



16 October 2024

Ref: OIA 24-575

John

By email: fyi-request-28484-f0440c68@requests.fyi.org.nz

Dear John

Request for information under the Official Information Act 1982

Thank you for your email to the New Zealand Customs Service (Customs), received on 23 September 2024, in which you requested the following information under the Official Information Act 1982 (the Act):

1. *"I would like to request the information for most common reasons that travellers fail to use egate to entry and exist New Zealand, though they hold the eligible passports.*
2. *I also would like to request the information how about how dual passports holders use egate to entry and exist New Zealand.*
3. *For example, Australian and New Zealand citizens use their Australian passports to check in flights to Australia. Can they use their New Zealand passports to exist via egate?*
4. *Also, if they use their Australian passport to check in the flights to New Zealand. When they arrive in New Zealand, can they use their New Zealand passport to entry via egate?"*

I have outlined Customs' response to each part of your request below.

Question One

I would like to request the information for most common reasons that travellers fail to use egate to entry and exist New Zealand, though they hold the eligible passports.

The most common reasons that travellers who choose to use eGate, are rejected at eGate include:

- Invalid travel document – travellers may have moved, or re-moved the passport before the eGate system is able to identify the information stored on the chip.
- Travel document ineligible – the passport entered is not authorised for use in the eGate system in New Zealand.
- No expected movement – the system is unable to identify the flight that the traveller is arriving or departing on.
- Visa question referral – the traveller has answered that they have been given an incorrect visa.
- Declaration referral – the traveller has answered that they have something to declare.
- Customs directive – the traveller is required to be processed by an officer.
- Age restriction – the traveller is under the age restriction to use the eGate.

- Flight not open for processing – this is usually on departure where the traveller has checked in early online.
- Retry limit reached – a traveller is permitted three attempts to use eGate.
- Failed to acquire face – the traveller will not be able to progress when the system cannot determine a facial recognition match between the traveller and the photo on the passport.

Questions Two, Three and Four

I also would like to request the information how about how dual passports holders use egate to entry and exist New Zealand.

For example, Australian and New Zealand citizens use their Australian passports to check in flights to Australia. Can they use their New Zealand passports to exist via egate?

Also, if they use their Australian passport to check in the flights to New Zealand. When they arrive in New Zealand, can they use their New Zealand passport to entry via egate?

The eGate system works by matching the information provided by the airlines and Immigration New Zealand with the information held on the passport. When the traveller's passport is entered at the eGate, the system checks for expected travel details such as flight details, and any visas held by the traveller. The eGate system will only allow a traveller to progress if the details are an exact match.

Where a traveller holds dual citizenship or multiple passports, the eGate system will only allow a traveller to progress if the passport used to check-in for the flight is the same passport used at the eGate. If a traveller holds both a New Zealand and an Australian passport and uses their Australian passport to check-in for their flight, they will not be able to use their New Zealand passport at the eGate, even where both passports are issued under the same name and date of birth, as the system requires the citizenship and passport number to also match.

If you have any queries in regard to this response, please contact the Correspondence, Reviews and Ministerial Servicing Team: OIA@customs.govt.nz

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

Yours sincerely



Jonathan Morten
Manager, Service Optimisation