

FAQs

1) What is Rule 109?

Civil Aviation Authority (CAA) Rule 109 is the new cargo security regulations and requirements being introduced by the New Zealand Government. The Rule 109 regulations aim to improve air cargo security carried on international passenger aircraft. As part of the new Rule 109 regulations, businesses or organisations within the international air freight environment are required to be regulated to handle and send international airfreight from New Zealand. Rule 109 also sets out security screening standards for international air cargo.

2) Why are these changes taking place?

The Civil Aviation Authority (CAA) of New Zealand has introduced new air cargo security requirements for the shipping of international air cargo under Rule 109 of the CAA regulations. These regulations aim to improve air cargo security on international passenger aircraft.

The changes ensure that the New Zealand Government's cargo security regulations are in line with internationally accepted standards and expectations as set out in ICAO Annexure 17 Cargo security requirements. These standards ensure the safety and security of passengers on international bound aircraft. Secondly, the New Zealand Government needs to address the risks surrounding air cargo security.

As a global organisation and leading integrator of express air freight, FedEx is required to comply with these cargo security requirements. Experience in complying with other countries' security regulations, allows us to make the transition here in New Zealand as seamless as possible for your shipping requirements.

3) What is a Regulated Air Cargo Agent (RACA)?

Industry participants such as FedEx, are regulated under Rule 109 as Regulated Air Cargo Agents (RACA). To be certified as a RACA, FedEx is required to have a number of cargo security measures and processes in place to handle or ship international airfreight. Without RACA certification, FedEx will be unable to provide a written declaration of security to the airlines which is required under the Rule 109 regulations.

The term 'Regulated Air Cargo Agent' signifies that a business is certified by the New Zealand authorities to handle and ship international export air cargo. This implies that those businesses will have an acceptable process in place for security screening of international air cargo.

4) What is a 'known customer'?

Under the new Rule 109 requirements, a Regulated Air Cargo Agent (RACA) is required to have in place a number of air cargo security methods and processes. One of these cargo screening methods is to have a list of known and trusted customers or a 'known customer' list.

As part of the security screening process FedEx will be utilising and maintaining a 'known customer' list.

There are a number of advantages of being a 'known customer' to FedEx. Your shipments will be expedited and there will be minimal or no disruption to the delivery of your shipment. This means that we can offer you the same level of service that you have always expected from FedEx.

5) How do I become a 'known customer'?

In order for FedEx to be compliant with the security requirement for 'known customers' or any other RACA, customers are required to understand the cargo security requirements. Some of these requirements include secured packaging of your shipment and the shipper being aware of the contents of the shipment.

To become a 'known customer' you are required to have a current FedEx account and also complete an aviation cargo industry wide standard acknowledgement. This acknowledgement and the accompanying documentation sets out basic requirements the regulations require FedEx to have in place with our customers. We will also be required to record the customers' identification and signature and keep this on our file as part of your 'known customer' approval.

Completion of these basic requirements will enable your shipments to be expedited with no further government or regulatory security screening impediments.

6) What is the impact if I am not a 'known customer'?

Under the new Rule 109 requirements, a Regulated Air Cargo Agent (RACA) must have in place methods for the security screening of international export air cargo. One of these security screening methods is to have a 'known customer' list, which requires the customer to acknowledge and understand basic shipping requirements. Being part of the 'known customer' list will ensure that your shipment will be subject to minimal or no regulated security screening delays.

To elect not to become a FedEx 'known customer' will result in possible regulatory delays to your shipment, additional freight and handling charges, and delays in the pick up and delivery of your shipment.

7) What happens if I don't fill out forms and/or provide ID?

Under the new Rule 109 requirements, a Regulated Air Cargo Agent (RACA) must comply with 'known customer' regulations. Part of the requirement for these regulations is ensuring that the 'known customer' acknowledges and understands their basic requirements.

FedEx requires as an 'acceptable means of compliance'. The 'known customer' must sign the acknowledgement form and return it to FedEx so it can be administered on our 'known customer' list. This process forms part of the requirement of becoming a 'known customer'.

If customers do not complete the forms and provide an acceptable form of photographic identification, we will be unable to place these customers on our 'known customer' list. As a result, your shipments will unfortunately not be expedited through our system.

8) Why do I or an authorised person from my business need to supply an appropriate form of Identification?

In order for FedEx to be compliant with the security requirements for 'known customers' under the new Rule 109 requirements, a Regulated Air Cargo Agent (RACA) must be able to establish the identity of a person in relation to the business that they are operating. Hence, the 'known customer' or its authorised representative is required to submit an appropriate form of photographic identification.

9) What is FedEx doing in response to Rule 109?

The new 109 regulations ensure that the New Zealand Government are implementing air cargo security measures for international passenger aircraft that are acceptable to international standards as set out in ICAO annexure 17 security measures. FedEx is working with the authorities to comply with the cargo security regulations, so that our customers will be subject to minimal impact and no disruptions to our services. Further to this, we anticipate that these changes will continue to evolve as the worlds leading economies are requiring further cargo security changes.

10) When do the new regulatory changes begin?

The new Rule 109 regulatory requirements commence on the April 9, 2009. However, you may have received the 'Known Customer' information and other documentation relating to the changes already. This is to ensure that we have set up our procedures ahead of the expected start date. This planning and implementation will ensure minimal impact to your shipments so that we can maintain your service expectations.

11) If I have any further questions or concerns, whom can I contact?

Information on Rule 109 can be found on the New Zealand Government Civil Aviation Authority website: http://www.caa.govt.nz/rules/Part_109_Brief.htm