



15 September 2016

DELIVERY OF SERVICE

For a number of years the MPI Target Evaluation Team (TET) have worked to achieve a time based service level agreement that was arranged in order to support transition of goods across the border in what was considered the most timely and effective manner. Whilst at the time of inception that arrangement was appropriate, as cargo levels have increased and processes have had to change to support this increased throughput, these levels have become less than appropriate and are no longer fit for purpose.

In April 2016 a survey was sent to industry stakeholders to ascertain their business need and work toward developing new arrangements that MPI would aim toward. The results of that discussion have recognised the need for consideration of some specific criteria when determining how to best provide support to industry whilst maintaining complete biosecurity protection, which must remain paramount.

The main criteria are:

- Rapid transition of goods through the border must in no way undermine the critical need for biosecurity protection for New Zealand;
- Industry requires rapid turnaround of goods at the border in order to ensure swift and efficient transition to their customers;
- Recognition of the numerous outputs of TET in addition to eBACCa applications and providing appropriate measures to manage these;
- Need for certain items (specifically perishable and clinical) to be given priority for managing applications;
- Recognition of rapid transition for air cargo;
- Recognition of more time availability for Sea freight where early application can be achieved; and
- Recognition of faster clearance through process once an application progresses to second submission.

With this in mind a new range of measures have been developed that will better meet customer expectation whilst ensuring best practice for maintaining biosecurity risk mitigation and speed of service at the border.

The new arrangements are:

No:	Service Area	Service Level	
		80%	95%
1.	Air Cargo	Within 3 hours	Within 5 hours
2.	Air Cargo second submission	Within 2 hours	Within 4 hours
3.	Sea Cargo	Within 21 hours	Within 30 hours
4.	Sea Cargo second submission	Within 4 hours	Within 6 hours
5.	General Import Enquiry Call-back	Within 30 mins	Within 45 mins
6.	Number of retrospective eBACCa ¹	<0.5% of volume	

All timing measures are based on business hours from 7am to 5pm.
All volumes will incorporate AF9 lodgements.

In order for customers to benefit fully from the Sea Cargo measure, documentation must be submitted in advance of the vessel docking in New Zealand. Subsequent actions leading to second submissions that have improved the timeliness of return, will see cargo being released from hold in a faster turnaround than is currently able to be achieved.

Whilst not defined as a measure, the Target Evaluation Team will also ensure that priority service will, wherever possible, be provided to perishable and urgent clinical items. These changes will be implemented from 01 October 2016 with a review twelve months from the implementation date.

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¹ Based on true retrospective requirement.