

VelTrak Accredited Account Owner Re-Registration Frequently Asked Questions (FAQs)

1. Do I need to re-register to use VelTrak this season?

All current and new VelTrak users who are classified as Accredited Account Owners will need to re-register. This means:

- independent buyers
- agents
- packhouses; or
- exporters

must re-register to maintain or gain access for the 2025/26 season.

2. Is there a deadline for registration?

There's no formal deadline — but your VelTrak access will remain deactivated until your registration is approved. If you plan to buy or handle velvet this season, register early to avoid delays.

3. What happens if I don't re-register?

You won't be able to use VelTrak until your registration is completed and approved.

4. What are the criteria to be eligible for VelTrak?

To be eligible as an Accredited Account Owner, your business must:

- have filed all returns for the 2024/25 season by 31 August 2025;
- have paid all levies for the 2024/25 season by 31 August 2025;
- have completed any required audits for prior periods;
- have no outstanding compliance actions (e.g., unresolved audit findings, overdue payments);
- submit a complete registration form with accurate documentation; and
- agree to the new VelTrak Terms of Use

5. What makes anyone ineligible?

You may be ineligible if:

- Returns or levies for the previous season are missing.
- You did not cooperate with an audit.
- There are unresolved discrepancies or non-compliance issues.
- You fail to provide complete documentation with your application.

6. What documents do I need to provide?

As an Accredited Account Owner, you'll need:

- Company details (NZBN, GST number, trading address, MPI RMP number if applicable, Exporter ID if applicable)
- Personal ID (NZ driver's licence or passport in .jpeg or .pdf file format)
- Contact details (email, mobile phone, physical address, and a utility bill from within the last 3 months)
- Agree to the VelTrak Terms of Use as mentioned above.

7. Can I register multiple staff under one company?

Yes. Packhouses and exporters can submit one form listing all individuals who will use VelTrak under that business.

8. Where do I send the completed form?

Email the form and required documents to: info@deernz.org

9. What are the ongoing compliance requirements?

As an Accredited Account Owner you must:

- file accurate monthly returns by the 10th of each month;
- pay levies by the 20th of each month;
- cooperate with DINZ audits; and
- keep complete and accurate records.

10. What happens if I miss a filing or payment?

DINZ will issue a written warning. If the issue isn't resolved within the said timeframe, your VelTrak access will be suspended.

11. How long does a suspension last?

- First offence: 30 days
- Second offence or more: the remainder of the season or longer, depending on severity

12. Can I appeal a suspension?

Yes. Appeals must be submitted in writing within **10 working days**. An independent three-person panel will review your case and issue a decision within **15 working days**.

13. Will suspensions be made public?

Yes. DINZ will publish the entity name, suspension start date, and the reason. No further commentary will be provided.

14. Will there be a list of approved VelTrak Accredited Account Owners?

Yes. DINZ will publish a list of all VelTrak Accredited Account Owners on its website. This helps farmers and stakeholders identify authorised buyers.

15. Who do I contact with questions or help?

Contact **Merryn Pugh** at DINZ, or email info@deernz.org