



31 July 2025

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 4 July 2025. You requested the following:

1. *The current Inland Revenue policy or internal guidelines regarding the distribution and supply of printed IR340 booklets to the public, including any criteria or limitations applied.*
2. *The number of printed IR340 booklets supplied to individuals or organisations over the past two tax years, broken down by month.*
3. *A summary of any issues or delays relating to the printing or distribution of IR340 booklets in the past two tax years, including correspondence with suppliers or internal documentation explaining the delays.*

Item 1

While there is no formal policy specifically governing the printed IR340 booklet, Inland Revenue follows an established event process for its production output and adheres to internal guidelines for issuing printed stationery. The process is as follows:

- Once all applicable rates are approved, Inland Revenue's system generates a spreadsheet detailing earnings and tax values, ensuring consistency across all channels.
- The spreadsheet is then provided to Premier Supply Chain (a third-party design and print provider), who incorporates the values into the format content table for publication.
- Upon final approval two versions are produced, a PDF web publication and a print-ready version with specifications.
- Once ready, for customers without internet access, Inland Revenue can issue a printed version of the IR340 booklet to them directly.

There are some additional considerations during this process, as follows:

- The timeline for printing the IR340 is typically 3-4 weeks post-approval, though some rate changes and content needed for this publication may challenge this timeframe.
- Printing constraints can affect version control. As the IR340 is year-specific, multiple updates within a year may lead to discrepancies between requests and distributed versions.
- Customers are encouraged to access the booklet online whenever possible as a limited number of printed IR340 booklets are available to those without internet access.

- The IR340 booklet is classified as a restricted business guide and an exception process is in place for ordering multiple copies.

Item 2

The table below sets out the number of printed IR340 booklets per month:

Month	Number of IR340 booklets
January 2023	3
February 2023	3
March 2023	4
April 2023	10
May 2023	15
June 2023	5
July 2023	3
August 2023	9
September 2023	8
October 2023	4
November 2023	5
December 2023	2
January 2024	4
February 2024	6
March 2024	5
April 2024	17
May 2024	8
June 2024	11
July 2024	49
August 2024	9
September 2024	4
October 2024	13
November 2024	8
December 2024	4
January 2025	6

Month	Number of IR340 booklets
February 2025	5
March 2025	1
April 2025	5
May 2025	15
June 2025	6

Item 3

There has been one identified issue regarding the printing or distribution of IR340 booklets in the past two tax years.

In July 2024, there were mid-year changes to personal income tax rates that took effect on 31 July 2024. This led to complications in version control, as multiple versions of the IR340 were required within the same calendar year. This was unusual as this product is typically issued as a year-specific version.

During the update period, Inland Revenue's stationery request portal was temporarily unavailable from 15 to 31 July 2024, to accommodate the release of the updated version of the IR340 booklet.

Despite the complicated situation, all customers ultimately received the correct version of the IR340 booklet applicable to the relevant tax period.

I am releasing two internal communication documents that were distributed to Inland Revenue staff and relate to this issue. The documents are detailed in the table below and attached as **Appendix A**.

Item	Date	Document title
1.	16 July 2024	Certain publications unavailable for request through Stationery Xpress
2.	22 July 2024	Personal income tax changes are coming

Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website (ird.govt.nz) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely



James Sands

Domain Lead, CCS Planning, Design & Delivery



Certain publications unavailable for request through Stationery Xpress



Integrated Content Management

Published 16/07/2024 · 1 min read

To allow for the personal income tax changes for 31 July 2024, a number of publications are not available for request via [Stationery Xpress](#) between 15 July and 31 July. During this time the publications will be updated.

If anyone requests a publication that is currently turned off, a warning message will display advising that it cannot be ordered.

The forms are still available on IR's website but will not be available to order through the portal until the dates listed below.

Any START requests for stationery for these publications are being held and will be auto-issued once the publication is available again.

The following updated publications will be available online from 22 July 2024:

- IR330 - Tax code declaration form (colour change from Orange to Teal)
- IR340 and IR341 - PAYE tax tables
- IR320 - Smart business guide
- IR271 - Working for Families
- IR356 - IR56 taxpayer guide

All other updated publications will be available on 31 July 2024.

Tags

Events



Personal income tax changes are coming



Integrated Content Management

Published 22/07/2024 · 1 min read

Personal income tax changes were announced in the Budget 2024, refer to [New for the tax season](#) and [SharePoint July and October Releases \(JR24 and OR24\)](#).

Several events are happening between Monday 22 and Wednesday 31 July to support these changes.

The first is the following updated publications are now available via stationery express and will be available online by close of business today:

- IR330 - Tax code declaration form (colour change from Orange to Teal)
- IR340 and IR341 - PAYE tax tables
- IR320 - Smart business guide
- IR271 - Working for Families
- IR356 - IR56 taxpayer guide
- IR335 - Employer's guide

All other updated publications will be available on 31 July 2024.

Te Mātāwai and our IR website will be updated with initial supporting content.

Overnight on Wednesday 24 July, the START code updates will happen.

Where these updates generate a recalculation in outputs for our current tailored tax code and Working for Families (In Work Tax Credit/Minimum Family Tax Credit) customers, new certificates (to customers and employers) and WfF Notice of Entitlements (NoE) will be issued.

The IR online calculators will be available with the new thresholds.

On 31 July 2024, the remaining Te Mātāwai, publications and our IR website content will be live.

Detailed information is available on [SharePoint July and October Releases \(JR24 and OR24\)](#).

Tags

Product Change