NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

MYCUSTOMS ACCOUNT USER GUIDE

Contents

About MyCustoms Account 2

Who to contact 2

Accessing MyCustoms Account 2

- Bookmarking the URL 2

Setting up your MyCustoms Account 3

- Username 3
- Link expiry 3
- Multiple client codes 3
- Set your password 4
- Multi-factor authentication 6
- My Apps page 9

Sign In 10

- Resetting your password 12
- Need help? 15

Overview of MyCustoms Account 16

- Navigating MyCustoms Account 16

Account Summary 18

Transaction History 19

- Compulsory search fields 19
- Optional search fields 20
- Partial and wildcard search 22

Download Statements 24

Sign Out 26

ABOUT MYCUSTOMS ACCOUNT

MyCustoms Account (MCA) is Customs' self-service digital platform for brokers and importers with deferred payment accounts. With MCA you can view your account balance, available credit and transaction history. You can also download your deferred payment account statements.

WHO TO CONTACT

If you have any questions or issues regarding MyCustoms Account, please contact revenue@customs.govt.nz

Your designated billing email address (where your monthly statements are sent) is your MyCustoms Account username. If you need to update your billing email address, please contact revenue@customs.govt.nz.

ACCESSING MYCUSTOMS ACCOUNT

Access is available from Customs website at www.customs.govt.nz/my-customs-account. Click the blue 'Go to MyCustoms Account' button under the page heading.

MyCustoms Account is best accessed from a desktop or laptop computer.

Bookmarking the URL

We recommend that you bookmark the MyCustoms Account website (www.customs.govt.nz/my-customs-account) and not the direct URL.

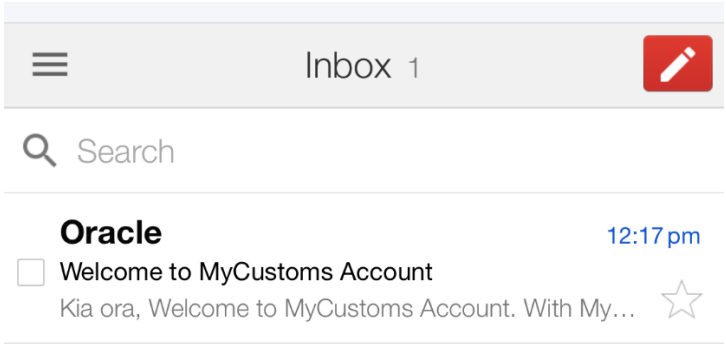
SETTING UP YOUR MYCUSTOMS ACCOUNT

Setting up your MyCustoms Account is free and simple.

Username

Your MyCustoms Account user profile is linked to the designated billing email address (where your statements are sent) for your deferred payment account.

MCA will send an email invite to your billing email address (N.B. this email will be sent from customs.govt.nz.no-reply@oraclecloud.com). Contained within the email invite is a link to activate your MCA account.



When you activate your MCA account, your billing email address becomes your MCA username.

If you need to update your designated billing email address, please contact revenue@customs.govt.nz. Updating your billing email address will prompt an email invite and link to activate your MCA account with your new billing email address as your MCA username. You will no longer be able to access MCA using your previous billing email address/username.

Note that it is only possible for one MCA user profile to be linked to a deferred payment account at any time.

Link expiry

The link in your welcome email is valid for seven (7) days. To activate your account after the link has expired, go to the MyCustoms Account webpage, click the blue button labelled ‘Go to MyCustoms Account’. On the MyCustoms Account landing page, click ‘Forgot Password’. You’ll receive a new email with a link to set your password and activate your account.

Multiple client codes

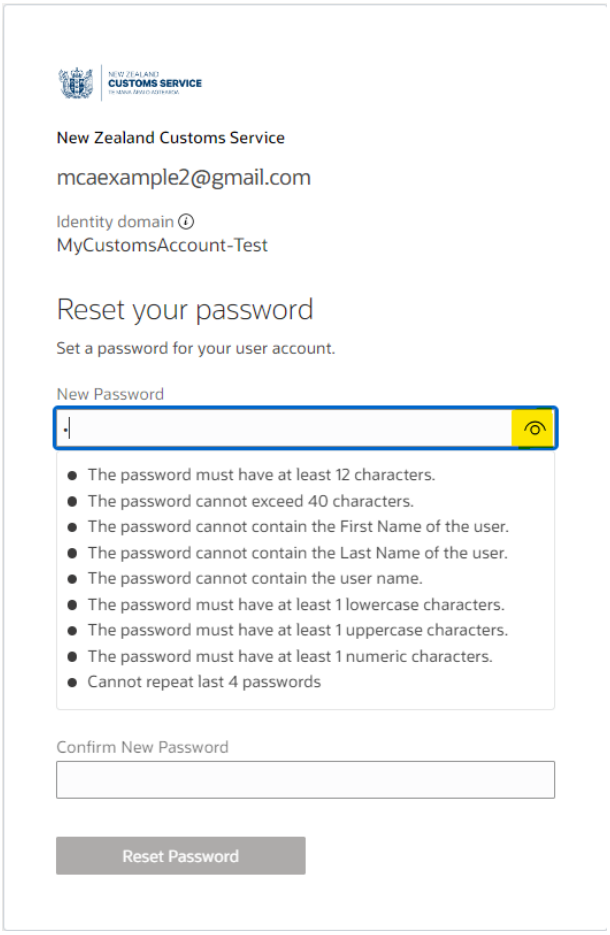
If your business has multiple deferred payment accounts with Customs and the designated billing email address is the same, you’ll be able to view details for all accounts under your single MCA user profile.

Where each deferred payment account has a different billing email address, separate MCA user profiles will be created. Each user profile will only be able to view details for the deferred payment account(s) with that billing email address.

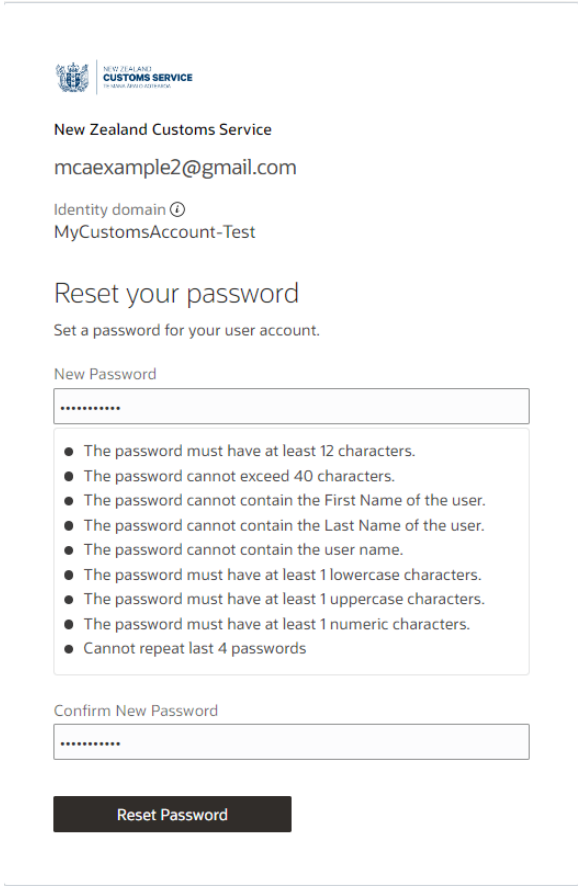
Set your password

When you follow the link in your welcome email to activate your MyCustoms Account, you'll be prompted to set a password.

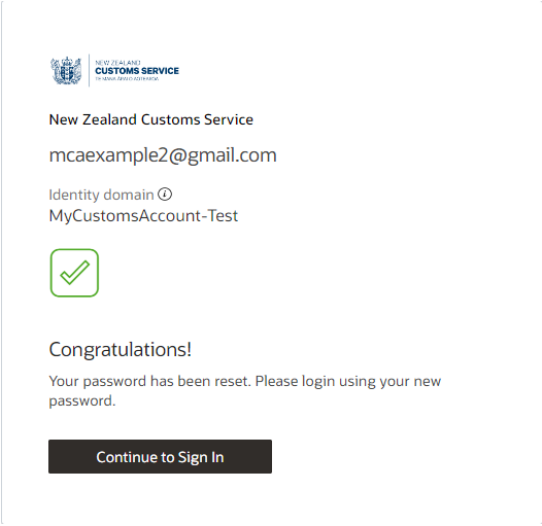
1. Enter your password into the 'New Password' field. The characters will be hidden automatically. Click the eye icon on the right of the field if you want to see characters as you type.



2. Re-enter your password into the 'Confirm New Password' field.



3. Click ‘Reset Password’. A notification confirming your password has been set will appear on screen.

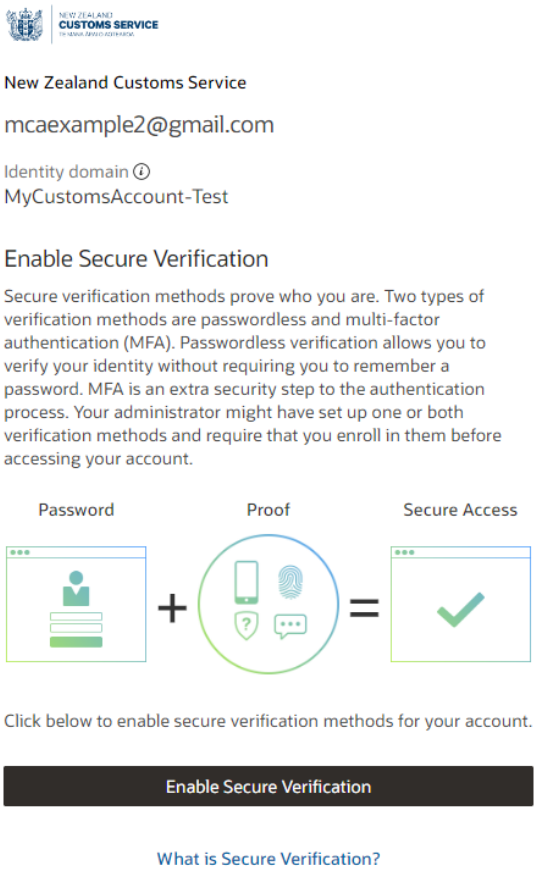


4. You are now able to sign in to your MyCustoms Account. Click ‘Continue to Sign In’ to sign in with your username and password.

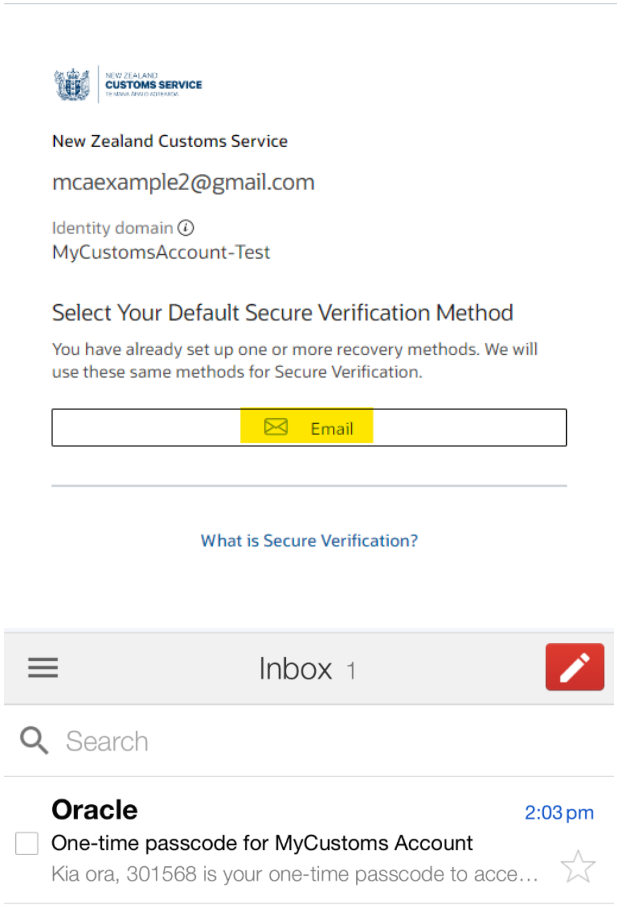
Multi-factor authentication

MyCustoms Account uses multi-factor authentication as an extra security step to protect your account. The first time you use MCA, you'll be prompted to set up multi-factor authentication. Once set up, a six-digit code will be sent to your designated billing email address that will need to be entered alongside your username and password when you sign in. Each time you sign in to MCA, a new code will be sent to your billing email address.

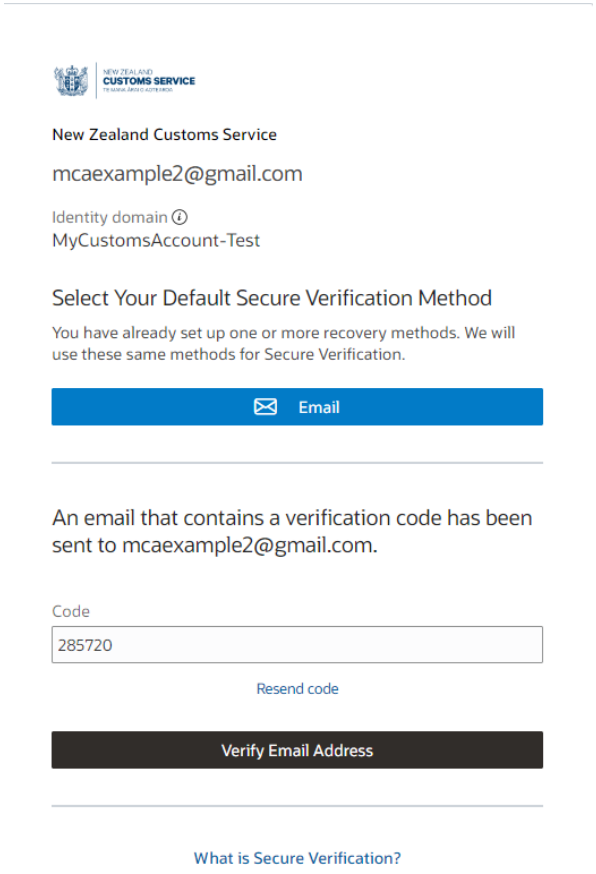
1. Click 'Enable secure verification'



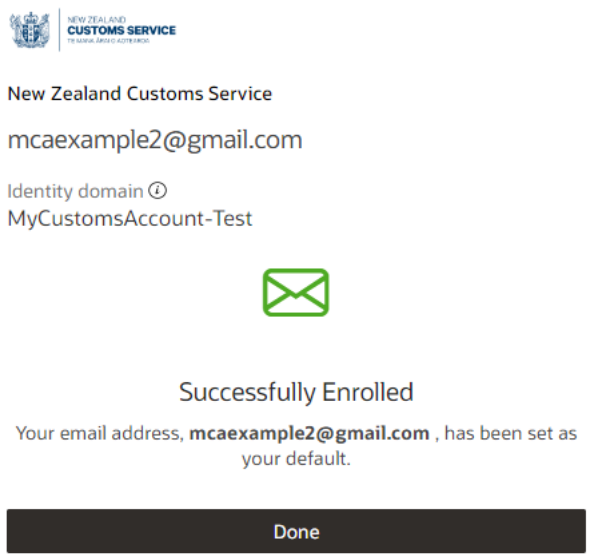
2. Click 'Email'. This will send a one-time six-digit code to your billing email address.



3. Enter the code you have received into the ‘Code’ field. Click ‘Verify Email Address’.



4. A notification confirming your multi-factor authentication has been set will appear on screen.



My Apps page

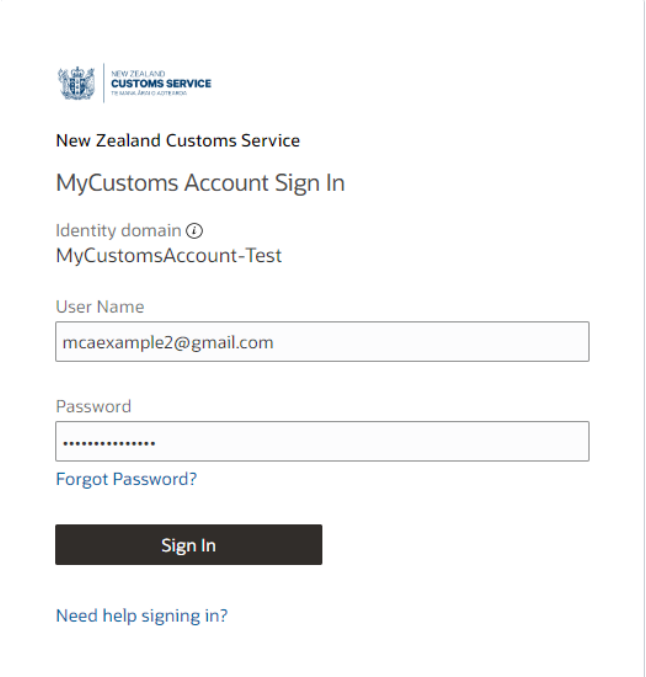
After setting your multi-factor authentication, you'll be presented with a My Apps landing page.

1. Select the MyCustoms Account tile.

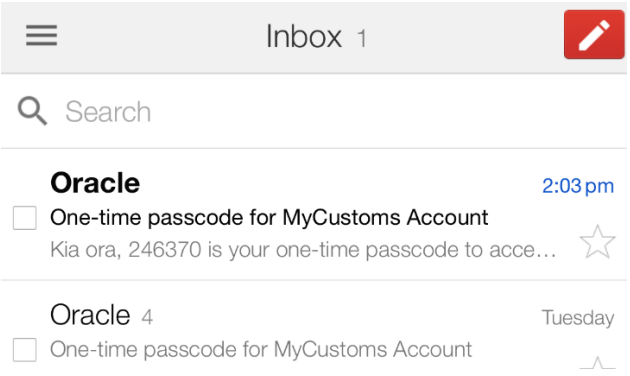
SIGN IN

You'll need to sign in to MyCustoms Account each time you use it.

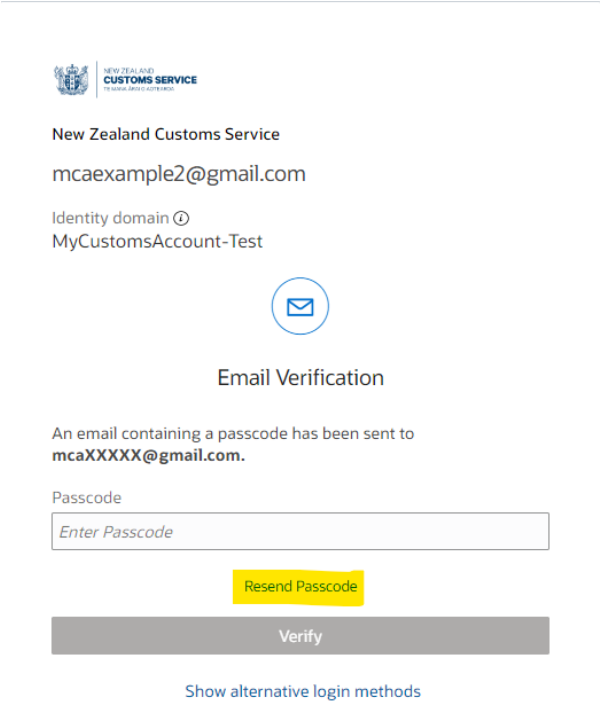
1. Enter your username and password. Remember, your username is the designated billing email address for your deferred payment account (where your monthly statements are sent).
2. Click 'Sign In'.



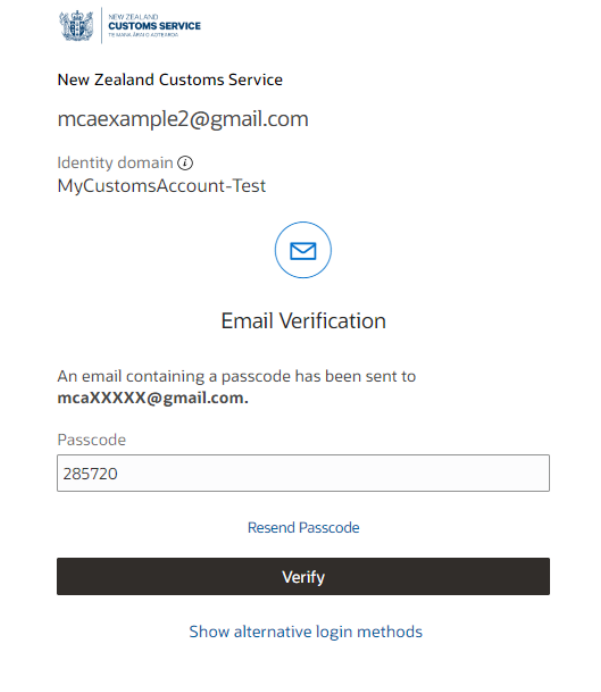
3. A one-time code will be sent to your email address.



4. If you do not receive an email with your passcode, click 'Resend Passcode'.



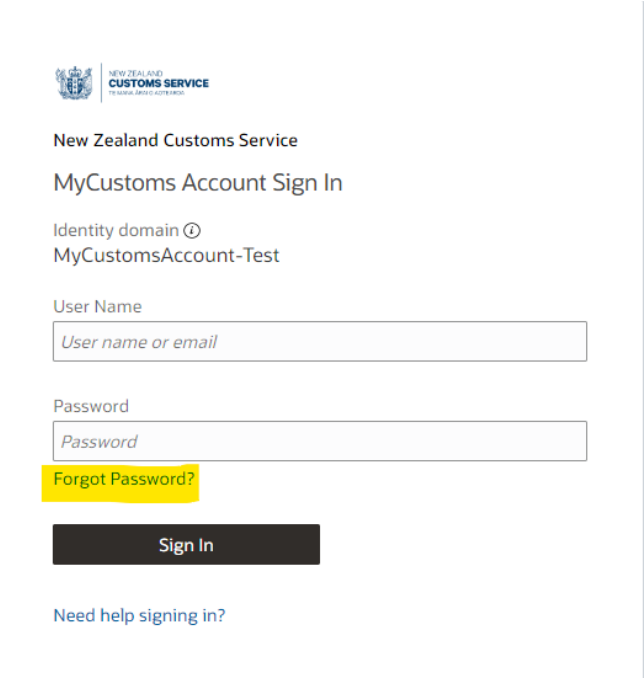
5. Enter the passcode and click ‘Verify’. You will be directed to the account summary page of MyCustoms Account.



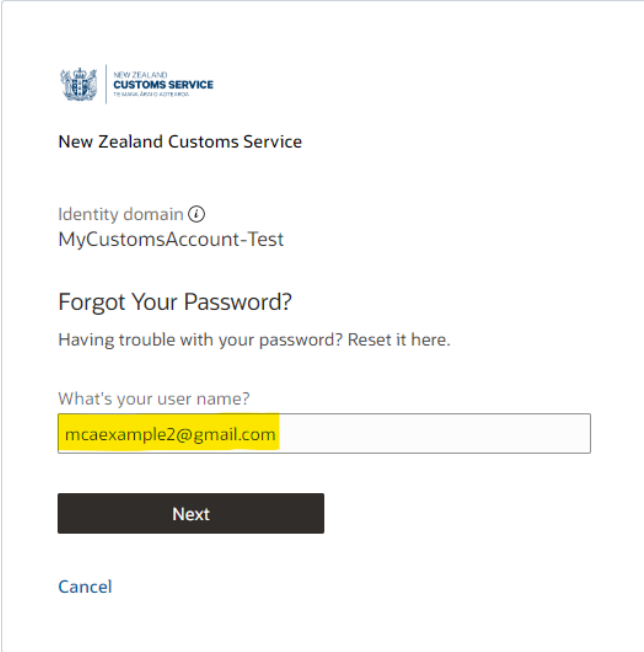
Resetting your password

You can reset your password if you forget it or otherwise want to change it. You should always reset your password if you have concerns that your existing password has been compromised.

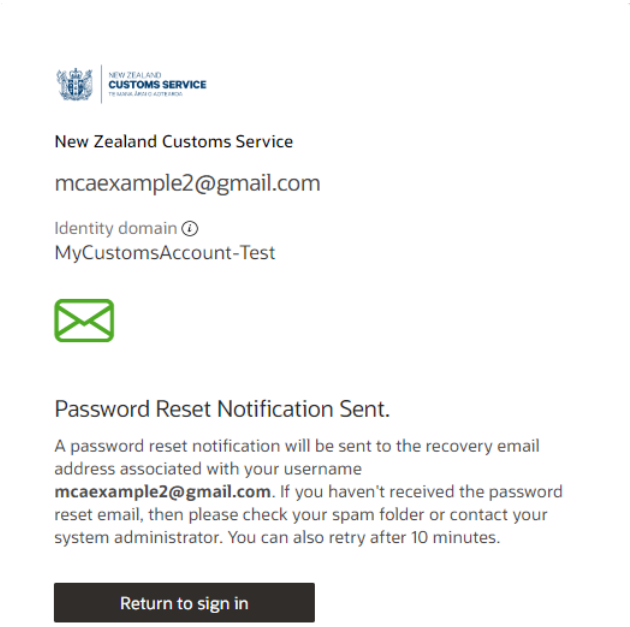
1. Click ‘Forgot password?’



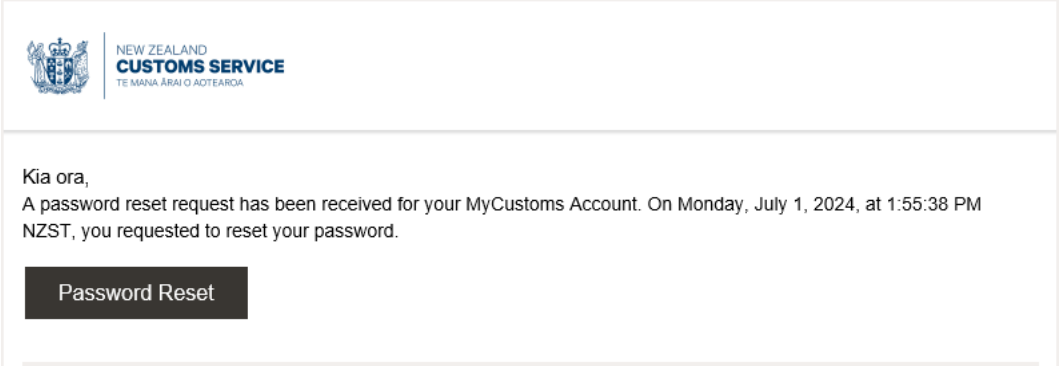
2. Enter your username. Remember, your username is the designated billing email address for your deferred payment account (where your monthly statements are sent).



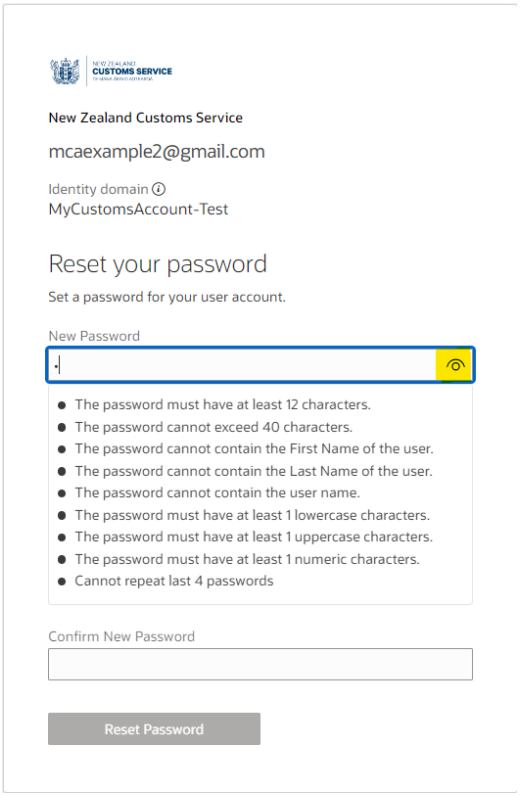
3. Click ‘Next’.
4. A screen will show to confirm that a password reset notification has been emailed.



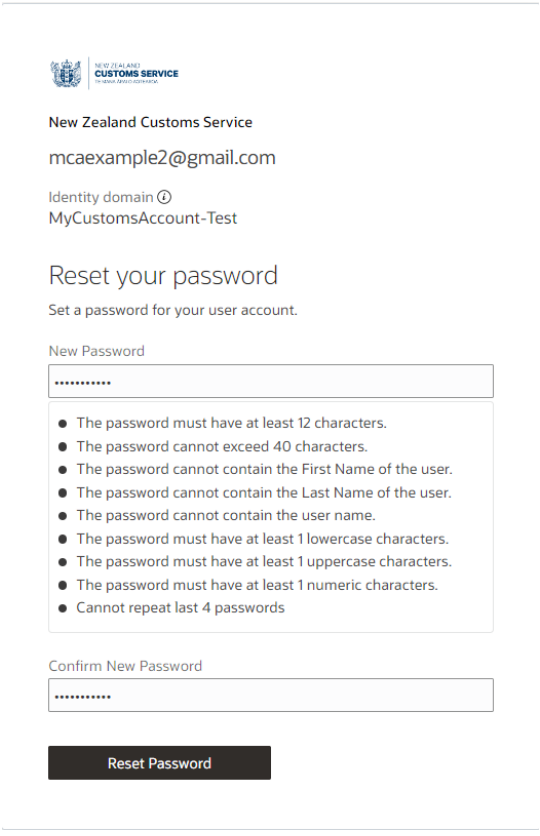
5. Click ‘Return to sign in’.
6. In the email received, click on the ‘Password Reset’ button.



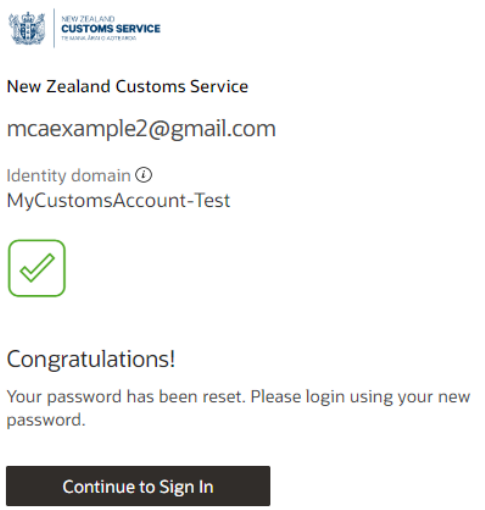
7. Type your new password into the ‘New Password’ field. The characters will be hidden automatically. Click the eye icon on the right of the field if you want to see characters as you type.



8. Re-enter your password into the ‘Confirm New Password’ field.



9. You are now able to sign in to your MyCustoms Account. Click ‘Continue to Sign In’ to sign in with your username and password.



Need help?

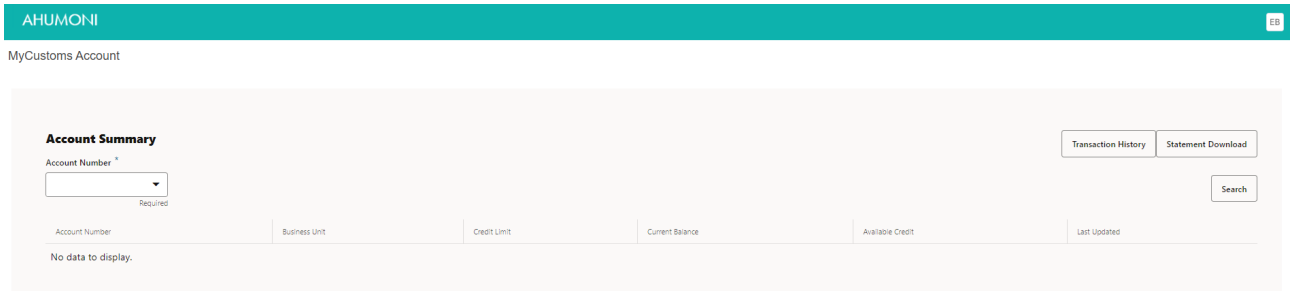
If you need help to sign in to MyCustoms Account, please contact revenue@customs.govt.nz.

We do not recommend using the ‘Need help signing in?’ link.

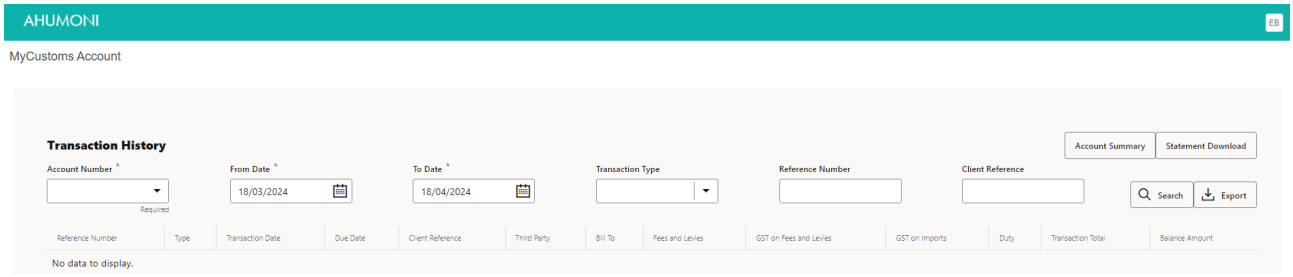
OVERVIEW OF MYCUSTOMS ACCOUNT

MyCustoms Account has three screens: Account Summary, Transaction History, and Statement Download.

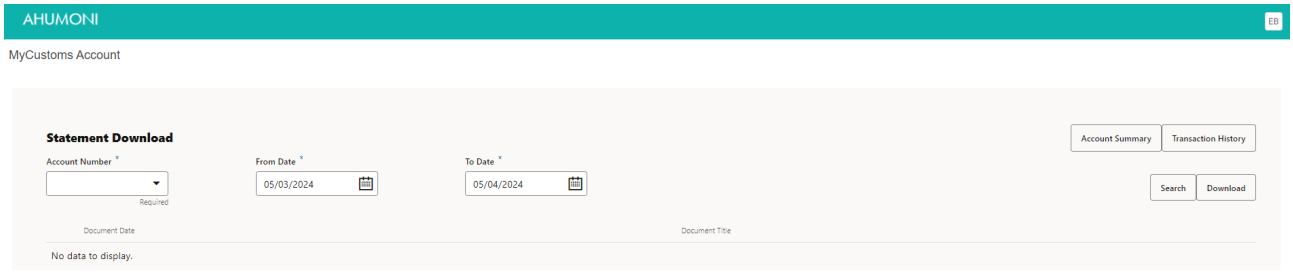
Account Summary is a quick way to check your account balance and available credit.



Transaction History provides a view of all transactions on your deferred payment account, including open transactions that have not yet been statemented. Transactions available to view date from October 2020 onward.

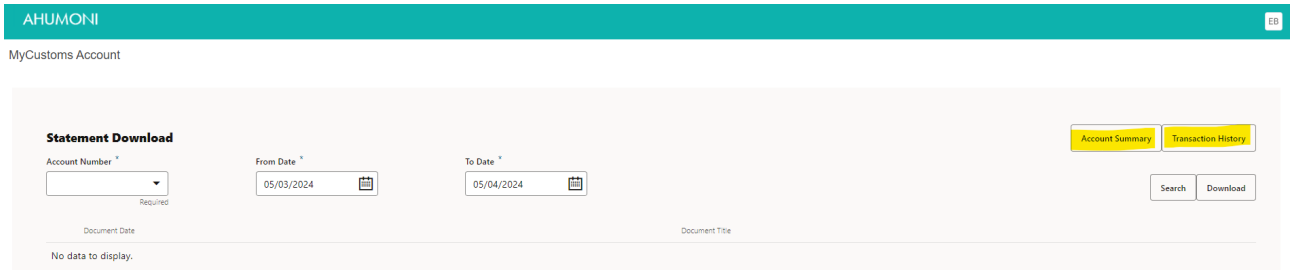


Statement Download allows for issued monthly statements to be downloaded to your device. Statements available for download date from December 2023 onward.

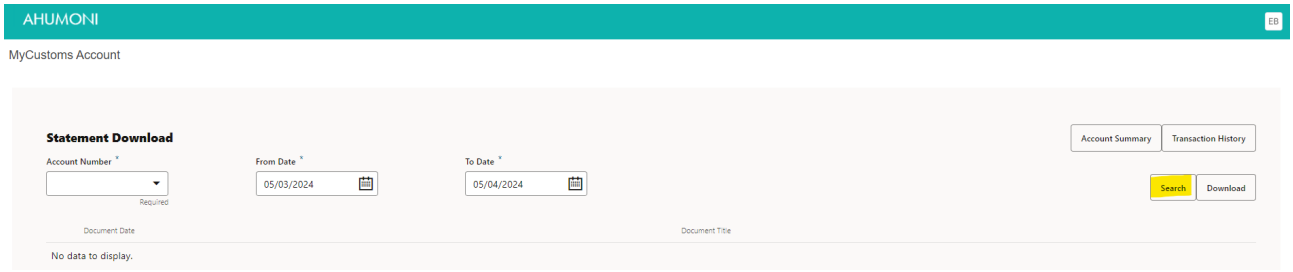


Navigating MyCustoms Account

To navigate through MCA, use the buttons located on the right-hand side of the page to select the desired screen.



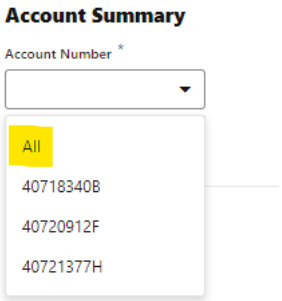
To refresh MCA, click the search button. If you have not completed compulsory search fields (marked with an asterisk) you will need to do this before clicking the search button.



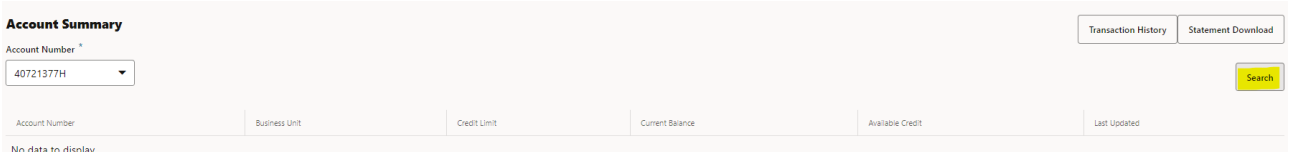
MyCustoms Account does not support web browser navigation buttons, for example go back (Alt + Left arrow) and refresh (Ctrl + R).

ACCOUNT SUMMARY

1. Select your account number (client code) from the ‘Account Number’ dropdown. If you have multiple accounts, you can select ‘All’ to see a summary of all your accounts.



2. Click ‘Search’.



3. The table will populate with a summary of your account information: Credit limit, current balance, available credit, and last updated date and time.

MyCustoms Account updates periodically. New transactions may take up to 30 minutes to appear and for the account summary to update. If your account summary has not updated after 30 minutes, please follow the instructions to refresh the page.

TRANSACTION HISTORY

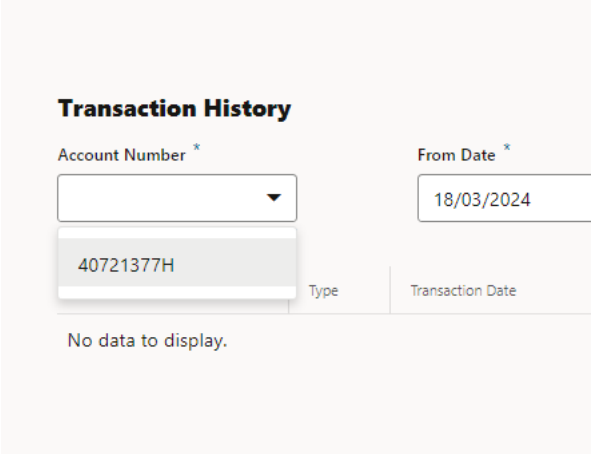
Transactions applied to your account(s) can be search using different search parameters. MyCustoms Account has transactions dating to December 2019 available to search.

Note that there is a limit of 500 transactions displayed on screen and 25,000 transactions displayed in the exported .csv file.

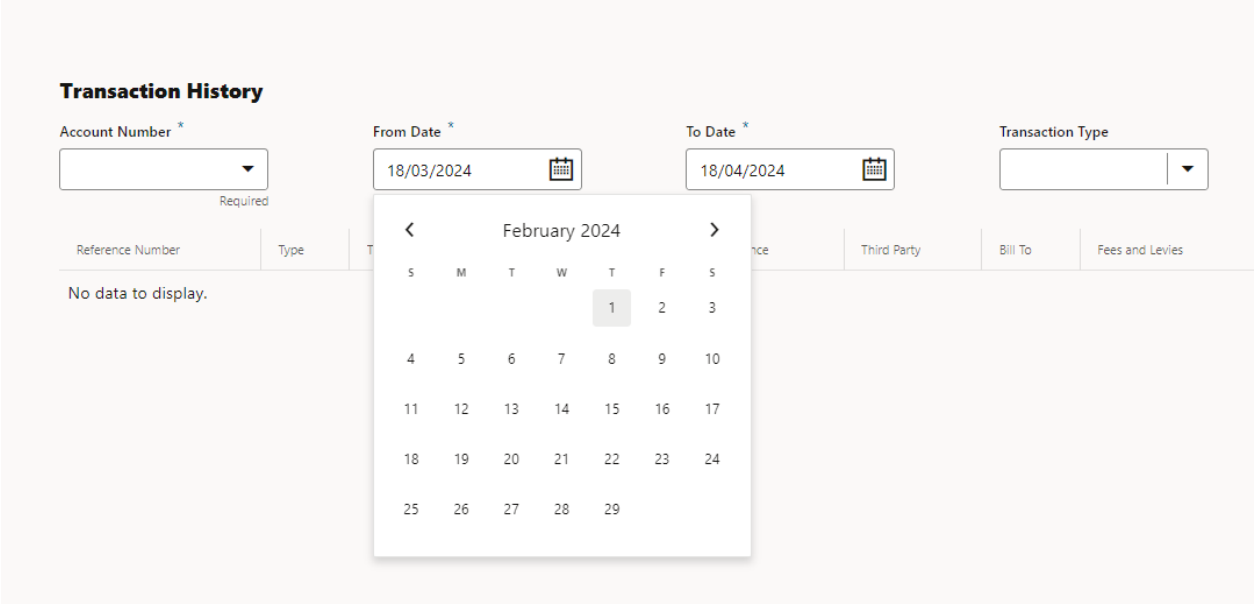
Compulsory search fields

Account Number, From Date, and To Date are compulsory search fields and must be completed for transactions to show.

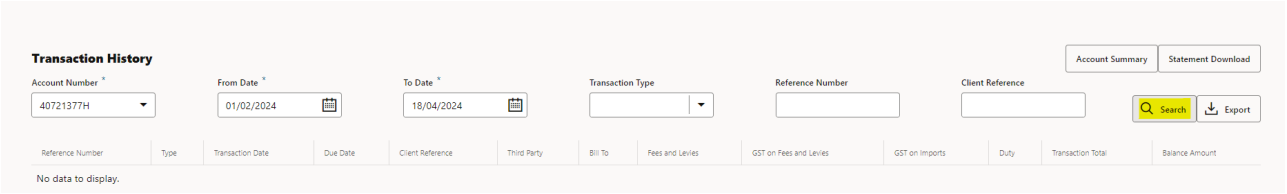
1. Select your account number (client code) from the dropdown.



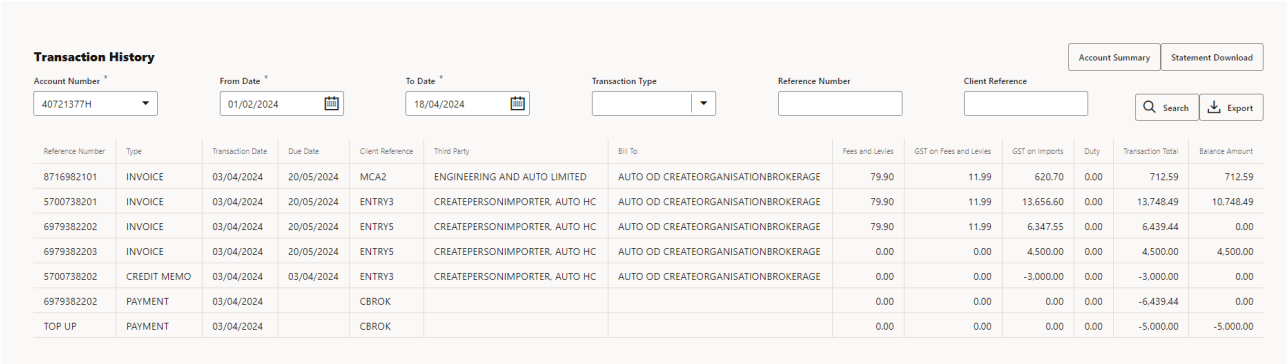
2. Click the calendar icon on From Date and To Date to select the date range that you want to search. Note, these fields are pre-filled to show transactions from the last 30 days.



3. Click ‘Search’



4. On screen you will see all transactions applied to your account over the chosen period.



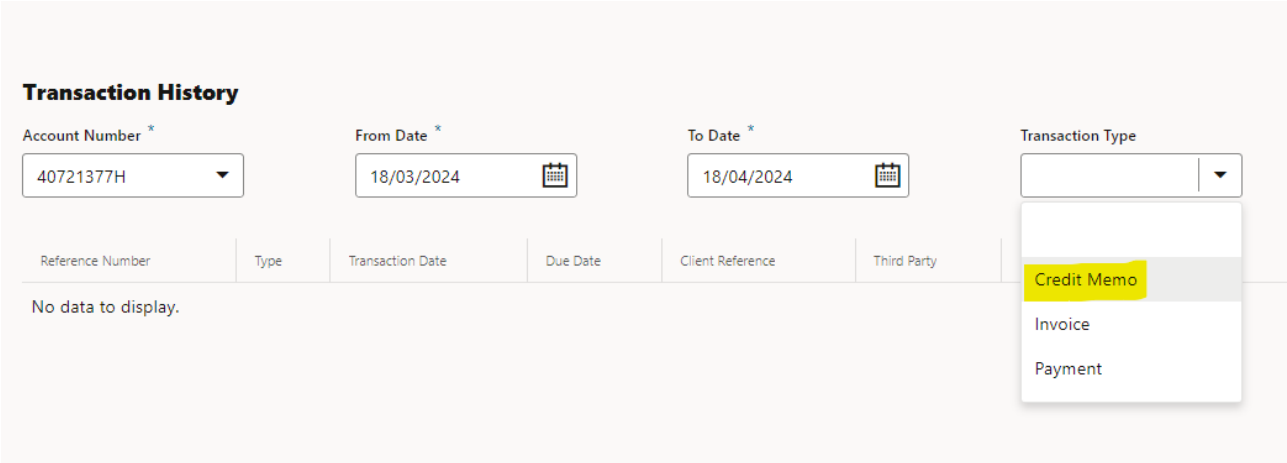
Reference Number	Type	Transaction Date	Due Date	Client Reference	Third Party	Bill To	Fees and Levies	GST on Fees and Levies	GST on Imports	Duty	Transaction Total	Balance Amount
8716982101	INVOICE	03/04/2024	20/05/2024	MCA2	ENGINEERING AND AUTO LIMITED	AUTO OD CREATEORGANISATIONBROKERAGE	79.90	11.99	620.70	0.00	712.59	712.59
5700738201	INVOICE	03/04/2024	20/05/2024	ENTRY3	CREATEPERSONIMPORTER, AUTO HC	AUTO OD CREATEORGANISATIONBROKERAGE	79.90	11.99	13,656.60	0.00	13,748.49	10,748.49
6979382202	INVOICE	03/04/2024	20/05/2024	ENTRY5	CREATEPERSONIMPORTER, AUTO HC	AUTO OD CREATEORGANISATIONBROKERAGE	79.90	11.99	6,347.55	0.00	6,439.44	0.00
6979382203	INVOICE	03/04/2024	20/05/2024	ENTRY5	CREATEPERSONIMPORTER, AUTO HC	AUTO OD CREATEORGANISATIONBROKERAGE	0.00	0.00	4,500.00	0.00	4,500.00	4,500.00
5700738202	CREDIT MEMO	03/04/2024	03/04/2024	ENTRY3	CREATEPERSONIMPORTER, AUTO HC	AUTO OD CREATEORGANISATIONBROKERAGE	0.00	0.00	-3,000.00	0.00	-3,000.00	0.00
6979382202	PAYMENT	03/04/2024		CBROK			0.00	0.00	0.00	0.00	-6,439.44	0.00
TOP UP	PAYMENT	03/04/2024		CBROK			0.00	0.00	0.00	0.00	-5,000.00	-5,000.00

Optional search fields

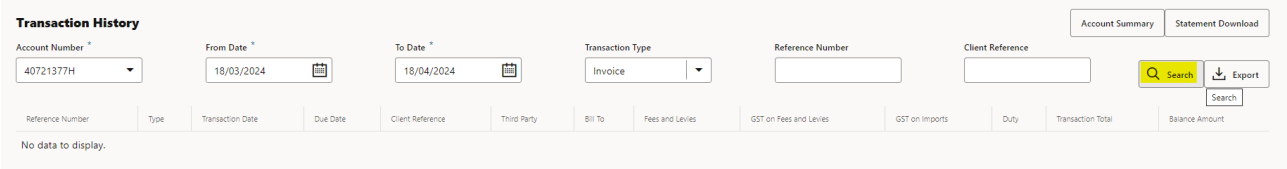
Use the optional search fields to refine your results. Transactions can be searched by Transaction Type, Refence Number, and Client Reference.

Transaction type

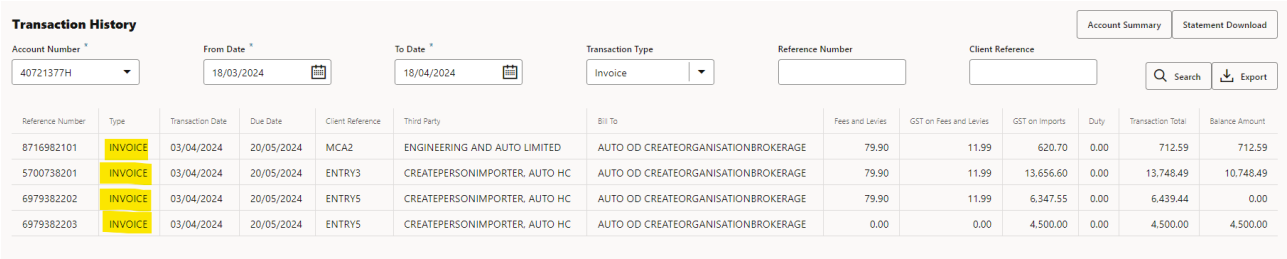
1. Add compulsory search criteria, following the instructions above.
2. Select your transaction type from the dropdown menu. Transactions may be refined by credit memo, invoice and payment types.



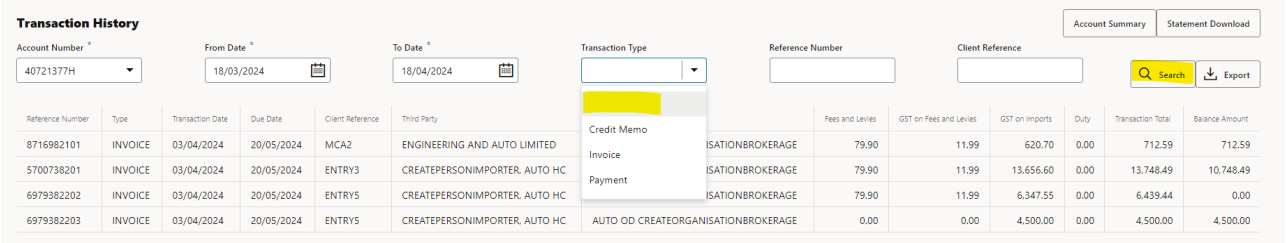
3. Click ‘Search’.



4. On screen you will see all transactions of the specified type that are applied to your account for the chosen period.

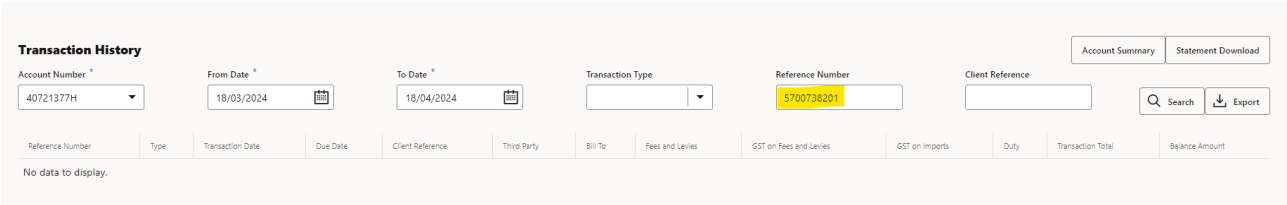


5. To clear the transaction type from your search, select the blank option from the Transaction Type dropdown menu. Click ‘Search’.

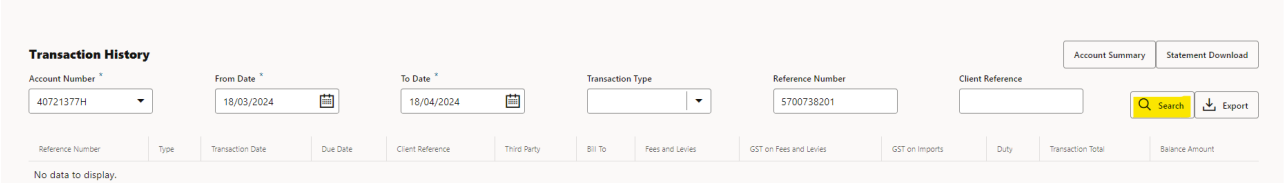


Reference number

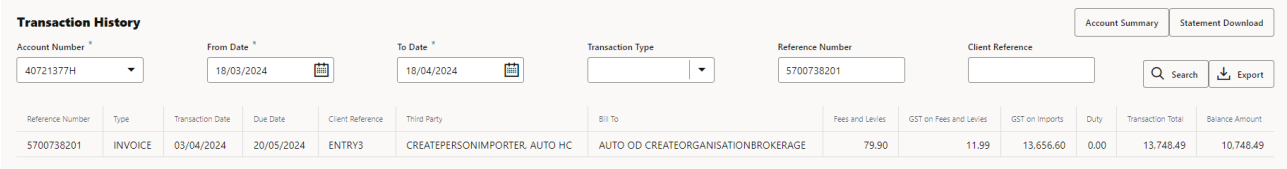
1. Add compulsory search criteria, following the instructions above.
2. Type the reference number into Reference Number field.



3. Click ‘Search’

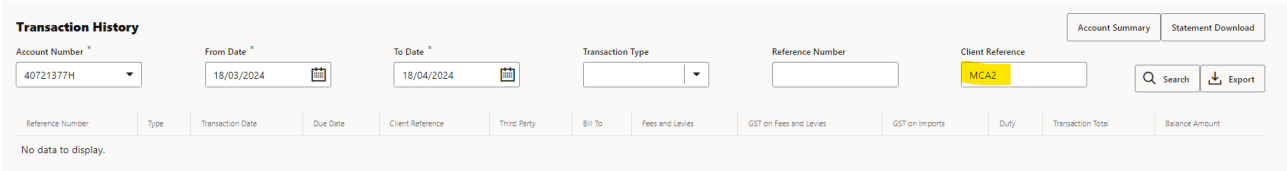


4. On screen you will see only the transaction with the specified reference number.

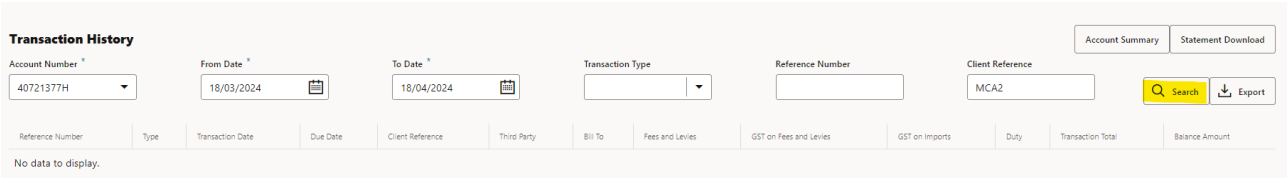


Client Reference

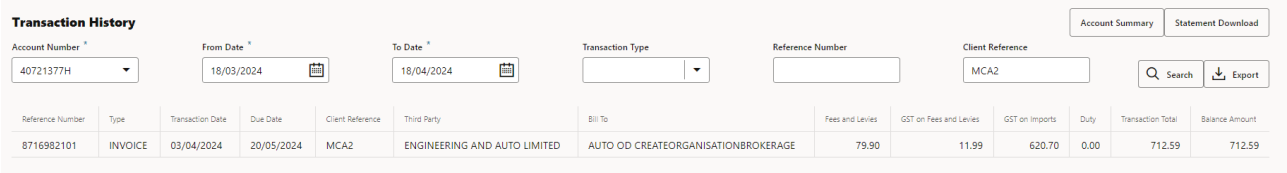
1. Add compulsory search criteria, following the instructions above.
2. Type the client reference into the Client Reference field.



3. Click ‘Search’.



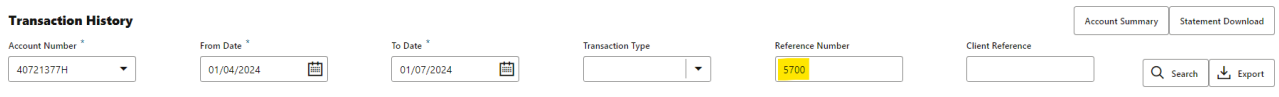
4. On screen you will see all transactions relating to the specified client reference for the period selected.

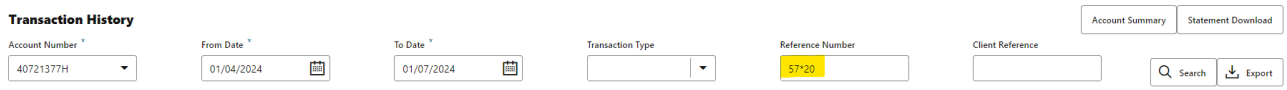


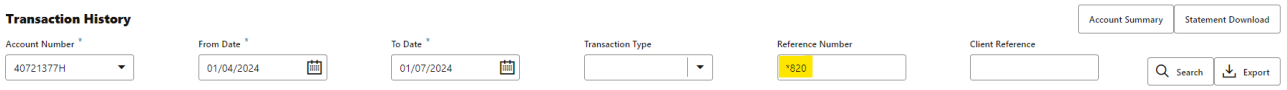
Partial and wildcard search

It is possible to search for transactions even when you don’t have the exact search details. Partial and wildcard searches are available on the reference number and client reference fields.

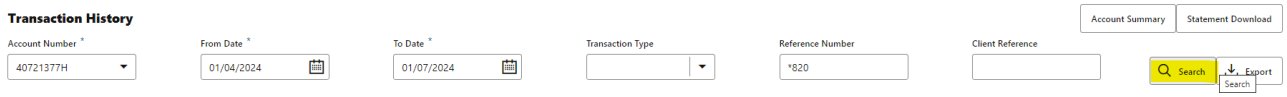
1. Add compulsory search criteria, following the instructions above.
2. In the reference number or client reference field, type your search criteria. If the information you are missing is at the start or partway through, use an asterisk (*) in its place.



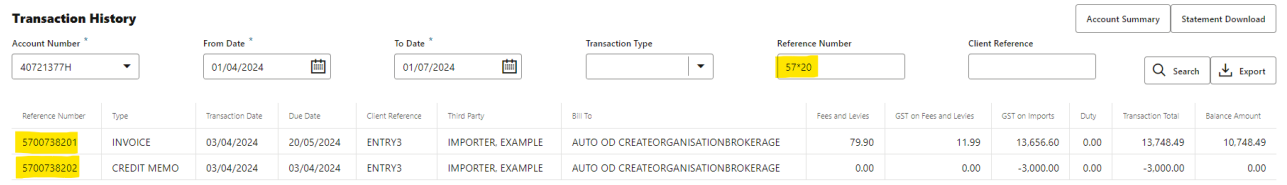




3. Click ‘Search’



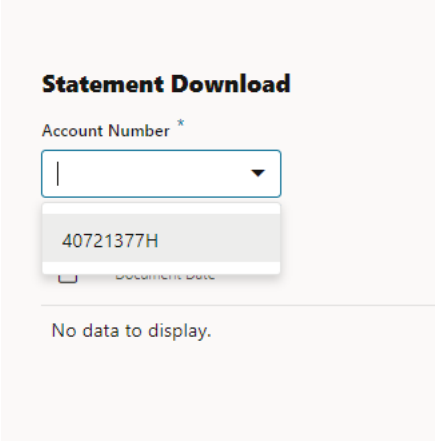
4. On screen you will see all transactions that contain the specified client reference snippet.



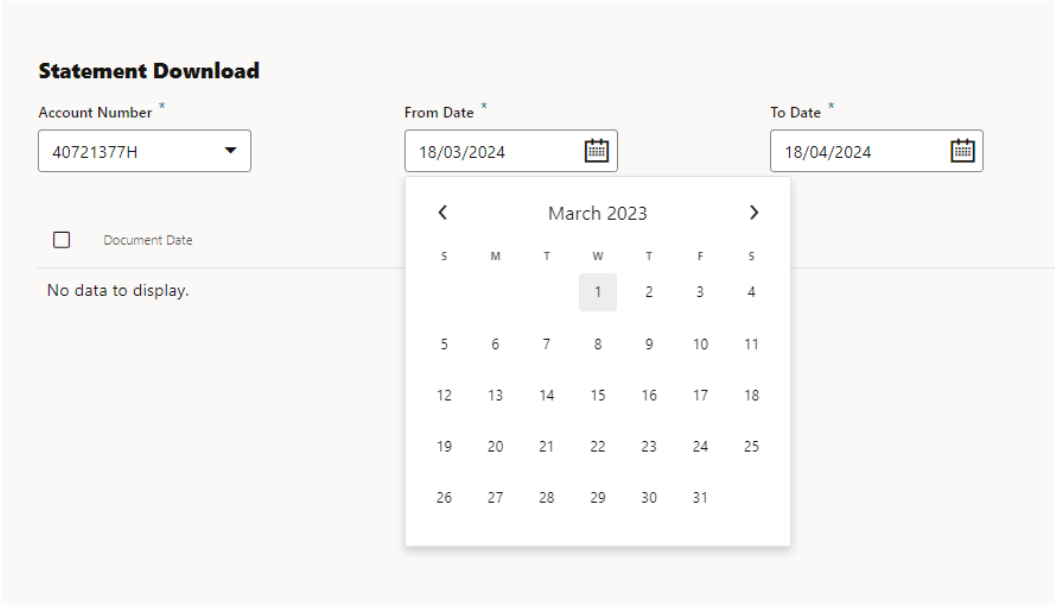
Reference Number	Type	Transaction Date	Due Date	Client Reference	Third Party	Bill To	Fees and Levies	GST on Fees and Levies	GST on Imports	Duty	Transaction Total	Balance Amount
5700738201	INVOICE	03/04/2024	20/05/2024	ENTRY3	IMPORTER, EXAMPLE	AUTO OD CREATEORGANISATIONBROKERAGE	79.90	11.99	13,656.60	0.00	13,748.49	10,748.49
5700738202	CREDIT MEMO	03/04/2024	03/04/2024	ENTRY3	IMPORTER, EXAMPLE	AUTO OD CREATEORGANISATIONBROKERAGE	0.00	0.00	-3,000.00	0.00	-3,000.00	0.00

DOWNLOAD STATEMENTS

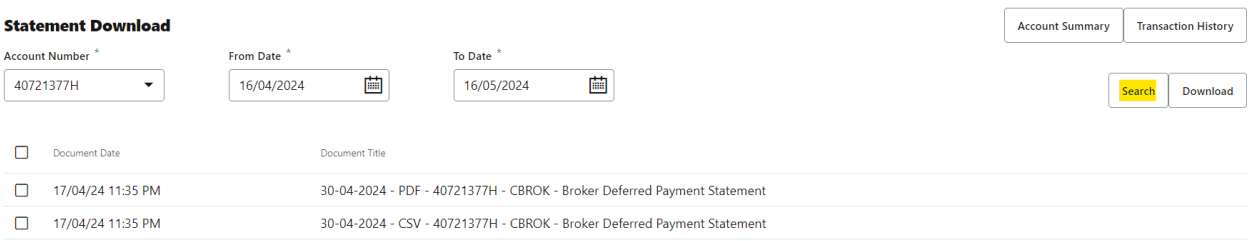
1. Select your account number (client code) from the dropdown.



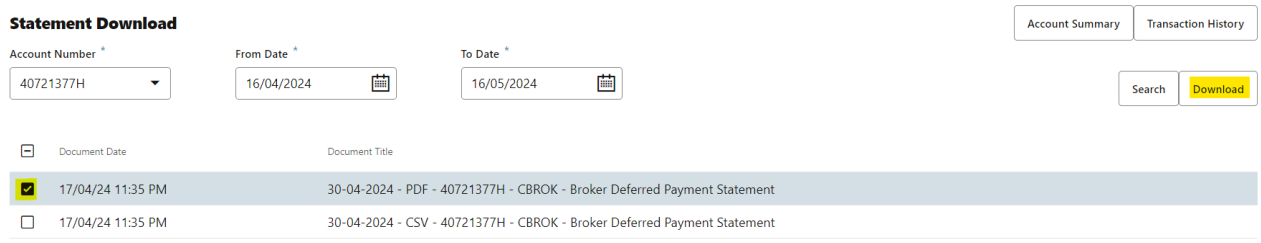
2. Click the calendar icon on From Date and To Date to select the date range that you want to search. Note, these fields are pre-filled to show transactions from the last 30 days.



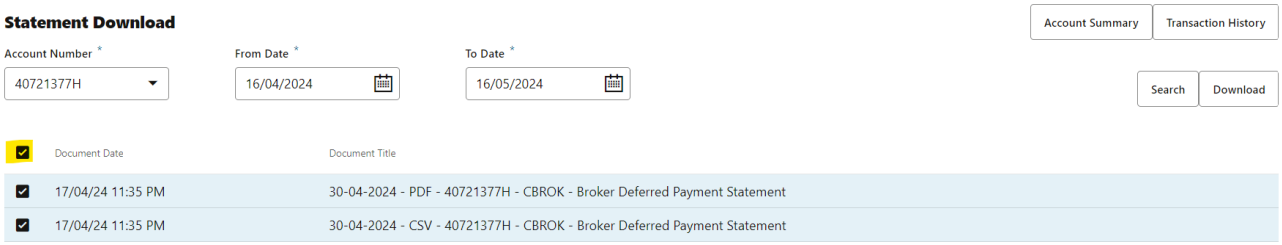
3. Click ‘Search’.



4. Click the box to the left of a statement to select it. Click ‘Download’.



5. You can choose to select all statements by click the top box.

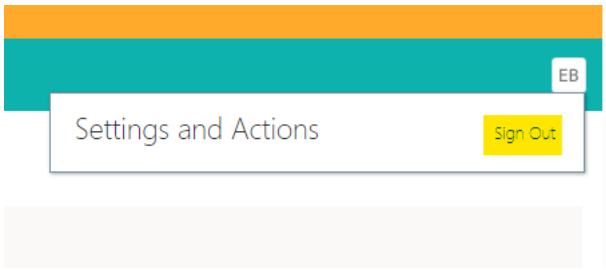
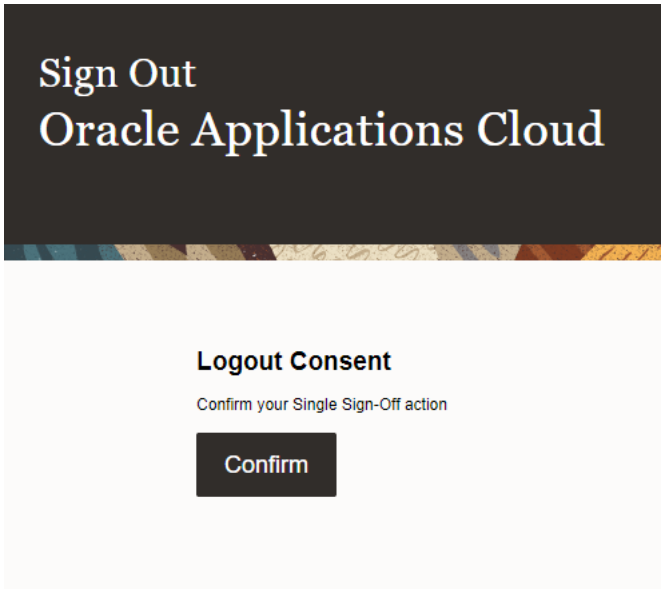


6. Files will be downloaded to a zip file.

SIGN OUT

1. Click the icon in the top right corner of the screen that takes you to Settings and Actions.

2. Click ‘sign out’.



3. Click ‘Confirm’.