

REPORTING TAG ISSUES FAQs

PICAs and farmers are encouraged to report any tag retention or performance issues to OSPRI.

HOW DO I REPORT A NAIT TAG ISSUE?

Visit the Contact Us page on the OSPRI website and report an issue by filling out an online form at: ospri.co.nz/report-tags.

We encourage you to provide specific tag numbers where possible. You can upload an image to support your report or file and the form is print-friendly.

If you're not confident with computers and need help to report a tag issue, call the OSPRI Contact Centre - 0800 482 463. They can assist you with completing the form to ensure your issue is recorded.

WHAT HAPPENS AFTER I'VE REPORTED A NAIT TAG ISSUE?

OSPRI will provide your report to the tag manufacturer or distributor. They are required to respond directly to you within 72 hours of the tag issue being reported - and must take all reasonable steps to resolve the issue.

WHAT HAPPENS IF THE TAG MANUFACTURER DOES NOT RESPOND?

Please get in touch with OSPRI and we will approach the tag manufacturer or distributor to resolve the issue.

WHAT IF THE TAG ISSUE REOCCURS? CAN I REPORT IT AGAIN?

Yes, OSPRI encourages all tag issues to be reported.

WHAT CAUSES NAIT TAG RETENTION ISSUES?

There are known factors that may cause poor tag retention. This includes (but not limited to) environmental impact such as animals catching tags in cyclone fencing, poor application, and in some cases the manufacture of the device.

WHO SETS THE STANDARDS FOR NAIT TAGS?

Tags undergo rigorous laboratory testing and on-farm trials before they are licenced to be sold as official NAIT animal identification devices.

Tag manufacturers and distributors are required to ensure all NAIT devices (tags) they sell meet the requirements set out in the standards issued by OSPRI.

WHY ARE WE DOING THIS?

This initiative follows submissions and feedback received from our NAIT Standards Consultation and the 2018 NAIT Review.

Reports of on-farm tag loss have been primarily informal and anecdotal making it difficult for OSPRI to investigate issues or examine the performance of specific devices.

The new tag reporting form allows farmers to formally report tag quality and retention issues to be passed onto the relevant manufacturer or distributor. This information will also help OSPRI build a register of NAIT tag issues, which will be reviewed and published annually. It will also be used to identify reoccurring issues with certain tags, the frequency and volume of complaints and may determine manufacturer licencing, device accreditation, and standards issued by OSPRI.