

Customs at a glance

Key information for BROKERS

Get ready for Customs planned changes in October 2020.



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

**Protecting and promoting
New Zealand across borders**

Last update: We're changing the way we'll work with you

August 2020

We are here to help you. This is how you can get ready for the changes.

What is changing from October?

What does this mean for you?

What can you do to prepare?

What will happen in October?

We will be extending our payment terms.

Our payment terms will move from fortnightly to the 20th of the month following the invoice date.

You will have up to 7 weeks to make payments.

This will allow you more time to make any adjustments or cancellations to lodgements, if needed.

Our longer payment term may mean you need to review your current credit limit.

This takes around 20 days to complete. We recommend that you email us as soon as possible if you need a review.

To start the review process, please email revenue@customs.govt.nz, with your client code, your preferred credit limit and a copy of latest financial statements.

Your approved credit limit will be automatically transferred into our new system in October.

The credit limit will have a 20% variance.

All statements will be sent by email.

If you are currently getting our statements by post, we will start emailing them to you.

To update your email address details, please email revenue@customs.govt.nz, with your client code and your email address.

All statements will be sent by email.

We are introducing intraday payments with automatic same day goods clearance.

It is very important for you to follow the banking instructions to ensure the payment is registered against your broker account as quickly as possible.

Email us if you have any questions or concerns via revenue@customs.govt.nz

Your payment can be registered within 2 hours of an internet banking/direct credit payment from a NZ bank to Customs' bank during working hours. This depends on your bank's processing time.

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What is changing from October?

Our counters will no longer take payments, and our Customs officers will be available through a booking service.

(This excludes international airport counters)

What does this mean for you?

Customs have many suitable payment options available.

You can pay by credit card online, through internet banking or by cash at any Westpac branch.

[Link here](#) for how to pay Customs on our website page

What can you do to prepare?

[Link here to our website for more information about our clearance process, including online forms.](#)

Alternatively, you can send us a scanned copy of other documents to service.delivery@customs.govt.nz

What will happen in October?

If you need to talk to a Customs officer, call our contact centre on 0800 428 786 or email us on service.delivery@customs.govt.nz

International travellers will still be able to make cash and credit card payments at our airport counters.

We are phasing out cheques as a payment method.

Customs have many suitable payment options available.

You can pay by credit card online, through internet banking or by cash at any Westpac branch.

Email revenue@customs.govt.nz for more information.

Importers will be automatically emailed a tax invoice when a cash entry is cleared.

If we have an email address, importer will receive tax invoices when a cash entry is cleared.

Email us if you have any questions or concerns via revenue@customs.govt.nz

Importers will be automatically emailed a tax invoice when a cash entry is cleared.

Our broker checklist for October and November

- Your approved Customs credit limit on your deferred account is sufficient to support your business activity over the extended 50 days. If not, please email revenue@customs.govt.nz with your client code so we can review your limit.
- You are prepared for the TSW system outage from 1800 on Saturday 24 October to 0600 on Sunday 25 October (NZT).
- You understand how we will be managing your October transactions as we move from our existing system to the new finance system, including the delivery of the CSV and PDF files.
- You have ensured that our statements from our new email address via customs.govt.nz.no-reply@oraclecloud.com will not go into your junk folder.
- You have updated the banking instructions for your top up payments into your deferred account, including particulars and references.
- We have your preferred email address for all financial documentation.
- If you have any issues, call our broker hotline on mobile number **021 32 54 96** to talk to our team who are on call to support. You can also email the revenue team via revenue@customs.govt.nz

Scheduled shut down of Trade Single Window (TSW)

The TSW system outage will be from
1800 on Saturday 24 October
until
0600 on Sunday 25 October
(NZT)

GST credit rule/use of "NGR" code (include drawback)

New NGR code

- We are introducing a new "NGR" code (Not GST Registered) into Trade Single Window from Ahumoni go-live. This is for goods intended for private use.
- This code can be used by brokers for import entry and export drawback entry.
- In the case of import entry, when the entry is adjusted later with GST revenue going down, and upon acceptance by Customs officer, the GST credit (if any) will be processed. Otherwise, the GST credit will be withheld if the import entry is paid or partially paid.
- In the case of the export drawback entry, any claimed GST credit may be refunded back to exporter upon verification by the Customs Officer.

GST credit rules

- If applicable, any duty/GST credit will only be processed back to broker's deferred account when the entry has been previously cleared on the broker deferred account, and if any subsequent adjustment is accepted by the Customs Officer before the due date of the original entry.
- If the adjustment is accepted by the Customs Officer after the due date, the duty/GST credit (if any) will be recorded under the importer's account.
- Brokers should still lodge an entry adjustment as soon as possible. If the broker is concerned that the entry may be paid by direct debit while the entry adjustment is being considered by Customs, the broker may email revenue@customs.govt.nz to request the charge on this particular entry to be dropped from the direct debit run.
- Email the revenue team with the subject line "Urgent – Direct debit drop" to ensure we can prioritise your request. If this can't be actioned before direct debit day, we will come to you to let you know.

Payment of cash entry and delivery order process

Broker to pay on behalf of customer

- When you pay cash entry on behalf of your customer, you need to use the invoice number from the TSW cash statement. You can find the invoice number by clicking on the 'Cash statement' button in TSW.
- Any direct credit payments made towards cash entry during normal business hours will be applied to the invoice within 2 hours after the payment has been made. A delivery message will be sent by Trade Single Window.

Direct credit payments can be made as follows:

- Customs bank account 03-0049-0000706-26
 - Quote the invoice number in the 'Particulars' field
 - The 'Reference' and 'code' fields should be left blank.
- You can also pay via our online credit card portal which is available 24/7 and 365 days per year, excluding any system outages. A delivery message will be sent out by TSW to release goods within 15 minutes after the payment is made. You can access the portal via <https://www.customs.govt.nz/personal/paying-customs>

The fastest way to clear goods and to be able to deliver a better service to your customers is to put lodgements on your broker deferred account.

Payment of cash entry and delivery order process

Customer to pay directly

- From 25 October 2020 , we will ask for a billing email address as part of Trade Single Window (TSW) registration process.
- Once that email address is recorded in TSW, we can automatically send a copy of the tax invoice to the importer for payment as soon as a cash entry is cleared.
- We can provide a copy of tax invoice directly to the importer for payment. We can also update a billing email address for them.

Please note: If we do not have a billing email address on our record, you or the importer can send your billing email address to revenue@customs.govt.nz

Statements for October 2020 transactions

You will receive Statement 1 and 2 from our existing email address PeopleSoft.Notifications@customs.govt.nz

➤ **Statement 1:**

- ✓ To be dated 7 October 2020 with the CSV and PDF files attached
- ✓ To cover transaction period from 24/09/2020 to 7/10/2020
- ✓ Your bank account will be direct debited on 14/10/2020

➤ **Interim Statement 2:**

- ✓ To be dated 24 October 2020 with the CSV and PDF file attached
- ✓ To cover the transaction period from 8/10/2020 to 24/10/2020
- ✓ This is an interim statement and the closing balance will be carried forward on to Statement 3

You will receive Statement 3 from our new email address customs.govt.nz.no-reply@oraclecloud.com

➤ **Statement 3:**

- ✓ To be dated 31 October 2020 with the PDF file attached
- ✓ To cover the transaction period from 25/10/2020 to 31/10/2020
- ✓ The amount your bank account will be direct debited on 20/11/2020 will be the closing balance on this statement.

Update

Following your feedback, we are working on a permanent solution so that you will receive CSV files with your statements.

Our recommendation is that you, and your team, are also prepared so that you can use a PDF file, if required.

We will keep you updated on our progress.

New banking instructions for brokers to top up their deferred accounts

For payment of broker deferred account, please refer to following banking instructions.

Account Name: New Zealand Customs Service
Crown Receipts Account

Account Number: 03-0049-0000706-26

Bank Name: Westpac Banking Corporation (New Zealand Division)
New Zealand Government Branch
318 Lambton Quay, Wellington, New Zealand

SWIFT CODE: WPACNZ2W

Important: Please follow these additional steps to ensure a prompt payment update on your account.

Please complete the below references on your payment so it is correctly registered on your account:

1. Particulars: leave this field blank
2. Code: enter "CBROK"
3. Reference: enter your customs client code, e.g. "00123456A"

You can also email the payment advice to revenue@customs.govt.nz

New banking instructions for payment of deposit for temporary import/Sight entry

Account Name: MDS Deposits Account Suspense

Account Number: 03-0251-0038337-21
Bank Name: Westpac Banking Corporation (New Zealand Division)
New Zealand Government Branch
318 Lambton Quay, Wellington, New Zealand
SWIFT CODE: WPACNZ2W

Important: Please ensure you enter the following details when you make direct credit payment to us:

1. Particulars: enter Customs entry number
 2. Code: leave it blank
 3. Reference: leave it blank
- Please also email the payment advice to revenue@customs.govt.nz. Failure to follow above instructions will result in delivery order not being issued in a timely manner.
 - Do not include payment for Import Transaction Fee and Biosecurity Entry Levy into the payment for deposit. You will be advised to make a separate payment for the fee/levy after temporary import entry is cleared on cash.
 - To avoid making a separate payment, we strongly encourage Customs broker to either declare entry on broker deferred or client deferred account.

Your financial documentation

Please ensure we have your preferred email address for all documentation.

We can use the email address you gave us when you registered with us or you can send us new email instructions to revenue@customs.govt.nz including:

- your Customs client code
- your preferred email address to receive electronic invoices

What's next?

We are committed to giving our clients access to real time financial information to help them with the day to day running of their business.

Over the coming months, we will keep you updated on how this is progressing.

We are here to support you

- Phone our broker hotline on mobile number **021 32 54 96**. Our team are on call 7 days a week to support you as we roll out the new system.
- Email our Revenue Management team via revenue@customs.govt.nz with your client code and we will get back to you as soon as we can.
- Sign up here to get our latest news and important notices: <https://www.customs.govt.nz/about-us/customs-release>

Q&A