

Los Angeles District Import Operations (Long Beach Resident Post)

The Los Angeles District Import Operations Branch (LOS-DO IOB) is one of the nation's largest Import Operation Branches in the FDA. It has offices located in Long Beach, Ontario, Torrance, Carson, Woodland Hills and Los Angeles International Airport (LAX), California as well as an office in Phoenix, Arizona. It oversees the largest port in the United States, which is the Twin Sea Ports of Los Angeles and Long Beach, which accounts for 45% of the nation's maritime cargo shipments. LOS-DO IOB also oversees the second busiest Airport in the nation which is LAX as well as the Ontario Airport, the International Mail Facility and the Phoenix, Arizona Airport. It is the responsibility of this Branch to review, investigate, inspect, examine, sample collect and make admissibility decisions on all FDA regulated products offered for entry and sale into the United States from foreign sources coming through its ports of coverage. FDA Import personnel work daily with the Department of Homeland Security (DHS), US Customs and Border Protection (CBP), Homeland Security Investigations (HSI), US Department of Agriculture (USDA), Fish and Wildlife Services (FWS), National Oceanic Atmospheric Administration (NOAA) as well as local City, County, State and other regulatory and law enforcement agencies to regulate and police the importation of products into the United States.

Port Codes Covered:

2704 Los Angeles, California
2713 Port Hueneme, California
2709 Huntington Beach, California
2707 Port of St. Luis, California
2711 El Segundo, California
2712 Ventura, California
2715 Capitan, California
2719 Estero Bay, California

Director, Import Operations Branch: Dan R. Solis
Deputy Director: Larry Howell
Import Program Manager: Gordon Chu
Compliance Manager: Carla Fernandez Borges

Mailing Address: One World Trade Center, Suite 300, Long Beach, CA 90831
General Phone: 562-256-7700
General Fax: 562-256-7701

Entry Status Information:

*This phone number should be used to check the status of 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: 562-256-7707

*This phone number should be used to check the status of 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: 562-256-7700 (Utilizing the email addresses (listed below) is the recommended route for checking entry status).

Email Addresses:

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

Email Addresses: LImports@fda.hhs.gov

*Electronic private laboratory analytical packages can be submitted using the 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: LImports@fda.hhs.gov

Los Angeles International Airport (LAX) Resident Post:

Port Codes Covered:

2720 Los Angeles International Airport

2791 DHL Express

2775 TNT Express Worldwide at LAX

2776 Intl. Bonded Courier ECCF

2792 DHL Express

2770 DHL Worldwide, Los Angeles, CA

2772 Gateway ECCF

2773 Air Cargo Ser., LAX

2774 Virgin Atlantic

2784 Santa Maria Public Airport

2787 John Wayne Airport

Supervisory Investigator: Sylvia Thomas

General Phone: 310-647-2900

General Fax: 310-524-9272

Operational Hours: 0800-1600

*This phone number should be used to check the status of 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.

LAX Compliance Status Line: 310-647-2900

*This phone number should be used to check the status of entries that are still in admissibility status. Leave a message on this line and your call will be returned within 24 hours.

LAX Entry Status Line: 310-647-2900 (Utilizing the email addresses (listed below) is the recommended route for checking entry status)

Email Addresses:

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

Email Addresses: LAXImports@fda.hhs.gov

Torrance Resident Post (Los Angeles International Mail Facility- LA IMF):

Port Codes Covered: 2720

Supervisory Investigator: Gordon Chu

General Phone: 310-320-5461

General Fax: 310-302-5945

Operational Hours: 0800-1600

*This phone number should be used to check the status of 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.

LA IMF Compliance Status Line: 562-256-7707

*This phone number should be used to check the status of entries that are still in admissibility status. Leave a message on this line and your call will be returned within 24 hours.

LA IMF Entry Status Line: 562-256-7700 (Utilizing the email addresses (listed below) is the recommended route for checking entry status).

Email Addresses:

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

Email Addresses: LAImports@fda.hhs.gov

Long Beach Resident Post #2 (Price Transfer- Centralized Examination Station):

Port Codes Covered: none

Supervisory Investigator: Gordon Chu

General Phone: 310-604-0001

General Fax: 310-604-3694

Operational Hours: 0800-1600

*This phone number should be used to check the status of 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: 562-256-7707

*This phone number should be used to check the status of 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: 562-256-7700 (Utilizing the email addresses (listed below) is the recommended route for checking entry status).

Email Addresses:

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

Email Addresses: LAImports@fda.hhs.gov

Carson Resident Post (FCL- Centralized Examination Station):

Port Codes Covered: none

Supervisory Investigator: Denise Williams

General Phone: 310-971-2174

General Fax: 310-971-3694

Operational Hours: 0800-1600

*This phone number should be used to check the status of 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: 562-256-7707

*This phone number should be used to check the status of 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: 562-256-7700 (Utilizing the email addresses (listed below) is the recommended route for checking entry status).

Email Addresses:

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

Email Addresses: LAImports@fda.hhs.gov

Ontario Resident Post:

Port Codes Covered:

2795 UPS – Ontario
2605 Phoenix, Arizona
2609 Tucson, Arizona
2783 Southern California Logistics Airport
2682 Williams Gateway Airport
2781 Palm Springs Airport

Supervisory Investigator: Van Strickland

General Phone: 909-390-7860
General Fax: 909-390-2972
Operational Hours: 0800-1600

*This phone number should be used to check the status of 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: 562-256-7707

*This phone number should be used to check the status of 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: 562-256-7700 (Utilizing the email addresses (listed below) is the recommended route for checking entry status)

Email Addresses:

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

Email Addresses: OralOsOntarioImports@fda.hhs.gov

San Francisco District Import Operations

San Francisco District ports receive over one hundred thousand regulated products annually, primarily from Pacific Rim countries. This makes SAN-DO's import volume one of the largest in the United States. Major imported products include radiation emitting devices, processed foods, seafood, fresh produce, medical devices, alcoholic beverages, ceramic ware, coffee, cocoa, tea, cosmetics, grains, and herbal products. San Francisco District works in cooperation with the U.S. Customs and Border Protection and other federal and state agencies to assure imported products meet the same high standards as domestic products. The Import Group oversees the regulation of international mail importations at the international mail facilities located in San Francisco (air mail) and Honolulu (air mail and surface mail).

San Francisco District Office:

Port Codes Covered:

2722 Las Vegas, Nevada
2786 Meadows Field Airport, Bakersfield, California
2801 San Francisco International Airport, California
2802 Eureka, California
2803 Fresno, California
2805 Monterey, California
2809 San Francisco, California
2810 Stockton, California
2811 Oakland, California
2812 Richmond, California
2813 Alameda, California
2815 Crockett, California
2820 Martinez, California
2821 Redwood City, California
2827 Selby, California
2828 San Joaquin River, California
2829 San Pablo Bay, California
2830 Carquinez Strait, California
2831 Suisun Bay, California
2833 Reno, Nevada
2834 San Jose International, San Francisco, California
2835 Sacramento International Airport, Sacramento, California
2870 DHL Worldwide Express, San Francisco, California
2871 Aircargo Handling Services, San Francisco, California
2873 IBC Pacific, Burlingame, California
2895 Federal Express Courier Facility, Oakland, California

District Director: Kathleen Lewis
Director of Investigations: Darlene Almogela
Import Program Manager/Supervisor: Darlene Almogela
Director of Compliance: Lawton Lum

Mailing Address: 1431 Harbor Bay Parkway, Alameda, CA 94502-7070
General Phone: 510-337-6700
Import Fax: 510-337-6706

Entry Status Information:

Sampled, Detained or Refused Entries:

This email address should be used to check status on entries that have been sampled, detained or refused and are with a Compliance Officer.

Compliance Status Email: sanimportscompliance@fda.hhs.gov (Please include the entry number).

Compliance Fax: 510-337-6703

Please contact the Compliance Officer identified on the Notice of FDA Action. Prior to contacting the Compliance Officer; **please read the Notice of FDA Action in its Entirety.**

“ECD” - This stands for “Estimated Completion Date.” If you see a Notice of FDA Action with a “SAMPLES COLLECTED” heading, and it has the words “ECD” or “Estimated Completion Date,” followed by a date on it, please do not contact sanimportscompliance@fda.hhs.gov until AFTER the Estimated Completion Date printed on the notice.

The preferred method to submit entry documents and electronic private laboratory analytical packages is via the Import Trade Auxiliary Communication System (ITACS), which can be accessed at <https://itacs.fda.gov>. Electronic private laboratory analytical packages may also be submitted 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: SanImportsCompliance@fda.hhs.gov

Documents Email: sanimportsentryreviewers@fda.hhs.gov

Fax: 510-337-6706

Availability:

Notification of availability of product for examination. Availability should be transmitted via ITACS. The portal is <https://itacs.fda.gov>.

Availability Email: sanimportsstatus@fda.hhs.gov
Fax: 510-337-6706

Status:

This phone number/email address should be used to check status on entries that are still in admissibility status. You can use ITACS to check the status of individual entries and lines. The portal is <https://itacs.fda.gov>. You can leave a message on this line and your call will be returned within 24 hours on business days.

Entry Status Line: 510-337-6722
Fax: 510-337-6706
Entry Status Email: sanimportsstatus@fda.hhs.gov

Questions regarding the status include questions such as, “When is an investigator coming out to examine my shipment?” Or, “An examination of the product was made and a sample was not collected – what is the current status of this shipment?” We can also provide help with product codes.

Also, please email sanimportsstatus@fda.hhs.gov for updates/changes to firm addresses.

Honolulu, HI Resident Post:

Port Codes Covered:
3201 Honolulu, Hawaii
3202 Hilo, Hawaii
3203 Kahului, Hawaii
3204 Nawiliwili-Port Allen, Hawaii
3205 Honolulu International Airport, Hawaii
3206 Kona, Hawaii
3295 Honolulu Airport, Honolulu, Hawaii

Supervisory Investigator: Lisa Capron

Mailing Address: 1132 Bishop Street, Suite 500, Box 195, Honolulu, HI 96813
General Phone: 808-522-8011
General Fax: 808-522-8008

Entry Status Information:

Sampled, Detained or Refused Entries:

This email address should be used to check status on entries that have been sampled, detained or refused and are with a Compliance Officer. Our Compliance Officers are located on the Mainland.

Compliance Status Email: sanimportscompliance@fda.hhs.gov (Please include the entry number and the product).

Compliance Fax: 510-337-6703

*Please contact the Compliance Officer identified on the Notice of FDA Action. Prior to contacting the Compliance Officer, **please read the Notice of FDA Action in its Entirety.***

“ECD” - This stands for “Estimated Completion Date.” If you see a Notice of FDA Action with a “SAMPLES COLLECTED” heading, and it has the words “ECD” or “Estimated Completion Date,” followed by a date on it, please do not contact sanimportscompliance@fda.hhs.gov until AFTER the Estimated Completion Date printed on the notice.

The preferred method to submit entry documents and electronic private laboratory analytical packages is via the Import Trade Auxiliary Communication System (ITACS), which can be accessed at <https://itacs.fda.gov>. Electronic private laboratory analytical packages may also be submitted 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: SanImportsCompliance@fda.hhs.gov

Entries that have NOT been Detained or Refused:

Documents Email: sanhonimports@fda.hhs.gov

Fax: 808-522-8008

Availability:

Notification of availability of product for examination.

Availability should be transmitted via ITACS. The portal is <https://itacs.fda.gov>.

Availability Email: sanhonimports@fda.hhs.gov

Fax: 808-522-8008

Status:

This phone number/email address should be used to check status on entries that are still in admissibility status. You can use ITACS to check the status of individual entries

and lines. The portal is <https://itacs.fda.gov>. You can leave a message on this line and your call will be returned within 24 hours on business days.

Entry Status Line: 808-522-8011

Fax: 808-522-8008

Entry Status Email: sanhonimports@fda.hhs.gov

Questions regarding the status include questions such as, “When is an investigator coming out to examine my shipment?” Or, “An examination of the product was made and a sample was not collected – what is the current status of this shipment?” We can also provide help with product codes.

Also, please email sanimportsstatus@fda.hhs.gov for updates/changes to firm addresses.

Seattle District Import Operations

Seattle District covers Alaska, Idaho, Montana, Oregon and Washington. These five states are 27% of the landmass of the United States, have 57% of the nation's coastline (Alaska's coastline alone is greater than the continental United States), and 3.9% of the population.

Seattle District Office:

District Director: Miriam Burbach
Import Program Manager: **Vacant**
Director of Compliance: Lisa Althar
Director of Investigations: **Vacant**

Mailing Address: 22215 26th Ave SE, Suite 210, Bothell, WA 98021-4425
General Phone: 425-302-0340

Entry Status Information:

The specific crossing office should be called to check the status on 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.

The preferred method for monitoring the progress of individual entries/lines through Seattle District 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, you may call the Compliance Officer whose name appears on the Detention Notice. The following phone number can also be used for other status or general inquiries: 425-302-0410.

*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.

Blaine Resident Post (Blaine, Washington):

Port Codes Covered:

3004 Blaine
3005 Bellingham
3007 Port Angeles
3008 Port Townsend
3009 Sumas
3010 Anacortes
3014 Friday Harbor
3017 Point Roberts
3023 Lynden
3027 Neah Bay

Supervisory Investigator: Mark Collins

General Phone: 360-332-0200

General Fax: 360-332-0216

Operational Hours: Monday-Friday 7:00 a.m. 11:00 p.m.

Oroville Resident Post (Oroville, WA):

Port Codes Covered:

3012 Danville
3013 Ferry
3015 Boundary
3019 Oroville
3020 Frontier
3082 Grant County Airport
3081 Yakima Air Terminal
3011 Nighthawk
3016 Laurier
3022 Spokane
3025 Metaline Falls

Supervisory Investigator: Jason Cornell

General Phone: 509-476-3691 or 509-476-3688

General Fax: 509-476-3693

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

Puget Sound Resident Post (Seattle, WA):

Port Codes Covered:

3001 Seattle

3006 Everett
3018 Kenmore Air Harbor
3071 UPS Cargo Facility, Seattle

Supervisory Investigator: Andy Johnson
Phone: 206-340-8222
Import Fax: 206-553-0948
Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.

Tacoma Resident Post (Tacoma, Washington):

Port Codes Covered:
3002 Tacoma
3003 Aberdeen – Hoquiam
3026 Olympia
3029 Seattle-Tacoma Int'l Airport (SEA-TAC)
3072 Avion Brokers at SEA-TAC
3073 DHL at SEA-TAC
3074 Airborne at SEA-TAC

Supervisory Investigator: Andy Johnson
Phone: 206-340-8222
General Phone Message Only: 253-383-5252 Ext. 100
General Fax: 253-383-5858
Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.

Eastport Resident Post (Eastport, ID):

Port Codes Covered:
3302 Eastport
3308 Porthill
3318 Roosville

Supervisory Investigator: Jason Cornell
General Phone: 208-267-7314 **or 208-267-7610**
General Fax: 208-267-7628
Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.

Sweetgrass Resident Post (Sweetgrass, MT):

Port Codes Covered:

3301 Raymond
3304 Great Falls
3305 Butte
3306 Turner
3309 Scobey
3310 Sweetgrass
3316 Piegan
3317 Opheim
3319 Morgan
3321 Whitlash
3322 Del Bonita
3323 Wild Horse
3325 Willow Creek

Supervisory Investigator: Jason Cornell
General Phone: 406-335-3550
General Fax: 406-335-3553
Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.

Portland Airport Resident Post (Portland, OR):

Port Codes Covered:

2901 Astoria
2902 Newport
2903 Coos Bay – North Bend
2904 Portland
2905 Longview
2907 Boise
2908 Vancouver
2909 Kalama
2961 Kingsley Field, Klamath Falls
2982 Medford
2981 Kingsley Field
2991 FEDEX Courier, Portland

Supervisory Investigator: Jason Cornell
General Phone: 503-251-9896
General Fax: 503-262-8859
Operational Hours: Monday-Friday 8:00 a.m. 4:30 p.m.

Anchorage Resident Post (Anchorage, Alaska):

Port Codes Covered:

3101 Juneau
3195 FEDEX, Anchorage
3196 UPS, Anchorage
3124 Pelican
3107 Valdez
3111 Fairbanks
3102 Ketchikan
3103 Skagway
3104 Alcan
3105 Wrangell
3106 Dalton Cache
3115 Sitka
3125 Sandpoint
3126 Anchorage
3127 Kodiak

Supervisory Investigator: Mark Collins

General Phone: 907-271-5018

General Fax: 907-271-5014

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