

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 It may be superseded at any time.

Extract taken from: Border inspection of imported used vehicles > Reference materials > Border inspection system guidelines

2 Border inspection system guidelines

2-1 System guidelines overview

Border inspection system

The purpose of the border inspection system is to record the data collected by service providers when border inspections are performed on used vehicles intended to be imported into New Zealand.

Entering border inspection records

Border inspection records can be entered individually through a user interface, or stored in a batch file and uploaded to the system via the border inspection system homepage.

A border inspection record must be entered within 48 hours of the inspection being carried out for vehicles inspected in New Zealand and within five days after the ship has departed for vehicles inspected offshore.

Access to methods of entering records

Access to both methods of entering a record is via the homepage of the border inspection system website.

Duplicate records will not be accepted.

Note: To increase the font size in the system, select and hold **Control** (Ctrl) whilst simultaneously rolling the scroll wheel on your mouse.

Logging into the system

Refer to the **Accessing and logging into the system** section for instructions on how to access the NZTA online services and log in to the border inspection system.

Border inspection system homepage



Getting started!

I need to create a new Border Inspection Record
Upload an Individual Record

I need to upload a batch file
Upload a batch file of multiple Border Inspection Records

I need to submit images
Submit additional images to an existing Border Inspection Record



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Attachments

Border inspection records may include **attachments**; attachments may be a combination of images and one water damage report. Refer to the **Attachments** section for further information about attachments and their specifications.

Contact details

To access NZTA contact details, hover your mouse over Contact Us at the top right-hand side of the screen. The message will refer you to the VIRM, page 2-1 for the relevant NZTA contact details.



NZ TRANSPORT AGENCY
WAKA KOTAHI

Border Inspection System

Home

Manage Records

Getting started!

I need to create a new Border Inspection Record

Upload an Individual Record

I need to upload a batch file

Upload a batch file of multiple Border Inspection Records

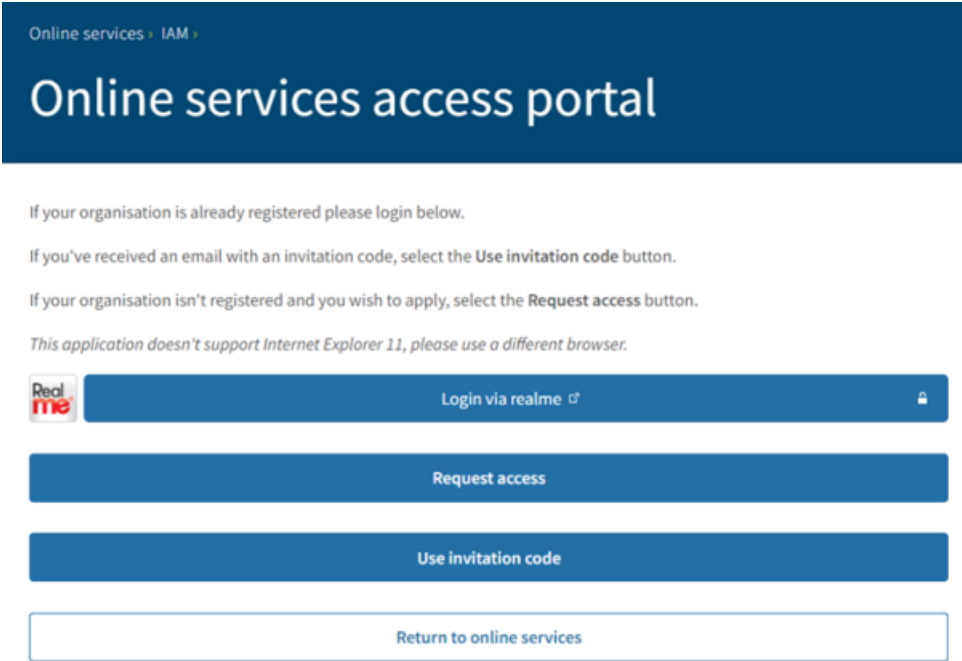


I need to submit images

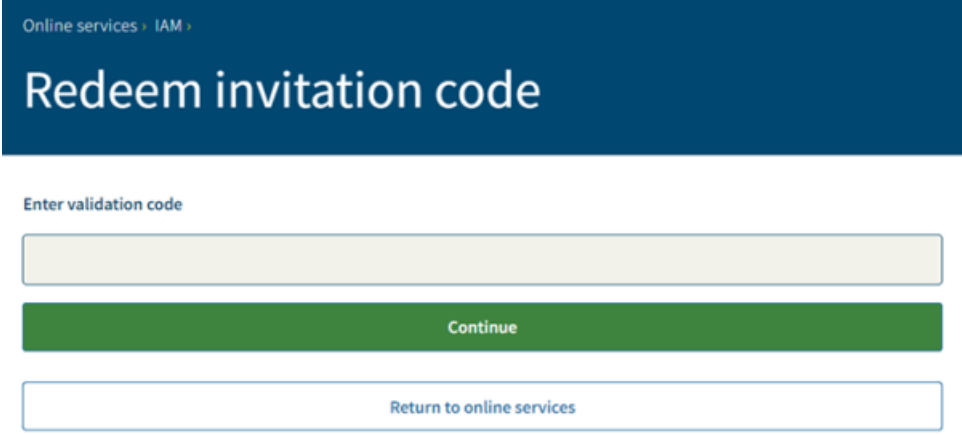
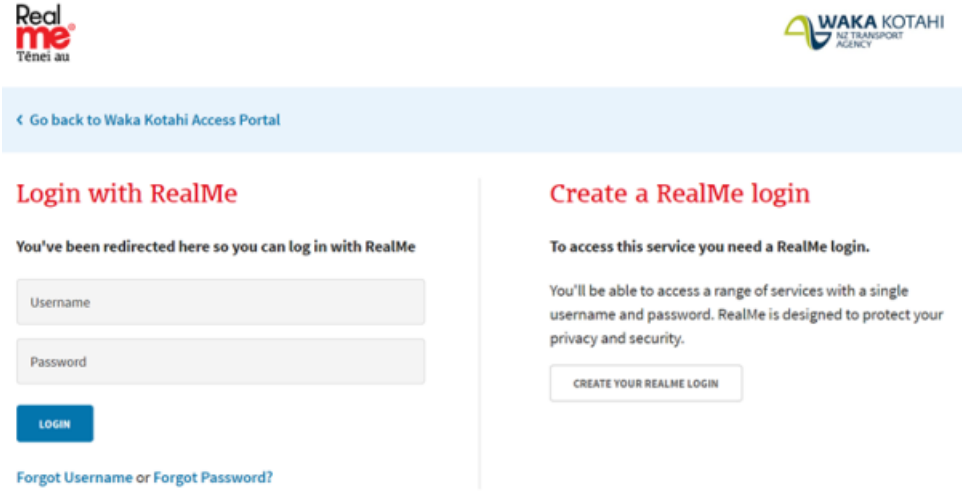
Submit additional images to an existing Border Inspection Record

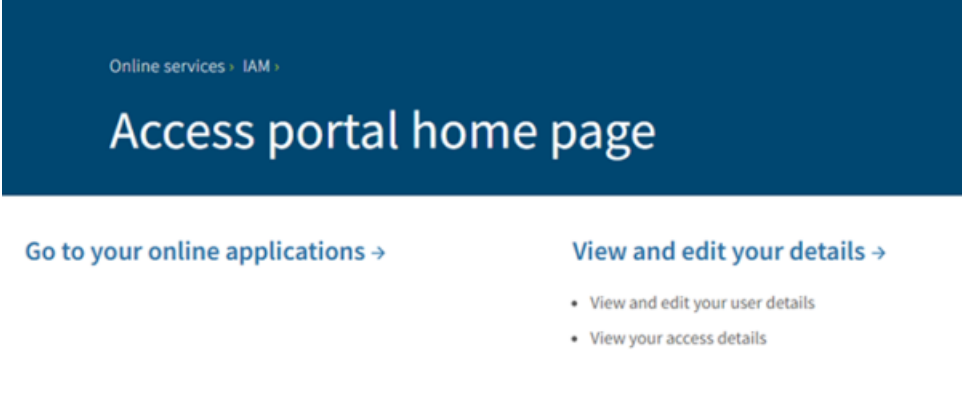
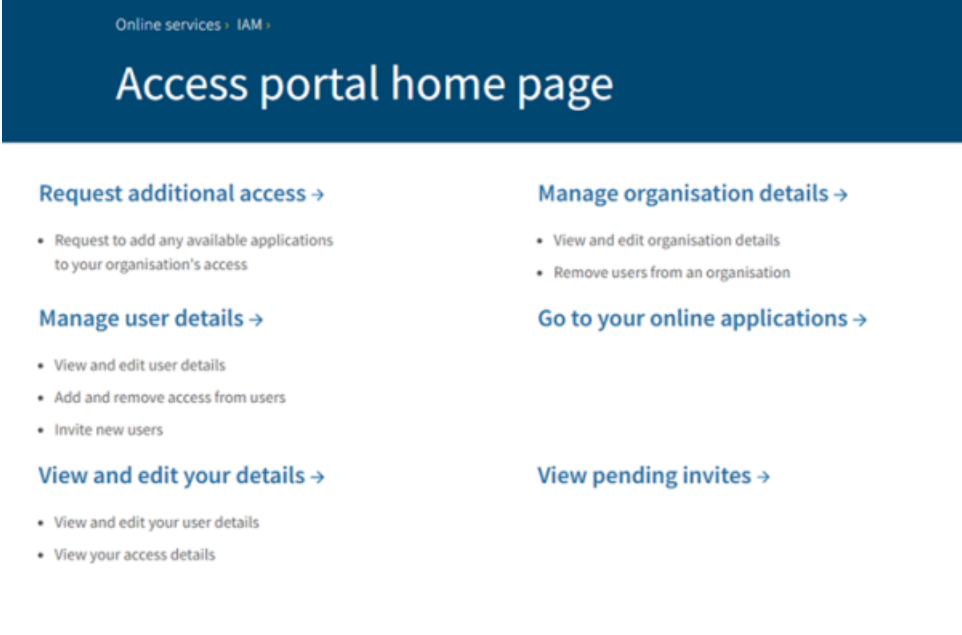


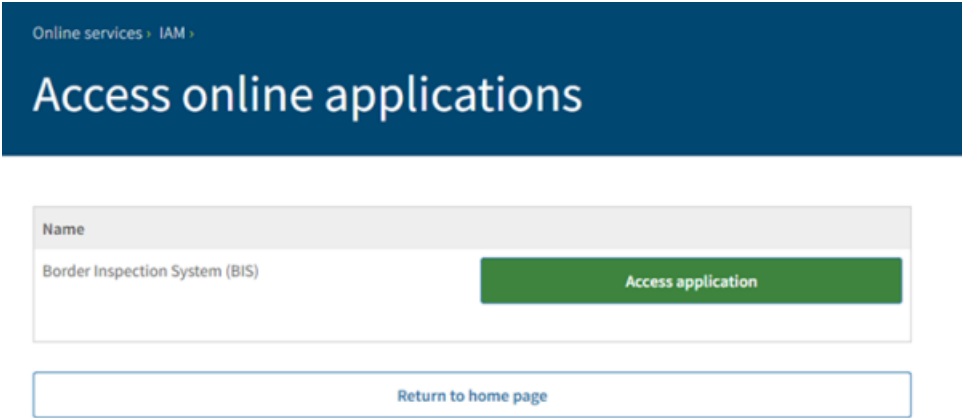

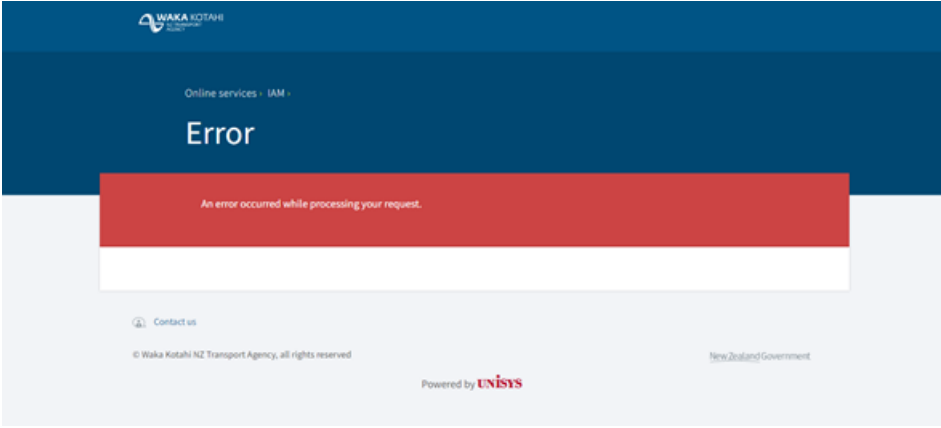
2-2 Accessing and logging into the system

Logging into the border inspection system

Step	Action
1	<p>Open a new browser window and enter the following URL:</p> <p>https://accessportal.nzta.govt.nz/</p> <p>Please note: the portal does not support Internet Explorer, please use a different browser,</p>
2	<p>This will provide access to the NZTA online services access point:</p>  <p>Online services > IAM ></p> <h1>Online services access portal</h1> <p>If your organisation is already registered please login below.</p> <p>If you've received an email with an invitation code, select the Use invitation code button.</p> <p>If your organisation isn't registered and you wish to apply, select the Request access button.</p> <p><i>This application doesn't support Internet Explorer 11, please use a different browser.</i></p> <p> Login via realme </p> <p>Request access</p> <p>Use invitation code</p> <p>Return to online services</p>

Step	Action
<p>3a</p>	<p>To access the system for the first time you must accept an invitation.</p> <p>Select the Use invitation code button.</p> <p>This will take you to the Redeem invitation code screen.</p> <p>Enter invitation code and select Continue.</p>  <p>You will be directed to the Realme login page – go to step 4.</p> <p>Note: you only need to accept an invitation once, to register to the portal. For all subsequent logins go to step 3b.</p>
<p>3b</p>	<p>To login, select Login via realme.</p>
<p>4</p>	<p>You will be directed to the Realme login page.</p> <p>Enter your realme login.</p> 

Step	Action
<p>5</p>	<p>Successful login will direct you to the Access portal home page.</p> <p>Your home page will be either the General user home page or the Organisation administrator home page.</p> <p>General user home page</p>  <p>Organisation administrator home page</p> 
<p>6</p>	<p>Select Go to your online applications.</p>

Step	Action
7	<p>This will take you to the Access online applications screen.</p>  <p>Select the green Access application button next to Border inspection system (BIS).</p>
8	<p>You will be directed to the Border inspection system home page.</p> 
9	<p>Unsuccessful login screen.</p> 

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.

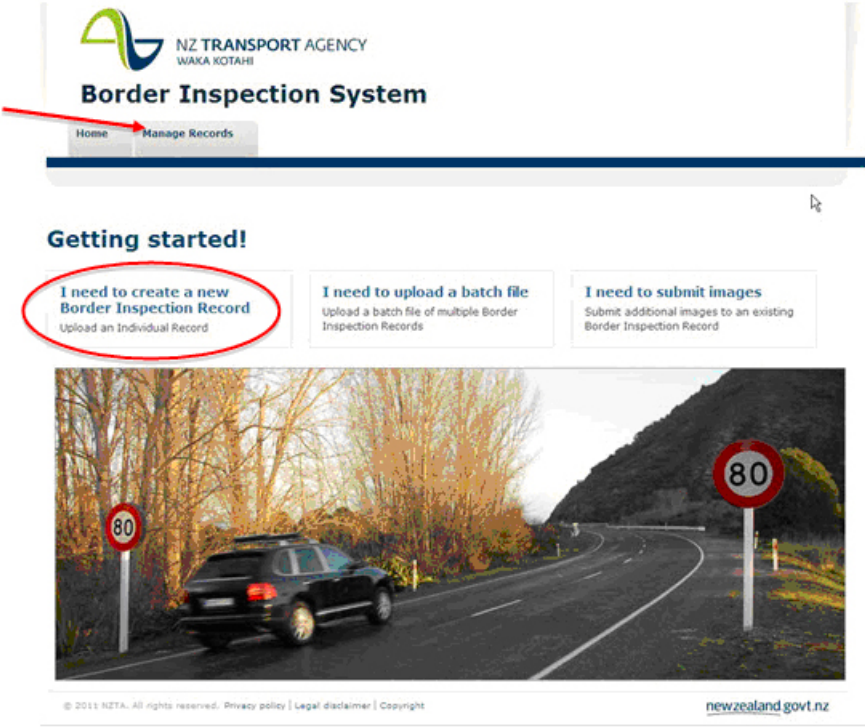
Where keying error can't be identified

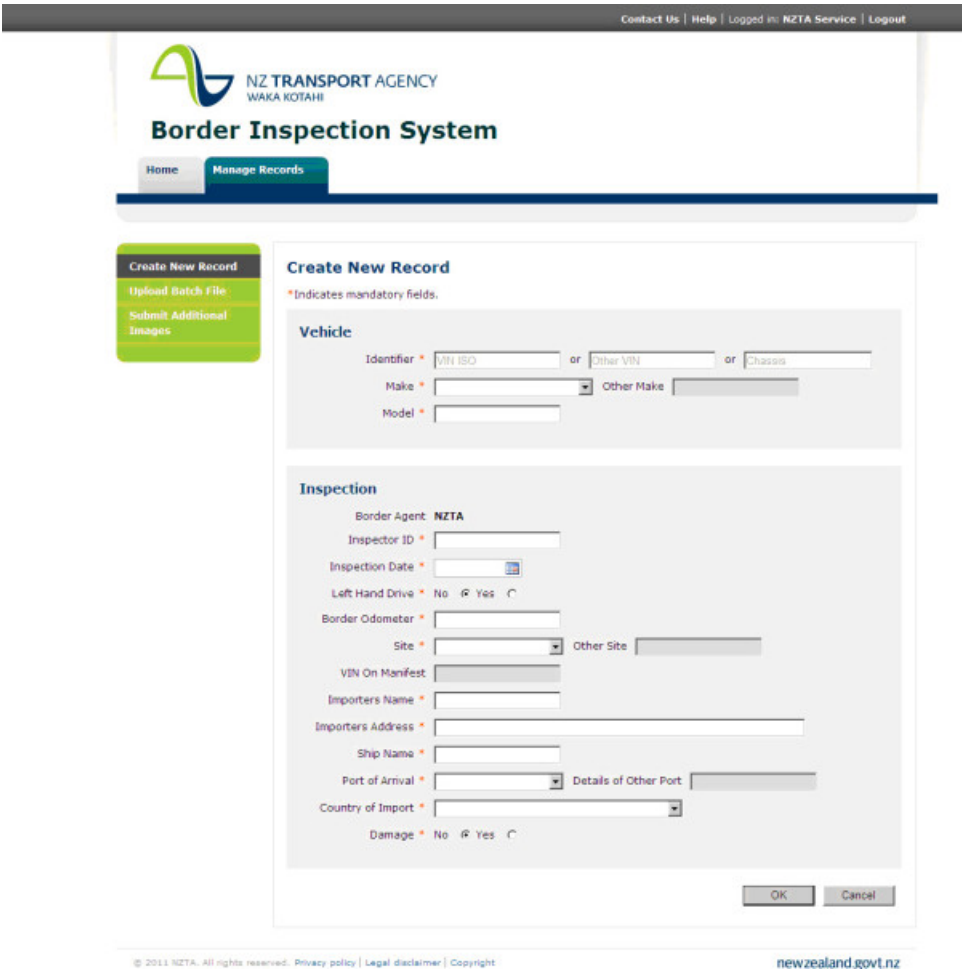
Where a keying error cannot be verified, the public display of odometer records can be suppressed. This is discretionary and based on risk and supporting documentation. If the information provided is not deemed sufficient, we will not change the odometer reading leaving it publicly available to allow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

2-4 Entering an individual record

Creating a new record

Step	Action
1	<p>On the homepage, create a new record by using one of the methods below:</p> <ul style="list-style-type: none">• click on the I need to create a new Border Inspection Record button in the middle of the screen, or• select the Manage records tab at the top left of the screen and select Create New Record from the list on the left-hand side of the screen.  <p>The screenshot shows the NZ Transport Agency (Waka Kotahi) Border Inspection System homepage. At the top, there is a navigation bar with 'Home' and 'Manage Records' tabs. A red arrow points to the 'Manage Records' tab. Below the navigation bar, the text 'Getting started!' is followed by three buttons: 'I need to create a new Border Inspection Record' (which is circled in red), 'I need to upload a batch file', and 'I need to submit images'. Below the buttons is a photograph of a car on a road with speed limit signs. At the bottom of the page, there is a copyright notice: '© 2011 NZTA. All rights reserved. Privacy policy Legal disclaimer Copyright' and the website address 'newzealand.govt.nz'.</p>

Step	Action
2	<p>A new window will open and display the following form:</p> 
3	<p>Complete the necessary fields.</p> <p>Note: refer to the Completing the form section for additional information about entering details.</p>
4	<p>When all fields have been completed and all attachments (if necessary) have been added, to save the record, click on OK.</p>

2-5 Completing the form

Standard mandatory fields

In the **Create New Record** screen, any field that is preceded by an * is a mandatory field and must be populated before the record is submitted.

The following fields are mandatory:

- **Identifier**
- **Make:** select from a drop-down list
- **Model:** free text

- **Inspector ID:** free text
- **Inspection Date:** select using the calendar picker
- **Left Hand Drive:** automatically defaults to 'No'
- **Border Odometer:** must contain a value greater than, or equal to, zero
- **Site:** select from a drop-down list
- **Importers Name:** free text
- **Importers Address:** free text
- **Ship Name:** free text
- **Port of Arrival:** select from a drop-down list
- **Country of Import:** select from a drop-down list
- **Damage:** automatically defaults to 'No'.

Additional notes for vehicle section

- **Identifier:** at least one identifier must be entered for a record. Either:
 - VIN ISO, or
 - Other VIN

Do not enter a vehicle identifier into the 'Chassis' field.

- **Make:** if you select **Other** in the **Make** drop-down list, enter the make details for the record in the **Other Make** box.

Note 1

VIN ISO:

- cannot include: 'O' for Oscar, 'I' for India or 'Q' for Quebec
- must be 17 characters in length
- must not have a dash (-) entered in the number.

Note 2

A Japanese domestic VIN will always have a dash (-) somewhere in the VIN.

Additional notes for inspection section

- **Inspector ID:** use the person's initials followed by a sequential number which identifies the inspector.
- **Inspection date:** the inspection date must be entered as **yyyy/mm/dd**. Select a date by using the date picker icon to the right of the **Inspection Date** box.

Note: the date cannot be in the future.

- **Border Odometer:** border odometer readings must be values that are equal to or greater than zero. If no odometer reading can be recorded, enter '00000'
- **Site:** if you select **Other** in the **Site** drop-down list, enter the site details for the record in the **Other Site** box.
- **Ship name:** if you want to record the voyage number, use this field following the name of the ship, eg Transfuture 6 (VOY 48)

- **Port of Arrival:** if you select **Other** in the **Port of Arrival** drop-down list, enter the port details for the record in the **Details of Other Port** box.
- **Country of import:** this is the country that the vehicle was exported from.
- **Damage:** if the **No** button is selected, the **Damage** section will not appear and no further fields need to be completed. If the **Yes** button is selected, further fields related to damage will appear enabling notes, photos and/or water damage reports to be attached to the record. Refer to the **Entering further information if the vehicle is damaged** section for further details.

2-6 Entering further information if the vehicle is damaged

Create new record screen with additional damage fields

Contact Us | Help | Logged in: NZTA Service | Logout

NZ TRANSPORT AGENCY
WAKA KOTAHI

Border Inspection System

Home | **Manage Records**

Create New Record

Upload Batch File
Submit Additional Images

Create New Record

*Indicates mandatory fields.

Vehicle

Identifier * VIN ISO or Other VIN or Chassis
Make * Other Make
Model *

Inspection

Border Agent **NZTA**
Inspector ID *
Inspection Date *
Left Hand Drive * No Yes
Border Odometer *
Site * Other Site
VIN On Manifest
Importers Name *
Importers Address *
Ship Name *
Port of Arrival * Details of Other Port
Country of Import *
Damage * No Yes
Structure Damage * No Yes
SRS Damage * No Yes
Fire Damage * No Yes
Water Damage * No Yes
Damage Notes *
Damage Photo 1 * Browse...
Damage Photo 2 Browse...
Damage Photo 3 Browse...
Damage Photo 4 Browse...
Water Damage Report Browse...
OK Cancel

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Mandatory fields for damage information

If the vehicle has been damaged, the following fields are mandatory:

- Damage.
- Structure Damage.
- SRS Damage.

- Fire Damage.
- Water Damage.
- Damage Notes.
- Damage Photo 1.

Additional notes for the damage fields

- **Damage:** if you select the Yes button, you must supply at least one photo with the record showing the damage to the vehicle. Refer to Damage Photo 1 bullet point below.
- **Damage notes:** when entering damage notes, select from the following list to describe the type of damage and where the damage is on the vehicle.

Damage
Rust
External
Underbody
Internal
Front
Rear
Side
Left
Right

Note: when a modified vehicle is flagged, record in the notes "**suspect modification to the vehicle**".

- **Water Damage:** if you select the Yes button, you must supply a water damage report with the record. Refer to Water Damage Report bullet point below.
- Damage Photo 1: click on Browse... to locate the photos to be attached.

Note: photo pixels must not exceed 640 x 480 pixels. Minimum of two photos must be attached.

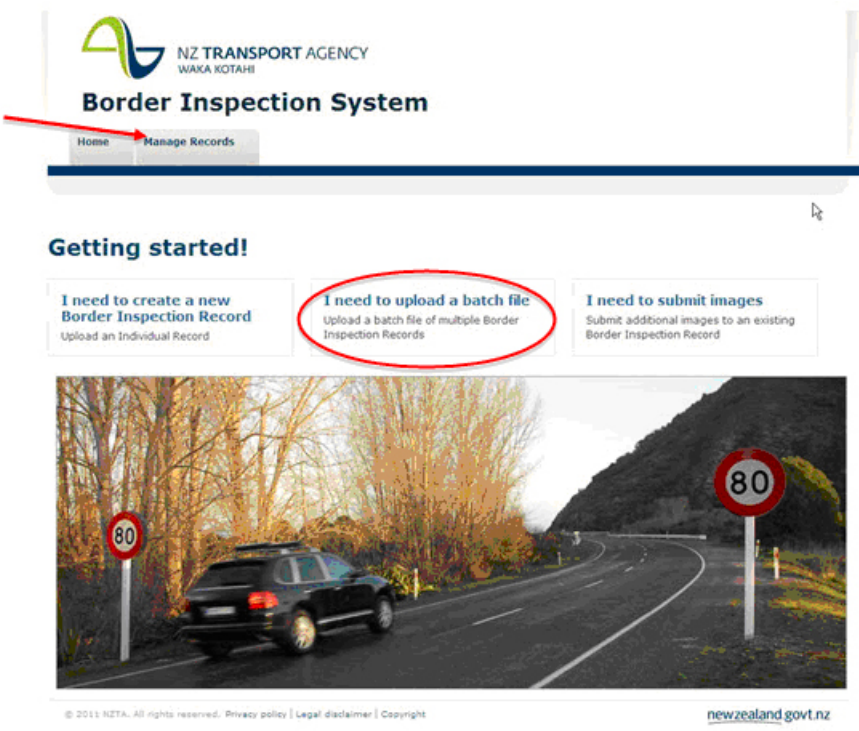
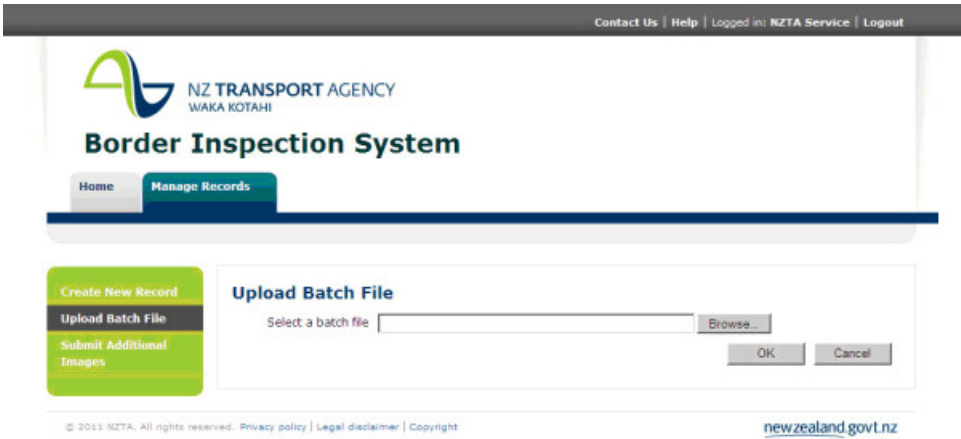
- **Water Damage Report:** click on Browse... to locate the file to be attached
- Refer to the Attachments section for detailed specifications for photographs and reports.

2-7 Entering multiple border inspection records (batch files)

Introduction

Multiple border inspection records can be loaded in an .xml file and submitted for upload to the border inspection system.

Uploading a batch file

Step	Action
1	<p>On the homepage, upload a batch file by using one of the methods below:</p> <ul style="list-style-type: none"> • click on the I need to upload a batch file button in the middle of the screen, or • select the Manage records tab at the top left of the screen and select Upload Batch File from the list on the left-hand side of the screen: 
2	<p>A new window will open requesting that you select a file to upload:</p> 
3	<p>Click on Browse... to locate the batch file stored on your system.</p>
4	<p>After you have selected the relevant file, click on OK.</p>

Batch file specifications

- The file must be supplied in an xml format that meets the NZ Transport Agency (NZTA) border inspection schema. For a copy of the schema, refer to the technical specifications that were supplied with your NZTA contract.
- Images and jpegs are to be incorporated as part of the inspection record and included in the xml file
- The following fields must be populated in upper case:
 - » UnknownMake (eg KAMAKUSA)
 - » ImporterName (eg FAST CARS INC)
- The following fields must be populated in title case:
 - » UnknownPort (eg Whanganui, not whanganui or WHANGANUI)
 - » UnknownSite (eg Pokeno, not pokeno or POKENO).

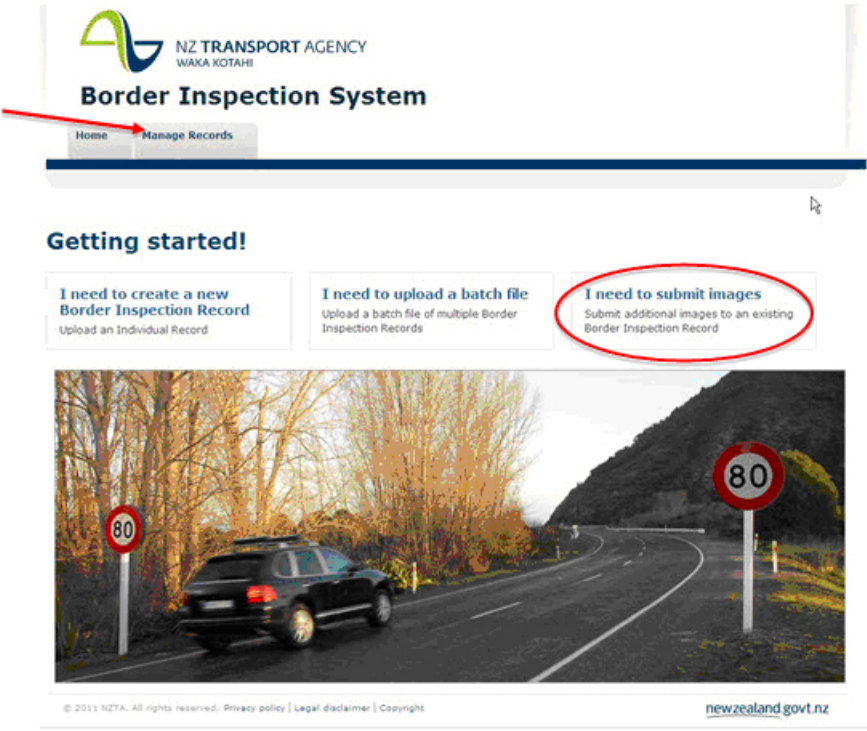

2-8 Adding additional images to an existing record

7 Adding additional images to an existing record

Overview

- An additional four images may be added to an existing border inspection record
- Additional images must be located, selected and then submitted for inclusion with an existing inspection record
- Additional images can only be uploaded to one inspection record at a time.

Adding additional images

Step	Action
<p>1</p>	<p>On the homepage, add additional images by using one of the methods below:</p> <ul style="list-style-type: none"> • click on the I need to submit images button in the middle of the screen, or • select the Manage records tab at the top left of the screen and select Submit additional images from the list on the left-hand side of the screen:  <p>The screenshot shows the NZ Transport Agency (Waka Kotahi) Border Inspection System homepage. The 'Manage Records' tab is active. Three main options are presented: 'I need to create a new Border Inspection Record', 'I need to upload a batch file', and 'I need to submit images'. The 'I need to submit images' option is circled in red. Below the options is a photograph of a car on a road with speed limit signs. The footer includes copyright information and the website URL 'newzealand.govt.nz'.</p>
<p>2</p>	<p>A new window will open that provides browser capability to enable additional images to be selected:</p>  <p>The screenshot shows the 'Submit Additional Images' form. At the top, there are links for 'Contact Us', 'Help', 'Logged in: NZTA Service', and 'Logout'. The NZ Transport Agency logo and 'Border Inspection System' title are visible. The 'Manage Records' tab is active. On the left, there are three buttons: 'Create New Record', 'Upload Batch File', and 'Submit Additional Images'. The main form area has a title 'Submit Additional Images' and a note '*Indicates mandatory fields.'. The form contains: <ul style="list-style-type: none"> An 'Identifier' field with three options: 'VIN ISO', 'Other VIN', and 'Chassis'. Four 'Image' fields (Image 1 to Image 4), each with a 'Browse...' button. 'OK' and 'Cancel' buttons at the bottom right. The footer includes copyright information and the website URL 'newzealand.govt.nz'. </p>

Step	Action
3	Enter the Identifier associated to the existing inspection record that you wish to add the images to. This will be either: <ul style="list-style-type: none"> • VIN ISO, or • Other VIN. Note: VIN ISO cannot include: 'O' for Oscar, 'I' for India or 'Q' for Quebec, and must be 17 characters in length.
4	Next to Image 1 , click on Browse... to locate the image to be uploaded. Refer to the Attachments section for attachment specifications.
5	Once selected, the name of the image for uploading will be displayed in the Image 1 box.
6	Use the Image 2, 3 and 4 boxes to upload more images, if necessary, clicking on Browse... beside each box to locate the images to be uploaded.
7	After you have uploaded all necessary images, click on OK .

2-9 Attachments

8 Attachments

Water damage report

When a record indicates that the vehicle has water damage, a water damage report must be included. This is stored as a jpeg file and submitted with the initial record:

- only one water damage report is permitted for inclusion with a record
- a water damage report cannot be submitted as an additional attachment after the initial record has been entered into the system.

See [Reference material 4](#) for a copy of the water damage report form.

Technical specifications – water damage report

A water damage report jpeg must be a minimum size of 200kb and cannot exceed 400kb.

Photos

When a record indicates that the vehicle has damage, it must have at least one photo attached when the initial record is submitted:

- up to four images can be loaded with the initial record and another four images can be loaded separately for the record after the initial submission.

Technical specifications – photos

All photos supplied with records must meet the following specifications. Each image must:

- be formatted as a JPEG
- 640 x 480 pixels in size
- RGB, 24 bits per pixel
- Minimum DPI of 72, maximum of 180.

2-10 Example error messages (screenshots)

9 Example error messages (screenshots)

Error messages

When insufficient or incorrect information is entered by the user, an error message will display.

The message appears at the top of the page in **red font** and fields that require populating are also highlighted in **red**.

Example 1: Create new record



Border Inspection System

Home

Manage Records

Create New Record

Upload Batch File

Submit Additional Images

Create New Record

*Indicates mandatory fields.

The following errors have occurred:

- Please enter at least one Vehicle Identifier
- Inspector Id must be entered
- Inspection Date must be entered
- Border Odometer must be entered
- Site must be entered
- Importers Name must be entered
- Importers Address must be entered
- Ship Name must be entered
- Port must be entered
- Country of Import must be entered

Vehicle

Identifier * or or

Make * Other Make

Model *

Inspection

Border Agent: **NZTA**

Inspector ID *

Inspection Date *

Left Hand Drive * No Yes

Border Odometer *

Site * Other Site

VIN On Manifest

Importers Name *

Importers Address *

Ship Name *

Port of Arrival * Details of Other Port

Country of Import *

Damage * No Yes

OK

Cancel

Example 2: Create new record



Border Inspection System

Home

Manage Records

Create New Record

Upload Batch File

Submit Additional Images

Create New Record

*Indicates mandatory fields.

The following errors have occurred:

- Damage Notes are required
- Damage Photos are required
- A Water Damage Report is required

Vehicle

Identifier * or or
Make * Other Make
Model *

Inspection

Border Agent **NZTA**
Inspector ID *
Inspection Date *
Left Hand Drive * No Yes
Border Odometer *
Site * Other Site
VIN On Manifest
Importers Name *
Importers Address *
Ship Name *
Port of Arrival * Details of Other Port
Country of Import *
Damage * No Yes
Structure Damage * No Yes
SRS Damage * No Yes
Fire Damage * No Yes
Water Damage * No Yes
Damage Notes *
Damage Photo 1 *
Damage Photo 2
Damage Photo 3
Damage Photo 4
Water Damage Report *

OK

Cancel

Example 3: Submit additional images



Border Inspection System

Home **Manage Records**

Create New Record

Upload Batch File

Submit Additional Images

Submit Additional Images

*Indicates mandatory fields.

The following errors have occurred:

- Please upload at least one photo

Identifier *	<input type="text" value="VIN ISO"/>	or	<input type="text" value="Other VIN"/>	or	<input type="text" value="123456789"/>
Image 1 *	<input type="text"/>				<input type="button" value="Browse..."/>
Image 2	<input type="text"/>				<input type="button" value="Browse..."/>
Image 3	<input type="text"/>				<input type="button" value="Browse..."/>
Image 4	<input type="text"/>				<input type="button" value="Browse..."/>
					<input type="button" value="OK"/> <input type="button" value="Cancel"/>