



21 July 2023

Felix Lee

fyi-request-23247-fb251ed4@requests.fyi.org.nz

File No. DOIA 2223-3003

Tēnā koe Felix

Thank you for your email of 23 June 2023 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982, the following information:

“I would like to make an OIA related to NZeTA. Can you please provide documents that answer the following questions:

- *Can you please let me know how is an application for NZeTA processed?*
- *What are the procedures to go through before it is granted, which ones are manual, which are automated?*
- *Why are some approved nearly instantly and some may take days?*
- *Any plans for improving processing times for NZeTA.”*

Our response

Can you please let me know how is an application for NZeTA processed?

An individual requests a New Zealand electronic Travel Authority (NZeTA); either through a mobile application or through a web browser. This is then processed through an identity resolution, where Immigration New Zealand (INZ) check the identity of the individual against immigration systems, before a decision is made to either automatically-issue or manually assess that NZeTA.

What are the procedures to go through before it is granted, which ones are manual, which are automated?

When an individual requests an NZeTA, identity matching commences and INZ will check its systems and match an identity if there is an existing identity in INZ's systems. If there is no match, then the records provided by the individual will be checked against current immigration information to establish if there are any alerts/warnings against the identity. If there are no alerts/warnings, then the NZeTA is issued, and the individual is notified via email.

If there are any alerts/warnings, then a manual assessment is started for the Immigration Border Officers to make decision to either issue or refuse the NZeTA.

Why are some approved nearly instantly, and some may take days?

If there is a need for an identity resolution this can take additional time. If the request requires a manual intervention by a Immigration Border Officer, it may take longer.



Any plans for improving processing times for NZeTA.

Several system and process improvements are underway or planned in the future to improve processing times. INZ recommends that individuals allow up to 72 hours for a decision, noting that at times it can take longer than 72 hours. INZ is constantly reviewing its systems to provide better customer experiences.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact inzoias@mbie.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this response. The relevant details can be found at: www.ombudsman.parliament.nz.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'R Owen', with a period at the end.

Richard Owen
General Manager - Immigration Risk and Border
Immigration New Zealand
Ministry of Business, Innovation & Employment