

Get in touch

For more information please contact your
Account Manager or call 0800 268 743



Sending Dangerous Goods with New Zealand Post

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At NZ Post the health and safety of our customers and our people is of the utmost importance.

While we are permitted to carry Dangerous Goods on behalf of our customers and have robust systems and procedures, we can only do so if customers comply with the obligations set out in the Land Transport Rule Dangerous Goods 2005 and meet the conditions below.

It's important you understand your legal obligations as a shipper of Dangerous Goods and the approval processes required for NZ Post to transport Dangerous Goods on your behalf.

For any DG parcel we receive with incorrect or incomplete documentation, packaging or labelling, or if any compulsory requirement hasn't been followed, an admin fee of \$9.50 (excl. GST) will be charged. This is to cover our costs to either correct the error ourselves, or to return or dispose of items that don't comply.

Definitions

- **DG** – “Dangerous Goods” means substances or articles having the properties described in, and substances or articles declared by the relevant regulatory authority to be Dangerous Goods for transport on land. This includes packaging and empty containers that have not been cleaned after containing dangerous goods.
- **IATA** means the International Air Transport Association.
- **PD** means Provincial Delivery
- **RD** means Rural Delivery

DGSP means small packages containing Dangerous Goods that are approved for handling and delivery by rural and provincial delivery contractors.

Important Policy Information

1. NZ Post (including any brands owned or operated by NZ Post) will not contract with any organisation whose primary requirement is for NZ Post to deliver DG.
2. DG will only be accepted by NZ Post for 'on account customers' (i.e. excludes cash sales) who have been approved through the DG process. (This includes senders wishing to send DG in Excepted and Limited quantities through the network.
3. DG will only be accepted by pickup from customer premises by an accredited NZ Post contractor or at Courier depots that have public counters.
4. DG will only be delivered to residential or business addresses. They cannot be delivered to PO Boxes,

Private Bags and Parcel Collect locations.

5. NZ Post will only carry DG from classes 2.2, 3, 4.1 and 9 unless an exemption has been approved via the “DG Exemption Management Process”. Please talk to your Account Manager about this.
6. All DG carried by NZ Post will be done so in accordance with Land Transport Rule Dangerous Goods 2005 and this policy.
7.

7a. All DG shipped by NZ Post (or approved partners) must be marked, labelled, documented and presented as per Land Transport Rule Dangerous Goods 2005 Rule 45001/2005.

7b. NZ Post may refuse to carry any DG, even though it complies with the law, if NZ Post views the DG as an unacceptable risk to the safety of its people or the integrity of its network.
8. Any customer seeking to have NZ Post carry DG on their behalf (domestic or international) must complete the Dangerous Goods Approval Process. Please see below for detail on the approval process.
9. DG will not be carried in the NZ Post air network without prior written approval which will be considered via the DG approval process. Where DG are being introduced for carriage via any air service (e.g NZ Post of 3rd party, such as Air New Zealand) they must comply with the relevant IATA Dangerous Goods Regulations.
10. Damaged, incorrectly documented, incorrectly packaged, incorrectly labelled, incorrectly ticketed DG or classes outside this Policy will not be accepted into NZ Post network. In such occurrences, NZ Post reserves the right to recover the expense of handling or other consequential and identifiable expenses from the customer or contractor who introduced the item into the network.
11. Contract Logistics (NZ Post Warehousing Sites) may store DG provided the appropriate audited controls are in place.
12. DG that are packaged as small packages / consumer quantities but are submitted as a bulk consignment (e.g. boxes of individual perfumes on a pallet) will not be accepted into the NZ Post network.
13. DG will not be carried by Rural Delivery (RD) or Provincial Delivery (PD) network contractors unless DGSP approved and only then in limited quantities.

How to get approval to send DG?

You need approval each time you want to ship a new DG product. This approval process confirms the customer understands their obligations under the law and has trained people onsite to handle DG as per NZTA and IATA regulations. The approval process is still required for existing approved DG customers to send a new type or different class of DG through the network. Please supply us with the correct Material Safety Data Sheet (MSDS) and then work with your account manager to understand the approval process for the new item.

You will receive confirmation when the new item has been approved via email from NZ Post.

Obligations of the Customer/ Sender

To be able to send Dangerous Goods you must

1. Have DG trained staff
2. Fill out the 'DG Customer Declaration Form' (refer image '1'). 2 copies are needed as per the NZTA regulations.
3. Package and label the item correctly (as per NZTA 45001/1) OR if sending Lithium batteries as per IATA regulations.

Tickets are available from the online store or through your online ticketing tool when you are approved for sending DG.
4. Ensure bulk pickups require cage label documents and a load certificate.
5. Apply the relevant DG Surcharge ticket (refer to image '2' alongside) + relevant DG class identifier on each item before giving it to your courier.
6. Dangerous Goods documentation is passed on to the next person responsible for the transport or handling of Dangerous Goods.

A DG admin fee will apply to items that do not comply with our DG Policy or NZTA's DG requirements, including (but not limited to) when customers:

- Use incorrect packaging
- Apply incorrect labels or marking to identify DG
- Provide no documentation or provide incomplete documentation.

For more information on the obligations of the sender in the Transportation of Dangerous Goods, Please refer to the Land Transport rule Dangerous Good 2005 <https://nzta.govt.nz/assets/resources/factsheets/67/docs/67-dangerous-goods.pdf>

Image 1 – Customer Declaration Form – completed (sample)

Image 2 – NZP DGs Surcharge Ticket (sample)

a. For image 1 – always scan the base ticket first than the DGs Service ticket

Image 1

OR Alternate Ticket (with surcharge loaded)

