

New Zealand Traveller Declaration – overview

As at 16 August 2022



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

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**New Zealand
Traveller
Declaration** | Whakapuakanga
Tangata Haere ki
Aotearoa

Providing safe, secure and efficient digital border clearance and enforcement services for passengers, crew and staff while protecting and promoting New Zealand.

Where we are now ...

The New Zealand Traveller Declaration (NZTD) system has been a critical component of the reopening of New Zealand's borders under the Reconnecting New Zealanders framework

- The NZTD ensures current COVID-19 health risks can be managed effectively.
- Non-New Zealand citizens and residents are still required to meet COVID-19 vaccination requirements before travelling to New Zealand by air. The NZTD enables us to verify a traveller's vaccination status in advance of travel, reducing risk particularly as traveller volumes increase.

Where we are heading ...

The NZTD system has an enduring function as a border risk management platform beyond COVID-19 health requirements

- **By June 2023**, the NZTD system will provide a single point for travellers to complete their digital traveller declaration, removing the need for a physical arrival card. It will link biosecurity, prohibited goods, security and other existing border assessments including any health risk assessment, and will extend to the maritime border.
- The NZTD system will allow more targeted risk assessment and management of travellers prior to arrival in New Zealand and facilitate better information sharing and planning between border agencies. The NZTD system will also make compliance with entry requirements easier for travellers to New Zealand, giving them certainty prior to travel and simplifying the arrival process.

Tranche 1 delivered features

Border channel and traveller types

- Air travellers (as per Reconnecting New Zealand reopening plan)*

Traveller process

- Travellers can begin their NZTD well before departure
- A Traveller Pass document is issued and is required to be presented to airline staff and border officials for manual checking
- Air travellers are only able to check-in once a Traveller Pass is presented
- Baseline accessibility and usability implemented for NZTD services
- 24/7 Contact Centre support is in place
- Family, friends and others can complete a digital declaration on behalf of a traveller.
- Declaration information and questions are provided in English. Language support is provided via a limited number of translated support guide documents.
- Travellers vaccine status will be automatically provided to MoH so that a My Vaccine Pass can be issued if required
- Travellers complete a physical arrival card in addition to the NZTD digital health declaration
- Airport Liaison Officers (ALOs) are available in key overseas departure airport

Features

- The NZTD is available via a website. A mobile App will be available in Tranches 2 and 3
- The new system enables the automated authentication of digital vaccination certificates, used in more than 60 countries. Vaccine certificates from other countries and pre-departure test results are verified manually
- Airline check in processing of the NZTD Traveller Passes is manual
- Eligible travellers who have a full NZTD Traveller Pass can use e-gates without having to produce further documentation on arrival

Planned Tranche 2 features

Border channel and traveller types

- Air travellers
- Maritime travellers, including cruise ships and small craft

Traveller process

- A traveller can make a declaration using the website or using a mobile App. Mobile App provides easy QR code and passport scanning, and allows the reuse of declaration data across multiple journeys
- Customs processing, and eGates will automatically check for a declaration
- Ongoing improvements to the accessibility and usability of the NZTD services, including additional language support in the Declaration, and support guide documents translated into 12 additional languages
- Parents and others can complete a group digital declaration and identify children or dependents. Groups such as families can then be better facilitated, and consistent group journeys ensured
- Border staff can access declarations through devices and passport readers when a traveller is referred to them
- Travellers will still have to complete a physical arrival card in addition to the NZTD digital declaration
- Airport Liaison Officers (ALOs) are available in key overseas departure airports

Features

- Declaration tool is web and mobile App based
- More country vaccination certificates automatically verified
- Industry check-in and boarding system integration to enable health and immigration boarding directives for all travellers at departure
- Immigration eligibility checks to determine whether a traveller has entitlement to enter NZ as part of the declaration process
- Further integration with airport systems (e-gate, primary lines)
- Investigate integration with other external systems, e.g. airline booking systems, cruise passenger bulk info provision, visa assistance centres, etc.

Planned Tranche 3 features

Border channel and traveller types

- All travellers, as tranche 2
- All air and maritime ports, including cruise and small craft, as tranche 2

Traveller process

- Travellers receive information and guidance about Customs, INZ, MPI and Health requirements prior to departure to aid completion
- Travellers can begin and update all their travel declarations well before departure in a single web and App based tool
- No physical arrival card required on arrival
- Travellers have improved accessibility support covering the full range of declarations
- Border staff assist travellers to complete their digital declarations where travellers are not able to. Border staff access all declarations through devices and passport readers as they process travellers

Features

- Digital declarations allow agencies to collect much higher quality data to inform better decision making than can be provided by the paper card.
- Declaration tool integrates the existing arrival declarations and any health requirements in a single user friendly interface
- Smart declaration questions (where secondary questions are generated according to the answers to primary questions) to target known areas of traveller confusion and reduce referrals to border staff
- Risk assessment engines for MPI, INZ and Customs applied to arrival declaration data
- Traveller arrival data is supplied digitally to legally entitled non border agencies in line with their lawful purpose e.g. Stats (bulk upload), Police (archive request)

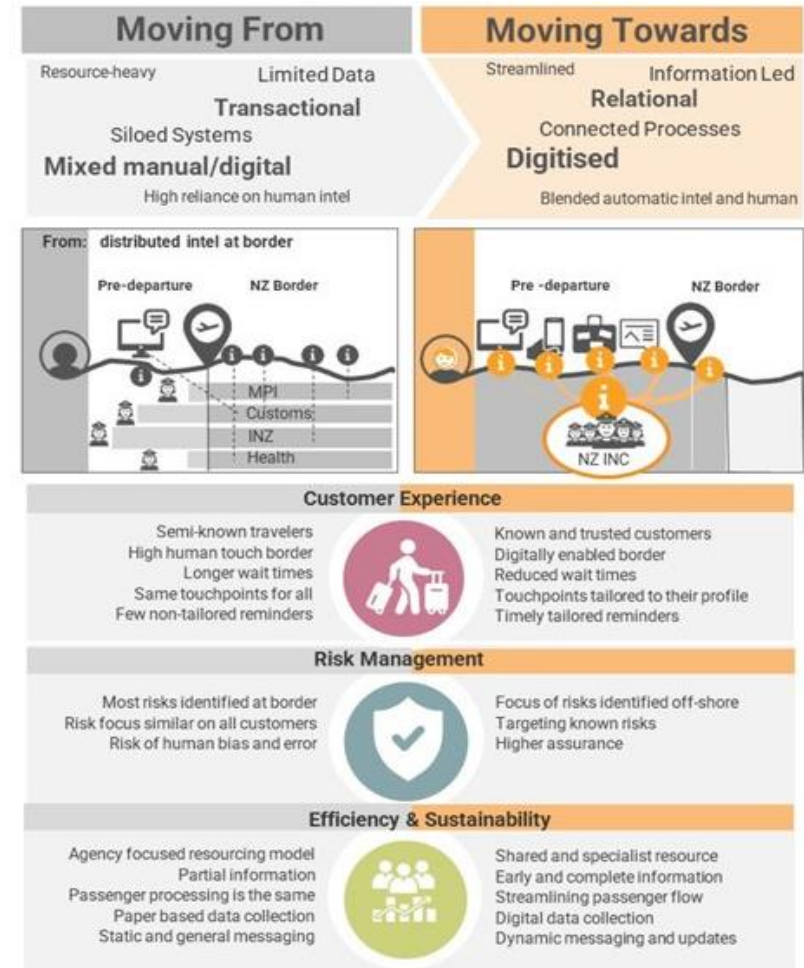
Border agency arrangements

- Tranche 3 operating model allows border agencies to process pre-covid traveller volumes
- High rate of correct declaration completion reduces referrals to staff, allowing more targeted risk assessment by border agencies
- Customs, INZ, MoH and MPI biosecurity operational staff directly involved in new operating model
- ALOs are available in key overseas departure airports (not programme funded for 2023/24 onwards)
- A business continuity mode is available for all arrival ports
- New primary legislation (beyond Health Border Orders or equivalent) enables new operating model
- Participating agencies collect advanced passenger information as early in the traveller journey as possible. This data is used to feed into border risk assessment processes (INZ/Customs/MPI/Health) so that agencies can consider intervening with the passenger

Investment objective - drivers for change

The key drivers for change regarding this investment objective are:

- The current border model requires high human touch in general, producing inefficiencies in traveller management.
- The majority of risks (eg; drugs or weapons, smuggling, biosecurity and health) are currently identified at the border on arrival rather than offshore and all travellers are processed through the same foundational risk lens unnecessarily inconveniencing travellers at the border when potentially not required.
- Public perception and expectation is that government services are digitised. People are embracing digital services and ways of operating. There is a growing expectation from the public that NZ government provides a smart and safe border. The programme will do this by digitising the paper arrival card.
- The NZ Government expects all government departments/services to deliver outcomes in a more integrated efficient and cohesive way. This means we need to collaborate between agencies and industry partners not only at the border but 'pre-border'.



Investment objective - benefits

- **Provide a more seamless customer experience.** Improve the efficiency of the traveller processing system, reducing the need for duplicate documentation. Enhancing traveller knowledge of the requirements to enter NZ.
- **Reduce risk (managing risk offshore where possible).** Targeting known risk areas and providing flexibility to adapt to changing risk environments. Pre-emptive risk management will improve safety and security at the border.
- **Increase effectiveness and business sustainability.** Creating capacity within the system to focus on improving the customer experience and reducing risk at the border. This will enable us to better direct resources, streamline passenger flow and earlier, more complete information will improve efficiency of border operations.
- **Sustained effective border operations for government public health and border policy (added).** This benefit relates to the need for ongoing management and evolution of the existing system in response to changes of border opening and health settings.



The NZTD supports all of government collaboration to protect New Zealand's border

We are engaging with the Ministry of Health to support monkeypox messaging

We are supporting MPIs efforts with a NZTD foot-and-mouth disease campaign

This adapts existing assets and templates to incorporate messaging to reinforce information to relevant travellers who may enter New Zealand from Indonesia and Bali.



Desired outcome:

- Provide information directly to people travelling / returning from Indonesia - keeping it high level and simple
- Share information within our existing channels
- Integrate foot-and-mouth disease information into targeted communications to people travelling or returning to New Zealand.

Approved NZTD message:

Flying to New Zealand from Bali or Indonesia? Complete a New Zealand Traveller Declaration at travellerdeclaration.govt.nz

Keep up to date on foot-and-mouth disease border checks. You can't bring meat or animal products to NZ. Everything needs to be clean, especially if you've been in contact with livestock in countries with foot-and-mouth disease.

Traveller and airline campaign activity to commence from 10 August 2022

- Targeted social media advertising in Indonesia to people travelling to NZ
- Customs companion website content update, including new feature on homepage
- NZ major employers and airline update pack, including social media creative and messages to be share across their internal and external communication channels
- NZTD automated system emails to travellers updated to include key messaging

Example of targeted adverts



Post copy:
Let them know to get ready for foot-and-mouth disease border checks. They can't bring meat or animal products to NZ. Everything needs to be clean, especially if you've been in contact with livestock in countries with foot-and-mouth disease.

Version 1 online advert:
Targeted Indonesia traveller webpages



Post copy:
Let them know to get ready for foot-and-mouth disease border checks. They can't bring meat or animal products to NZ. Everything needs to be clean, especially if they've been in contact with livestock in countries with foot-and-mouth disease.

Version 2 online advert:
NZTD 'Traveller friends & Whānau' networks in NZ and overseas



Digital/printable poster for NZ employers and AoG communication channels