

MAFBNZ CHANGES BACC APPLICATION SERVICE DELIVERY TARGETS

Dear Stakeholder,

For many years MAFBNZ has used manual paper based systems for its risk screening and clearance processes and for many years members of the supply chain industries have placed pressure on MAF to provide electronic systems. As part of the move to a fully electronic environment MAF has designed and built a system that will take all the relevant documentation for an electronic clearance application. This system was introduced in August 2008.

Some importers and brokers have taken advantage of this new system and are regularly receiving application turnarounds in under 10 minutes. For the most part, however, the uptake of this new technology by industry has been disappointing. MAFBNZ is reviewing the performance indicators associated with risk screening, against the benefits expected with the new electronic system. So far MAFBNZ has removed four of the eight fax machines used for BACC processing in Auckland and will remove a further machine by 1 April 2009. The first four fax machines provided backup capacity and their removal has not really affected the service delivery of the fax channel. The removal of the next machine will impact on MAF's ability to process fax based applications and may result in more busy times for industry.

MAF has also reduced the fax line capacity in Christchurch by 50%.

In line with the ability to accept electronic documentation MAF intends to revise the service delivery targets for Biosecurity Authority Clearance Certificates (BACCs). From 1 April 2009, the revised service delivery targets will be separated for electronic and faxed clearance applications, with priority given to electronic applications.

The intended service delivery targets for **electronic** clearances applications:

- 3 business hours for Air Cargo (business hours are 6.00 am to 6.00 pm, Monday-Friday)
- 6 business hours for Sea Cargo

The intended service delivery targets for **faxed** clearance applications:

- 1 business day for Air Cargo
- 2 business days for Sea Cargo

These service delivery targets will be reviewed as MAF proceeds to a fully electronic state for these processes. MAF will further decommission fax machines to achieve the goal of 100% electronic applications by February 1, 2010.

Yours sincerely,

Handwritten signature of Charles Hatcher in blue ink.

Charles Hatcher
Assistant Director, Cargo Clearance
MAF Biosecurity New Zealand

Handwritten signature of Carolyn Whyte in blue ink.

Carolyn Whyte
Analysis and Profiling Manager, Border Standards
MAF Biosecurity New Zealand

