



3rd July 2017

To whom it may concern,

As part of our ongoing improvements to our customer service, we are aware that cargo may at times require urgent processing - please send requests for urgency to the **manifest@mpi.govt.nz** email address in the first instance.

Urgent processing will only be being given to consignments that meet the following criteria:

- Application has been made via EBACCA; **and**
- EBACCA receipt number is supplied; **and**
- Freight requires refrigeration/freezing (N.B seafreight must already have arrived); **or**
- Freight is required urgently for human or animal health reasons; **or**
- Freight is alive (plants and animals); **or**
- Freight is perishable, requires inspection and has a short transit time (i.e. fresh produce and cut flowers arriving by air from the Pacific); **or**
- Freight will be incurring demurrage within 24 hrs

If you wish to review the decision due to extenuating circumstances, please contact the Team Leaders Paul Gibb paul.gibb@mpi.govt.nz or Sheree Langford sheree.langford@mpi.govt.nz

Kind regards,

A handwritten signature in blue ink that reads "S. Langford."

Sheree Langford

Team Leader, Target Evaluation (Cargo)
Intelligence , Planning & Co-ordination | Operations Branch