

## NZCS 224

### Apply for a client code or update your client registration



NEW ZEALAND  
**CUSTOMS SERVICE**  
TE MANA ĀRAI O AOTEAROA

#### About this form

A client code is required as part of the import and export entry preparation and Customs clearance for shipments valued at NZ\$1000 or more.

If you are importing food for sale or food ingredients for the use in food for sale, no matter the value, you must register as a food importer. You should complete 'NZCS 224F Apply for a client code or update your client registration as a food importer' instead of completing this form.

If you are importing items over NZ \$1000 as a private individual, you should complete 'NZCS 224A Apply for a Customs Number as a private individual' instead of completing this form.

If you are under the age of 16 this form should be signed by a parent or guardian.

Are you importing items over NZ \$1000 for private use? → NZCS 224A

Are you importing food for sale or food ingredients for the use in food for sale, no matter the value? → NZCS 224F

#### Before you start

We require the supporting documents listed below. Please provide copies and not original documents. Copies can be supplied as JPEG, PNG, PDF, or document (.doc or .docx) format. Note, we cannot accept links to drop-boxes or external drives.

- ☐ Your valid photo ID (if under the age of 16, you should also provide ID belonging to the parent or guardian who will sign this form).  
This must be your passport bio-page or your New Zealand driver licence (front and back) or another acceptable form of official photo identification. This must be clearly legible, or your application will be returned to you.
- ☐ A list of full names of all sole traders/partners/directors/trustees  
You may provide a supplementary page if required.
- ☐ Valid photo ID for all named sole traders/partners/directors/trustees  
This must be a passport bio-page or a New Zealand driver licence (front and back).
- ☐ Evidence of your entity name  
For New Zealand registered trusts, societies, and charities, this must be a copy of your certificate. For schools, sports clubs and similar, this must be a letterhead of the organisation.

**Q1 Update details**

Please complete this form in full when updating your details.

Is this an update? ☐ No – go to Q2

Client code

TSW registration number

**Q2 Applicant type**

Which of these are you?

☐ NZ registered company

☐ Unregistered company

☐ Partnership

☐ Sole trader

☐ Embassy

Other

**Q3 Registration type**

What client code(s) do you need?

☐ Importer/Exporter

☐ Excise

☐ Carrier

☐ Diplomatic

☐ Third Party Notify

☐ Freight Forwarder

☐ Shipping Agent

☐ Brokerage

☐ Shipping Company

**Q4 Business-to-business (direct connection to TSW)**

Are you a B2B client? ☐ No – go to Q5

Name of software

**Q5 Māori business**

This question is asked for statistical purposes only.

Do you consider yourself to be a Māori business? ☐ Yes

**Q6 Organisation details**

Full company/partnership/other organisation name

Trading as

GST/IRD number

New Zealand business  
number (NZBN)New Zealand company  
number

Landline number

Mobile number

Email address

Billing email address

**Q7 Contact person details**

Surname

Given name(s)

Position in organisation

Landline number

Mobile number

Email address

**Q8 Director details**

Provide details of all directors/partners/trustees. Attach a supplementary list if required.

Surname	Given name(s)	Date of birth (dd/mm/yyyy)	Identification type	Number

**Q9 Physical address**

Street number	<input type="text"/>	Unit number	<input type="text"/>	Floor level	<input type="text"/>
Street name	<input type="text"/>		Street type	<input type="text"/>	
Property name	<input type="text"/>		Property type	<input type="text"/>	
Suburb	<input type="text"/>		Town/City	<input type="text"/>	
Region	<input type="text"/>		Post Code	<input type="text"/>	
Country	<input type="text"/>				

**Q10 Postal address**

Is your postal address the same as your physical address? ☐ Yes – go to Q11

Street number	<input type="text"/>	Unit number	<input type="text"/>	Floor level	<input type="text"/>
Street name	<input type="text"/>		Street type	<input type="text"/>	
Property name	<input type="text"/>		Property type	<input type="text"/>	
PO Box	<input type="text"/>		Private Bag	<input type="text"/>	
Suburb	<input type="text"/>		Town/City	<input type="text"/>	
Region	<input type="text"/>		Post Code	<input type="text"/>	
Country	<input type="text"/>				

Trade Single Window (TSW) is an electronic channel to submit information to and receive responses from border agencies. For more information visit [www.customs.govt.nz/business/trade-single-window](http://www.customs.govt.nz/business/trade-single-window)

**Q11 TSW brokerage access**

Restrict the use of your code to nominated brokerages only? ☐ No – go to Q12

Advise details of your nominated brokerages. Attach a supplementary list if required.

Brokerage code	Brokerage Name
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

## Q12 TSW lodgement notifications

Do you want to receive TSW notifications for lodgements?

- ☐ No – go to Declaration
- ☐ Yes - notification by B2B messaging

B2B software name

- ☐ Yes - notification by email

Email recipient name

Email address

Attach a supplementary sheet if you require more than one person to be notified.

Which lodgement types do you want to receive notifications for?

- |                                 |                                 |                              |
|---------------------------------|---------------------------------|------------------------------|
| <input type="checkbox"/> Import | <input type="checkbox"/> Export | <input type="checkbox"/> OCR |
| <input type="checkbox"/> CRE    | <input type="checkbox"/> ICR    | <input type="checkbox"/> ANA |
| <input type="checkbox"/> Excise | <input type="checkbox"/> AND    |                              |

Which lodgement statuses do you wish to receive notifications for?

- |                                    |   |   |
|------------------------------------|---|---|
| <input type="checkbox"/> Cancelled | <input type="checkbox"/> Cleared              | <input type="checkbox"/> Directions given |
| <input type="checkbox"/> Error     | <input type="checkbox"/> Declaration required | <input type="checkbox"/> Written off      |

## Declaration

I declare that I have read and understood all the questions contained in this form, and the information provided is true, correct, and complete. I acknowledge failure to comply may constitute an offence under the Customs and Excise Act 2018 or the Biosecurity Act 1993.

Full Name

Position

Signature

Digital signature or typed  
name

Date

(dd/mm/yyyy)

## Checklist

- ☐ Supporting documentation attached, as listed in 'Before you start'
- ☐ All questions completed
- ☐ Declaration signed and dated

## What happens next

New applicants should send your completed form and supporting documents to [clientcodes@customs.govt.nz](mailto:clientcodes@customs.govt.nz)

If you are updating an existing client code, send your completed form and supporting documents to [clientupdate.request@customs.govt.nz](mailto:clientupdate.request@customs.govt.nz)

We will process your request when we receive your completed form and all supporting documents. For any Customs enquiries, contact 0800 428 786.

## How we collect and use your information

The information on this form (and any subsequent customs entries) may be supplied to Statistics New Zealand for use in official statistics. The personal information on this form will be used as part of the assessment of the client registration application in accordance with the Customs and Excise Act 2018 and for border-related risk management. The New Zealand Customs Service (NZCS) and the Ministry for Primary Industries (MPI) may collect and use information for border management and border-related risk management purposes under the Customs and Excise Act 2018, the Biosecurity Act 1993 and the Food Act 2014. This information will be stored on a secure joint NZCS and MPI database. For more information on how Customs uses your information, please see our website. Under the Privacy Act 2020 you have the right to request access and correction of any personal information you have provided or that NZCS or MPI holds on you. You may request access and correction through any office of NZCS, or any office of MPI.