TSW FACT SHEET:
REGISTERING TO USE TSW

This fact sheet explains how to register to use Trade Single Window (TSW). Registered TSW users can submit and view lodgements (either in TSW Online or via a B2B channel), and/or request and manage registrations for client codes and supplier codes. All declarants submitting lodgements via B2B channels must also register online as a TSW User.

WHAT IS TRADE SINGLE WINDOW?

TSW is managed by Customs and MPI. It enables registered users to:

- submit lodgements to border agencies, and check for the agencies' responses
- view lodgements submitted on your behalf (using your client code) and their status
- apply for and manage client and supplier codes for yourself, your organisation or on behalf of others
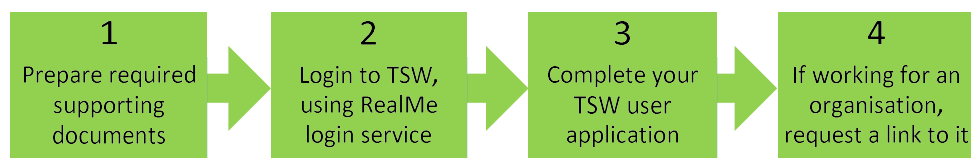
Lodgements available in TSW:

- Import Declaration (types Standard, Simplified, Sight, Periodic and Temporary)
- MPI Import Declaration
- Export Declaration (types Drawback and Standard)
- Cargo Report Export
- Outward Cargo Report
- Inward Cargo Report (excluding Domestic Transhipment Report)
- Excise Entry

Refer to TSW Fact Sheets and location of goods codes on the Customs website for information on specific lodgements and self service registration.

HOW TO REGISTER

There are 4 steps to register to use TSW Online:

1 Prepare required supporting documents	→	2 Login to TSW, using RealMe login service	→	3 Complete your TSW user application	→	4 If working for an organisation, request a link to it

Details of each of these steps are provided on the following pages.

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1 – PREPARE AND COMPLETE THE REQUIRED SUPPORTING DOCUMENTS

The table below lists what supporting information you need to provide as attachments in your application. You will need to save a scanned copy(s) on your computer.

APPLICANT PURPOSE	SUPPORTING DOCUMENTS
Existing Declarant	• identity document – see Note a)
New Declarant registering to use TSW Also see notes b) & c)	• identity document – see Note a) • NZQA standard(s) or training certificate(s)
To register as a Premises Operator	• training certificate • identity document – see Note a)
All other applicant purposes, such as: • user submitting client code registrations (other than Declarant) • administrator of organisation • viewing lodgements • submitting lodgements that don't require declarant PIN: see note c)	• identity document – see Note a)

Notes:

a) **Identity document**: This must be either the photo page of a passport, a New Zealand driver's licence, or another acceptable form of official photo identification such as:
   - Firearms licence
   - HANZ 18+card
   - NZTA ID Card
   - Student University Card
   - Work identification cards (these must meet certain criteria – contact us to find out more)
   - Government agency identification cards
   - Military identification cards

b) See TSW Fact Sheet – Applying for a Declarant Code to Submit Lodgements for information on how to become a declarant.

c) Lodgements that do not require a declarant PIN are: Cargo Report Export (empty containers only), Outward Cargo Report and Import Declaration (Primary Industries Import Declaration only).

2 – LOGIN TO TSW USING THE REALME LOGIN SERVICE

Using an internet browser of **Internet Explorer, Mozilla Firefox** or **Google Chrome** go to www.tsw.govt.nz (currently the only internet browsers supported for TSW are Explorer, Firefox and Chrome). If you use any other internet browser you may experience issues.

If you experience any technical issues, please email TSWusersupport@customs.govt.nz

You need a RealMe username and password to login to TSW. You can register from the link on the homepage if you don't already have one.

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3 – COMPLETE THE TSW USER APPLICATION

Once logged in using RealMe, you will see the TSW Applicant Details screen:

Complete the fields on each page. Your TSW User application is about you as a person, so do not use your employer address details unless specifically applied for. Have all your attachment documents ready before you start and you will need to complete the application promptly in one go. Most fields are self-explanatory, the below table provides guidance on completing certain fields.

Applicant Details

This section helps us determine your user privileges i.e. what you can do in TSW. It is important you correctly indicate for whom and for what purpose you intend to use TSW, otherwise it may delay your application or result in you not being able to use TSW for the purposes you intend.

Select a category on the left, and tick each purpose that applies. Tips:

EXISTING Declarant: You already have a declarant client code and want to use TSW to perform functions on behalf of a brokerage or for an organisation you own or work for.

Select **For Me**

For Me	For an Organisation	On Behalf of Clients

What do you want to do for yourself?

Tick:

☐ Get client codes, so I can import, export or be a premises operator
☑ Update my own details and existing client codes, and/or look at the status of my **import** or **export declar**
☐ Register a Customs Controlled Area or a Transitional / Containment Facility
☑ Submit **import** and **export** declarations or reports

Tick:

*
Select lodgement type(s)

☐ Inward Cargo Report	☐ Import Declaration (declarants only)
☐ Outward Cargo Report	☐ Export Declaration (declarants only)
☐ Cargo Report Export for empty containers	☐ Excise Declaration (declarants only)
☐ Inward Cargo Report / Cargo Report with write-off (declarant only)	

*   Select each lodgement type you need to submit.

Ensure you enter your existing declarant code in the field "Do you already have a client code?".

NEW Declarant: You are a new declarant and want to use TSW to perform functions on behalf of a brokerage or for an organisation you own or work for.

Select **For Me**

For Me	For an Organisation	On Behalf of Clients

What do you want to do for yourself?

Tick:

☑ Get client codes, so I can import, export or be a premises operator
☐ Update my own details and existing client codes, and/or look at the status of my **import** or **export declar**
☐ Register a Customs Controlled Area or a Transitional / Containment Facility
☑ Submit **import** and **export** declarations or reports

Tick:

*
Select lodgement type(s)

☐ Inward Cargo Report	☐ Import Declaration (declarants only)
☐ Outward Cargo Report	☐ Export Declaration (declarants only)
☐ Cargo Report Export for empty containers	☐ Excise Declaration (declarants only)
☐ Inward Cargo Report / Cargo Report with write-off (declarant only)	

*   Select each lodgement type you need to submit.

Then

IF you are an in-house declarant working for an organisation you own or work for:

(see next page)

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Select **For an Organisation** Tick:		

User submitting client code registrations: Select **On Behalf of Clients** Tick:	You want to use TSW just to submit client code registrations and you are **not** a declarant. If you also want to be an Administrator of Organisation then also select **For An Organisation**, as below.
Company Administrator of Organisation: Select **For an Organisation** Tick:	You want to manage what persons working on behalf of the organisation can do in TSW, i.e. permissions and linking; and manage the organisation's registration information and client types. Or you are a premises owner who wants to register a premises – see also TSW Premises Registrations online guide
Individual wanting a client code Select **For Me** Tick:	You just want to get a client code. **Note**:- you cannot submit your own lodgements unless you are a qualified declarant.

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Do you already have a client code?	This field is only visible if you have ticked under For Me "Update my own details and existing client codes...". **If you do have a client code you need to tick this and enter your client code.** If you know you have a code but do not remember it, call 0800 Border.
Select Lodgement Types	This section is only visible if you ticked to "submit import and export declarations or reports". Select the lodgement type(s) that you intend to submit in TSW. **! Note:** if lodgement has '(declarant only)' next to it, this means you must have a declarant code to be able to submit these lodgements.
Criminal Convictions	Refer to [clause 80A of the Customs and Excise Regulations 1996](#) for details.
Client Types	This page only appears if you ticked "Get client codes"
	Select the client type(s) you want to register for yourself then click **Continue**
Set Brokerage Access	If you want to restrict who can submit lodgements on your behalf to a certain brokerage(s), enter the brokerage code(s) here, otherwise leave blank. **! NOTE** – this is mostly for organisations.
Attachments	Attach the required documents prepared in Step 1.
Additional Details	This page only appears if you haven't requested a client code.
Lodgement Notifications	This page appears if you have got/requested a client code.
	See the information tile on the right of the page for guidance.
Summary	
	Review your application. To make any edits use the navigator on the left to go to the page you wish to make changes. After submitting your application it will be processed by NZCS and you will receive an email when this is completed.

4 – LINKING YOUR USER PROFILE TO AN ORGANISATION

! Note: You must be linked to an organisation if you want to do anything (view/submit lodgements, registrations) in TSW for an organisation. Once you receive an email notifying you that your user application has been approved follow these steps:

1	Login and scroll down to **My Organisation Links** and click **Add Organisation Link**
2	 Enter the TSW registration number of the organisation you want to link to; if you don't know it contact the organisation or call 0800 Border.
3	Click **Get Details**. This will display the name of the organisation – check it is correct.
4	Click **Continue**, the Request Organisation Link permissions page will open
5	The lodgement permissions will reflect what you selected when you applied to be a user. Check these are

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correct and edit as needed.

Administrator of an organisation

An organisation can have one or more administrator(s). An organisation administrator is able to:

- manage what persons working on behalf of the organisation can do in TSW (permissions of linked users)
- edit the organisation and any client types and premises the organisation has
- apply for new client types for the organisation
- apply for new TSW privileges for the organisation which determines what all users linked to that organisation can potentially do on the organisation's behalf

If you intend to fulfil one or more of these tasks, select **Yes**, otherwise select **No**.

If there is no existing organisation administrator, you will need to attach a company link approval document/letter authorising you to be the organisation administrator

- The letter should be on organisation letterhead and signed by a named person within company such as a manager, user's supervisor or company officer.
- The letter should also include the organisation client code or TSW registration number.

! Note: The Company link approval document is not required if you are also a director or manager of the organisation.

5   Click **Submit**

Your link request will go to the organisation administrator if there is one; otherwise it will go to an agency officer to approve/decline.