



NEW ZEALAND  
**CUSTOMS SERVICE**  
TE MANA ĀRAI O AOTEAROA

**AUCKLAND**

Air Cargo Inspection Facility, 21 Tom Pearce Drive, Manukau 2150  
PO Box 73 003, Auckland Airport, New Zealand  
Phone: 09 927 9000 All general enquiries phone: 0800 428 786  
Email: [feedback@customs.govt.nz](mailto:feedback@customs.govt.nz), Website: [www.customs.govt.nz](http://www.customs.govt.nz)

PROTECTING NEW ZEALAND'S BORDER

7 May 2015

K Logan

[fyi-request-2214-1cbe45cf@requests.fyi.org.nz](mailto:fyi-request-2214-1cbe45cf@requests.fyi.org.nz)

Dear Sir/Madam,

**Request for Information**

I refer to your request to the New Zealand Customs Service (Customs), lodged via [www.FYI.org.nz](http://www.FYI.org.nz) on 27 November 2014, requesting the following information:

- The procedure that is followed when a border alert is activated at the airport; and
- In the case of someone with criminal charges against them what factors are used to decide whether to allow them to board a plane.

Your request has been treated as a request under the Official Information Act 1982 (the Act).

I apologise for the delay in responding to your request.

Border alerts can apply to both the inward and outward travel of passengers. Alerts are placed in the Customs computer system when a person is of particular interest to Customs, or another Government agency (e.g. Police, Corrections, Ministry of Justice) that has a Memorandum of Understanding (MOU) with Customs.

When an alert is activated, a traveller is processed in accordance with the alert instruction or request. A positive identification of the traveller is made by Customs and the relevant Government agency is notified of the traveller's arrival or intended departure. If the alert suggests that the traveller may be prevented from entering or leaving New Zealand then that person is referred to the appropriate authority.

If you are dissatisfied with this response you have the right under section 28(3) of the Act, by way of complaint to the Office of the Ombudsman, to seek an investigation and review of this decision.

Yours sincerely,

Shane Panettiere  
Manager Border Operations