ITACS

Import Trade Auxiliary Communications System
Overview and Walkthrough of Functionality

January 2017
Food and Drug Administration
Division of Compliance Systems
Import Compliance Systems Branch
Topics

• Description of ITACS
• System Requirements
• Benefits to the Trade and FDA
• Walkthrough of Functionality
ITACS – Web Users

ITACS currently provides web users with 4 functions:

- the ability to check the status of FDA-regulated entries and lines
- the ability to submit entry documentation electronically
- the ability to electronically submit the location of goods availability for those lines targeted for FDA exam
- the ability to check the estimated laboratory analysis completion dates

No login accounts are necessary to access these functions. All that is needed is a valid Customs entry number that has been successfully transmitted to FDA.
ITACS – Account Users

ITACS Account Management allows users to:

- Receive Notices of FDA Action via email*
- Retrieve Notices of FDA Action as downloads from within ITACS
- View the details of specific information requests, which are currently delivered via hard copy Notices of FDA Action
- Will also allow for future enhancements requested by the Import Trade Community which require user verification

*Receipt of Notices of FDA Action via email is optional and will take the place of paper Notices if chosen. Account users will be able to retrieve Notices by downloading them from within ITACS regardless of whether they opt to receive them via email or regular mail.
ITACS – Account Users

- To view the ITACS Account Management PP visit:

http://www.fda.gov/forindustry/importprogram/entryprocess/importsystems/ucm480953.htm

Details:

- Background and Overview of ITACS Account Management
- Creating a New Account
- Retrieving Notices of FDA Action from ITACS
- Managing your Account, Users and Groups
Trade System Requirements

- ITACS Internet access - https://itacs.fda.gov

- Security – Web User
  - Accounts Not Required
  - Only Entry Number/Line Number needed
  - Limited functionality available

- Security – ITACS Account User
  - Approved ITACS Account required to receive Notices of FDA Action and Specific Information requests via email and/or to download them from within ITACS.

- FURLS account access: https://www.access.fda.gov/oaa
FDA System Requirements

- File size limitation increased to 5 files of 50 MB each, for a total of 250 MB per submission
- Server storage capacity
- Variety of document types accepted including PDF, Word and Excel
- Receipt of conveyance arrival information from CBP for truck and air shipments
- Virus scanning of submitted documents
Benefits – Entry/Line Status

- Allows a quick way to check on the status of entries successfully transmitted to FDA
  - CBP/FDA Interface down
  - No time waiting for return phone calls
  - More specific information regarding a shipment during the admissibility process
  - Displays expected Laboratory Time Frames for sampled lines
  - Ability To Query Closed Entries
  - Enables FDA to focus resources on expediting review of entries and completion of designated shipment examinations
Benefits - Document Submission

- Entry Document Submission
  - No need to copy documents for FDA
  - No need to fax or deliver documents to FDA
  - No problems with lost document submissions
  - Documented date and time of document upload
  - No need to for FDA to retain paper copies of entry documentation
  - Provides all FDA staff easy access to documents via FDA’s Import systems (OASIS & ER)
Benefits – Availability Information

- Shipment Availability Information
  - No faxing
  - No phone calls
  - Less confusion between trade and FDA about date and location of availability
  - Documented date and time of submission of information
Benefits – ITACS Accounts

- ITACS Accounts
  - Faster receipt of Notices of FDA Action either via e-mail or via download within ITACS
  - No need to wait for hard copy mailed Notices
  - Receipt of requests for specific information sent via email or via download within ITACS
Checking Entry/Line Statuses
Checking Statuses

• Enter a valid entry number (specific line numbers may be entered but are optional)

• Enter the CAPTCHA letters

• Click “Submit”
Checking Entry/Line Statuses

ITAGS allows the Import Trade Community to:

1) Check status of Entries 2) Input Line Availability 3) Submit Requested Documents

To get started, at a minimum please enter an Entry Number. If you would like to narrow your entry search, please provide a Line Number. The security letters are required for entry, when provided by the system.

* are required fields

Entry Number: [20-6] (Example: xxx-xxxxxxx-x)
CBP Line Number
FDA Line Number

Please enter the letters provided: fifties

SUBMIT  RESET

Hear a set of letters
Get a new set of letters
Status: Lines Still Under Review
“No public status available”

Indicates that FDA has not yet taken an action and the line is pending review.
Status: CBP Conveyance Arrival Notification Not Received For Truck and Air Shipments

“FDA entry status information is not available pending receipt of Conveyance Arrival Notification”

- Applies to Truck and Air Shipments
- Entry/Line status will not be displayed until electronic arrival notification has been received from Customs
## Status and Actions

### Results

<table>
<thead>
<tr>
<th>Entry Number</th>
<th>Entry Level Status</th>
<th>Item Description</th>
<th>Lot Number</th>
<th>Total Weight (Kg)</th>
<th>Country</th>
<th>Status</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>61331-1</td>
<td>Hold Pending Further Written Notice</td>
<td>CUMIN POWDER</td>
<td>28BGH16</td>
<td>176 Kilograms</td>
<td>India</td>
<td>Released</td>
<td>06/10/2010</td>
</tr>
<tr>
<td>61331-2</td>
<td>Hold Pending Further Written Notice</td>
<td>CORIANDER PROCESSED/DHANADAL</td>
<td>28BGH15</td>
<td>52 Kilograms</td>
<td>India</td>
<td>Released</td>
<td>06/10/2010</td>
</tr>
<tr>
<td>61331-3</td>
<td>Hold Pending Further Written Notice</td>
<td>CORIANDER PROCESSED/DHANADAL</td>
<td>28BGH15</td>
<td>32 Kilograms</td>
<td>India</td>
<td>Released</td>
<td>06/10/2010</td>
</tr>
<tr>
<td>61331-4</td>
<td>Hold Pending Further Written Notice</td>
<td>EX HOT CHILLI POWDER</td>
<td>28BGH08</td>
<td>215 Kilograms</td>
<td>India</td>
<td>Submission Under Technical Review</td>
<td>11/09/2012</td>
</tr>
<tr>
<td>61331-5</td>
<td>Hold Pending Further Written Notice</td>
<td>EX HOT CHILLI POWDER</td>
<td>28BGH08</td>
<td>259 Kilograms</td>
<td>India</td>
<td>Refused Inform FDA Before Export</td>
<td>11/09/2012</td>
</tr>
<tr>
<td>61331-6</td>
<td>Hold Pending Further Written Notice</td>
<td>EX HOT CHILLI POWDER</td>
<td>28BGH08</td>
<td>134 Kilograms</td>
<td>India</td>
<td>Refused Inform FDA Before Export</td>
<td>11/09/2012</td>
</tr>
<tr>
<td>61331-7</td>
<td>Hold Pending Further Written Notice</td>
<td>EX HOT CHILLI POWDER</td>
<td>28BGH08</td>
<td>96 Kilograms</td>
<td>India</td>
<td>Refused Inform FDA Before Export</td>
<td>11/09/2012</td>
</tr>
</tbody>
</table>

### Actions

If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button. The action taken will be applied to all of the selected lines.

Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.

- Input Line Availability for the selected item(s)
- Submit Entry Level Documents
- Submit Line Level Documents for the selected item(s)
- View Expected Lab Completion Date
### Status and Actions

**Status:** Documents Required

**“Documents Required”**

<table>
<thead>
<tr>
<th>Select</th>
<th>Entry/CPB-FDA (Suffix)</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>FDA Line Status</th>
<th>FDA Line Status Date</th>
<th>ITACS Status</th>
<th>ITACS Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>93673-5</td>
<td>20BGM14</td>
<td>Total: 128.0 Kilograms (128.0 Kilograms)</td>
<td>Germany</td>
<td>Submit Entry Documents to FDA (Invoice, B/L, CBP Entry Document)</td>
<td>11/09/2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>93673-5</td>
<td>20BGM14</td>
<td>Total: 1017.0 Kilograms (1017.0 Kilograms)</td>
<td>Germany</td>
<td>Submit Entry Documents to FDA (Invoice, B/L, CBP Entry Document)</td>
<td>11/09/2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>93673-5</td>
<td>20BGM02</td>
<td>Total: 1530.0 Kilograms (1530.0 Kilograms)</td>
<td>Germany</td>
<td>Submit Entry Documents to FDA (Invoice, B/L, CBP Entry Document)</td>
<td>11/09/2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>93673-5</td>
<td>20BGM02</td>
<td>Total: 1530.0 Kilograms (1530.0 Kilograms)</td>
<td>Germany</td>
<td>Submit Entry Documents to FDA (Invoice, B/L, CBP Entry Document)</td>
<td>11/09/2016</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Actions**

- If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button.
- The action taken will be applied to all of the selected lines.
- Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.

- [Input Line Availability (location of goods for examination) for the selected item(s)]
- [Submit Entry Level Documents]
- [Submit Line Level Documents for the selected item(s)]
- [View Expected Lab Completion Date]
Status: Pending Compliance Review

“Pending Review By FDA Compliance Staff”

<table>
<thead>
<tr>
<th>Entry Level Status: Hold Pending Further Written Notice from FDA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Entry Number</strong></td>
</tr>
<tr>
<td>2</td>
</tr>
</tbody>
</table>

Export as PDF for Print | Select All Lines | Clear Selected

Actions:
- If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button.
- The action taken will be applied to all of the selected lines.
- Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.
Status: Refused Line
“Refused Inform FDA Before Export”

<table>
<thead>
<tr>
<th>Entry Number</th>
<th>Product</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>Status</th>
<th>Status Date</th>
<th>ITACS Status</th>
</tr>
</thead>
</table>

Actions:
- If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button.
  The action taken will be applied to all of the selected lines.
  Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.
## Status and Actions

### Results

<table>
<thead>
<tr>
<th>Entry Number</th>
<th>Entry/CBP-FDA [Suffix]</th>
<th>Product Description</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>Status</th>
<th>Status Date</th>
<th>ITACS Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>78142-6</td>
<td>TINNED BAMBOO SHOOT STRIP IN WATER</td>
<td>24TEE03</td>
<td>Total: 400 Carton (400 Carton, 1 Tin, 20 Kilograms)</td>
<td>Thailand</td>
<td>May Proceed Without FDA Examination</td>
<td>02/07/2013</td>
<td></td>
<td></td>
</tr>
<tr>
<td>78142-7</td>
<td>SWEET CHILI SAUCE FOR CHICKEN</td>
<td>37JTG03</td>
<td>Total: 200 Carton (200 Carton, 24 Bottle, Non-Protected, Cyl, 10 Ounces, fluid)</td>
<td>Thailand</td>
<td>May Proceed Without FDA Examination</td>
<td>04/02/2013</td>
<td></td>
<td></td>
</tr>
<tr>
<td>78142-8</td>
<td>SWEET CHILI SAUCE FOR SPRING ROLL</td>
<td>37JGT03</td>
<td>Total: 200 Carton (200 Carton, 24 Bottle, Non-Protected, Cyl, 10 Ounces, fluid)</td>
<td>Thailand</td>
<td>FDA Sample Collected</td>
<td>04/12/2013</td>
<td></td>
<td></td>
</tr>
<tr>
<td>78142-9</td>
<td>SWEET CHILI SAUCE FOR CHICKEN</td>
<td>37JGT03</td>
<td>Total: 180 Carton (180 Carton, 12 Bottle, Non-Protected, Cyl, 25 Ounces, fluid)</td>
<td>Thailand</td>
<td>FDA Sample Collected</td>
<td>04/12/2013</td>
<td></td>
<td></td>
</tr>
<tr>
<td>78142-10</td>
<td>SWEET CHILI SAUCE FOR SPRING ROLL</td>
<td>37JGT03</td>
<td>Total: 200 Carton (200 Carton, 24 Bottle, Non-Protected, Cyl, 10 Ounces, fluid)</td>
<td>Thailand</td>
<td>FDA Sample Collected</td>
<td>04/12/2013</td>
<td></td>
<td></td>
</tr>
<tr>
<td>78142-11</td>
<td>CANNED JACKFRUIT IN SYRUP STRIP</td>
<td>21WET10</td>
<td>Total: 40 Carton (40 Carton, 24 Can, Cylindrical, 20 Ounces, weight (avdp))</td>
<td>Thailand</td>
<td>May Proceed Without FDA Examination</td>
<td>02/27/2012</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Actions

If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button.

The action taken will be applied to all of the selected lines.

Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.

- Input Line Availability for the selected item(s)
- Submit Entry Level Documents
- Submit Line Level Documents for the selected item(s)
- View Expected Lab Completion Date

[TAKE ACTION] [FINISHED]
Status: Sample Collected by FDA
Viewing Laboratory Timeframes for Sampled Lines

- When a sample has been collected and the analysis is in progress, an estimated completion date may be viewed.

- Select a line using the checkbox, then select “View Expected Lab Completion Date” and click “Take Action”
Status: Sample Collected by FDA

Viewing Laboratory Timeframes for Sampled Lines

<table>
<thead>
<tr>
<th>Entry/CBP.FDA [Suffix]</th>
<th>Product</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>Status</th>
<th>Status Date</th>
<th>ITACS Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>870332-1-1</td>
<td>PROPOLIS</td>
<td>36CYD99</td>
<td>Total: 1000 Kilograms (1000 Kilograms)</td>
<td>China</td>
<td>FDA Examination Pending</td>
<td>04/03/2013</td>
<td>Line Availability Received</td>
</tr>
</tbody>
</table>

**Actions**

- Input Line Availability for the selected item(s)
- Submit Entry Level Documents
- Submit Line Level Documents for the selected item(s)
- View Expected Lab Completion Date

If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button. The action taken will be applied to all of the selected lines. Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.

Export as PDF for Print    Select All Lines    Clear Selected
## Status and Actions

<table>
<thead>
<tr>
<th>Entry Number</th>
<th>Entry/CPBP-FDA [Suffix]</th>
<th>Product</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country</th>
<th>Status</th>
<th>Status Date</th>
<th>ITACS Status</th>
<th>Expected Lab Work Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>15883-1</td>
<td>5883-1</td>
<td>34 CARTONS FROZEN MAHI MAHI SKINLESS FLEETCH 12-16 OZ</td>
<td>16AGT51</td>
<td>Total: 34 Case (34 Case, 50 Pounds (avdp))</td>
<td>Taiwan</td>
<td>FDA Lab Analysis in Process</td>
<td>03/25/2013</td>
<td></td>
<td>Apr 16, 2013</td>
</tr>
<tr>
<td>15883-1</td>
<td>5883-1</td>
<td>716 CARTONS FROZEN MAHI MAHI SKIN LESS FLEETCH 1-3#</td>
<td>16AGT51</td>
<td>Total: 716 Case (716 Case, 50 Pounds (avdp))</td>
<td>Taiwan</td>
<td>May Proceed Without FDA Examination</td>
<td>03/25/2013</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15883-1</td>
<td>5883-1</td>
<td>130 CARTONS FROZEN MAHI MAHI SKINLESS FLEETCH 3 UP#</td>
<td>16AGT51</td>
<td>Total: 130 Case (130 Case, 50 Pounds (avdp))</td>
<td>Taiwan</td>
<td>May Proceed Without FDA Examination</td>
<td>03/25/2013</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button. The action taken will be applied to all of the selected lines.

Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.
Status: Sample Collected by FDA
Viewing Laboratory Timeframes for Sampled Lines
No Sample Collected

No Sample Collection Assigned/Performed
### Status: Sample Collected by FDA

Viewing Laboratory Timeframes for Sampled Lines

Lab Completion Date Not Yet Available

#### Expected Lab Completion Date Not Yet Available. Please Check Back Later.
Checking Entry/Line Statuses

Status and Actions

<table>
<thead>
<tr>
<th>Select</th>
<th>Entry/CBP-FDA [Suffix]</th>
<th>Product</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>FDA Line Status</th>
<th>FDA Line Status Date</th>
<th>ITACS Status</th>
<th>ITACS Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>15649-5</td>
<td>FROZEN COHO FILLETS COMING BACK FOR RELABELLING &amp; EXPOR</td>
<td>16YM909</td>
<td>Total: 20.0 Package (20.0 Package, 8301.0 Kilograms)</td>
<td>United States</td>
<td>Submit Entry Documents to FDA (Invoice, B/L, CBP Entry Document)</td>
<td>07/19/2016</td>
<td>Document Submitted</td>
<td>07/18/2016</td>
</tr>
</tbody>
</table>

Status results can be exported to a PDF file for printing or record keeping. Click on the “Export as PDF for print” link.
# Checking Entry/Line Statuses

## Printer Friendly Results

## Example PDF

<table>
<thead>
<tr>
<th>Entry/CBP-FDA[Suffix]</th>
<th>Product</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>Status</th>
<th>Status Date</th>
<th>ITACS Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>515649-5/1-1</td>
<td>FROZEN COHO FILLETS COMING BACK FOR RELABELLING &amp; EXPOR</td>
<td>16YMD99</td>
<td>Total: 20.0 Package (20.0 Package, 8301.0 Kilograms)</td>
<td>United States</td>
<td>Submit Entry Documents to FDA (Invoice, B/L, CBP Entry Document)</td>
<td>07/19/2016</td>
<td>Document Submitted</td>
</tr>
</tbody>
</table>
Checking Entry/Line Statuses

- **Note:** ITACS will display the status for closed entries. However; if the entry has been closed by FDA you will not be able to upload documents or submit availability information.
Submitting Documents
Submitting Documents

• Input an Entry Number

• Select the radio button next to:
  – “Submit Entry Level Documents” OR
  – “Submit Line Level Documents for the selected item(s)”

Note: If submitting line-level documents, select the checkbox next to the lines related to the document being submitted. Standard Entry Documentation (3461, invoice, bill of lading, packing lists) should be submitted at the Entry Level.

• Click “Take Action”
Submitting Entry Level Documents

<table>
<thead>
<tr>
<th>Select</th>
<th>Entry/CPA-FDA</th>
<th>Product</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>FDA Line Status</th>
<th>FDA Line Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>19470-9</td>
<td>FREEZE DRIED STRAWBERRIES</td>
<td>20BGH14</td>
<td>Total: 11.0 Carton (11.0 Carton, 1.0 Package, 95.0 Kilograms)</td>
<td>China</td>
<td>Submit Entry Documents to FDA (Invoice, B/L, CBP Entry Document)</td>
<td>04/18/2016</td>
</tr>
<tr>
<td></td>
<td>19470-9</td>
<td>FREEZE DRIED STRAWBERRIES</td>
<td>20BGH14</td>
<td>Total: 11.0 Carton (11.0 Carton, 1.0 Package, 95.0 Kilograms)</td>
<td>China</td>
<td>Submit Entry Documents to FDA (Invoice, B/L, CBP Entry Document)</td>
<td>04/18/2016</td>
</tr>
<tr>
<td></td>
<td>19470-9</td>
<td>STRAWBERRIES, DRIED OR PASTE; PLASTIC, SYNTH, NTNL/ARTIF CL DRIE</td>
<td>20BGH14</td>
<td>Total: 22.0 Carton (22.0 Carton, 1.0 Package, 95.0 Kilograms)</td>
<td>China</td>
<td>Submit Entry Documents to FDA (Invoice, B/L, CBP Entry Document)</td>
<td>04/18/2016</td>
</tr>
</tbody>
</table>
Submitting Documents (cont)

• Click the “Browse” button and locate the file you want to attach

• A document may be deleted from the list prior to submission if it has been attached in error

• Select the Document Type from the drop-down list

• Enter the required Submitter Information (marked with an asterisk)

• When done, click either “Submit and Finished” or “Submit and Return to Entry” button

• Repeat as needed

• You may attach up to 5 files of 50 MB each, for a total of 250 MB per submission
Finding Documents to Submit

Document Submission

<table>
<thead>
<tr>
<th>Entry/Doc Line (Suffix)</th>
<th>Product</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>Status</th>
<th>Status Date</th>
<th>ITACS Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>3433-7/1-1</td>
<td>ALASKA FRZN SALMON</td>
<td>16AG'T32</td>
<td>Total: 960.0 Carton (960.0 Carton, 49.5 Pounds (avdp))</td>
<td>China</td>
<td>FDA Examination Pending</td>
<td>11/21/2016</td>
<td></td>
</tr>
</tbody>
</table>

Submit Document

To associate a file to the selected lines, please press the Browse button to locate and identify files from your local machine. Up to 5 files can be identified for upload at a time. You can attach files up to a total size of 250 MB. Each file should be limited to 50 MB.

- If Document Type "Entry Documentation" is selected that indicates the Customs Entry Form, Invoice, and Bill of Lading are being provided as one submission. If desired, the three documents referenced can be sent as separate submissions using the appropriate documents types.
- If this Entry includes multiple invoices, please submit the invoices at the appropriate line level.
- The Bill of Lading and Customs Entry Form should be submitted at the Entry Level. An Invoice can be submitted at the line level if there are multiple invoices covering different lines in the Entry. If the invoice covers all lines in the entry it should be sent as an entry level submission.

Selection of multiple files to upload are not supported in IE9 or lower versions.

List of File Types Accepted by FDA

- are required fields

ITACS does not support password-protected files. Please do not upload password-protected files.

Submitter Name: * Browse...
Submitter Email: *(itacs@example.com)
Submitter Firm Name: *
Submitter Phone Number: *(xxx-xxx-xxxx)
Receive a confirmation of submission by email

PREVIOUS  SUBMIT AND RETURN TO ENTRY  SUBMIT AND FINISHED
Finding Documents to Submit

To associate a file to the selected lines, please press the Browse button to locate and identify files from your local machine. Up to 5 files can be identified for upload at a time. You can attach files up to a total size of 250 MB. Each file should be limited to 50 MB.

If Document Type "Entry Documentation" is selected that indicates the Customs Entry Form, Invoice, and Bill of Lading are being provided as one submission. If desired, the three documents referenced can be sent as separate submissions using the appropriate documents types.

If this Entry includes multiple invoices, please submit the invoices at the appropriate line level.

The Bill of Lading and Customs Entry Form should be submitted at the Entry Level. An Invoice can be submitted at the line level if there are multiple invoices covering different lines in the Entry. If the invoice covers all lines in the entry it should be sent as an entry level submission.

Selection of multiple files to upload are not supported in IE9 or lower versions.

List of File Types Accepted by FDA

* are required fields

Choose one
After Document Submission

• Immediately after submitting the documents, a message will be displayed at the top of the screen “If you selected to receive email notification you will receive an email upon completion of the virus scan and successful upload. If you have not opted to receive email notification please check back later to review the status of your submission”
After Document Submission

Status and Actions

If you selected to receive email notification, you will receive an email upon completion of the virus scan and successful upload. If you have not opted to receive email notification, please check back later to review the status of your submission.

<table>
<thead>
<tr>
<th>Entry Number</th>
<th>Entry Level Status:</th>
</tr>
</thead>
<tbody>
<tr>
<td>0249855-4</td>
<td>SECURFIT HIP STEM / RETURN FOR PRODUCT INVESTIGATION</td>
</tr>
</tbody>
</table>

Message from webpage

If you selected to receive email notification, you will receive an email upon completion of the virus scan and successful upload. If you have not opted to receive email notification, please check back later to review the status of your submission.

Actions

If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button. The action taken will be applied to all of the selected lines.

Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.

- Input Line Availability for the selected Item(s)
- Submit Entry Level Documents
- Submit Line Level Documents for the selected Item(s)
- View Expected Lab Completion Date
After Document Submission

• With the implementation of virus scanning, document uploads may take up to fifteen minutes to complete.

• Users may select the checkbox “Receive a confirmation of submission by email”. This email will notify the user whether the document(s) passed or failed the virus scan.

• If the virus scan is successful, the ITACS status will update to “Document Submitted” and the ITACS Status date will reflect the date of submission.
Successful Document Submission
Example Email

You submitted 1 document(s) through ITACS on April 12, 2013 at 12:42:08 Eastern Time for the entry / entry line(s):

<table>
<thead>
<tr>
<th>Document Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITACS-test.pdf</td>
<td>Successful</td>
</tr>
</tbody>
</table>

Please do not reply to this email. Email sent to this address cannot be answered. Thank you.
## Successful Document Submission

### “Document Submitted” Status

### Status and Actions

<table>
<thead>
<tr>
<th>Entry Number</th>
<th>Entry Level Status</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>FDA Line Status</th>
<th>FDA Line Status Date</th>
<th>ITACS Status</th>
<th>ITACS Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0864-1</td>
<td>Document Submitted</td>
<td>54ECT99</td>
<td>Total: 84.0 Carton (84.0 Carton, 1.0 Kilograms)</td>
<td>Sri Lanka</td>
<td>Submit Entry Documents to FDA (Invoice, B/L, CBP Entry Document)</td>
<td>04/25/2016</td>
<td>Document Submitted</td>
<td>04/25/2016</td>
</tr>
</tbody>
</table>
Document Review by FDA

• When documents have been successfully submitted, FDA’s Entry Review staff will see an icon which indicates documents are available for review and they can access and review those documents on-line.
Submitting Availability
Submitting Availability Information for FDA Examination

- Query the entry number

- Click the checkbox next to the line(s) for which you wish to submit availability

- Select the radio button next to “Input Line Availability for the selected item(s)"

- Click on the “Take Action” button
Submitting Availability Information
(All lines or Selected lines)

<table>
<thead>
<tr>
<th>Select</th>
<th>Entry/CBP-FDA(Suffix)</th>
<th>Product</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>FDA Line Status</th>
<th>FDA Line Status Date</th>
<th>ITACS Status</th>
<th>ITACS Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>856-5/1-1</td>
<td>SESAME SEED</td>
<td>23KFY02</td>
<td>Total: 820.0 Bag (820.0 Bag, 50.0 Pounds (avg/lb))</td>
<td>India</td>
<td>Notify FDA of Location for FDA Examination</td>
<td>10/30/2015</td>
<td>Document</td>
<td>10/28/2015</td>
</tr>
</tbody>
</table>

**Actions**

- Input Line Availability (location of goods for examination) for the selected item(s)
- Submit Entry Level Documents
- Submit Line Level Documents for the selected item(s)
- View Expected Lab Completion Date

If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button. The action taken will be applied to all of the selected lines.

Note: If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.
Submitting Availability – Three Options

1. Goods for the selected lines are available at the Consignee address as filed
2. Goods for the selected lines are available at the Consignee address as filed with extra information as provided below
3. Provide an updated location for the selected lines

Note: If there is any question about the validity of the consignee firm information as stored in FDA’s Import system, do not use option 1 or option 2.
Required and Optional Information

- For all options, submitter information is required
- Required information is marked with an asterisk
- Information required varies depending on the option chosen
- Do not submit availability location in advance of the product being available for examination by FDA
Submitting Availability – Option 1

• Only Submitter information is required

• The consignee as filed in the entry will be indicated as the location of goods

• No additional information may be entered
Submitting Availability – Option 2

• Submitter information is required

• The consignee as filed in the entry will be indicated as the location of goods

• Contact Name, Contact Phone Number, Warehouse/Pier Lot Number, Hours of Operation and Additional Information may all be entered optionally
Submitting Availability – Option 3

• Submitter information is required

• Facility Name, Contact Name, Contact Phone Number, Street Address, City, State and Zip Code are required

• Warehouse/Pier Lot Number, Hours of Operation and Additional Information may all be entered optionally
Provide a Location of Goods (Not at Consignee)

“Provide an updated location for the selected lines”

### Availability Information

To indicate Line Availability, please start by selecting the Line Availability option in the Goods location section that best describes the type of Line Availability information you are attempting to provide. Next enter the Submitter information in the appropriate fields. Lastly, please enter in the necessary information for the Facility Information section and then press the Submit button.

* are required fields

### Goods Location

- [ ] Goods for the selected lines are available at the Consignee address as filed
- [ ] Goods for the selected lines are available at the Consignee address as filed with extra information as provided below
- [x] Provide an updated location for the selected lines

### Submitter Information

<table>
<thead>
<tr>
<th>Submitter Name</th>
<th>Submitter Phone Number</th>
<th>Submitter Firm Name</th>
<th>Submitter Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Facility Information

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Contact Name</th>
<th>Street Address</th>
<th>City</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Phone Number</th>
<th>Warehouse/Pier Lot Number</th>
<th>Hours Of Operation</th>
<th>State/Territory</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>(xxx-xxx-xxxx)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---
Submitting Availability

• After filling out all required information and clicking “Submit”, the Confirm Input Line Availability screen is presented.

• Verify all information is correct then click either “Submit and Return to Entry” or “Submit and Finished”.
Verify Availability Information Before Submitting

Choose one
After Availability Information is Submitted

### Status and Actions

- Line availability sent successfully.

### Results

<table>
<thead>
<tr>
<th>Select</th>
<th>Entry/CBP-FDA [Suffix]</th>
<th>Product</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>FDA Line Status</th>
<th>FDA Line Status Date</th>
<th>ITACS Status</th>
<th>ITACS Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>543-6/1-1</td>
<td>SORBITOL LIQUID OR DRY</td>
<td>45VY-99</td>
<td>Total: 72.0 Drum (72.0 Drum, 270.0 Kilograms)</td>
<td>Indonesia</td>
<td>FDA Examination Pending</td>
<td>04/26/2016</td>
<td>Updated Line Availability</td>
<td>04/26/2016</td>
</tr>
</tbody>
</table>
Line(s) Not Eligible for Availability Submission

• Availability Information may only be submitted for entries where at least one line has been designated for physical exam/sample by FDA.

• If no lines have been designated, the message “Selected lines are not eligible for submission of availability at this time” will be displayed.
Selected lines are not eligible for submission of availability at this time.
Retrieving Notices of FDA Action from ITACS

*ITACS Account Management Required

Logged in as: Test User
Manage Users  Modify Your Own Profile  Log out

Indicates that you are logged in and the User Name for the account. Also provides links to modify your account and manage users if a Firm or Group Admin.

No CAPTCHA Code required when logged into your account.
Retrieving Notices of FDA Action from ITACS

*ITACS Account Management Required

To retrieve Notices choose ‘Retrieve Notices of FDA Action’ radio button and click TAKE ACTION.
Retrieving Notices of FDA Action from ITACS

*ITACS Account Management Required

Available Notices of FDA Action will be listed at the bottom of the page. Click on the PDF icons to open and view the Notices.
Emailed Notices of FDA Action
Example Email

Example email received by the account holder with the Notice of FDA Action attached.

From: itacs@fda.hhs.gov
To: [Redacted]
Cc: [Redacted]
Subject: [Redacted] on Number 1 for Entry Number: [Redacted]

Attached please find Notice Number 1 for Entry Number: [Redacted]. Any questions about this Notice should be directed to the contact listed on the Notice. DO NOT REPLY to this email as it is not monitored.

If you have received this e-mail in error, please notify FDA at ITACSSupport@fda.hhs.gov.
## Retrieving Information Requests from ITACS

### Status and Actions

#### Results

<table>
<thead>
<tr>
<th>Select</th>
<th>Entry/CBP-FDA[Suffix]</th>
<th>Product</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Country Name</th>
<th>FDA Line Status</th>
<th>FDA Line Status Date</th>
<th>ITACS Status</th>
<th>ITACS Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>00994-1/1-1</td>
<td>TUNA CHUNK IN WATER WITH VEGETABLE BROTH</td>
<td>16AEE45</td>
<td>2240.0 Case (2240.0 Case, 48.0 Can, Cylindrical, 5.0 Ounces, weight (avdp))</td>
<td>Thailand</td>
<td>Information Requested - See Notice of FDA Action for Details - Requested Information</td>
<td>06/24/2016</td>
<td>Document Submitted</td>
<td>03/24/2016</td>
</tr>
</tbody>
</table>

- **Click the link to show the information request.**

---

### Actions

- If an action needs to be taken for the lines selected above, please choose the appropriate action option and press the Take Action button. The action taken will be applied to all of the selected lines.
- **Note:** If you opt to submit entry level documents, ITACS will automatically select all of the lines of the entry for you.
Retrieving Information Requests from ITACS

The Information Request will be displayed in a pop up box.

Requests also available to download as pdf under Retrieve Notices of FDA Action.
Helpful Links

- Found at the bottom of every page and provides some links to helpful information.

<table>
<thead>
<tr>
<th>Helpful Links</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITACS Industry Page</td>
</tr>
<tr>
<td>FDA Import Office Locations and Contact Information</td>
</tr>
<tr>
<td>Import Refusals</td>
</tr>
</tbody>
</table>

For technical assistance please contact itacssupport@fda.hhs.gov
ITACS Banner

- Can be placed on any ITACS page in red, bold font to notify users of issues or updates.

<table>
<thead>
<tr>
<th>Status and Actions</th>
<th>FDA is experiencing temporary server issues. Documents cannot be uploaded via ITACS at this time.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Results</td>
<td></td>
</tr>
</tbody>
</table>
ITACS Link

Access ITACS directly at:

https://itacs.fda.gov

To view the ITACS for Industry page visit:

http://www.fda.gov/forindustry/importprogram/entryprocess/importsystems/ucm480953.htm
FDA Contacts

• Do NOT contact the field Divisions directly for ITACS technical assistance.

• To report problems, ask questions, or to suggest additional functionality please send emails to itacssupport@fda.hhs.gov.