

Correct as at 26th April 2026. It may be superseded at any time.

Extract taken from: Border inspection of imported used vehicles > Reference materials > Border inspection system guidelines > Border Inspection System administration and corrections information

2-3 Border Inspection System administration and corrections information

The following information is to assist Border Inspection Organisations (BIOs) new to the Border Inspection System (BIS). It provides quick administrative answers to some frequently asked questions.

BIS system

A batch file is accepted into BIS excluding any errored records. Errored record should be corrected and sent in a new batch file.

- The same batch file will not be accepted twice, and the system does not accept duplicate records.

Occasionally you may have a second border inspection for the same vehicle or another vehicle using the same chassis number. For authority to load the record using an alternative chassis field, email borderchecks@nzta.govt.nz providing the error message and the border inspection details for review. An alternative solution may be provided.

If copying and pasting data into a record, please ensure low value characters (usually @ * ^ ~) are not included.

There are two uploads from BIS to LANDATA each day.

- Records received prior to 1:00am (NZ time) are uploaded to LANDATA at 6:00am (NZ time).
- Records received prior to 1:00pm (NZ time) are uploaded to LANDATA at 2:00pm (NZ time).

Photos

Four photos can be loaded with the border inspection record. An additional four can be added to an existing record. If there are photos, keep them with your records as we can ask if they're needed.

See [2-8 Adding additional images to an existing record](#) for more information.

Updated **NZTABusinessDataTypes.xsd** files are emailed when the Motor Vehicle Register (MVR)/LANDATA system tables have been updated. These files are provided to ensure that the information you load will be accepted into BIS and will also load into LANDATA. For example, a border inspection record loaded into BIS using an invalid make will load into BIS but not LANDATA. For example, Mercedes-Benz is correct but M/Benz and Mercedes Benz are invalid.

Included in the file are:

- ISO list of three-character country codes
- list of Ports
- list of border inspection sites
- makes

Correcting errors to border inspection records

Inspection dates, importer names, ship names, or port of arrival

Send a copy of the border inspection checksheet to borderchecks@nzta.govt.nz and we will update the LANDATA record.

VIN/chassis number recorded incorrectly

Advise the incorrect number to your customer.

Your customer (or the importer/owner) should provide the incorrect VIN or chassis number to a New Zealand entry certification agent. The entry certifier will verify the correct VIN or chassis number physically on the vehicle. If it's a chassis number, the agent can correct it. If it's a factory VIN and both the incorrect and correct VINs are valid in LANDATA the entry certification agent will contact NZTA to fix.

Make and/or Model

This will be corrected by the entry certifier. They will inspect the vehicle and ensure the vehicle attributes that have been loaded into LANDATA are correct.

Damage flag set in error

Send an explanation to borderchecks@nzta.govt.nz and if appropriate we will remove the damage flag in LANDATA.

Damage flag not set

Send the damage notes and photos to borderchecks@nzta.govt.nz. The damage flag and damage note will be added to the LANDATA record. The photos (up to eight) will be added to the BIS record. If there are numerous records requiring correction, an alternate process may be given.

Incorrect Odometer reading

Email a photo of the odometer reading taken during border inspection and/or a copy of any paper-based documentation that shows the actual odometer reading recorded by the inspector to borderchecks@nzta.govt.nz

If your documentation shows the recorded odometer reading and the customer (or the importer/owner) believes the odometer reading it's incorrect, they or their NZ entry certification agent should email the following to frr@nzta.govt.nz for consideration:

- A copy of the entry certification checksheet, and
- Other official inspection documents (shipping and auction/sales documents are not appropriate) showing the odometer reading in the previous country of registration, or
- Documentation from a recognised NZ odometer specialist certifying that the odometer has not been tampered with and it's considered to correctly record the distance the vehicle has travelled at the time of inspection.

Where keying error can't be identified

Where a keying error cannot be verified, the public display of odometer records can be suppressed. This is discretionary and based on risk and supporting documentation. If the information provided is not deemed sufficient, we will not change the odometer reading leaving it publicly available to allow the public to come to their own decision as to the vehicle's correct mileage.

Any other questions concerning the Border Inspection System (BIS) and the Motor Vehicle Register System (LANDATA), please email borderchecks@nzta.govt.nz

Page added **1 October 2022** (see [amendment details](#))