

Division of Import Operations

The Division of Import Operations (DIO) provides direction, assistance, management, and oversight of field import operations including investigational and compliance activities; serves as the Agency focal point for Headquarters/field relationships on all import programs operations; establishes field uniformity for import activities through collaborations on import procedures;

DIO develops and/or reviews Agency import policies, procedures, programs, and assignments, including the responsibility for issuing import informational directives (Import Alerts, Bulletins, etc.); develops and/or reviews laws and regulations involving imported products and procedures; and has primary responsibility for Chapter 9 of the Regulatory Procedures Manual.

Division Director: John Verbeten

Location Address: 12420 Parklawn Drive
Room 3109
Rockville, MD 20857

General Phone: 301-796-0356

General Fax: 301-827-4086

Contact Information:

Email address for submitting general import operations and policy questions:

FDAImportsInquiry@fda.hhs.gov

Email address for submitting change of address, import alert removal petitions, etc.:

ImportAlerts2@fda.hhs.gov

Inquiries related to a specific import entry are most appropriately routed to the import division handling the entry. The Division of Import Operations does not exercise managerial control over import divisions and will not instruct a division to release or otherwise process a specific entry in a particular way. If entry specific inquiries are routed to DIO, we will forward the inquiry to the division handling the entry.