

**Atlanta District Import Operations**

The Atlanta District Import Operations provides coverage to all ports in the States of Georgia, North Carolina, and South Carolina.

**Atlanta District Office:**

District Director: Ingrid Zambrana

Director of Investigations: Dawne Hines

Director of Compliance: **Vacant**

Import Program Managers/Supervisory Investigators: George Jackson & Brandon Neloms

**Atlanta Compliance Branch-Import Operations**

(Atlanta Compliance Officers cover all Atlanta District Ports)

Compliance Officers: Karen Dodson: 404-253-1299

Stardust Mazzariello: 404-253-1227

Patricia Hudson: 404-253-2221

Jerry Hunt: 404-669-4508

Mailing Address: 60 8th Street, N.E., Atlanta, Georgia 30309

General Phone: 404-253-1200

General Fax: 404-253-1202

Compliance Entry Status: This phone number should be used to check status on entries that have been detained and are with a Compliance Officer. Compliance Status Line: 404-253-1200

Electronic private laboratory analytical packages can be submitted using the **preferred** method: **Import Trade Auxiliary Communication System (ITACS)** at <https://itacs.fda.gov> or to the following group email address. On the subject line, please include the entry number and the Compliance Officer listed on the FDA Notice of Action:

[AtlantaImportLabPackage@fda.hhs.gov](mailto:AtlantaImportLabPackage@fda.hhs.gov)

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**Atlanta Import Office/Investigations Branch:**

Compliance Status Line: 404-253-1200

Atlanta Entry Status Line: 404-669-4451

Fax: 404-669-4443

Ports Covered: 1704 Atlanta, Georgia

Import Program Manager/Supervisory Investigator: George Jackson (Phone: 404-669-4532)

Investigator: Karen Anderson  
Investigator: Davia Arnold  
Investigator: Kerry Edwards  
Investigator: Jessica Fields  
Investigator: Tracy Holloman  
Investigator: Lorenzo Jones  
Investigator: Cierra Strong

Consumer Safety Technician: Sameerah Abdur-Rashid

Mailing Address: 2077 Convention Center Concourse, Suite 400, College Park, GA 30337  
General Phone: 404-669-4440  
Import Investigations Phone: 404-669-4451  
General Fax: 404-669-4443

**Entry Status Information-Admissibility:**

This phone number should be used to check status on entries that are still in admissibility status. Entry Status Line: 404-669-4451

Documents and Entry Status information can be submitted using the **preferred** method: **Import Trade Auxiliary Communication System (ITACS)** at <https://itacs.fda.gov> or to the following group email address. On the subject line, please include the entry number:

**Email Addresses:** [Atlanta.ImportReview@fda.hhs.gov](mailto:Atlanta.ImportReview@fda.hhs.gov)

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**Charlotte, North Carolina Resident Post Imports:**

\*(Ports are covered by Charlotte and Raleigh Offices)

Compliance Status Line: 404-253-1200

Import Program Manager/Supervisory Investigator: George Jackson (Phone: 404-669-4532)  
Investigator: Lee Page, Extension 1102

Mailing Address: 10715 David Taylor Drive, Suite 150, Charlotte NC 28262  
Main Line: 704-549-0600  
Fax Line: 704-549-0095

Email Addresses: \*Documents, Status, and general inquiries can also be sent to the following email addresses. Email Addresses: **ITACS (Preferred Method)**.

Secondary Method: [Raleigh.ImportReview@fda.hhs.gov](mailto:Raleigh.ImportReview@fda.hhs.gov)

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**Raleigh, North Carolina Resident Post Imports:**

\*(Ports are covered by Charlotte and Raleigh Offices)

Compliance Status Line: 404-253-1200

Import Program Manager/Supervisory Investigator: George Jackson (Phone: 404-669-4532)  
Investigator: Heather Wheeler

Mailing Address: 2304 Wesvill Court, Suite 110, Raleigh, NC 27607  
General Phone: 919-420-1955

Ports Covered by Charlotte & Raleigh:

1501 Wilmington, NC  
1502 Winston-Salem, NC  
1503 Durham, NC  
1506 Reidsville, NC  
1511 Beaufort-Morehead City, NC  
1503 Durham, NC  
1512 Charlotte, NC

Email Addresses: \*Documents, Status, and general inquiries can also be sent to the following email addresses. Email Addresses: **ITACS (Preferred Method)**.

Secondary Method: [Raleigh.ImportReview@fda.hhs.gov](mailto:Raleigh.ImportReview@fda.hhs.gov)

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**Savannah, Georgia Resident Post Imports:**

Compliance Status Line: 404-253-1200

Port Codes Covered:  
1701 Brunswick, Georgia  
1703 Savannah, Georgia

Import Program Manager/Supervisory Investigator: Brandon Neloms  
Phone: 912-233-5519

Inspector: Doel Maldonado  
Investigator: Lynetta Cleveland  
Investigator: Jennifer Hood  
Investigator: Stephanie Spano

Mailing Address: Johnson Square Business Center, 2 East Bryan St., Suite 350, Savannah, GA  
31401

General Phone: 912-233-5519 (Import Line: Ext. 1100)

General Fax: 912-233-9917

**Entry Status Information:**

Compliance: This phone number should be used to check status on entries that have been detained and are with a Compliance Officer. Compliance Status Line: 404-253-1200

Admissibility: This phone number should be used to check status on entries that are still in admissibility status. Entry Status Line: 912-233-5519 \*\*\*

Email Addresses: \*Documents, Status, and general inquiries can also be sent to the following email addresses. Email Addresses: **ITACS (Preferred Method)**.

Secondary Method: [Savannah.ImportReview@fda.hhs.gov](mailto:Savannah.ImportReview@fda.hhs.gov)

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**Charleston, South Carolina Resident Post Imports:**

Compliance Status Line: 404-253-1200

Port Codes Covered:

1601 Charleston, SC

1602 Georgetown, SC

1603 Greenville/Spartanburg, SC

1604 Columbia, SC

1681 Myrtle Beach International Airport, South Carolina

Import Program Manager/Supervisory Investigator: Brandon Neloms

Phone: 912-233-5519

Investigators: Gabriel Guevarra

Pearl Gonzalez

Mailing: 4600 Goer Drive, Suite 106, North Charleston, SC 29406

General Phone: 843-746-2990

Fax: 843-746-2994

**Entry Status Information:**

Compliance: This phone number should be used to check status on entries that have been detained and are with a Compliance Officer. Compliance Status Line: 404-253-1200

Admissibility: This phone number should be used to check status on entries that are still in admissibility status. Entry Status Line: 843-746-2990

Email Addresses: \*Status and general inquiries can also be sent to the following email addresses:

**ITACS ITACS (Preferred Method)**

Secondary Method: [Charleston.ImportReview@fda.hhs.gov](mailto:Charleston.ImportReview@fda.hhs.gov)

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**Florida District Import Operations**

The Florida District Import Operations branch provides coverage to all ports in the State of Florida.

Director, Import Operations Branch: Facundo Bernal  
Deputy Director: Jose Luis Arroyo-Acosta  
Import Program Manager: None  
Compliance Manager: Jose Luis Arroyo-Acosta

Mailing Address: 15100 NW 67<sup>th</sup> Ave. Ste. 400, Miami Lakes, FL 33014  
General Phone: 305-816-1416 (option #3 Imports)  
General Fax: 305-816-1534 / 305-816-1536

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**Miami Resident Post**

In terms of the FDA mission Miami ranks 3<sup>rd</sup> in the nation for FDA-related cargo and requires a large presence for the import operation there to process more than 1,000 entries daily. Our Coverage area includes Miami-Dade County to the Florida Keys.

Port Codes Covered:

- 5201 Miami, Florida
- 5202 Key West, Florida
- 5206 Miami International Airport, Florida
- 5270 International Courier Association, Miami, Florida
- 5271 International Courier Association, Miami, Florida
- 5272 Miami International Airport, Cargo Facilities Services, Inc., Miami, Florida
- 5273 UPS Miami International Airport, Miami, Florida
- 5296 Miami Express Consignment Hub (DHL)
- 5297 FedEx Courier Hub, Miami, Florida
- 5298 IBC Courier Hub, Miami, Florida
- 5299 Miami Seaport Alternate, Miami, Florida

Director, Import Operations Branch: Facundo Bernal  
Deputy Director: Jose Luis Arroyo-Acosta  
Import Program Manager: None  
Compliance Manager: Jose Luis Arroyo-Acosta

Mailing Address: 15100 NW 67 Avenue, Suite 400, Miami, FL 33014  
General Phone: 305-816-1416 (option #3 Imports)  
General Fax: 305-816-1534 / 305-816-1536

Entry Status Information:

General Phone: 305-816-1416 (option #3 Imports Menu)

\* This phone number should be used to check status on entries that are still in admissibility status, to leave location availability or to contact the Compliance Team regarding detained entries. Follow the prompts for the correct contact.

To Provide Product Location Availability:

**Import Trade Auxiliary Communication System (ITACS)** at <https://itacs.fda.gov>

Alternatives:

Email: [miaproductavailability@fda.hhs.gov](mailto:miaproductavailability@fda.hhs.gov)

Fax: 305-816-1534 / 305-816-1536

- This email can only be used to provide entry location/availability related to products assigned for examination/sample (ACS message FDA Exam or FDA Exam/Notify). This email address is not intended to provide documents when the entries have not been assigned for examination and/or sampling nor is it monitored for question and answers.

To Provide Documents: (your ACS message is “FDA Documents Required”)

**Import Trade Auxiliary Communication System (ITACS)** at <https://itacs.fda.gov>

Alternatives via Fax:

Food Entries: 305-816-1534 /305-816-1536

Medical Devices, Drugs, Cosmetics and Radiation Emitting Devices: 305-594-2610

To Check The Status of an Entry:

Please use the ITACS system. ITACS allows the Import Trade Community to check the status of an entry, the line availability and to submit requested documents.

<https://itacs.fda.gov>

\*Electronic private laboratory analytical packages should be submitted via ITACS or by email to [floridaimportcompliance@fda.hhs.gov](mailto:floridaimportcompliance@fda.hhs.gov).

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**Port Everglades Resident Post:**

Our coverage area includes Broward County and Palm Beach County. The office mainly conducts import investigations with the majority of the commodities coming through Port Everglades, Port of Palm Beach, Fort Pierce and Ft. Lauderdale-Hollywood International Airport. The top three commodities entering the United States through our covered ports are fresh produce, frozen seafood, and medical devices.

Port Codes Covered:

5203 Port Everglades, Florida  
5204 West Palm Beach, Florida  
5205 Fort Pierce, Florida  
5210 Fort Lauderdale International Airport, Florida

Supervisory Investigator: William Keck

Entry Status Information:

General Phone: 954-759-7702

\* This phone number should be used to check status on entries that are still in admissibility status, to leave location availability or to contact the Compliance Team regarding detained entries. Follow the prompts for the correct contact.

Compliance Information for the District is handled in the Miami Resident Post. To leave location availability or to contact the Compliance Branch regarding detained entries call the number below and follow the prompts for the correct contact.

General Phone: 305-816-1416 (option #3 Imports Menu)

To Provide Product Location Availability:

**Import Trade Auxiliary Communication System (ITACS)** at <https://itacs.fda.gov>

Alternatives:

Email: [pevproductavailability@fda.hhs.gov](mailto:pevproductavailability@fda.hhs.gov)

Fax: 954-527-4184

- This email can only be used to provide entry location/availability related to products assigned for examination/sample (ACS message FDA Exam or FDA Exam/Notify). This email address is not intended to provide documents when the entries have not been assigned for examination and/or sampling nor is it monitored for question and answers.

To Provide Documents: (your ACS message is “FDA Documents Required”)

**Import Trade Auxiliary Communication System (ITACS)** at <https://itacs.fda.gov>

Alternatives via Fax:

Food Entries: 305-816-1534 /305-816-1536

Medical Devices, Drugs, Cosmetics and Radiation Emitting Devices: 305-594-2610

To Check The Status of an Entry:

Please use the ITACS system. ITACS allows the Import Trade Community to check the status of an entry, the line availability and to submit requested documents.

<https://itacs.fda.gov>



\*Electronic private laboratory analytical packages should be submitted via ITACS or by email to [floridaimportcompliance@fda.hhs.gov](mailto:floridaimportcompliance@fda.hhs.gov).

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**Tampa Resident Post:**

Our coverage area includes Hillsborough, Pinellas, Manatee, Sarasota, Charlotte, Lee and Marion Counties. The area covered includes Tampa, St Petersburg, Sarasota, Port Manatee, Fort Myers and Ocala. The majority of the commodities come in through Tampa, Port Manatee and Fort Myers.

Port Codes Covered:

- 1801 Tampa, Florida
- 1807 Boca Grande, Florida
- 1814 St. Petersburg, Florida
- 1821 Port Manatee, Florida
- 1822 Fort Myers, Florida
- 1881 Southwest Florida Fort, Myers, Florida
- 1883 Sarasota-Bradenton Airport, Florida
- 1886 Ocala Regional Airport, Florida

Supervisory Investigator: Giovanna Serpa (Miami International Mail Facility)

General Phone: 813-915-7955

General Fax: 813-915-7977

\*This phone number should be used only to check status on entries that are still in admissibility status.

Compliance Information for the District is handled in the Miami Resident Post. To leave location availability or to contact the Compliance Branch regarding detained entries call the number below and follow the prompts for the correct contact.

General Phone: 305-816-1416 (option #3 Imports Menu)

**To Check The Status of an Entry:**

Please use the Import Trade Auxiliary Communication System (ITACS) system. ITACS allows the Import Trade Community to check the status of an entry, the line availability and to submit requested documents. <https://itacs.fda.gov>

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**Maitland (Orlando) Resident Post:**

Our coverage area includes Orange, Seminole, Brevard and Volusia Counties. The area covered includes Orlando, Port Canaveral, Melbourne and Daytona. The majority of the commodities come in through the Orlando International and Orlando Sanford International Airports.

Port Codes Covered:

- 1808 Orlando, Florida
- 1809 Orlando-Sanford Airport, Sanford, Florida
- 1882 Sanford Regional Airport, Sanford, Florida
- 1816 Port Canaveral, Florida
- 1884 Daytona Beach International Airport, Florida
- 1885 Melbourne Regional Airport, Florida

Supervisory Investigator: Diana Ramirez (Miami Resident Post)

General Phone: 305-816-1430  
General Fax: 407-475-4781

\*This phone number should be used only to check status on entries that are still in admissibility status.

Compliance Information for the District is handled in the Miami Resident Post. To leave location availability or to contact the Compliance Branch regarding detained entries call the number below and follow the prompts for the correct contact.  
General Phone: 305-816-1416 (option #3 Imports Menu)

**To Check The Status of an Entry:**

Please use the Import Trade Auxiliary Communication System (ITACS) system. ITACS allows the Import Trade Community to check the status of an entry, the line availability and to submit requested documents. <https://itacs.fda.gov>

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**Jacksonville Resident Post:**

Our coverage area includes Duval, Nassau, Franklin, Escambia, Gulf and Bay Counties. The area covered includes Jacksonville, Panama City and Pensacola. The majority of the commodities come in through Jacksonville, FL.

Port Codes Covered:

1803 Jacksonville, Florida  
1805 Fernandina Beach, Florida  
1806 Carrabelle, Florida  
1817 Apalachicola, Florida  
1818 Panama City, Florida  
1819 Pensacola, Florida  
1820 Port St. Joe, Florida

Supervisory Investigator: William Keck (Port Everglades Resident Post)

General Phone: 904-281-1924  
General Fax: 904-281-1124

\*This phone number should be used only to check status on entries that are still in admissibility status.

Compliance Information for the District is handled in the Miami Resident Post. To leave location availability or to contact the Compliance Branch regarding detained entries call the number below and follow the prompts for the correct contact.  
General Phone: 305-816-1416 (option #3 Imports Menu)

To Check The Status of an Entry:

Please use the Import Trade Auxiliary Communication System (ITACS) system. ITACS allows the Import Trade Community to check the status of an entry, the line availability and to submit requested documents. <https://itacs.fda.gov>

## **New Orleans District Import Operations**

New Orleans District encompasses Alabama, Mississippi, Louisiana and Tennessee. The District's primary Import Operations location is in Memphis, TN whereby the home base of one of largest courier hub operations in the United States is stationed. Other Import Operation locations include New Orleans, LA, Mobile, AL and Nashville, TN.

New Orleans District Import Operations has the responsibility of reviewing, investigating, inspecting, examining, collecting samples and making admissibility decisions on all FDA regulated products offered for entry and sale into the United States. Primary products of importation are medical devices, drugs, and foods.

New Orleans District Import Operations routinely works with three Customs and Border Protection offices separated by the following port designations – AL/MS, MS/LA and TN.

### Port Codes Covered:

#### Alabama/Mississippi

- 1901 Mobile, Alabama
- 1902 Gulfport, Mississippi
- 1903 Pascagoula, Mississippi
- 1904 Birmingham, Alabama
- 1910 Huntsville, Alabama
- 2081 Jackson Airport, Jackson, Mississippi

#### Mississippi/Louisiana

- 2001 Morgan City, Louisiana
- 2002 New Orleans, Louisiana
- 2004 Baton Rouge, Louisiana
- 2005 Port Sulphur, Louisiana
- 2009 Destrehan, Louisiana
- 2010 Gramercy, Louisiana
- 2011 Greenville, Mississippi
- 2012 Avondale, Louisiana
- 2013 St. Rose, Louisiana
- 2014 Good Hope, Louisiana
- 2015 Vicksburg, Mississippi
- 2017 Lake Charles, Louisiana
- 2018 Shreveport-Bossier City, Louisiana
- 2019 Lake Charles, Louisiana
- 2020 Lake Charles, Louisiana

#### Tennessee

- 2006 Memphis, Tennessee

2007 Nashville, Tennessee  
2008 Chattanooga, Tennessee  
2016 Knoxville, Tennessee  
2027 Tri-City User Fee Airport, Blountville, Tennessee  
2095 Federal Express Courier, Memphis, Tennessee

**Import Investigations Operations**

Director, Import Operations Branch: Chris Boulmay  
Mailing Address: 959 Ridgeway Loop, Suite 100 Memphis, TN 38120  
Office Phone: 901-333-3528  
Email address: [chris.boulmay@fda.hhs.gov](mailto:chris.boulmay@fda.hhs.gov)

Import Program Managers (SCSO):  
Christopher Boulmay (IPM), Denise Taylor, and Lawrence Butler

Mailing Address: 959 Ridgeway Loop, Suite 100 Memphis, TN 38120  
General Phone: 901-333-3520  
General Fax: 901-333-3576

**Compliance Branch**

Director of Compliance Branch: Tammara Perry  
Mailing Address: 959 Ridgeway Loop, Suite 100 Memphis, TN 38120  
Email address: [tammara.perry@fda.hhs.gov](mailto:tammara.perry@fda.hhs.gov)  
Office Phone: 901-333-3534

**Entry Status Information:**

\*This phone number should be used to check status on entries that have been detained and are with a Compliance Officer. Leave a message on this line and your call will be returned during office hours within 24 hours.

Compliance Status Line: (901)333-3520 option 3

\*This phone number should be used to check status on entries that are still in admissibility status. Leave a message on this line and your call will be returned within 1 to 2 business days.

Entry Status Line: (901)333-3520 option 2

Email Addresses:

\*Compliance Status and general inquiries can also be sent to the following email addresses:

**Compliance Status**

Compliance Email Addresses: [NOLCO@FDA.HHS.GOV](mailto:NOLCO@FDA.HHS.GOV)

**General Inquiries**

IB Email Address: [NOLIMPORT.INFO@FDA.HHS.GOV](mailto:NOLIMPORT.INFO@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>.

\*Please submit electronic private laboratory packages to the following group email address if ITACS is not available. On the subject line, please include the entry number and the Compliance Officer listed on the FDA Notice of Action: [NOLCO@FDA.HHS.GOV](mailto:NOLCO@FDA.HHS.GOV) .

## **San Juan District Import Operations**

San Juan District currently covers 15 ports of entry spread around the Island of Puerto Rico and the US Virgin Islands (USVI). Five of these ports are located at USVI, where entries are handled manually. Last year, the district received over 35,000 entries with a variety of commodities. In addition, the district has two International Mail Facilities: one in Hato Rey, PR, and another one in Saint Thomas, USVI.

### **San Juan District Office:**

#### Port Codes Covered:

4901 Aguadilla, Puerto Rico

4904 Fajardo, Puerto Rico

4905 Guanica, Puerto Rico

4906 Humacao, Puerto Rico

4907 Mayaguez, Puerto Rico

4908 Ponce, Puerto Rico

4909 San Juan, Puerto Rico

4911 Jobos, Puerto Rico

4912 Guayanilla, Puerto Rico

4913 San Juan International Airport, Old San Juan, Puerto Rico

District Director: Maridalia Torres

Import Program Manager: Nancy Rosado

Director of Compliance: Edwin Ramos

Director of Investigations: Ramon Hernandez

Mailing Address: 466 Fernandez Juncos Ave., San Juan, PR 00901-3223

General Phone: (787) 729-8500

General Fax: (787) 729-8829 (imports dedicated fax)

### **Entry Status Information:**

\*This phone number should be used to check status on entries that have been detained and are with a Compliance Officer. Leave a message on this line and your call will be returned:

Compliance Status Line: (787)729-8527

or

send an e-mail to [ORASESJNCO@fda.hhs.gov](mailto:ORASESJNCO@fda.hhs.gov).

\*This phone number should be used to check status on entries that are still in admissibility status: (787) 729-8825

Leave a message on this line and your call will be returned. You can use ITACS at <https://itacs.fda.gov> to check the status of individual entries and lines.

Email Addresses:

\*Admissibility Status and general inquiries can also be sent to the following email addresses: [Sjn.imports@fda.hhs.gov](mailto:Sjn.imports@fda.hhs.gov)

\*Entry documents and electronic private laboratory analytical packages can be submitted via the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov> (preferred method). Electronic private laboratory analytical packages may also be submitted to the following group email address when ITACS is not available: [ORASESJNCO@fda.hhs.gov](mailto:ORASESJNCO@fda.hhs.gov). On the subject line, please include the entry number and the Compliance Officer listed on the FDA Notice of Action.

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**St. Thomas Virgin Islands Resident Post:**

Port Codes Covered:

5101 Charlotte Amalie, Virgin Islands

5102 Cruz Bay, Virgin Islands

5103 Coral Bay, Virgin Islands

5104 Christiansted, Virgin Islands

5105 Frederiksted, Virgin Islands

Resident-in-charge: Cornelius Brown

Supervisory Investigator: Nancy Rosado

General Phone: (340) 774-8140

General Fax: (340) 774-4360

Operational Hours: 8:00 a.m. - 4:30 p.m.

\*This phone number should be used to check status on entries that have been detained and are with a Compliance Officer. Leave a message on this line and your call will be returned:

Compliance Status Line: (787)729-8527

or

send an e-mail to [ORASESJNCO@fda.hhs.gov](mailto:ORASESJNCO@fda.hhs.gov).



\*This phone number should be used to check status on entries that are still in admissibility status: (787) 729-8825. Leave a message on this line and your call will be returned. You can use ITACS at <https://itacs.fda.gov> to check the status of individual entries and lines.

Email Addresses:

\*Status and general inquiries can also be sent to the following email addresses.

Email Addresses: [SJN.imports@fda.hhs.gov](mailto:SJN.imports@fda.hhs.gov)