

# Terminal Fees - New Zealand International Export Cargo

Fees are effective from **June 10, 2024** and are subject to change with a minimum of 07 days' notice. All fees are in New Zealand Dollar, exclusive of GST and subject to a GST of 15% where applicable. <sup>1, 2, 3, 4, 5</sup>

## Terminal Handling Fees

<b>Facility Fee</b>	\$64.00 for shipments <=450kg, <b>or</b> for shipments >450kg, a min fee of \$64.00 + \$0.040 per kg for every kg >450kg
Applies to all AWB's.	
<b>Loose Cargo Handling Fee</b>	\$0.112 per kg
Applies to AWB's presented loose.	Min. fee of \$20.00 per AWB

## Special Handling Fees

<b>Express Handling Fee</b>	\$0.461 per kg
Applies to express AWB's.	Min. fee of \$95.50 per AWB
<b>Special Handling Service Fee</b>	\$0.753 per kg
<ul style="list-style-type: none"> <li>Applies to dangerous goods (Class 1-8) AWB's (excluding motor vehicles with empty fuel tanks and aircraft engines).</li> <li>Applies to AWB's held within the terminal's cool store facility that is presented outside of acceptance windows.</li> <li>Applies to valuable cargo and other special handling.</li> </ul>	Min fee of \$44.50 per AWB Max. fee of \$583.00 per AWB (per 24 hours or part thereof)
Chiller/freezer space is not guaranteed but will be made available as space permits.	
<b>Motor Vehicle/Aircraft Engine Special Handling Fee</b>	\$152.00 per vehicle/engine
Applies to motor vehicles that have an empty fuel tank and aircraft engines.	
<b>Customised Handling Fee</b>	Pricing on request
Services not specified or handling of non-standard AWB's.	

## Checking & Screening Fees

<b>Dangerous Good Check Fee</b>	\$9.752 per piece
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Applies to dangerous good AWB's that require checking and documentation. This will be applied for the first check and again for each recheck (if required).	Min. fee \$97.50
<b>Dry Ice Check Fee</b>	\$25.50 per AWB
Applies to dry ice AWB's that require checking and documentaiton.	
<b>AVI Check Fee</b>	\$37.00 per AWB
Applies to AVI AWB's that requie checking and documentation.	
<b>Security Screening Fee</b>	\$0.137 per kg
Applies to AWB's from non-regulated air cargo agents or unknown customers.	Min. fee of \$40.00 per AWB
<b>Alternative Screening Fee</b>	\$304.00 per AWB
Applies to AWB's not able to be screen by x-ray.	

## Additional Fees

<b>Undeclared Dangerous Goods Processing Fee</b>	\$583.00 per AWB
Applies if undeclared Dangerous Goods are found in the AWB.	
<b>Acceptance Before Acceptance Hours Fee</b>	\$0.197 per kg
Applies to all shipments that have been dropped off before the Acceptance Window. Prior arrangement required.	Min. fee of \$389.00 per AWB
<b>Non-Electronic Data Processing Fee</b>	\$39.00 per AWB/HAWB
Applies to manual data capture of an AWB/HAWB at the time of acceptance, where no prior electronic transmission of FWB/FHL is recieved.	
<b>Customs Clearance Fee</b>	\$44.50 per AWB for commercial value <\$1,000.00 or \$70.00 per AWB for commercial value >= \$1,000.00
Applies to retail consignment that require customs clearance.	

<sup>1</sup> Express handling is activated by specific XPS handling designation on the AWB. Express upgrade is available subject to carrier's limitation. <sup>2</sup> Dangerous Good (DG) consignments must be presented 24 hours prior to STD. DG fees for 086 and 618 AWB's are invoiced to Issuing Agent terminal fees account. For other airlines please refer to applicable carrier instructions. Note: kg fees are based on AWB Gross weight. All terminal fees are payable by the IATA issuing agent on the AWB and invoiced to terminal fees account. For retail customers, payment can be made by EFTPOS or credit card (Visa, Mastercard, American Express). Cash and Cheques are not accepted. <sup>3</sup> Any dispute, action, claim, loss, damage, or expense sought by the Customer whatsoever in connection with the invoice (or howsoever related to the services provided by Air New Zealand) shall be extinguished unless written notification of the same is provided to Air New Zealand within ninety (90) days of the date of the relevant invoice. The Customer agrees that the terms and conditions of this document are to be the sole and exclusive terms and conditions applicable to Air New Zealand providing the services to the Customer and the Customer irrevocably agrees to be bound by these terms and conditions. <sup>4</sup>Applicable to items requiring Hazardous Substances and New Organisms (HSNO) special handling within the cargo terminal's DG facility. <sup>5</sup> When the Ramp handler is not Air New Zealand the service level time commences when cargo has been transferred to Air New Zealand. Although every effort is made to reach these standards consistency, cargo being made available to the customer outside of these times does not entitle the customer to a refund of fees.

# Terminal Fees - New Zealand International Import Cargo

Fees are effective from **June 10, 2024** and are subject to change with a minimum of 07 days' notice.  
 All fees are in New Zealand Dollar, are exclusive of GST and subject to a GST of 15% where applicable. <sup>1, 2, 3, 4, 5</sup>

## Terminal Handling Fees

<b>Facility Fee</b> Applies to all AWB's.	\$64.00 for shipments <=450kg, <u>or</u> for shipments >450kg, a min fee of \$64.00 + \$0.040 per kg for every kg >450kg
<b>Loose Cargo Handling Fee</b> Applies to AWB's presented loose.	\$0.112 per kg Min. fee of \$20.00 per AWB

## Special Handling Fees

<b>Express Handling Fee</b> Applies to express AWB's.	\$0.461 per kg Min. fee of \$95.50 per AWB
<b>Special Handling Service Fee</b>	\$0.753 per kg
<ul style="list-style-type: none"> <li>Applies to dangerous goods (Class 1-8) AWB's (excluding motor vehicles with empty fuel tanks and aircraft engines).</li> <li>Applies to AWB's held within the terminal's cool store facility that has not been uplifted by the customer &gt;24 hours from ATA.</li> <li>Applies to valuable cargo and other special handling.</li> </ul>	Min fee of \$44.50 per AWB Max. fee of \$583.00 per AWB (per 24 hours or part thereof)
Chiller/freezer space is not guaranteed but will be made available as space permits.	
<b>Motor Vehicle/Aircraft Engine Special Handling Fee</b> Applies to motor vehicles that have an empty fuel tank and aircraft engines.	\$152.00 per vehicle/engine
<b>Storage Fee</b> Applies to cargo held >48 hours from the time of notification sent. Fees do not apply on weekend of arrival (if applicable) or on public holidays.	\$0.058 per kg Min. fee of \$88.50 per AWB (per 24 hours or part thereof)

## Animal & Inspection Fees

<b>AVI Handling Fee</b> Applies to AVI AWB's that require checking and documentation.	\$53.00 per AWB
<b>MPI Assistance Recovery fee</b> Applies to AWB's from Australia, for the provision of animal handling assistance during MPI inspection.	\$58.30 per animal
<b>Transitional Facility Inspection Room Fee</b> Applies to AWB's containing uncleared goods that require an inspection for biosecurity risk.	\$63.60 per AWB

## Additional Fees

<b>Cargo Delivery Outside of Published Delivery Hours</b> Applies to delivery of AWB's outside of the published terminal delivery hours. Subject to prior arrangement.	\$0.197 per kg Min. fee of \$389.00 per AWB
<b>ULD Demurrage Fee</b> Applies to ULD's that are not returned by the due date. First 48 hours are free, calculated from midnight of the day of pick-up. Note: Approval for use of ULD's is on request and by prior agreement only.	\$62.00 per ULD (per 24 hours or part thereof)
<b>Customised Handling Fee</b> Provision of services not specified in our published rate card or handling of non-standard shipment.	Pricing on request and by agreement only.

<sup>1</sup> Express handling is activated by specific XPS handling designation on the AWB. Express upgrade is available subject to carrier's limitation. <sup>2</sup> Dangerous Good (DG) consignments must be presented 24 hours prior to STD. DG fees for 086 and 618 AWB's are invoiced to Issuing Agent terminal fees account. For other airlines please refer to applicable carrier instructions. Note: kg fees are based on AWB Gross weight. All terminal fees are payable by the IATA issuing agent on the AWB and invoiced to terminal fees account. For retail customers, payment can be made by EFTPOS or credit card (Visa, Mastercard, American Express). Cash and Cheques are not accepted. <sup>3</sup> Any dispute, action, claim, loss, damage, or expense sought by the Customer whatsoever in connection with the invoice (or howsoever related to the services provided by Air New Zealand) shall be extinguished unless written notification of the same is provided to Air New Zealand within ninety (90) days of the date of the relevant invoice. The Customer agrees that the terms and conditions of this document are to be the sole and exclusive terms and conditions applicable to Air New Zealand providing the services to the Customer and the Customer irrevocably agrees to be bound by these terms and conditions. <sup>4</sup> Applicable to items requiring Hazardous Substances and New Organisms (HSNO) special handling within the cargo terminal's DG facility. <sup>5</sup> When the Ramp handler is not Air New Zealand the service level time commences when cargo has been transferred to Air New Zealand. Although every effort is made to reach these standards consistency, cargo being made available to the customer outside of these times does not entitle the customer to a refund of fees.

# Terminal Fees - New Zealand National Cargo

Fees are effective from **June 10, 2024** and are subject to change with a minimum of 07 days' notice. All fees are in New Zealand Dollar, are exclusive of GST and subject to a GST of 15% where applicable.<sup>1,2,3,4,5</sup>

## Terminal Handling Fees

<b>Facility Fee</b>	\$0.062 per kg
Applies to all national AWB's.	Min. fee of \$6.50 per AWB
<b>Cargo Booking Fee</b>	
Applies to new bookings made at the time of lodgement for account customers and at the customer's request.	\$60.00 per AWB

## Special Handling & Screening Fees

<b>Dangerous Goods Check Fee</b>	\$9.752 per piece
Applies to dangerous good AWB's that require checking and documentation.	Min. fee \$97.50
Note: This will be applied for the first check and again for each recheck (if required).	
<b>Dry Ice Check Fee</b>	\$25.50 per AWB
Applies to dry ice AWB's that require checking and documentation.	
<b>Animal Handling Fee</b>	\$18.00 per AWB
Applies to AVI AWB's that require checking and documentation.	
<b>Security Screening Fee</b>	\$12.00 per piece
Applies to all unknown customers, or when screening is required to meet regulatory requirements or as required by the carrier. This will be applied for first check and again for each recheck (if required).	
<b>Alternative Screening Fee</b>	\$304.00 per AWB
Applies to outbound AWB's not able to be screened by x-ray.	

## Inbound Storage Fees

<b>Auckland &amp; Regional Airports Storage Fee</b>	\$18.00 per loose piece
Collection on day of arrival will not incur a storage fee; additionally, non-special handling AWB's that arrive after 20:00 can be collected up until 08:00 on the day following arrival before incurring storage fees, thereafter a fee is applicable.	\$61.00 per ULD
<b>Christchurch/Wellington Inbound Storage Fee</b>	\$18.00 per loose piece
Collection <24 hours from the actual aircraft arrival time will not incur a storage fee, thereafter a fee is applicable.	\$61.00 per ULD (per 24 hours or part thereof)

## Additional Fees

<b>Undeclared Dangerous Goods Processing Fee</b>	\$583.00 per AWB
Applies if undeclared dangerous goods are found in the AWB.	
<b>ULD Demurrage Fee</b>	\$62.00 per ULD (per 24 hours or part thereof)
Applies to ULD's that are not returned by the due date. First 48 hours are free, calculated from midnight of the day of pick-up.	
Note: Approval for use of ULD's is on request and by prior agreement only.	
<b>Acceptance or Delivery of Shipments Outside of Published or Acceptance Hours Fee</b>	\$389.00 per AWB
Applies to all AWB's that have been dropped off before the Acceptance Window or delivery of AWB's outside of the published terminal delivery hours. Subject to prior arrangement.	
<b>Customised Handling Fee</b>	Pricing on request and by agreement only.
Provision of services not specified in our published rate card or handling of non-standard shipment.	

<sup>1</sup> Express handling is activated by specific XPS handling designation on the AWB. Express upgrade is available subject to carrier's limitation. <sup>2</sup> Dangerous Good (DG) consignments must be presented 24 hours prior to STD. DG fees for 086 and 618 AWB's are invoiced to Issuing Agent terminal fees account. For other airlines please refer to applicable carrier instructions. Note: kg fees are based on AWB Gross weight. All terminal fees are payable by the IATA issuing agent on the AWB and invoiced to terminal fees account. For retail customers, payment can be made by EFTPOS or credit card (Visa, Mastercard, American Express). Cash and Cheques are not accepted. <sup>3</sup> Any dispute, action, claim, loss, damage, or expense sought by the Customer whatsoever in connection with the invoice (or howsoever related to the services provided by Air New Zealand) shall be extinguished unless written notification of the same is provided to Air New Zealand within ninety (90) days of the date of the relevant invoice. The Customer agrees that the terms and conditions of this document are to be the sole and exclusive terms and conditions applicable to Air New Zealand providing the services to the Customer and the Customer irrevocably agrees to be bound by these terms and conditions. <sup>4</sup>Applicable to items requiring Hazardous Substances and New Organisms (HSNO) special handling within the cargo terminal's DG facility. <sup>5</sup> When the Ramp handler is not Air New Zealand the service level time commences when cargo has been transferred to Air New Zealand. Although every effort is made to reach these standards consistency, cargo being made available to the customer outside of these times does not entitle the customer to a refund of fees.

Note: Any storage of outbound cargo accepted outside published acceptance windows must have prior arrangement with the National Operations team. Additional fees will apply.

## Acceptance Windows – New Zealand

### Auckland Cargo Terminal

Exports	
STD Flight Departure (between)	Acceptance Window
00:01 - 12:00	> 17:00 (day prior)
09:00 - 18:00	> 06:00 (same day)
15:00 – 2359	> 12:00 (same day)

### National

< 5 hours prior to STD

Note: Any storage of outbound cargo accepted outside published acceptance windows must have prior arrangement with the National Operations team. Additional fees will apply.

### Christchurch Cargo Terminal

Exports
< 24 hours prior to STD

### National

< 24 hours prior to STD

Note: Any storage of outbound cargo accepted outside published acceptance windows must have prior arrangement with the National Operations team. Additional fees will apply.

### Wellington Cargo Terminal

Exports
< 24 hours prior to STD

### National

< 24 hours prior to STD

### Regional Airports

< 5 hours prior to STD

## International Close Out Times – New Zealand

Close off (from STD)	CAANZ Rule Part 109	
	RACA or Known Customer	Unknown Customer
<b>PAX Aircraft</b>		
General – Loose	3 hours	6 hours
General – Unitised	3 hours	6 hours
Express	90 minutes	3 hours
<b>Freighter Aircraft</b>		
General – Loose	5 hours	6 hours
General – Unitised	5 hours	6 hours
Express	90 minutes	3 hours

## National Close Out Times – New Zealand

<b>Fly it Fast (FSN)</b>	60 minutes					
<b>Fly it Firm (FFN)</b>	2 hours					
<b>Fly It (FIN)</b>	4 hours					
<b>Fly it for You (FYN)</b>	<b>General</b>	<b>Perishables</b>	<b>Pets</b>	<b>Livestock</b>	<b>Valuables</b>	<b>Dangerous Goods</b>
	75 minutes	75 minutes	75 minutes	75 minutes	75 minutes	2 hours

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## Operating Hours & Contact List

Air New Zealand Cargo is available outside of these published hours, with prior arrangement. Additional fees will apply.

### Auckland International Cargo Terminal

3 Ogilvie Crescent, Auckland Airport, 2022, New Zealand

	Imports	Exports
<b>Phone</b>	0800 747 777	0800 747 777
<b>Email</b>		
(first escalation)	<a href="mailto:CargoOperationsAKLImports@airnz.co.nz">CargoOperationsAKLImports@airnz.co.nz</a>	<a href="mailto:CargoOperationsAKLExports@airnz.co.nz">CargoOperationsAKLExports@airnz.co.nz</a>
(second escalation)	<a href="mailto:CargoOperationsAKLImportsTeamLeaders@airnz.co.nz">CargoOperationsAKLImportsTeamLeaders@airnz.co.nz</a>	<a href="mailto:CargoOperationsAKLExportsTeamLeaders@airnz.co.nz">CargoOperationsAKLExportsTeamLeaders@airnz.co.nz</a>
(third escalation)	<a href="mailto:CargoOperationsAKLTerminalManagers@airnz.co.nz">CargoOperationsAKLTerminalManagers@airnz.co.nz</a>	<a href="mailto:CargoOperationsAKLTerminalManagers@airnz.co.nz">CargoOperationsAKLTerminalManagers@airnz.co.nz</a>
<b>Opening Hours</b>		
Retail	n/a	08:00 - 18:00 (Mon - Sun)
General Loose	04:00 - 18:00 (Mon - Sun)	06:00 - 20:00 (Mon - Sun)
General Unitised	04:00 - 22:00 (Mon - Sun)	04:00 - 22:00 (Mon - Sun)
Express	24/7 (notification required outside of standard hours)	24/7 (notification required outside of standard hours)
Container Park	07:00 – 18:00 (Mon - Sun)	07:00 – 18:00 (Mon - Sun)

### Auckland National Cargo Terminal

3 Ogilvie Crescent, Auckland Airport, 2022, New Zealand

<b>Phone</b>	0800 747 777
<b>Email</b>	
(first escalation)	<a href="mailto:CargoOperationsAKLNational@airnz.co.nz">CargoOperationsAKLNational@airnz.co.nz</a>
(second escalation)	<a href="mailto:CargoOperationsAKLNationalTeamLeaders@airnz.co.nz">CargoOperationsAKLNationalTeamLeaders@airnz.co.nz</a>
<b>Opening Hours</b>	
General	05:00 – 23:00 (Mon - Sun)

### Christchurch International Cargo Terminal

10 Ron Guthrey Road, Christchurch Airport, Harewood, 8053, New Zealand

	Imports	Exports
<b>Phone</b>	0800 747 777	0800 747 777
<b>Email</b>		
(first escalation)	<a href="mailto:CargoOperationsCHCImportsTeam@airnz.co.nz">CargoOperationsCHCImportsTeam@airnz.co.nz</a>	<a href="mailto:CargoOperationsCHCExportsTeam@airnz.co.nz">CargoOperationsCHCExportsTeam@airnz.co.nz</a>

<sup>1</sup> Express handling is activated by specific XPS handling designation on the AWB. Express upgrade is available subject to carrier's limitation. <sup>2</sup> Dangerous Good (DG) consignments must be presented 24 hours prior to STD. DG fees for 086 and 618 AWB's are invoiced to Issuing Agent terminal fees account. For other airlines please refer to applicable carrier instructions. Note: kg fees are based on AWB Gross weight. All terminal fees are payable by the IATA issuing agent on the AWB and invoiced to terminal fees account. For retail customers, payment can be made by EFTPOS or credit card (Visa, Mastercard, American Express). Cash and Cheques are not accepted. <sup>3</sup> Any dispute, action, claim, loss, damage, or expense sought by the Customer whatsoever in connection with the invoice (or howsoever related to the services provided by Air New Zealand) shall be extinguished unless written notification of the same is provided to Air New Zealand within ninety (90) days of the date of the relevant invoice. The Customer agrees that the terms and conditions of this document are to be the sole and exclusive terms and conditions applicable to Air New Zealand providing the services to the Customer and the Customer irrevocably agrees to be bound by these terms and conditions. <sup>4</sup> Applicable to items requiring Hazardous Substances and New Organisms (HSNO) special handling within the cargo terminal's DG facility. <sup>5</sup> When the Ramp handler is not Air New Zealand the service level time commences when cargo has been transferred to Air New Zealand. Although every effort is made to reach these standards consistency, cargo being made available to the customer outside of these times does not entitle the customer to a refund of fees.

(second escalation)	<a href="mailto:CargoOperationsCHCTeamLeaders@airnz.co.nz">CargoOperationsCHCTeamLeaders@airnz.co.nz</a>	<a href="mailto:CargoOperationsCHCTeamLeaders@airnz.co.nz">CargoOperationsCHCTeamLeaders@airnz.co.nz</a>
<b>Opening Hours</b>		
Retail	n/a	09:00 - 17:00 (Mon - Fri)
General Loose	08:00 - 17:30 (Mon - Sun)	04:00 - 20:00 (Mon - Sun)
General Unitised	08:00 - 17:30 (Mon - Sun)	04:00 - 20:00 (Mon - Sun)
Express	24/7 (notification required outside of standard hours)	24/7 (notification required outside of standard hours)

### Christchurch National Cargo Terminal

10 Ron Guthrey Road, Christchurch Airport, Harewood, 8053, New Zealand

**Phone** 0800 747 777

**Email**

(first escalation)

[CargoOperationsCHCNational@airnz.co.nz](mailto:CargoOperationsCHCNational@airnz.co.nz)

(second escalation)

[CargoOperationsCHCTeamLeaders@airnz.co.nz](mailto:CargoOperationsCHCTeamLeaders@airnz.co.nz)

**Opening Hours**

General

0500 - 2230 (Mon - Sun)

### Wellington International Cargo Terminal

Freight Drive, Wellington Airport, Rongotai, 6022, New Zealand

**Phone**

**Imports**  
0800 747 777

**Exports**  
0800 747 777

**Email**

(first escalation)

[CargoOperationsWLG@airnz.co.nz](mailto:CargoOperationsWLG@airnz.co.nz)

[CargoOperationsWLG@airnz.co.nz](mailto:CargoOperationsWLG@airnz.co.nz)

(second escalation)

[CargoOperationsWLGTeamLeaders@airnz.co.nz](mailto:CargoOperationsWLGTeamLeaders@airnz.co.nz)

[CargoOperationsWLGTeamLeaders@airnz.co.nz](mailto:CargoOperationsWLGTeamLeaders@airnz.co.nz)

**Opening Hours**

Retail

09:00-17:00 (Mon - Fri)

09:00 - 17:00 (Mon - Fri)

General Loose

09:00 - 17:00 (Mon - Fri), 08:00 - 12:00 (Sat - Sun)

09:00 - 17:30 (Mon - Fri), 08:00 - 16:30 (Sat - Sun)

General Unitised

09:00 - 17:00 (Mon - Fri), 08:00 - 12:00 (Sat - Sun)

09:00 - 17:30 (Mon - Fri), 08:00 - 16:30 (Sat - Sun)

Express

24/7 (notification required outside of standard hours)

24/7 (notification required outside of standard hours)

### Wellington National Cargo Terminal

Freight Drive, Wellington Airport, Rongotai, 6022, New Zealand

**Phone**

0800 747 777

**Email**

(first escalation)

[CargoOperationsWLG@airnz.co.nz](mailto:CargoOperationsWLG@airnz.co.nz)

(second escalation)

[CargoOperationsWLGTeamLeaders@airnz.co.nz](mailto:CargoOperationsWLGTeamLeaders@airnz.co.nz)

**Opening Hours**

General

05:00 - 22:30 (Sun - Fri), 05:00 - 21:00 (Sat)

## Other Cargo Contacts

**Auckland Container Park**  
**Service Recovery** (missing or damaged)  
**Invoice Queries**  
**Cargo Booking Queries**

[CargoOperationsAKLContainerPark@airnz.co.nz](mailto:CargoOperationsAKLContainerPark@airnz.co.nz)

[CargoOperationsServiceRecovery@airnz.co.nz](mailto:CargoOperationsServiceRecovery@airnz.co.nz)

[CargoOperationsFinance@airnz.co.nz](mailto:CargoOperationsFinance@airnz.co.nz)

[Cargo-customer.service@airnz.co.nz](mailto:Cargo-customer.service@airnz.co.nz)