



TradeWindow Prodoc Fact Sheet - TSW



Introduction

Prodoc can submit NZ Customs Export Entries via the New Zealand Trade Single Window (TSW). Once set up, and Entry is submitted from within Prodoc and response comes back into Prodoc, with no other application required.

What you'll need

A very simple rule is that to submit to TSW from Prodoc, you must be able to do the same via the TSW website. You'll also need to set up for business to business (B2B) messaging – more on that below.

If you're new to Export Entries, then you need to have:

- A customs client code for your company (in the format 40123456K)
- Staff qualified as declarants, with RealMe accounts

Your Fact Sheet pack should include an NZ Customs produced document with more details about the TSW registration process. If you're already doing TSW entries online then you shouldn't need to register again.

How to get set up for B2B messaging

You can request B2B messaging via the TSW portal. We're working with Customs to create detailed instructions for this step as we have seen varying levels of success.

At this stage we suggest contacting tswusersupport@customs.govt.nz mentioning your customs client code (that's the code for the company) and saying you need to add B2B messaging for Export Entries and associated responses.

