from a visa required country, you can visit New Zealand using an NZeTA, but you must be travelling to New Zealand on the cruise ship.

Do visitors in transit also need an NZeTA?

Travellers from visa waiver or transit visa waiver countries who are in transit through Auckland International Airport are required to hold an NZeTA from 1 October 2019, even if New Zealand is not their final destination

People transiting to or from Australia, regardless of nationality, can do this with an NZeTA. This is a benefit for those passengers who would previously have been transit visa required.

PowerPoint Slide 9

Who needs an NZeTA?

- Visitors from 60 visa waiver countries.
- Transit\* passengers from 24 transit visa waiver countries.
- All airline and cruise line crew members (except those with Australian or New Zealand citizenship).
- Australian Permanent Residents, who will need to hold an NZeTA.

This equates to around 1.5 million people each year.

Important notes:

**Transit passengers** from visa waiver or transit visa waiver countries, who are transiting to New Zealand or a transit visa waiver country, do not need an NZeTA if they are flying to New Zealand to meet a cruise ship, they instead need to apply for a visa.

**Cruise ship passengers** from visa waiver countries, who are transiting to New Zealand or a transit visa waiver country, do not need an NZeTA if they are flying to New Zealand to meet a cruise ship, they instead need to apply for a visa.

1 minute

## Who does not need an NZeTA?

You do not need an NZeTA if you:

- are a New Zealand citizen travelling on:
  - a New Zealand passport, or
  - a foreign passport that has a New Zealand citizen endorsement
- are an Australian citizen travelling on an Australian passport (including an endorsement indicating Australian citizenship (e.g. Australian declaratory visa)).
- hold a valid visa for New Zealand — including a Permanent Resident Visa

Then they are eligible to travel to NZ without a visa or NZeTA.

**All other passport holders must show evidence of a visa or an NZeTA.**

PowerPoint Slide 10

Who does not need an NZeTA?

If the passenger has:

- New Zealand Passport
- OR
- Australian Passport
- OR
- an endorsement in a passport indicating New Zealand or Australian citizenship (Australian declaratory visa).



2 minutes

## How have we communicated with travellers?

A global marketing campaign has been raising awareness of the NZeTA and how it affects New Zealand's borders.

The campaign kicked off in May, allowing five months to ensure travellers, markets and carriers are well-educated about the NZeTA and what they need to do. Our activity will reach all of the 60 visa waiver countries, through a mix of paid and unpaid channels.

The **top 20 countries**, which **account for 93% of visitors** will be targeted with paid marketing activity, with a focus on cost-effective digital marketing. The top 20 countries, and the remaining 7% of travellers, will also be reached via unpaid communications channels including:

- Print
- Billboards
- Online (display)
- Video
- Google Search Results

PowerPoint Slide 11



2 minutes

## Communications Toolkit

This has been designed to ensure that the tourism industry have the information and assets they need can communicate to their customers at the same time that we are running our global marketing campaign for travellers.

- Information sheet for travellers
- Information sheet for industry
- Communications guidelines
- Website and email content
- Print magazine advert

Emails have been sent out to stakeholders including travel and tourism industry stakeholders, travel agents, government stakeholders and travellers.

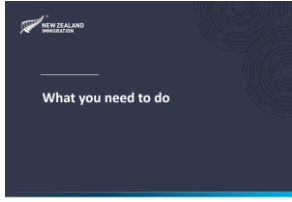
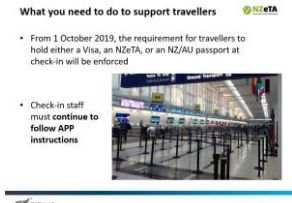
The information in the Communication toolkit is designed to help organisations in the tourism industry communicate to their customers about the NZeTA including an information sheet for travellers in 11 languages.

[www.immigration.govt.nz/nzetatoolkit](http://www.immigration.govt.nz/nzetatoolkit)

PowerPoint Slide 12



### 3. What you need to do.

Time	Content	Resource
2 minutes	<p><b>What you need to do to support travellers</b></p> <p>INZ is preparing to enforce the requirement for travellers to hold either a Visa, an ETA, or an NZ/AU passport at check-in, from 1 October 2019</p> <p>Carriers must continue to follow APP instructions</p> <p>Airlines' responsibilities around NZeTA arises from the airlines' legal obligations with respect to the Advance Passenger Processing system (APP). Whether or not a traveller holds an NZeTA will be automatically assessed when the person presents at check-in for the flight to NZ, via prescribed data submitted from the airline via APP. The obligation is to submit the required APP data and comply with the boarding instructions received. Airlines should do as they do now – follow the APP instructions. Airlines commit an offence if they fail to comply with 'Do Not Board' instructions from APP. This means that the carrier may be infringed or prosecuted if a passenger is boarded when it has received either of these responses.</p> <p>Of course, where boarding is initially denied, we are keen to ensure all appropriate steps are taken to resolve the issue so that boarding can be permitted (via APP) for bona fide travellers to continue on their journey but we'll cover that process later in this session.</p> <p>Remember that INZ is able to exercise its discretion, to allow boarding for passengers in exceptional circumstances. The override procedure is a current process and INZ has recruited a number of additional resources to support any increase post 1 October.</p>	<p>PowerPoint Slide 13 (Title page only)</p>  <p>PowerPoint Slide 14</p> 

3 minutes

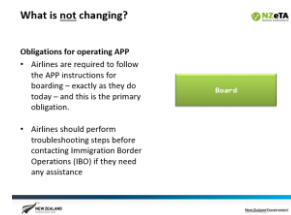
## What is not changing?

### Obligations for operating APP

Airlines are required to follow the APP instructions for boarding – exactly as they do today – and this is the primary obligation.

Airlines should perform troubleshooting steps contained later in this pack before contacting Immigration Border Operations (IBO) if they need any assistance - as they do today. IBO will have additional staff available to help manage requests for manual processing/intervention.

## PowerPoint Slide 15



3 minutes

## What is changing?

### New APP Response Code

Carriers must continue to follow APP instructions - however, there is an additional response code available, that carriers must use, to better triage ETA-specific issues at check-in.

This will clearly indicate the scenario where the passenger is being prevented from boarding, because they do not hold an NZeTA.

Message code: 8525

Brief description: NZ ETA NOT FOUND

Description: Do not Board needs NZ ETA

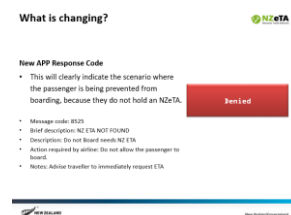
Action required by airline: Do not allow the passenger to board.

Notes: Advise traveller to immediately request ETA

MR sent to NZ: Denied Movement Record

In this case you need to assist the traveller to resolve the scenario (i.e., providing first-level support to request the ETA urgently, and retry the check-in) – prior to contacting INZ. There is an Information sheet available in to guide travellers through the request process. We will go into more details in the scenarios later in the session.

## PowerPoint Slide 16



2 minutes

## What support will be in place?

### What support will be in place?

Airlines should continue to contact Immigration Border Operations (IBO), for assistance to resolve APP issues (including NZeTA-related issues) as they do today – current process. Immigration New Zealand has recruited and trained additional resources in IBO to help with APP-related contact from airlines.

There will also be a pack available with resources for check in staff. This will include hand-out information to assist check in staff to help travellers request an NZeTA if they try check in without one (e.g. a brochure to explain how to request an NZeTA – this will be in English and 10 languages).

The 10 languages have been selected based on the volume of visitors to New Zealand who speak these languages.

- Arabic
- Chinese (traditional)
- Chinese (simplified)
- French
- German
- Italian
- Japanese
- Korean
- Brazilian Portuguese
- Latin American Spanish

The pack may also include resources to allow check in staff to help troubleshoot and triage issues as well as escalations if travellers try to check in without an NZeTA.

## PowerPoint Slide 17



**What support will be in place?** 

- Airlines should continue to contact Immigration Border Operations (IBO), for assistance to resolve APP issues (including NZeTA-related issues). Immigration New Zealand will be providing additional resources in IBO to help with APP-related contact from airlines.
- There will also be a pack available with resources for check in staff. This will include a flyer with information on how to request an NZeTA for check in staff to provide to travellers.



NZeTA

## 4. NZeTA Scenarios

Time	Content	Resource
5 minutes	<p><b>NZeTA Scenarios:</b></p> <p>The following scenarios are designed so that check in staff are able to confidently support travellers in the following:</p> <ul style="list-style-type: none"><li>• identify which travellers do not hold an NZeTA or those who have been refused an NZeTA</li><li>• recognise when to escalate a request to Border operations on behalf of the traveller.</li><li>• how to quickly refer travellers to request an NZeTA.</li></ul> <p>The key in each of these scenarios is to remember that just as you do today, you must always follow your APP boarding instructions and in any case where you need assistance, call IBO.</p> <p><b>Please prepare the 2 x videos to be played in this section.</b></p>	<p>PowerPoint Slide 18</p>  A dark blue PowerPoint slide with the New Zealand Immigration logo in the top left corner. The text 'NZeTA Scenarios' is centered in white. There are small logos in the bottom left and right corners.
5 minutes	<p><b>Scenario 1:</b></p> <p><b>Please play <u>NZeTA SCENARIO ONE video [1:58 minutes]</u> - Separate MP4 file.</b></p> <p><b>Make sure you have sound on.</b></p> <p><b>Transcript below:</b></p> <p><b>Scenario 1: Positive Board response</b></p> <p>Kia Ora. Your traveller checks in, their passport is scanned and the APP response is positive.</p> <p>The response will either be 8501 OK to BRD or the conditional response 8519 BRD with OWT (Outward ticket).</p> <p>Your system may translate these responses further however, the responses and processes you follow are the same as today.</p> <p>A positive board response means the traveller has either got an NZeTA, a visa, or is an Australian or NZ citizen.</p> <p>This is great news as your traveller can board the plane!</p>	<p>PowerPoint Slide 19</p>  A dark blue PowerPoint slide with the NZeTA logo in the top right corner. The text 'SCENARIO 1' is centered above a large white play button icon. There are small logos in the bottom left and right corners.

5 minutes

## Scenario 1 Discussion Points:

You can use this slide to prompt discussion on the scenario:

- **A positive response will be the most common scenario.**
- **What APP response will my airline see?**

App response codes are: Board Response from APP in this instance = 8501 – OK to BRD Or could be 8519 – BRD with OWT (if outward ticket requirement applies) – incidentally this will be most of the visa-waived / NZeTA travellers. The airline system may translate these responses even further. We recommend that airlines document their translated responses in their own versions of this information.

- **What if traveller checks in at a kiosk or online?**

Your check-in channels will be integrated with APP in order for check in to be complete so the traveller will be able to check in and board with no further issues

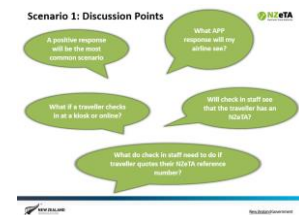
- **Will check in staff see that the traveller has an NZeTA?**

No, the APP response will either be positive = Board or negative = Denied Boarding. APP is checking if the traveller is either a NZ or Australian citizen, or has a visa or has an NZeTA based on the standard check-in information

- **What do check in staff need to do if traveller quotes NZeTA reference number or provides a copy of confirmation email (e.g. on a screen or printed out)?**

There is no need for this information if they receive a positive board response

PowerPoint Slide 20



5 minutes

## Scenario 2:

Please play [NZeTA SCENARIO TWO video \[4:55 minutes\]](#) - Separate MP4 file

Make sure you have sound on.

Transcript below:

### Scenario 2: Negative board response

Kia Ora. In this scenario your traveller checks in, their passport is scanned and the APP board response is negative.

PowerPoint Slide 21



Depending on how APP is configured for your airline the response will be either “8525 DNB – NO ETA” found or “8520 DNB Contact INZ” (Immigration New Zealand).

8525 is a new code which is available to help airlines troubleshoot NZeTA specific issues at check in.

If your systems are not ready to receive the new code, you will receive the 8520.

There are several reasons a visa-waiver traveller may receive a negative boarding response so you’ll need to follow a few simple troubleshooting steps.

Once you have determined that they are a visa-waiver traveller you will need to ask if they have an NZeTA?

If NO, then advise the traveller to request an NZeTA immediately. There is a flyer available to give to travellers which explains how they can request one (airlines can access this from the NZeTA Communications Toolkit page – [www.immigration.govt.nz/nzetatoolkit](http://www.immigration.govt.nz/nzetatoolkit)).

Requesting an NZeTA is a simple process. The traveller only needs their passport, a Visa or MasterCard credit or debit card, an email address, a connected device on which to apply, and to answer a few questions.

Once the traveller has requested their NZeTA and received notification via email or the app that the NZeTA has been issued you can repeat the check in process. Even if they haven’t yet received the notification it’s working checking in anyway as most travellers likely receive an OK to Board response at this point which means they can board the plane and be on their way.

If however, the traveller is still receiving a Do Not Board response, the Immigration Border Operations team (IBO) will need to be contacted to provide assistance.

If your traveller said YES to having an NZeTA, you will need to troubleshoot further to establish why the traveller received a negative boarding response.

Reasons could include:

Their NZeTA is on another passport e.g. if they have dual nationality, or have renewed their passport since requesting the NZeTA

There is a data entry error e.g. name inputted incorrectly

There may be a mismatch between the NZeTA requested and the travel conditions e.g. the traveller may have indicated they are transiting through NZ and they are not or the traveller may have indicated they are an Australian Permanent Resident and they are not.

The traveller may have been refused an NZeTA

Or the traveller may be trying to enter NZ with fraudulent documents

In these cases you will need to contact Immigration Border Operations (IBO). The more information you can provide to IBO (such as an NZeTA request number if the traveller has one), the faster they will be able to assist the traveller.

Travellers may have their NZeTA request number in an email or they may have printed it out. Just as today, IBO will provide assistance and you'll need to follow their instructions.

So let's recap. In some scenarios you may need to call for assistance however, the majority of passengers who arrive at check in and receive a Do Not Board response just need to simply request an NZeTA using the mobile App.

By working together, this ensures passengers can board as smoothly as possible and soon be on their way to NZ.

5 minutes

## Scenario 2 Discussion Points:

- **What if a traveller checks in at a kiosk or online?**

Your check-in channels will be integrated with APP. The traveller will be referred to a check in agent

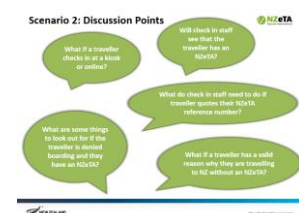
- **Will check in staff see that the traveller has an NZeTA?**

APP response will be negative however, there is an additional code (8525 – NO ETA) to assist check in staff with troubleshooting – if your organisation has made the necessary changes to receive it. APP is checking if the traveller is either a NZ or Australian citizen, or has a visa or has an NZeTA

- **What do check in staff need to do if traveller quotes NZeTA reference number or provides a copy of confirmation email (e.g. on a screen or printed out)?**

If you need to call IBO, providing the NZeTA request number will be very helpful

## PowerPoint Slide 22





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- **What are some things to look out for if the traveller is denied boarding and they have an NZeTA?**

-Does the person's passport details match the NZeTA? Has it been renewed?

-Dual nationalities: ask if they have more than one passport?

-Fraud: is the NZeTA genuine? Is the passport genuine?

-Has the NZeTA been refused? Travellers can check this themselves by checking their email or by visiting the 'Check Your NZeTA status' page at [www.immigration.govt.nz/nzeta](http://www.immigration.govt.nz/nzeta)





-Is the NZeTA a transit only NZeTA? If travellers are intending on visiting NZ they need to request a standard NZeTA (non-transit).

- **What if a traveller has a valid reason why they are travelling to NZ without an NZeTA (e.g. could be considered a humanitarian/emergency case, unaccompanied minor with no access to a credit card etc.)?**

IBO will assess these situations on a case-by-case basis. As today, you need to follow their instructions.

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## 5. Questions and Wrap up

Time	Content	Resource
1 minute	<p><b>Recap – key points</b></p> <ul style="list-style-type: none"> <li>• The NZeTA is an authority to travel and does not guarantee entry</li> <li>• You must follow your APP boarding instructions as you do today</li> <li>• There is a new APP response code <b>8525 – NZeTA not found</b></li> <li>• If a passenger does not have an NZeTA, then they should be directed to apply for one. In most cases the NZeTA will be issued</li> <li>• If you need assistance please call IBO as you do today</li> <li>• If there is a an APP outage please follow your normal outage procedures</li> <li>• For more information please visit New Zealand’s Immigration website: <a href="http://www.immigration.govt.nz/nzeta">www.immigration.govt.nz/nzeta</a></li> </ul>	<p>PowerPoint Slide 23 (Title page only)</p>  <p>PowerPoint Slide 24</p> <p>Recap key points </p> <ul style="list-style-type: none"> <li>• The NZeTA is an authority to travel and does not guarantee entry to NZ.</li> <li>• You must follow your APP boarding instructions, as you do today</li> <li>• There is a new APP response code <b>8525 – NZeTA not found</b></li> <li>• If a passenger does not have an NZeTA, then they should be directed to apply for one and to re-check in.</li> <li>• If you need assistance please call IBO as you do today</li> <li>• If there is an APP outage please follow your normal outage procedures</li> </ul>
1 minute1	<p><b>Key Contacts</b></p> <p>NEW ZEALAND’S IMMIGRATION WEBSITE: <a href="http://www.immigration.govt.nz/nzeta">www.immigration.govt.nz/nzeta</a></p> <p>IMMIGRATION BORDER OPERATIONS (IBO) – <b>for airline use only:</b></p> <ul style="list-style-type: none"> <li>• Phone: +64 9 2771250 (24x7 APP hotline)</li> <li>• Email: <a href="mailto:apsso@mbie.govt.nz">apsso@mbie.govt.nz</a></li> <li>• SITA: AKLAPXH</li> </ul>	<p>PowerPoint Slide 25</p> <p>Key Contacts </p> <p>NEW ZEALAND’S IMMIGRATION WEBSITE: <a href="http://www.immigration.govt.nz/nzeta">www.immigration.govt.nz/nzeta</a></p> <p>IMMIGRATION BORDER OPERATIONS (IBO) – for airline use only:</p> <ul style="list-style-type: none"> <li>• Phone: +64 9 2771250 (24x7 APP hotline)</li> <li>• Email: <a href="mailto:apsso@mbie.govt.nz">apsso@mbie.govt.nz</a></li> <li>• SITA: AKLAPXH</li> </ul>
2 minutes	<p><b>Questions</b></p> <p>Ask audience if they have any questions about anything in the session and discuss.</p> <p>Ask audience to reflect on the session and show how confident they are on a scale of 1-10 about how they will support NZeTA traveller scenarios?</p> <p><b>Presenters/speakers:</b> please feedback to the ETA Project if there are any issues or concerns raised during your briefing session <a href="mailto:nzeta.information@mbie.govt.nz">nzeta.information@mbie.govt.nz</a> (email not for external use).</p>	<p>PowerPoint Slide 26</p> 

1 minute

## Wrap up

Thank the audience for their time.

PowerPoint Slide 27



## Appendices:

These slides can be used for further information if required:

### Slide 29: Principles for handling 'Do Not Board' responses

**Principles for handling 'Do Not Board' responses**

The general principles and expectations for handling of the 'No NZeTA' scenario are outlined below. Carriers will need to use these principles, as a basis for developing workflow and standard operating procedures to handle this scenario.

**Traveller (NZ not used to travel)**

Travellers who are required to hold an NZeTA are advised to request an NZeTA a minimum of 72h hours prior to travel. Airlines may assist a traveller to attempt to obtain an NZeTA at check in however, a response is not guaranteed within 72 hours.

**1. Check in**  
Determine traveller doesn't have NZeTA

- Traveller may self-identify that they don't have an NZeTA
- Airline staff may ask the traveller prior to check in
- On check in (desk, kiosk, online), APP receives a Do Not Board - No ETA or Do Not Board response
- Check in agent may identify an invalid combination e.g. transit NZeTA for destination travel, renewed passport, or fraudulent documents

**2. Request NZeTA**  
Advise traveller to request NZeTA

- Provide traveller with 'How to Request an NZeTA' flyer
- Direct traveller to request an NZeTA via mobile app
- Travellers need: passport, Visa/MasterCard credit or debit card, email address, and a connected device on which to apply
- Airlines may provide one-on-one assistance or provide devices to assist the traveller

**3. Repeat Check in**  
On board traveller how to NZeTA

Once traveller has requested their NZeTA, the check in agent should repeat the check in process. Many travellers will receive an OK to Board at this point.

**4. Contact NZ**  
If traveller is still receiving a Do Not Board, Immigration Border Operations (IBO) can be contacted to provide assistance. Provide NZeTA request number if possible. IBO may be able to assist with NZeTA mismatch situations, resolve date-entry issues, or may advise traveller is unable to travel at this time. Government override may be an option exceptional circumstances

### Slide 30: Who needs an NZeTA matrix

**Who needs an NZeTA matrix**

A traveller boarding an aircraft or cruise ship that is travelling to New Zealand must hold either:  
A New Zealand passport OR an Australian passport OR an NZeTA or an existing VISA

	Travelling to NZ by air	Transiting NZ (Auckland International Airport only) by air (where the destination or origin of travel is Australia)	Transiting NZ (Auckland International Airport only) by air (where the destination or origin of travel is NOT Australia)	Travelling to NZ by cruise ship
NZ or Aus Passport	n/a	n/a	n/a	n/a
Visa-Waiver	NZeTA*	NZeTA*	NZeTA*	NZeTA*
Visa-Waiver Transit	N/A	NZeTA*	NZeTA*	NZeTA*
Visa required	VISA	NZeTA*	VISA	NZeTA**

\*If a traveller already holds a NZ Visa with valid travel conditions, they do not require an NZeTA  
\*\*A Visa required passenger who is flying to NZ to join a cruise MUST apply for a visa in advance of travel

## Slide 31: List of visa waiver countries and territories

### List of visa waiver countries and territories (60)



1. Andorra	19. Greece	34. Macau	49. Singapore
2. Argentina	20. Hong Kong (residents with HKID or British National (Overseas) passports only)	(Macau Special Administrative Region passports only)	50. Slovak Republic
3. Austria	21. Hungary	35. Malta	51. Slovenia
4. Bahrain	22. Iceland	36. Mauritius	52. Spain
5. Belgium	23. Ireland	37. Mexico	53. Sweden
6. Brazil	24. Israel	38. Monaco	54. Switzerland
7. Brunei	25. Italy	39. Netherlands	55. Taiwan (permanent residents only)
8. Bulgaria	26. Japan	40. Norway	56. United Arab Emirates
9. Canada	27. Korea (south)	41. Oman	57. United Kingdom (must have the right to reside permanently in the United Kingdom)
10. Chile	28. Kuwait	42. Poland	58. United States of America (includes USA nationals)
11. Croatia	29. Latvia (citizens only)	43. Portugal (with the right to live permanently in Portugal)	59. Uruguay
12. Cyprus	30. Liechtenstein	44. Qatar	60. Vatican City
13. Czech Republic	31. Lithuania (citizens only)	45. Romania	
14. Denmark	32. Luxembourg	46. San Marino	
15. Estonia (citizens only)	33. Malaysia	47. Saudi Arabia	
16. Finland		48. Seychelles	



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## Slide 32: List of visa waiver countries

### List of transit visa waiver countries (24)



1. Bahamas	13. Papua New Guinea
2. Bermuda	14. Paraguay
3. Bolivia	15. Peru
4. Colombia	16. Philippines
5. Costa Rica	17. Republic of Marshall Islands
6. Ecuador	18. Samoa
7. Federated States of Micronesia	19. Solomon Islands
8. Indonesia	20. Thailand
9. Kiribati	21. Tonga
10. Nauru	22. Tuvalu
11. Palau	23. Vanuatu
12. Panama	24. Venezuela



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## Slide 33: Exemptions

### Exemptions



The following groups will be eligible to request an exemption or a fee-free NZeTA and will also be exempt from paying the IVL.

- Antarctic Treaty personnel
- Military personnel
- Guests of Government
- APEC Business Travel Card (ABTC) holders
- Officials meeting with or being hosted by a New Zealand Ministry or department
- Diplomats transiting through Auckland International Airport.

Travellers who already hold a valid New Zealand visa will not be required to hold an NZeTA or to request an exemption.

Immigration New Zealand is working with a range of partners including the Ministry of Foreign Affairs, Antarctic New Zealand, New Zealand Defence Force and the Diplomatic Corps. to facilitate NZeTA exemptions.



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