

How the current SmartGate technology works

Arrivals

Step 1: kiosk



1. Insert your ePassport into the kiosk and follow the instructions on the screen.
2. If you are eligible to use SmartGate, the kiosk will issue you a ticket, which you'll need for step two.
3. If you're not eligible to use SmartGate, you will be processed manually by a Customs officer.

Step 2: gate



1. Insert your ticket from the kiosk.
2. Look straight ahead while your face is compared to your ePassport photo.
3. If you're successful, retrieve your ticket and proceed through the gate.
4. Collect your luggage and proceed to the Customs check-point.
5. Hand in your ticket and passenger arrival card.

Departures

Step 1: kiosk

1. At the kiosk, place your ePassport into the reader.
2. Answer the question regarding NZ\$10,000 currency using the touch screen.
3. The kiosk checks your eligibility to self process.
4. If you are eligible, the kiosk will issue a ticket.
5. You must hold onto this ticket for use at Step 2.

Step 2: gate

1. Hand in your passenger departure card to the border official positioned at the gate.
2. Insert the ticket into the reader at the gate.
3. Look directly at the camera and follow the instructions on the screen.
4. The gate performs the identity check and final clearance activities.
5. If the images match you can proceed through the gate.