

# Contact a Local FDA Import Office

## Division of Northeast Imports

(CT, DC, DE, MA, MD, ME, NH, NJ, NY PA, RI, VA, WV)

- To request information on general FDA import requirement specifics, see topics below or contact [FDAImportsInquiry@fda.hhs.gov](mailto:FDAImportsInquiry@fda.hhs.gov).
- To request the status on an entry, check [ITACS](#) first, then contact the port.

Regulated Product	Find Information about:
Human Foods	Foods for human consumption, including dietary supplements, and color additives
Human Drugs	Active pharmaceutical ingredients and both prescription and over-the-counter medications
Vaccines, Blood and Biologics	Biologic products such as human blood, blood donor screening tests, human tissue, embryos, human plasma, and medical devices for use in blood banking operations
Medical Devices	Medical devices such as first aid kits, pacemakers, and surgical instruments
Radiation-Emitting Electronic Products	Radiation-emitting products such as x-ray machines, microwave ovens, CD-ROMs, and laser pointers
Cosmetics	Cosmetic products such as shampoo, make-up, and face creams
Animal and Veterinary	Animal food and feed as well as veterinary medicines

<b>Regulated Product</b>	<b>Find Information about:</b>
Tobacco Products	FDA-regulated tobacco products such as cigarettes, smokeless tobacco, and roll-your-own tobacco

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**Note: Courier Ports are not included in this document. For a list of courier ports (nationwide) with FDA contact information, please see the [FDA Import Offices and Ports of Entry webpage](#)**

## Division of Northeast Imports (DNEI)

### Division Management Overview

**Dawne Hines, Division Director**

**CDR Nazmul Hassan, Director, Investigations Branch**

**Anna Alexander, Director, Compliance Branch**

If you need to contact the monitoring Compliance Officer, please use the specific contact information provided on your FDA Notice of Action.

Entry documents and electronic private laboratory analytical packages can be submitted using the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov>.

Electronic private laboratory analytical packages may also be submitted via email to the Compliance Officer listed on the FDA Notice of Action.

The status of an entry may be checked using the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov>.

## Connecticut

Port codes covered by FDA Stoneham, Massachusetts office with contact information

### Port Codes Covered

- 0410 Bridgeport, Connecticut
- 0411 Hartford, Connecticut
- 0412 New Haven, Connecticut
- 0413 New London, Connecticut

### Contact Information

E-mail	
General office phone	781-587-7500
Questions for entries that are not detained	781-587-7500 opt. 2
Questions for detained entries (compliance)	781-587-7500 opt 3 or email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	One Montvale Avenue, 4th Floor , Stoneham, MA 02180-3500
Import supervisor and e-mail	Troy R. Petrillo, <a href="mailto:Troy.Petrillo@fda.hhs.gov">Troy.Petrillo@fda.hhs.gov</a>
Fax	781-587-7557
Hours	8:00 AM - 4:30 PM

## Delaware

Port codes covered by FDA Philadelphia, Pennsylvania office with contact information

### Port Codes Covered

1103 Wilmington, DE

### Contact Information

E-mail	Import Entry Review: <a href="mailto:ottavio.parenti@fda.hhs.gov">ottavio.parenti@fda.hhs.gov</a> or <a href="mailto:lori.rose@fda.hhs.gov">lori.rose@fda.hhs.gov</a> Import Compliance Activities: <a href="mailto:tonya.corbin@fda.hhs.gov">tonya.corbin@fda.hhs.gov</a>
General office phone	215-597-4390
Questions for entries that are not detained	215-597-4390 Menu Option # 3
Questions for detained entries (compliance)	215-597-4390 Menu Option # 4 or email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	200 Chestnut Street, Philadelphia, PA 19106
Import supervisor and e-mail	Ottavio Parenti, <a href="mailto:Ottavio.Parenti@fda.hhs.gov">Ottavio.Parenti@fda.hhs.gov</a>
Fax	215-597-2910
Hours	6:30 am-5:00 pm

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## Washington DC

Port codes covered by FDA Dundalk, Maryland office with contact information

### Port Codes Covered

5401 Washington, D.C. (Dulles)

### Contact Information

E-mail	<a href="mailto:dundalkbroker@fda.hhs.gov">dundalkbroker@fda.hhs.gov</a>
General office phone	410-631-0322
Questions for entries that are not detained	410-631-0322 X9 or <a href="https://itacs.fda.gov">https://itacs.fda.gov</a>
Questions for detained entries (compliance)	410-631-0322 X115 or email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	608-A Folcroft Street, Baltimore, MD 21224
Import supervisor and e-mail	Theresa Smedley, <a href="mailto:Theresa.Smedley@fda.hhs.gov">Theresa.Smedley@fda.hhs.gov</a>
Fax	410-631-0332
Hours	8:00 AM to 4:30 PM

## Maine

**Note: Maine ports not listed may be covered by [FDA's Division of Northern Border Imports](#)**

Port codes covered by FDA Stoneham, Massachusetts office with contact information

### Port Codes Covered

0101 Portland, ME  
0111 Bath, ME

### Contact Information

E-mail	
General office phone	(781) 587-7500
Questions for entries that are not detained	(781) 587-7500 opt. 2
Questions for detained entries (compliance)	(781) 587-7500 opt 3 or email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	One Montvale Avenue, 4th Floor , Stoneham, MA 02180-3500
Import supervisor and e-mail	Troy R. Petrillo, <a href="mailto:Troy.Petrillo@fda.hhs.gov">Troy.Petrillo@fda.hhs.gov</a>
Fax	(781) 587-7557
Hours	8:00 AM - 4:30 PM

# Maryland

Port codes covered by FDA Dundalk, Maryland office with contact information

### Port Codes Covered

- 1301 Annapolis, Maryland
- 1302 Cambridge, Maryland
- 1303 Baltimore, Maryland
- 1304 Crisfield, Maryland
- 1305 BWI Airport, Maryland

### Contact Information

E-mail	<a href="mailto:dundalkbroker@fda.hhs.gov">dundalkbroker@fda.hhs.gov</a>
General office phone	410-631-0322
Questions for entries that are not detained	410-631-0322 X9 or <a href="https://itacs.fda.gov">https://itacs.fda.gov</a>
Questions for detained entries (compliance)	410-631-0322 X115 or email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	608-A Folcroft Street, Baltimore, MD 21224
Import supervisor and e-mail	Theresa Smedley, <a href="mailto:Theresa.Smedley@fda.hhs.gov">Theresa.Smedley@fda.hhs.gov</a>
Fax	410-631-0332
Hours	8:00 AM to 4:30 PM

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## Massachusetts

Port codes covered by FDA Stoneham, Massachusetts office with contact information

### Port Codes Covered

0401	Boston, Massachusetts
0402	Springfield, Massachusetts
0403	Worcester, Massachusetts
0404	Gloucester, Massachusetts
0405	New Bedford, Massachusetts
0406	Plymouth, Massachusetts
0407	Fall River, Massachusetts
0408	Salem, Massachusetts
0409	Provincetown, Massachusetts
0416	Lawrence, Massachusetts
0417	Logan Airport, Massachusetts
0481	Hanscom Airport, Bedford, Massachusetts

Entry Documents can be submitted via ITACS or emailed to:

- Food/Feed Products – [oraoeioneimpibstatus@fda.hhs.gov](mailto:oraoeioneimpibstatus@fda.hhs.gov)
- Medical Products - [oraoeioneimpibstatus@fda.hhs.gov](mailto:oraoeioneimpibstatus@fda.hhs.gov)

Emailed Status questions can be sent to:

- Foods and Feeds: [oraoeioneimpibstatus@fda.hhs.gov](mailto:oraoeioneimpibstatus@fda.hhs.gov)
- Medical Products/Drugs: [oraoeioneimpibstatus@fda.hhs.gov](mailto:oraoeioneimpibstatus@fda.hhs.gov)

\*Entry documents and electronic private laboratory analytical packages can be submitted using the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov> [Electronic private laboratory analytical packages may also be sent via](#) email to the Compliance Officer listed on the FDA Notice of Action.



### Contact Information

E-mail	
General office phone	(781) 587-7500
Questions for entries that are not detained	(781) 587-7500 opt. 2
Questions for detained entries (compliance)	(781) 587-7500 opt 3 or email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	One Montvale Avenue, 4th Floor , Stoneham, MA 02180-3500
Import supervisor and e-mail	Troy R. Petrillo, <a href="mailto:Troy.Petrillo@fda.hhs.gov">Troy.Petrillo@fda.hhs.gov</a>
Fax	(781) 587-7557
Hours	8:00 AM - 4:30 PM

## New Hampshire

Port codes covered by FDA Stoneham, Massachusetts office with contact information

### Port Codes Covered

- 0114 Manchester, New Hampshire
- 0131 Portsmouth, New Hampshire
- 0181 Lebanon Airport, New Hampshire
- 0182 Manchester User Fee Airport, New Hampshire

### Contact Information

E-mail	
General office phone	(781) 587-7500
Questions for entries that are not detained	(781) 587-7500 opt. 2
Questions for detained entries (compliance)	(781) 587-7500 opt 3 or email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	One Montvale Avenue, 4th Floor , Stoneham, MA 02180-3500
Import supervisor and e-mail	Troy R. Petrillo, <a href="mailto:Troy.Petrillo@fda.hhs.gov">Troy.Petrillo@fda.hhs.gov</a>
Fax	(781) 587-7557
Hours	8:00 AM - 4:30 PM

## New Jersey

**Note: New Jersey ports not listed may be covered by [FDA's Division of Northern Border Imports](#)**

Port codes covered by FDA Philadelphia, Pennsylvania office with contact information

### Port Codes Covered

- 1105 Paulsboro, New Jersey
- 1107 Camden, New Jersey
- 1113 Gloucester City, New Jersey
- 1182 Atlantic City Airport, New Jersey
- 1183 Trenton/Mercer County Airport, New Jersey

### Contact Information

E-mail	Import Entry Review: <a href="mailto:ottavio.parenti@fda.hhs.gov">ottavio.parenti@fda.hhs.gov</a> or <a href="mailto:lori.rose@fda.hhs.gov">lori.rose@fda.hhs.gov</a> Import Compliance Activities: <a href="mailto:tonya.corbin@fda.hhs.gov">tonya.corbin@fda.hhs.gov</a>
General office phone	215-597-4390
Questions for entries that are not detained	215-597-4390 Menu Option # 3
Questions for detained entries (compliance)	215-597-4390 Menu Option # 4 or email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	200 Chestnut Street, Philadelphia, PA 19106
Import supervisor and e-mail	Ottavio Parenti, <a href="mailto:Ottavio.Parenti@fda.hhs.gov">Ottavio.Parenti@fda.hhs.gov</a>
Fax	215-597-2910
Hours	6:30 am-5:00 pm

Port codes covered by FDA Port Elizabeth, New Jersey office with contact information

### Port Codes Covered

- 4601 New York/Newark Area, Newark
- 4602 Perth Amboy, New Jersey
- 4681 Morristown Airport

**Contact Information**

E-mail	<a href="mailto:oraoeioneimpibstatus@fda.hhs.gov">oraoeioneimpibstatus@fda.hhs.gov</a>
General office phone	908-527-2459
Questions for entries that are not detained	718-662-5692
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	1201 Corbin St, Elizabeth, NJ 07201
Import supervisor & e-mail	Frank Boardwick, <a href="mailto:Frank.Boardwick@fda.hhs.gov">Frank.Boardwick@fda.hhs.gov</a> Kristy Bonner, <a href="mailto:Kristy.Bonner@fda.hhs.gov">Kristy.Bonner@fda.hhs.gov</a>
Fax	908-527-2460
Hours	8:00 am-4:30 pm Monday -Friday

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## New York

**Note: New York ports not listed may be covered by [FDA’s Division of Northern Border Imports](#)**

Port codes covered by FDA Jamaica, New York office with contact information

**Port Codes Covered**

- 1001 New York, New York
- 4701 John F. Kennedy Airport, Jamaica, New York

\*This electronic mail box should be used to check status on entries that have been detained and are with a Compliance Officer. A compliance officer will respond to the inquiry within 24 hours, excluding holidays and Sat and Sun. Compliance Status e-mail address: [newyorkdetentionresponse@fda.hhs.gov](mailto:newyorkdetentionresponse@fda.hhs.gov)

\*This electronic mail box should be used to check on entries that are still in admissibility status. Our team will respond within one business day, excluding holidays and weekends. Entry Status email address: [oraoeioneimpibstatus@fda.hhs.gov](mailto:oraoeioneimpibstatus@fda.hhs.gov) We also offer assistance via phone at 718-662-5692, but email is the preferred method with the fastest response time.

\*All responsive documents to detentions, including submission of electronic private laboratory analytical packages, should be submitted using the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov>.

Please be aware that the [NewYorkDetentionResponse@fda.hhs.gov](mailto:NewYorkDetentionResponse@fda.hhs.gov) or [ORAOEIONEImportsDetentionResponse@fda.hhs.gov](mailto:ORAOEIONEImportsDetentionResponse@fda.hhs.gov) email addresses should only be used when the Import Trade Auxiliary Communication System (ITACS) is not operational. Inquiries sent to these email address are processed only if ITACS is not operational. On the subject line, please include the entry number and the Compliance Officer listed on the FDA Notice of Action. In the body of the email, please explain the reason for the inquiry in detail and include any pertinent documentation. Be specific about the issues and what you have provided to-date to address the issue or what further clarification you need in order to respond to or address any issues.

All documentation regarding an entry that is **pending compliance review/detained/refused** should be sent to ITACS as well as to the Compliance Officer handling the entry, which is listed on the Notice of Action (NOA).

If you have not received the NOA in the expected timeframe please contact Joanne Sheen [Joanne.Sheen@fda.hhs.gov](mailto:Joanne.Sheen@fda.hhs.gov)

If you are not getting a response regarding your entry you may contact LT Christie Menna, [Christie.Menna@fda.hhs.gov](mailto:Christie.Menna@fda.hhs.gov)

Email correspondence which is sent directly to compliance officers should also be submitted through ITACS so that your email communications are documented in and accessible from our internal IT systems.

For all other entries **not pending compliance review/detained/refused**, please contact the Entry Status email address: [oraoeioneimpibstatus@fda.hhs.gov](mailto:oraoeioneimpibstatus@fda.hhs.gov) or phone at 718-662-5692 as listed above.

**The preferred method for monitoring the progress of individual entries/lines through any of the downstate port codes is by employing the Import Trade Auxiliary Communication System (also known as ITACS). The system allows a quick means of checking on the various statuses and actions executed by FDA on entries successfully transmitted to FDA on a 24/7 basis.**  
<https://itacs.fda.gov>.

If you are part of the ITACS pilot program and experiencing issues please send inquiries to: [itacssupport@fda.hhs.gov](mailto:itacssupport@fda.hhs.gov)

Other ITACS Links:

<http://www.fda.gov/ForIndustry/ImportProgram/EntryProcess/ImportSystems/ucm480953.htm>  
<http://itacs.fda.gov>

### Contact Information

E-mail	<a href="mailto:oraoeioneimpibstatus@fda.hhs.gov">oraoeioneimpibstatus@fda.hhs.gov</a>
General office phone	718-340-7000
Questions for entries that are not detained	<a href="mailto:oraoeioneimpibstatus@fda.hhs.gov">oraoeioneimpibstatus@fda.hhs.gov</a> 718-662-5692
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	158-15 Liberty Ave , Jamaica, NY 11433
Import supervisor and e-mail	Virginia Neufville, <a href="mailto:Virginia.Neufville@fda.hhs.gov">Virginia.Neufville@fda.hhs.gov</a> CDR Joseph Tomao, <a href="mailto:Joseph.Tomao@fda.hhs.gov">Joseph.Tomao@fda.hhs.gov</a> CDR Jedeon Virata, <a href="mailto:Jedeon.Virata@fda.hhs.gov">Jedeon.Virata@fda.hhs.gov</a>
Fax	718-662-5662
Hours	8:00 AM to 4:30 PM

## Pennsylvania

Port codes covered by FDA Philadelphia, Pennsylvania office with contact information

### Port Codes Covered

- 1101 Philadelphia, Pennsylvania
- 1102 Chester, Pennsylvania
- 1104 Pittsburgh, Pennsylvania
- 1106 Wilkes-Barre/Scranton, Pennsylvania
- 1108 Philadelphia International Airport, Pennsylvania
- 1109 Harrisburg, Pennsylvania
- 1119 Lehigh Allentown Airport, Pennsylvania
- 1181 Allentown-Bethlehem, Pennsylvania
- 4106 Erie, Pennsylvania

### Contact Information

E-mail	Import Entry Review: <a href="mailto:ottavio.parenti@fda.hhs.gov">ottavio.parenti@fda.hhs.gov</a> or <a href="mailto:lori.rose@fda.hhs.gov">lori.rose@fda.hhs.gov</a> Import Compliance Activities: <a href="mailto:tonya.corbin@fda.hhs.gov">tonya.corbin@fda.hhs.gov</a>
General office phone	215-597-4390

E-mail	Import Entry Review: <a href="mailto:ottavio.parenti@fda.hhs.gov">ottavio.parenti@fda.hhs.gov</a> or <a href="mailto:lori.rose@fda.hhs.gov">lori.rose@fda.hhs.gov</a> Import Compliance Activities: <a href="mailto:tonya.corbin@fda.hhs.gov">tonya.corbin@fda.hhs.gov</a>
Questions for entries that are not detained	215-597-4390 Menu Option # 3
Questions for detained entries (compliance)	215-597-4390 Menu Option # 4 or email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	200 Chestnut Street, Philadelphia, PA 19106
Import supervisor and e-mail	Ottavio Parenti: <a href="mailto:Ottavio.Parenti@fda.hhs.gov">Ottavio.Parenti@fda.hhs.gov</a>
Fax	215-597-2910
Hours	6:30 am-5:00 pm

## Rhode Island

Port codes covered by FDA Stoneham, Massachusetts office with contact information

### Port Codes Covered

0501 Newport, Rhode Island  
0502 Providence, Rhode Island  
0503 Mellville, Rhode Island

### Contact Information

E-mail	
General office phone	(781) 587-7500
Questions for entries that are not detained	(781) 587-7500 opt. 2
Questions for detained entries (compliance)	(781) 587-7500 opt 3 or email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	One Montvale Avenue, 4th Floor , Stoneham, MA 02180-3500
Import supervisor and e-mail	Troy R. Petrillo, <a href="mailto:Troy.Petrillo@fda.hhs.gov">Troy.Petrillo@fda.hhs.gov</a>
Fax	(781) 587-7557
Hours	8:00 AM - 4:30 PM

## West Virginia

Port codes covered by FDA Portsmouth, Virginia office with contact information

### Port Codes Covered

1409 Charleston, West Virginia

### Contact Information

E-mail	<a href="mailto:norfolkbroker@fda.hhs.gov">norfolkbroker@fda.hhs.gov</a>
General office phone	757- 483-7030
Questions for entries that are not detained	757-783-7030 or <a href="https://itacs.fda.gov">https://itacs.fda.gov</a>
Questions for detained entries (compliance)	757-483-7042 or email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	1040 University Blvd Portsmouth ,VA 23703
Import supervisor and e-mail	Theresa Smedley, <a href="mailto:Theresa.Smedley@fda.hhs.gov">Theresa.Smedley@fda.hhs.gov</a>
Fax	757- 483-7035
Hours	8:00 am to 4:30 pm

## Virginia

Port codes covered by FDA Portsmouth, Virginia office with contact information

### Port Codes Covered

1401 Norfolk, Virginia  
 1402 Newport News, Virginia  
 1404 Richmond-Petersburg, Virginia  
 1410 Front Royal, Virginia  
 1412 New River Valley Airport, Virginia  
 1481 New River Valley User Fee Airport, Virginia  
 5402 Alexandria, Virginia, Virginia

### Contact Information

E-mail	<a href="mailto:norfolkbroker@fda.hhs.gov">norfolkbroker@fda.hhs.gov</a>
General office phone	757- 483-7030
Questions for entries that are not detained	757-783-7030 or <a href="https://itacs.fda.gov">https://itacs.fda.gov</a>
Questions for detained entries (compliance)	757-483-7042 or email the compliance officer

E-mail	<a href="mailto:norfolkbroker@fda.hhs.gov">norfolkbroker@fda.hhs.gov</a>
	listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to <a href="mailto:Christie.menna@fda.hhs.gov">Christie.menna@fda.hhs.gov</a>
Address	1040 University Blvd Portsmouth ,VA 23703
Import supervisor and e-mail	Theresa Smedley, <a href="mailto:Theresa.Smedley@fda.hhs.gov">Theresa.Smedley@fda.hhs.gov</a>
Fax	757- 483-7035
Hours	8:00 am to 4:30 pm

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