

Citizenship Endorsement Lodgement BEFORE you start

First-time endorsement lodgement requirements:

- * a completed INZ 1174 Application Form
- * the applicant's current passport that he or she wishes to be endorsed; and
- * **original** or **certified copies** of evidence that the applicant is a New Zealand citizen (see A20.20.5(c) below); and
- * **a New Zealand passport** issued on or after 5 November 2005, or a **passport-size photograph** of the applicant's head and shoulders if the person does not hold a New Zealand passport issued on or after 5 November 2005; and
- * the appropriate fee (if any).

2nd Citizenship Endorsement lodgement BEFORE you start

Second-time endorsement lodgement requirements:

- * a completed INZ 1174 Application Form
- * the applicant's current passport that he or she wishes to be endorsed; and
- * a New Zealand passport issued on or after 5 November 2005, or a passport-sized photograph of the applicant's head and shoulders if the person does not hold a New Zealand passport issued on or after 5 November 2005; and
- * Endorsement app in AMS previously

When do I RFL?

- * Mandatory Requirements are missing
- * The client does not hold NZ Citizenship

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Processing Step 1

Change to your name and Bring up the existing RV

Application Number : [REDACTED] Endorsement, NZ Citizen, General 00.00

No	Yes	Waive	In Progress	Description	Details
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Any other requirements met	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Evidence of New Zealand citizenship	

Buttons: Apply, OK, Cancel

Tabs: Summary, Applicant(s), Fees, Contacts, **Determination**, Templates

Status: Ready Audit Trail is OFF DB = amsbranch

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Step 2

AMS - Format Label For Principal Applicant

Enter Visa Details

Start Date of Visa

Travel Conditions

Single Entry Visa Multiple Entry Visa

First Entry Before

Expiry Date Travel

Expiry Date Stay dd/mm/yyyy

Record Decision Only ?

Record Decision Only

1

Cancel

<Back

Next>

AMS - Format Label For Principal Applicant

Select Special Conditions

Sel	Condition	Man
<input checked="" type="checkbox"/>	The holder has the right to enter New Zealand at anytime.	Y
<input checked="" type="checkbox"/>	Please apply for a new endorsement when the passport expires.	Y

2

Cancel

<Back

Next>

Finish

The holder has the right to enter New Zealand at anytime. Please apply for a new endorsement when the passport expires.

Cancel

<Back

Next>

Finish

3

Step 3

The screenshot shows a software interface for application processing. The main window, titled "[Application Details]", has a menu bar (File, Edit, Special, Window, Help) and a toolbar. The application number is "9(2)(a)" and the endorsement is "Endorsement, NZ Citizen, General". A table below shows the following data:

Applicant	Label Nbr	Label Status	Label Holder	Travel Doc	Cty
		NOT ISSUED	YES		

A modal dialog box titled "AMS - Complete Label Processing for Principal Applicant" is open, prompting the user to "Select Travel Document For Applicant :". It includes fields for "Country:" and "Serial Number:", each with a red "DOUBLE CHECK!" button. The dialog has "Cancel", "<Back", "Next>", and "Finish" buttons. The "Next>" button is circled in red. A blue arrow labeled "1" points to the "Label" tab in the main window's bottom navigation bar. A blue arrow labeled "2" points to the "File" menu in the main window. A watermark "RELEASED UNDER THE OFFICIAL INFORMATION ACT" is visible across the dialog.

Application Number : 9(2)(a) Endorsement, NZ Citizen, General 00.01

Applicant	Label Nbr	Label Status	Label Holder	Travel Doc	Cty
		NOT ISSUED	YES		

AMS - Complete Label Processing for Principal Applicant

Select Travel Document For Applicant : [REDACTED]

Country : **DOUBLE CHECK!**

Serial Number: **DOUBLE CHECK!!**

Cancel <Back **Next>** Finish

Summary Applicant(s) Fees **Label** Contacts Determination

Confirm Label Audit Trail is OFF DB = amsbranch

E-endorsement

AMS - Complete Label Processing for Principal Applicant

Select Label Endorseees For Travel Document : [REDACTED]

Sel	Name	Sex	Date of Birth
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application Details]

Special Window Help

Endorsement, NZ Citizen, General

n Number : [REDACTED] 00.01

Label Nbr	Label Status	Label Holder	Travel Doc	Cty
[REDACTED]	NOT ISSUED	YES	[REDACTED]	[REDACTED]

Buttons: Cancel, <Back, Next>, Finish

Finish

Confirm Label

Click Yes if you want to finalise the visa WITHOUT a printed label. Click No if you want to finalise the visa with a printed label.

Buttons: Yes, No, Cancel

AMS - Confirm Label Printing

Held in Office : Northern Region Documentation Branch

Label Title : NZ Citizen Endorsement

Number of Entries : Multiple

First Entry Before : N/A

Visa Expiry : Indefinite

Enter Label Number Issued : JB420847U

Buttons: OK, Cancel

1

2

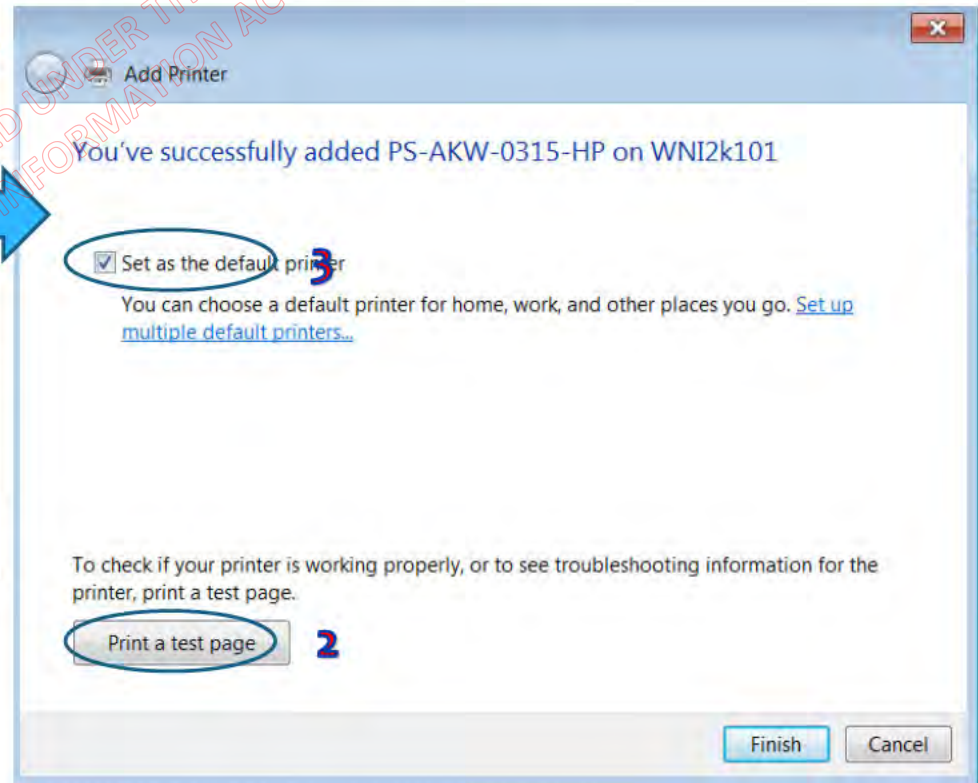
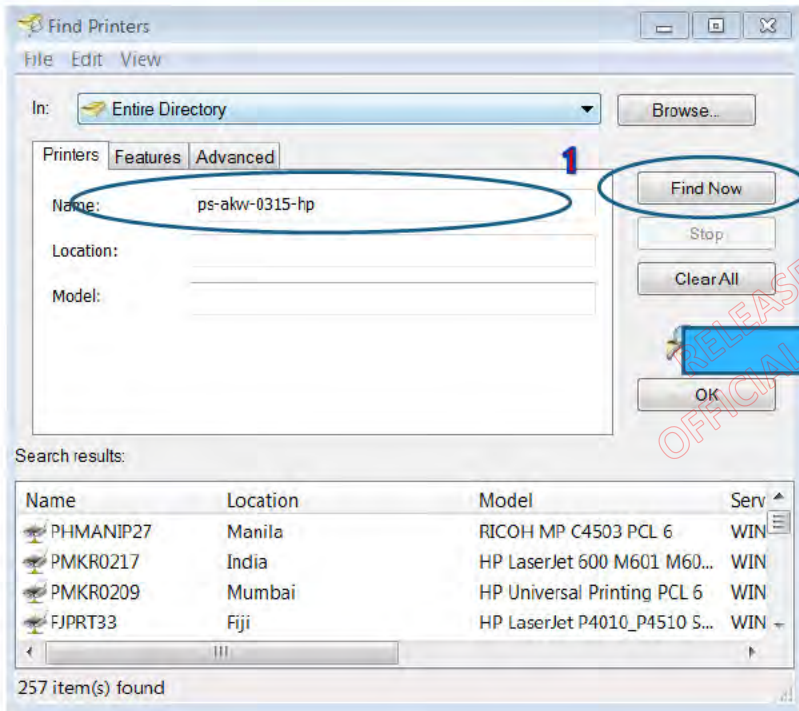
3

4

BEFORE issue Physical Label

Printer set up

1. Find and Add label printer
2. Print test page
3. Set as default printer



Issue Physical label

AMS - [Application Details]

File Edit Special Window Help

Application Number: [REDACTED] 00.03

Applicant	Label Nbr	Label Status	Label Holder	Travel Doc	Cty
[REDACTED]		NOT ISSUED	YES		

PRINT LABEL

Do you want to print this label?

Yes No

Summary Applicant(s) Fees **Label** Contacts Determination Templates

Ready

AMS - Confirm Label Printing

Application Number : [REDACTED] Held in Office : Northern Region Documentation Branch

Travel Doc Country : [REDACTED] Label Title : [REDACTED]

Travel Document Nbr : [REDACTED] Number of Entries : Multiple

Start Date : 27/Sep/2019 First Entry Before : N/A

Expiry Date Travel : [REDACTED] Visa Expiry : [REDACTED]

Label Identity Type	Name
HOLDER	[REDACTED]

Enter Label Number Issued : [REDACTED]

OK Cancel

4 Wait for the lable to be printed and enter label number

Place template note

- * Place template note – you **MUST** make sure note match your app!!!!
- * Remember to place the app in the TIMG box and note down in AMS
- * Send letter and passport to applicant

Issue evisa letter under

Template Letters System

File Help

Maintain Letters New Letter Help

Template Selector

Select a template and click 'Create' to create your letter

+	Lodge (13 items)	
+	Determine (16 items)	
-	Decide (1 item)	
V334	Endorsement approval letter	Create
+	Anytime (38 items)	
+	Client(2 items)	
+	Border & Security(10 items)	

Show All Cancel

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Choose the right one

Your endorsement

[if granting an endorsement label, use this paragraph; delete these instructions] Your endorsement is valid for the duration of the passport it is endorsed in. It allows you to enter New Zealand as a New Zealand citizen when you travel on your foreign passport.

[if granting an electronic endorsement only, use the next two paragraphs; delete these instructions] This letter is to confirm that you have an electronic endorsement. While it is not physically endorsed in your foreign passport, it is electronically entered and retained in our records.

Your endorsement is valid for the duration of the passport it is linked to. It allows you to enter New Zealand as a New Zealand citizen when you travel on your foreign passport. You may wish to present this letter with your passport when you travel to New Zealand.

When the passport [containing or linked to] your endorsement expires and you wish to travel on a new foreign passport, you must apply for another endorsement to be [put in or linked to] your new foreign passport to enable you to enter New Zealand as a New Zealand citizen.

Your documents

Send endorsement via Email

The image shows a software interface with two menu panels and a dialog box. The left panel, titled 'I want to:', lists options: 'Save as Draft' (Save a draft version of the letter to be finalised later), 'Save as Final' (Finalise and print the letter so it can be sent to the ...), 'Print...' (Preview then Print the letter), and 'Cancel' (Cancel the current task). The 'Save as Final' option is circled in blue. The right panel, also titled 'I want to:', lists options: 'Send Email...' (Send Email this letter to the respective client), 'Print...' (Preview then Print the letter), and 'Cancel' (Cancel the current task). The 'Send Email...' option is circled in blue. A 'Send Email' dialog box is open in the foreground, containing the text: 'Please select the email address this letter will be sent to:', a dropdown menu with a red bar containing the text 'DOUBLE CHECK email!!!!', and the instruction: 'If the correct email address is not listed, click 'Cancel' and modify the email address first.' The 'OK' button is circled in blue. A diagonal watermark 'RELEASED UNDER THE OFFICIAL INFORMATION ACT' is visible across the center of the image.

I want to:

- Save as Draft
Save a draft version of the letter to be finalised later
- Save as Final
Finalise and print the letter so it can be sent to the ...
- Print...
Preview then Print the letter
- Cancel
Cancel the current task

I want to:

- Send Email...
Send Email this letter to the respective client
- Print...
Preview then Print the letter
- Cancel
Cancel the current task

Send Email

Please select the email address this letter will be sent to:

DOUBLE CHECK email!!!!

If the correct email address is not listed, click 'Cancel' and modify the email address first.

OK Cancel

Citizenship Endorsement lodgement guide

Documents required for lodgement purpose:

Application form – INZ 1174 needs to be fully completed and signed, application form is current version. If the form is not the current version/ not signed, you can RFL

Application fee – First time NZD \$170 (previously it was \$150)

Second/Subsequent NZD \$110 (previously it was \$95)

Passport - Certified copy or original is required. If the client provides the copy of PPT you can RFL

Passport size photo or NZ passport - A New Zealand passport issued on or after 5 November 2005, or a passport-sized photograph of the applicant's head and shoulders if the person does not hold a New Zealand passport issued on or after 5 November 2005; and

Evidence applicant is New Zealand citizen (First time only) – Original or certified copy of NZ Birth*/ Citizenship certificate or NZ passport (current or expired)

*For Birth certificate issued after 2006, please check if Citizenship is NZ

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Lodgement procedure:

Scan the passport – you must scan every passport you receive by using the PPT scanner (if it hasn't been scanned)

Mandatory document check – All mandatory documents listed in mandatory document section have been submitted

Raise the application in AMS – date application tendered should be the stamp date on the application form. Endorsement Frist or second/subsequent

Update client details tab in IDme portal – name, country of birth, citizenship (Primary citizenship on ppt/Secondary NZ), or marital Status

Update Travel docs tab in IDme Portal

Update address tab in IDme portal - be mindful if client is using LIA and the post address might be different to the home address

Update contact tab –

LIA - If the client has Licensed Adviser please add LIA into contact tab

Contact other - If the client has listed someone on the form to act on behalf of them, please add "contact other" into contact tab

Record forwarding documents in AMS and complete the Lodgement questions

Application Fee

Record Application number, First/Second endorsement, Label/ E-visa on the application form

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Return Failed Lodgement

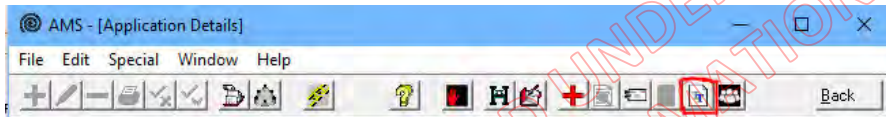
You can RFL the application if:

1. The applications submitted to INZ do not meet the lodgement requirement
2. Client is not a New Zealand citizen
3. Payment for the application was declined and client is not getting back to you regarding the payment, or
4. If the applications are deferred for 2 working days for missing documents and INZ does not receive the required documents on the third working day

Steps for RFL

- **Add AMS note 1:** List all documents received by INZ
- **Add AMS note 2:** List reasons for RFL.
- **Generate a letter to the applicant**

In the application details screen, click the Template Letter System (TLS V78) icon to create a new letter.



- **Prepare the RFL letter**

Complete the required sections of the template letter including:

- List the missing documents (reason why PRV has been RFLs)
 - List all original documents being returned
 - Copy entire letter (ctrl + a, ctrl +c)
- Ensure the address is correct (i.e. is the contact address listed on the application form) and

- Print letter.

- **NZ Couriers website:** prepare address docket for return of documents.
Record Tracking Number.
- **Add AMS note 3:** Paste copy of letter
- **Add AMS note 4:** delivery details - Include tracking number & return address in AMS note.
- **Complete the Lodgement questions**
 - Select '**No**' for any requirements the applicant has not submitted.
 - Select **OK** to exit the Lodgement process.


➤ **Record the RFL decision**

Select the 'Decide' icon to open the Decide Application screen.



➤ **Enter the Decline Decision**

Select 'Returned Failed Lodgements' in the Decline Decision field and click 'OK'.



➤ **Confirm completion of the application**

A Decision dialogue box will appear confirming the completion of the application. Select 'OK' to continue.

