



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 note there is limited capacity to process urgent applications. Please send requests for urgency to the **[manifest@mpi.govt.nz](mailto:manifest@mpi.govt.nz)** email address in the first instance.

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

The following must be provided:

- Application has been made via TSW; **and**
- TSW Reference number is supplied; **and**

The freight must be:

- Freight requires refrigeration/freezing (NB sea freight must have already 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 **or**
- During BMSB season (1<sup>st</sup> September – 30<sup>th</sup> April) – Freight is break bulk from Schedule 3 countries and arriving within 2 working days.

If you wish to review the decision due to extenuating circumstances, please contact the Team Leaders:

- Paul - [paul.gibb@mpi.govt.nz](mailto:paul.gibb@mpi.govt.nz)
- Debbie – [debbie.quick@mpi.govt.nz](mailto:debbie.quick@mpi.govt.nz)
- Antony - [antony.obyrne@mpi.govt.nz](mailto:antony.obyrne@mpi.govt.nz)
- Reuben – [reuben.mojel@mpi.govt.nz](mailto:reuben.mojel@mpi.govt.nz)

Kind regards,

**Sheree Langford**

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