

## **New England District Import Operations**

The New England District Office (NWE-DO) District Director Joseph Matrisciano, Jr. leads a staff of 127 people who are responsible for both domestic and import investigational and compliance activities in the six New England States, which include Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont. The District Office is located in Stoneham, Massachusetts. The District maintains nine resident posts in Highgate Springs, Vermont; Calais, Maine; Houlton, Maine; Portland, Maine; Concord, New Hampshire; Boylston, Massachusetts; Hartford, Connecticut; Bridgeport, Connecticut; and Riverside, Rhode Island. The primary focus of the offices in Houlton, Calais, Highgate Springs are to cover import operations while the other offices focus on domestic work.

### **District Office, Stoneham MA:**

Located just outside of Boston, this office has an import operations staff of five CSIs and seven CSOs that cover imported products from all regulated areas with a primary focus on Medical Devices and Foods.

District Director: Joseph Matrisciano, Jr.  
Director of Investigations: Lori Holmquist  
Director of Compliance: Amber Wardwell

Import Program Manager: Troy R. Petrillo  
Supervisory Investigators: Troy R. Petrillo, Rebecca Vigue  
Mailing Address: One Montvale Avenue  
4th Floor  
Stoneham, MA 02180-3500

General Phone: (781) 587-7500  
General Fax: (781) 587-7557  
Operational Hours: 8:00 AM - 4:30 PM

Port Codes Covered:  
0101 Portland, Maine  
0102 Bangor, Maine  
0103 Eastport, Maine  
0104 Jackman, Maine  
0105 Vanceboro, Maine  
0106 Houlton, Maine  
0108 Van Buren, Maine  
0109 Madawaska, Maine  
0110 Fort Kent, Maine  
0111 Bath, Maine  
0112 Bar Harbor, Maine

0115 Calais, Maine  
0121 Rockland, Maine  
0122 Jonesport, Maine  
0131 Portsmouth, New Hampshire  
0181 Lebanon Airport, New Hampshire  
0182 Manchester User Fee Airport, New Hampshire  
0201 St. Albans, Vermont  
0203 Richford, Vermont  
0207 Burlington, Vermont International Airport  
0209 Derby, Vermont  
0212 Highgate Springs/Alburg, Vermont  
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  
0410 Bridgeport, Connecticut  
0411 Hartford, Connecticut  
0412 New Haven, Connecticut  
0413 New London, Connecticut  
0416 Lawrence, Massachusetts  
0417 Logan International Airport  
0501 Newport, Rhode Island  
0502 Providence, Rhode Island  
0503 Mellville, Rhode Island

Entry Status Information:

- Entry Documents can be submitted via ITACS or emailed to:  
Food/Feed Products – [oranwefoodandfeedimports@fda.hhs.gov](mailto:oranwefoodandfeedimports@fda.hhs.gov)  
Medical Products - [oranwemedicalproductimports@fda.hhs.gov](mailto:oranwemedicalproductimports@fda.hhs.gov)
- The following phone number should be used to check the 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 within 24 hours.

Compliance Status Line: (781) 587-7500 opt 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 24 [hours](#).

Entry Status Line: (781) 587-7500 opt. 2

Emailed Status questions can be sent to:

Foods and Feeds: [oranwefoodandfeedimports@fda.hhs.gov](mailto:oranwefoodandfeedimports@fda.hhs.gov)

Medical Products/Drugs: [oranwemedicalproductimports@fda.hhs.gov](mailto:oranwemedicalproductimports@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.

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**Calais, Maine Resident Post:**

The Calais, Maine Resident Post is located in eastern Maine and is staffed by one full time CSO who performs mostly import inspections, but also performs domestic and foreign food inspections. The majority of imported products crossing into the United States at this port are fresh and frozen seafood, potatoes and blueberries.

**Calais, ME Resident Post**

U.S. Food & Drug Administration  
180 International Drive  
Calais, ME 04619

Supervisory Investigator: Rebecca Vigue

Port Codes Covered:

0103 Eastport, Maine  
0105 Vanceboro, Maine  
0115 Calais, Maine  
0112 Bar Harbor, Maine  
0121 Rockland, Maine  
0122 Jonesport, Maine  
0132 Belfast, Maine  
0152 Searsport, Maine

General Phone: (207) 454-3070

General Fax: (207) 454-3219

Operational Hours: 8:00 AM - 4:30 PM

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**Highgate Springs, Vermont Resident Post:**

The Highgate Springs Resident Post is located in the northwest corner of Vermont. The post is staffed with four CSO's and one CO. One CSO is responsible for import duties, and limited domestic food inspections. One CSO is a dedicated Drug Specialist that performs both domestic and foreign drug inspections. One CSO is a dedicated Food Specialist that performs both domestic and foreign food and feed inspections. One CSO is a dedicated CVM Specialist performing tissue residue inspections, feed mill inspections and maintaining the joint USDA/FDA database. Since Highgate Springs is in close proximity to Montréal, a variety of products enters the United States at this port. They include medical devices, animal feed, and a variety of prepared food products, cosmetics and dietary supplements.

**Highgate Springs, VT Resident Post**

462 Welcome Center Road  
Swanton, VT 05488

Supervisory Investigator:      Rebecca Vigue

Port Codes Covered:

0201 St. Albans, Vermont  
0203 Richford, Vermont  
0206 Beecher Falls, Vermont  
0207 Burlington International Airport  
0209 Derby Line, Vermont  
0211 Norton, Vermont  
0212 Highgate Springs/Alburg, Vermont

General Phone:                    (802) 868-4725  
General Fax:                        (802) 868-4753  
Operational Hours:                8:00 AM - 4:30 PM

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**Houlton, Maine Resident Post:**

The Houlton, Maine Resident Post is located in the northern most area of Maine. The post is staffed with four CSOs who rotate between border coverage of imports, blood bank inspections, and domestic food and feed inspections. The majority of products entering the United States at this port are animal feed, fruits and vegetables.

**Houlton, ME Resident Post**

27 Customs Loop

Building 663  
Houlton, ME 04730

Supervisory Investigator: Rebecca Vigue

Port Codes Covered:  
0102 Bangor, Maine  
0104 Jackman, Maine  
0106 Houlton, Maine  
0107 Fort Fairfield, Maine  
0108 Van Buren, Maine  
0109 Madawaska, Maine  
0110 Fort Kent, Maine  
0118 Limestone, Maine  
0127 Bridgewater, Maine

General Phone: (207) 521-0045  
Import Warehouse: (207) 521-0045 Ext. #1118  
General Fax: (207) 532-3480  
Import Fax: (207) 521-0039  
Operational Hours: 8:00 AM - 4:30 PM

## **New York District Downstate Import Operations**

This office consists of a diverse array of professionals dedicated to the protection of the American consuming public and movement of trade through the Service Port of New York and New Jersey and the Service Port of JFK International Airport and ancillary ports. The office is responsible for the largest ocean port on the East Coast, two international airports, rail, truck and two international mail facilities and several couriers. The office consists of a Director of Import Operations, Director of Compliance, Special Assistants, Supervisory Investigators, Investigators, Inspectors, Compliance Officers, and support staff, which are located in Jamaica, New York and the Port Elizabeth Resident Post in Elizabeth, New Jersey. The cadre is knowledgeable, dedicated and responsible for the full spectrum of FDA regulated articles such as human and animal foods, dietary supplements, human and animal drugs, biologics, food related articles, medical and radiological devices. The cadre is responsible for the entire life cycle from offering to import until release, detention, reconditioning, relabeling, refusing, exporting or destruction, liquidated damages, penalties, seizures, injunction, prosecution. The cadre collaborates with FDA Office of Criminal Investigations, Customs and Border Protection, United States Department of Agriculture, United States Fish and Wildlife, New York State Department of Agriculture and Markets, New Department of Health and Senior Services and other state and local authorities.

The New York District Downstate Import Operations branch provides coverage to all ports in the New York City metropolitan area, and the State of New Jersey.

### **Ports Codes Covered:**

1001 New York, New York  
4601 New York/Newark Area, Newark, New Jersey  
4602 Perth Amboy, New Jersey  
4670 UPS, Newark, New Jersey  
4671 Federal Express, Newark, New Jersey  
4771 NYACC, Jamaica, New York  
4772 DHL Airways, Jamaica, New York  
4773 Emery Worldwide, Jamaica, New York  
4774 Air France, Jamaica, New York,  
4778 TNT Skypak, Jamaica, New York

Director, Import Operations Branch: Camille Monde  
Assistant IOB Director: John Moore

Director, Compliance Branch: Anna Alexander  
Assistant to CB Director: LT. Christie Menna

Mailing Address: 158-15 Liberty Ave  
Jamaica, NY 11433

General Phone: 718-340-7000

General Fax: 718-662-5662

Entry Status Information:

\*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)

**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>. Checking statuses is easy: just enter a valid entry number (specific line numbers maybe entered but are optional). Then enter the CAPTCHA letters then click on submit and then follow the additional instructions. Illustrations of the various statuses and actions reflected are: may proceed, release, FDA sample collected, documents required, documents submitted, pending review by FDA compliance officer, submission under technical review, refused and etc. Additionally, for those physical samples collected by the inspectorate, submitted to one of the FDA laboratories and in progress, an estimated completion date maybe viewed. Additionally, once documents are requested the system allows for easy submission of these documents. Finally, submission of location and availability information is just as easy as the rest of system. The types of documents accepted by the system are PDF, Word & Excel.

\*This phone number should be used to check on entries that are still in admissibility status after 48 clock hours after transmission to FDA excluding holidays, Saturday and Sunday. Leave a message on this line and our goal is to return your call within 24 clock hours excluding holidays, Saturday and Sunday. Entry Status Line: 718-662-5692

\*Location information not provided through ITACS: Telephone number: 845-220-2124 Facsimile number: 845-220-2160 E-mail address: [Andres.Rivera@FDA.HHS.GOV](mailto:Andres.Rivera@FDA.HHS.GOV)

\*All responsive documents to NYK-CB such as responses to detention and submission of electronic private laboratory analytical packages should be submitted using the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov> or to the following group email address. [NewYorkDetentionResponse@fda.hhs.gov](mailto:NewYorkDetentionResponse@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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**Port Elizabeth Resident Post:**

This a component office of the NYK Downstate Import Operations Branch staffed by two supervisory investigators, investigators, inspectors and compliance officers.

Port Codes Covered:

1001 New York, New York  
4601 New York/Newark Area, Newark, New Jersey  
4602 Perth Amboy, New Jersey  
4670 UPS, Newark, New Jersey  
4671 Federal Express, Newark, New Jersey  
4701 John F. Kennedy Airport, Jamaica, New York  
4771 NYACC, Jamaica, New York  
4772 DHL Airways, Jamaica, New York  
4773 Emery Worldwide, Jamaica, New York  
4774 Air France, Jamaica, New York  
4778 TNT Skypak, Jamaica, New York

Supervisory Investigators: Frank Boardwick and Kristy Bonner  
General Phone: 908-527-2459  
General Fax: 908-527-2460

Operational Hours: 8:00 am-4:30 pm Monday -Friday excluding Holidays



**New York District Upstate Import Operations**

New York District Upstate Import Operations oversees the entry and admissibility of all FDA-regulated commodities offered for entry through multiple ports along the 450-mile border between New York State and Canada (Provinces of Ontario and Quebec). Border crossing offices are located in Buffalo/Niagara Falls (Peace Bridge and Lewiston-Queenston Bridge), Alexandria Bay, Massena, Ogdensburg and Champlain. This Branch also oversees all entries made through the FedEx Courier Hub in Newark, NJ and routinely works in partnership with Customs and Border Protection (CBP), CBP Agriculture, Homeland Security Investigations, U.S. Fish and Wildlife Service, FDA Office of Criminal Investigations, New York State Department of Agriculture and Markets, Canadian Food Inspection Agency (CFIA), Canada Border Services Agency (CBSA) and others. The Compliance staff work with importers, filers, shippers, FDA Centers, ORA headquarters, and various law enforcement officials to assure all products offered for entry for U.S. commerce comply with applicable laws and regulations. The Branch is responsible for the entire life cycle of imported entries, from entry through release, detention, reconditioning and relabeling, refusal of admission, re-exportation or destruction, monetary fines, penalties, and seizure actions. In addition, the staff works closely with FDA Centers, ORA headquarters and FDA's Office of Criminal Investigations (OCI), as needed, regarding prosecution cases involving imported FDA regulated products. The staff also works in conjunction with other Government partners to provide outreach for the local import community.

**Port Codes Covered:**

0701 Ogdensburg	0901 Buffalo
0704 Massena	0903 Rochester
0705 Fort Covington	0906 Syracuse
0708 Alexandria Bay	1002 Albany
0711 Chateaugay	4671 FedEx Newark, NJ Hub
0712 Champlain	
0715 Trout River	

Import Director:	Sandra K. Sylvester
Special Assistant to Director:	Michael Burd
Import Program Manager:	Kevin V. Murray
Compliance Manager:	Sandra K. Sylvester

Mailing Address:	622 Main Street, Suite 100 Buffalo NY 14202
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General Phone:	716-846-6267
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General Fax: 716-846-6300  
Operational Hours: 8:00 AM - 4:30 PM, Monday – Friday

Entry Status Information:

The preferred method for monitoring the progress of individual entries/lines through any of the Upstate New York ports is by employing the Import Trade Auxiliary Communication System (also known as ITACS). The system allows for a quick means of checking the various statuses and actions executed by FDA on entries electronically transmitted to FDA. Link: <https://itacs.fda.gov>.

In addition to ITACS, the following phone number should be used to check the status of entries that have been detained and are under review by a Compliance Officer. Leave a message on this line and your call will be returned as soon as possible. You may also call the Compliance Officer whose name appears on the FDA Notice of Action.

Compliance Status Line: 716-846-6267

The specific crossing office should be called to check the status of entries that are still in admissibility status. A phone number is listed under each office name. Leave a message on the line and your call will be returned as soon as possible.

Other status and general inquiries can be made by calling: 716-846-6267

\*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.

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**Lewiston Bridge Crossing:**

Lewiston Bridge serves as one of two commercial truck crossings in the Port of Buffalo and is located at: 1 Lewiston-Queenston Bridge Plaza, Room 151, Lewiston, NY 14092.

Port Codes Covered: 0901 Buffalo

Supervisory Investigator: Amal M. Mansour, Kevin V. Murray, Jeanne G. Carmichael  
General Phone: 716-285-8108  
General Fax: 716-282-0793

Operational Hours:  
Monday – Thursday 8:00 AM – 11:00 PM

Friday 8:00 AM – 3:30 PM  
Sunday 1:30 PM – 8:30 PM

The following phone number should be used to check status of entries that have been detained and are under review by a Compliance Officer. Leave a message on this line and your call will be returned as soon as possible.

Compliance Status Line: 716-846-6267

The following phone number should be used to check status of entries that are still in admissibility status. Leave a message on this line and your call will be returned as soon as possible.

Entry Status Line: 716-285-8108

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**Peace Bridge Crossing:**

Peace Bridge serves as one of two commercial truck crossings in the Port of Buffalo and is located at: 1 Peace Bridge Plaza, Porter Ave, Commercial Building, 1<sup>st</sup> Floor, Buffalo, NY 14213.

Port Codes Covered: 0901 Buffalo

Supervisory Investigator: Amal M. Mansour, Kevin V. Murray, Jeanne G. Carmichael

General Phone: 716-881-5588

General Fax: 716-884-2487

Operational Hours:

Monday – Thursday 8:00 AM – 11:00 PM

Friday 8:00 AM – 3:30 PM

Sunday 1:00 PM – 9:00 PM

The following phone number should be used to check status of entries that have been detained and are under review by a Compliance Officer. Leave a message on this line and your call will be returned as soon as possible. You may also call the Compliance Officer whose name appears on the FDA Notice of Action.

Compliance Status Line: 716-846-6267

The following phone number should be used to check status of entries that are still in admissibility status. Leave a message on this line and your call will be returned as soon as possible.

Entry Status Line: 716-881-5588

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**Alexandria Bay Resident Post:**

Alexandria Bay is the largest of the three bridge crossings on the St. Lawrence Seaway and is located at: 46749 Interstate #81, Wellesley Island, NY 13607.

Port Codes Covered:

0708 Alexandria Bay

0903 Rochester

0906 Syracuse

1002 Albany

Supervisory Investigator: Kevin Murray

General Phone: 315-482-5762

General Fax: 315-482-5164

Operational Hours:

Monday – Friday 8:00 AM – 4:00 PM

The following phone number should be used to check status on entries that have been detained and are under review by a Compliance Officer. Leave a message on this line and your call will be returned as soon as possible. You may also call the Compliance Officer whose name appears on the FDA Notice of Action.

Compliance Status Line: 716-846-6267

The following phone number should be used to check status of entries that are still in admissibility status. Leave a message on this line and your call will be returned as soon as possible.

Entry Status Line: 315-482-5762

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**Massena Resident Post:**

Massena is located between the Ogdensburg and Champlain Resident Posts at: 30 International Bridge, Building M, Rooseveltown, NY 13683.

Port Codes Covered:

0704 Massena  
0711 Chateaugay  
0715 Trout River

Port 0715 includes Jamieson Line POE, Churubusco POE, Chateaugay POE, and Fort Covington POE.

Supervisory Investigator: Jeanne Carmichael

General Phone: 315-769-7359  
General Fax: 315-769-7129

Operational Hours:  
Monday – Friday 8:00 AM – 4:00 PM

The following phone number should be used to check status of entries that have been detained and are under review by a Compliance Officer. Leave a message on this line and your call will be returned as soon as possible. You may also call the Compliance Officer whose name appears on the FDA Notice of Action.

Compliance Status Line: 716-846-6267

The following phone number should be used to check status of entries that are still in admissibility status. Leave a message on this line and your call will be returned as soon as possible.

Entry Status Line: 315-769-7359

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**Ogdensburg Resident Post:**

Ogdensburg is located between the Massena and Alexandria Bay Resident Posts at: 103 Bridge Approach Road, Ogdensburg, NY 13669.

Port Codes Covered:           0701 Ogdensburg

Supervisory Investigator: Amal Mansour

General Phone:               315-393-1851

General Fax:                 315-393-7435

Operational Hours:

Monday – Friday               8:00 AM – 4:00 PM

The following phone number should be used to check status of entries that have been detained and are under review by a Compliance Officer. Leave a message on this line and your call will be returned as soon as possible. You may also call the Compliance Officer whose name appears on the FDA Notice of Action.

Compliance Status Line:       716-846-6267

The following phone number should be used to check status of entries that are still in admissibility status. Leave a message on this line and your call will be returned as soon as possible.

Entry Status Line:             315-393-1851

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**Champlain Resident Post:**

Champlain Resident Post is the major gateway between Montreal and New York City and is located at: CBP Cargo Building, 237 West Service Road, Room C167, Champlain, NY 12919

Port Codes Covered: 0712 Champlain

Supervisory Investigator: Stanley E. Malcolm

General Phone: 518-298-8240

General Fax: 518-298-5538

Operational Hours:

Monday – Thursday 8:00 AM – 11:00 PM

Friday 8:00 AM – 4:00 PM

Sunday 3:00 PM – 11:00 PM

The following phone number should be used to check status of entries that have been detained and are under review by a Compliance Officer. Leave a message on this line and your call will be returned as soon as possible. You may also call the Compliance Officer whose name appears on the FDA Notice of Action.

Compliance Status Line: 716-846-6267

The following phone number should be used to check status of entries that are still in admissibility status. Leave a message on this line and your call will be returned as soon as possible.

Entry Status Line: 518-298-8240