

Waka Kotahi NZ Transport Agency uses a wide range of terminology and abbreviations throughout its in-house correspondence. For your convenience, a list of commonly used terms is provided below:

MR13C	Notice of trader acquisition process
veh	vehicle
OSTATU	screen within motor vehicle register
sec conf	security confirmed
cust	customer
NFAR	no further action required
ATG	Waka Kotahi internal system
adv	advised
veh	vehicle
RP	registered person
MR13A	Notice by person selling/dispersing of motor vehicle
sec not conf	security not confirmed
TL	Team Leader
thr	through

Released under the Official Information Act 1982

**Call ID: 36253457****Customer Type:** Public**Status:** Closed**Cust ID:** mvr**Phone:****Caller:** s 9(2)(a) obo BUTLER MOTOR COMPANY LIMITED**Contact Name:** General MVR Public**Email:****Fax:****Created On:** 03/04/2023 12:59 PM**Closed On:** 03/04/2023 1:34 PM**Plate No:** GKE818**VIN:****Cust No:** 601326-736**Source:** Phone**D/L No:****Priority:** 4**Call Type:** mvp**Complaint:** False**Keyword:** Reversal**Suggestion:****Problem:** Reverse MR13C**Comments:** False**Solution:****Praise:** False**Agent Performance Issue:** False**Call Description:****Solution Description:**

See journal

Keyed OSTATU - Reversed MR13C on GKE818

Confirmed NZTA CN 601326-736 / M388957

MR13C keyed in error - did not purchase veh / sale fell through

**Assignments****Assignee:** scsrmvr**Group:** Contact Centre MVR**Status:** Completed**Assigned On:** 03/04/2023 1:06 PM**Assigned By:** Out of scope**Completed On:****Subject:****Details:****Journal**

Released under the Official Information Act 1982

Created By: Out of scope

Created On:

03/04/2023 1:03 PM

**Summary:**

**Detail:**

Sec conf  
cust doesn't have vehicle in their Lot, said someone jumped the gun and did an mr13c  
said they did a reversal and is wondering how long it takes to process

Released under the Official Information Act 1982

**Call ID: 36255267****Customer Type:** Public**Status:** Closed**Cust ID:** mvr**Phone:** s 9(2)(a)**Caller:** s 9(2)(a)**Contact Name:** General MVR Public**Email:** s 9(2)(a)**Fax:****Created On:** 03/04/2023 4:09 PM**Closed On:** 15/04/2023 1:12 PM**Plate No:** GKE818**VIN:****Cust No:****Source:** Email**D/L No:****Priority:** 3**Call Type:** mve**Complaint:** False**Keyword:** Reversal**Suggestion:****Problem:****Comments:** False**Solution:****Praise:** False**Agent Performance Issue:** False**Call Description:****Solution Description:**

We recently sold our car GKE818. We have received the money and changed the ownership.

NFAR resolved in 36267721

**Assignments****Assignee:** CS Emails**Group:** Business Support Services**Status:** Completed**Assigned On:** 03/04/2023 4:09 PM**Assigned By:** InternalServices**Completed On:****Subject:** Task created by ATG**Details:****Journal****Created By:** Out of scope**Created On:** 15/04/2023 1:12 PM**Summary:****Detail:****NZTA Information**

1:12 PM April 15, 2023

Kia ora s 9(2)(a)

Thank you for your email.

I can see that this query has since been discussed with our contact centre after this email was sent and I understand that your query regarding has been resolved.

Ngā mihi

**Kate Linkhorn**

Senior Customer Response Representative

**Customer Services**

E [xxxx@xxxx.xxxx.xx](mailto:xxxx@xxxx.xxxx.xx) W [nzta.govt.nz](http://nzta.govt.nz)

Waka Kotahi NZ Transport Agency

**Palmerston North Office**

Private Bag 11777, Palmerston North 4442, New Zealand

---

xxxxxxxxxxxx

**From:** xxxxxxxx@xxxxxxxx.xxxx.xxxx.xx

**Sent:** Monday, April 3, 2023 4:08 PM

**To:** xxxx@xxxx.xxxx.xx

**Subject:** Motor vehicles - website query

CAUTION: The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address

and know the content is safe.

ContactLink\_ReclID: A3A311BCBE454168B1727D97DF2B7FF3

Customer type: Public

Cust ID: mvr

Call type: mve

Keyword: Contact form

Assignment: CS Emails

What is your question about?: Motor vehicles

Full name: s 9(2)(a)

Email address: s 9(2)(a)

Phone number: s 9(2)(a)

Plate number: GKE818

Date of birth: s 9(2)(a)

Address: s 9(2)(a)

Tell us your question or feedback: We recently sold our car GKE818. We have received the money and changed the ownership.

Our receipt for the ownership change is NZ Transport Agency reference number: s 9(2)(a)

s 9(2)(a)

Upload attachment:

This message, together with any attachments, may contain information that is classified and/or subject to legal privilege. Any classification markings must be adhered to. If you are not the intended recipient, you must not peruse, disclose, disseminate, copy or use the message in any way. If you have received this message in error, please notify us immediately by return email and then destroy the original message. This communication may be accessed or retained by Waka Kotahi NZ Transport Agency for information assurance purposes.

## Wrap-up Codes

After Call Work0:06

- Default Wrap-up Code

Wrap-up code is set

Default Wrap-up Code

Released under the Official Information Act 1982

**Call ID: 36255425**

**Customer Type:** Public

**Status:** Closed

**Cust ID:** mvr

**Phone:** s 9(2)(a)

**Caller:** s 9(2)(a)

**Contact Name:** General MVR Public

**Email:**

**Fax:**

**Created On:** 03/04/2023 4:26 PM

**Closed On:** 03/04/2023 5:22 PM

**Plate No:** GKE818

**VIN:**

**Cust No:** s 9(2)(a)

**Source:** Phone

**D/L No:**

**Priority:** 3

**Call Type:** 1mvr

**Complaint:** False

**Keyword:** Reversal

**Suggestion:**

**Problem:** Reverse MR13B/A

**Comments:** False

**Solution:** More info required

**Praise:** False

**Agent Performance Issue:** False

**Call Description:**

**Solution Description:**

cust adv - vech was giving back and buyer is now asking for money back.  
cust is wanting to know has it been done

adv cust - it is a civil matter now and you will need to speak to him. yes it is back in your name and you are RP

**Assignments**

**Assignee:** scsrmvr

**Group:** Contact Centre MVR

**Status:** Completed

**Assigned On:** 03/04/2023 4:34 PM

**Assigned By:** Out of scope

**Completed On:**

**Subject:**

**Details:**

**Journal**

Released under the Official Information Act 1982

Created By: Out of scope

Created On:

03/04/2023 4:30 PM

**Summary:**

**Detail:**

Sec conf

Client wants to reverse MR13A which i tried to tell her did not process when a potential buyer backed out of buying a veh from her at the last minute.

Says the buyer dumped her car on her driveway.

Says veh should not be in her name.

Released under the Official Information Act 1982





Make/model: 2012 Suzuki Swift

The MR13C was reversed on the 3 April 2023.

Ngā mihi

**Katlin Ross**

Senior Customer Response Representative

**Customer Services**

E [xxxx@xxxx.xxxx.xx](mailto:xxxx@xxxx.xxxx.xx) W [nzta.govt.nz](http://nzta.govt.nz)

Waka Kotahi NZ Transport Agency

Palmerston North Office

Private Bag 11777, Palmerston North 4442, New Zealand

---

XXXXXXXXXXXX

**From:** xxxxxxxx@xxxxxxxxx.xx.xx

**Sent:** Sunday, April 2, 2023 8:11 PM

**To:** xxxx@xxxx.xxxx.xx

**Subject:** MR13C Reversal for GKE818

CAUTION: The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hi there,

Can the following 13c please be reversed on behalf of Butler Motor Company

for registration GKE818.

Reason: The deal was not completed and we did not take possession of the vehicle.

The current owner should still be s 9(2)(a) .

Here is the transaction record:

[http://email.site.motorweb.co.nz/c/eJw9jr1qxDAQhJ\\_G6rSs\\_ iy5 UJEmRSAPlenWscAnGd3eBe7poyowxcfwMQxFtQa02qDdxC0qXAuhETVq5dE5qxRo9PAvBa09fKVX-k71hNE7LxbrJRVKJ62SZoN0yUd\\_8kHpwVJD6ffryQS1MY2WTnFE7\\_QWMGH27ua3EpIN2Src8upw98WKMx7M12I-Fv05c-\\_cxy\\_luQXtPYtBOW1qhSZ7k2w2egcxYm17n3\\_amxP89BdP-w9NjklZ](http://email.site.motorweb.co.nz/c/eJw9jr1qxDAQhJ_G6rSs_ iy5 UJEmRSAPlenWscAnGd3eBe7poyowxcfwMQxFtQa02qDdxC0qXAuhETVq5dE5qxRo9PAvBa09fKVX-k71hNE7LxbrJRVKJ62SZoN0yUd_8kHpwVJD6ffryQS1MY2WTnFE7_QWMGH27ua3EpIN2Src8upw98WKMx7M12I-Fv05c-_cxy_luQXtPYtBOW1qhSZ7k2w2egcxYm17n3_amxP89BdP-w9NjklZ)

Please call me if you have any questions.

Kind regards

Customer Support  
MotorWeb, Trade Me Limited  
0800 668 679  
xxxxxxx@xxxxxxxx.xx.xx

This message, together with any attachments, may contain information that is classified and/or subject to legal privilege. Any classification markings must be adhered to. If you are not the intended recipient, you must not peruse, disclose, disseminate, copy or use the message in any way. If you have received this message in error, please notify us immediately by return email and then destroy the original message. This communication may be accessed or retained by Waka Kotahi NZ Transport Agency for information assurance purposes.

Released under the Official Information Act 1982

**Call ID: 36267721****Customer Type:** Public**Status:** Closed**Cust ID:** mvr**Phone:****Caller:** s 9(2)(a)**Contact Name:** General MVR Public**Email:****Fax:****Created On:** 06/04/2023 11:46 AM**Closed On:** 06/04/2023 12:29 PM**Plate No:** GKE818**VIN:****Cust No:****Source:** Phone**D/L No:****Priority:** 4**Call Type:** mvp**Complaint:** False**Keyword:** Reversal**Suggestion:****Problem:****Comments:** False**Solution:****Praise:** False**Agent Performance Issue:** False**Call Description:****Solution Description:**

Sec not conf  
cust adv - wanting to know how reversals can be  
done into name

TL Lisette - advised trader and dates of  
transactions  
advsd we recieved notice saying sale fell thr  
and MR13C was reversed  
advsd mr13A best next steps to remove  
s 9(2)(a) name.

Adv cust - Adv that reversal can be done but  
must be performed by someone within call  
centre. cust wanted to know if buyer can  
request it. yes i adv yes it can done but has to  
adv that vehc possession wasn't taken.

**Assignments****Journal**

Released under the Official Information Act 1982