

Contact a Local FDA Import Office

Division of Northeast Imports

(CT, DC, DE, MA, MD, ME, NH, NJ, NY PA, RI, VA, WV)

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Note: *Courier Ports are not included in this document. For a list of courier ports (nationwide) with FDA contact information, please see the [FDA Import Offices and Ports of Entry webpage](#)*

Division of Northeast Imports (DNEI)

Division Management Overview

Dawne Hines, Division Director

CDR Nazmul Hassan, Director, Investigations Branch

Anna Alexander, Director, Compliance Branch

If you need to contact the monitoring Compliance Officer, please use the specific contact information provided on your FDA Notice of Action.

Entry documents and electronic private laboratory analytical packages can be submitted using the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov>.

The status of an entry may be checked using the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov>.

Connecticut

Port codes covered by FDA Stoneham, Massachusetts office with contact information

Port Codes Covered

- 0410 Bridgeport, Connecticut
- 0411 Hartford, Connecticut
- 0412 New Haven, Connecticut
- 0413 New London, Connecticut

Contact Information

E-mail	
General office phone	781-587-7500
Questions for entries that are not detained	781-587-7500 opt. 2
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days, then send your inquiry to Christie.menna@fda.hhs.gov
Address	One Montvale Avenue, 4th Floor, Stoneham, MA 02180-3500
Import supervisor and e-mail	Troy R. Petrillo, Troy.Petrillo@fda.hhs.gov
Fax	781-587-7557
Hours	8:00 AM - 4:30 PM

Delaware

Port codes covered by FDA Philadelphia, Pennsylvania office with contact information

Port Codes Covered

1103 Wilmington, DE

Contact Information

E-mail	Import Entry Review: Bobbie.Whiddon@fda.hhs.gov or Kim.Campbell@fda.hhs.gov or Linda.Ross@fda.hhs.gov
General office phone	215-597-4390
Questions for entries that are not detained	215-597-4390 Menu Option # 3
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days, then send your inquiry to Christie.menna@fda.hhs.gov
Address	200 Chestnut Street, Philadelphia, PA 19106
Import supervisor and e-mail	Bobbie Whiddon, Bobbie.Whiddon@fda.hhs.gov
Fax	215-597-2910
Hours	8:30 am-5:00 pm

Washington DC

Port codes covered by FDA Dundalk, Maryland office with contact information

Port Codes Covered

5401 Washington, D.C. (Dulles)

Contact Information

E-mail	dundalkbroker@fda.hhs.gov
General office phone	410-631-0322
Questions for entries that are not detained	410-631-0322 X9 or https://itacs.fda.gov

E-mail	dundalkbroker@fda.hhs.gov
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days, then send your inquiry to Christie.menna@fda.hhs.gov
Address	608-A Folcroft Street, Baltimore, MD 21224
Import supervisor and e-mail	Theresa Smedley, Theresa.Smedley@fda.hhs.gov
Fax	410-631-0332
Hours	8:00 AM to 4:30 PM

Maine

Note: Maine ports not listed may be covered by [FDA's Division of Northern Border Imports](#)

Port codes covered by FDA Stoneham, Massachusetts office with contact information

Port Codes Covered

0101 Portland, ME
0111 Bath, ME

Contact Information

E-mail	
General office phone	(781) 587-7500
Questions for entries that are not detained	(781) 587-7500 opt. 2
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days, then send your inquiry to Christie.menna@fda.hhs.gov
Address	One Montvale Avenue, 4th Floor, Stoneham, MA 02180-3500
Import supervisor and e-mail	Troy R. Petrillo, Troy.Petrillo@fda.hhs.gov
Fax	(781) 587-7557
Hours	8:00 AM - 4:30 PM

Maryland

Port codes covered by FDA Dundalk, Maryland office with contact information

Port Codes Covered

- 1301 Annapolis, Maryland
- 1302 Cambridge, Maryland
- 1303 Baltimore, Maryland
- 1304 Crisfield, Maryland
- 1305 BWI Airport, Maryland

Contact Information

E-mail	dundalkbroker@fda.hhs.gov
General office phone	410-631-0322
Questions for entries that are not detained	410-631-0322 X9 or https://itacs.fda.gov
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days, then send your inquiry to Christie.menna@fda.hhs.gov
Address	608-A Folcroft Street, Baltimore, MD 21224
Import supervisor and e-mail	Theresa Smedley, Theresa.Smedley@fda.hhs.gov
Fax	410-631-0332
Hours	8:00 AM to 4:30 PM

Massachusetts

Port codes covered by FDA Stoneham, Massachusetts office with contact information

Port Codes Covered

- 0401 Boston, Massachusetts
- 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
 0416 Lawrence, Massachusetts
 0417 Logan Airport, Massachusetts
 0481 Hanscom Airport, Bedford, Massachusetts

Entry Documents can be submitted via ITACS or emailed to:

- Food/Feed Products – oraoneimpibstatus@fda.hhs.gov
- Medical Products - oraoneimpibstatus@fda.hhs.gov

Emailed Status questions can be sent to:

- Foods and Feeds: oraoneimpibstatus@fda.hhs.gov
- Medical Products/Drugs: oraoneimpibstatus@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>.

Contact Information

E-mail	
General office phone	(781) 587-7500
Questions for entries that are not detained	(781) 587-7500 opt. 2
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days, then send your inquiry to Christie.menna@fda.hhs.gov
Address	One Montvale Avenue, 4th Floor, Stoneham, MA 02180-3500
Import supervisor and e-mail	Troy R. Petrillo, Troy.Petrillo@fda.hhs.gov
Fax	(781) 587-7557
Hours	8:00 AM - 4:30 PM

New Hampshire

Port codes covered by FDA Stoneham, Massachusetts office with contact information

Port Codes Covered

0114 Manchester, New Hampshire
 0131 Portsmouth, New Hampshire
 0181 Lebanon Airport, New Hampshire
 0182 Manchester User Fee Airport, New Hampshire

Contact Information

E-mail	
General office phone	(781) 587-7500

E-mail	
Questions for entries that are not detained	(781) 587-7500 opt. 2
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to Christie.menna@fda.hhs.gov
Address	One Montvale Avenue, 4th Floor, Stoneham, MA 02180-3500
Import supervisor and e-mail	Troy R. Petrillo, Troy.Petrillo@fda.hhs.gov
Fax	(781) 587-7557
Hours	8:00 AM - 4:30 PM

New Jersey

Note: New Jersey ports not listed may be covered by [FDA's Division of Northern Border Imports](#)

Port codes covered by FDA Philadelphia, Pennsylvania office with contact information

Port Codes Covered

- 1105 Paulsboro, New Jersey
- 1107 Camden, New Jersey
- 1113 Gloucester City, New Jersey
- 1182 Atlantic City Airport, New Jersey
- 1183 Trenton/Mercer County Airport, New Jersey

Contact Information

E-mail	Import Entry Review: Bobbie.Whiddon@fda.hhs.gov or Kim.Campbell@fda.hhs.gov or Linda.Ross@fda.hhs.gov
General office phone	215-597-4390
Questions for entries that are not detained	215-597-4390 Menu Option # 3
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days, then send your inquiry to Christie.menna@fda.hhs.gov
Address	200 Chestnut Street, Philadelphia, PA 19106
Import supervisor and e-mail	Bobbie Whiddon, Bobbie.Whiddon@fda.hhs.gov

E-mail	Import Entry Review: Bobbie.Whiddon@fda.hhs.gov or Kim.Campbell@fda.hhs.gov or Linda.Ross@fda.hhs.gov
Fax	215-597-2910
Hours	8:30 am-5:00 pm

Port codes covered by FDA Port Elizabeth, New Jersey office with contact information

Port Codes Covered

- 4601 New York/Newark Area, Newark
- 4602 Perth Amboy, New Jersey
- 4681 Morristown Airport

Contact Information

E-mail	oraoeioneimpibstatus@fda.hhs.gov
General office phone	908-527-2459
Questions for entries that are not detained	718-662-5692
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days, then send your inquiry to Christie.menna@fda.hhs.gov
Address	1201 Corbin St, Elizabeth, NJ 07201
Import supervisor & e-mail	Katrina D'Egidio Katrina.D'Egidio@fda.hhs.gov Kristy Bonner, Kristy.Bonner@fda.hhs.gov
Fax	908-527-2460
Hours	8:00 am-4:30 pm Monday -Friday

New York

Note: New York ports not listed may be covered by [FDA's Division of Northern Border Imports](#)

Port codes covered by FDA Jamaica, New York office with contact information

Port Codes Covered

- 1001 New York, New York
- 4701 John F. Kennedy Airport, Jamaica, New York

*This electronic mail box should be used to check on entries that are still in admissibility status. Our team will respond within one business day, excluding holidays and weekends. Entry Status email address: oraoeioneimpibstatus@fda.hhs.gov We also offer assistance via phone at 718-662-5692, but email is the preferred method with the fastest response time.

*All responsive documents to detentions, including submission of electronic private laboratory analytical packages, should be submitted using the Import Trade Auxiliary Communication System (ITACS) at <https://itacs.fda.gov>.

Please be aware that the NewYorkDetentionResponse@fda.hhs.gov or ORAOEIONEImportsDetentionResponse@fda.hhs.gov email addresses should only be used when the Import Trade Auxiliary Communication System (ITACS) is not operational. Inquiries sent to these email addresses are processed only if ITACS is not operational. On the subject line, please include the entry number and the Compliance Officer listed on the FDA Notice of Action. In the body of the email, please explain the reason for the inquiry in detail and include any pertinent documentation. Be specific about the issues and what you have provided to-date to address the issue or what further clarification you need in order to respond to or address any issues.

All documentation regarding an entry that is **pending compliance review/detained/refused** should be sent to ITACS.

If you have not received the NOA in the expected timeframe, please contact Joanne Sheen Joanne.Sheen@fda.hhs.gov.

If you have not received a response from the assigned Compliance Officer within 2-3 business days regarding your entry you may contact LCDR Christie Menna, Christie.Menna@fda.hhs.gov

Email correspondence which is sent directly to compliance officers should also be submitted through ITACS so that your email communications are documented in and accessible from our internal IT systems.

For all other entries **not pending compliance review/detained/refused**, please contact the Entry Status email address: oraoeioneimpibstatus@fda.hhs.gov or phone at 718-662-5692 as listed above.

We recommend that the importer and his/her broker use ITACS to check entry status and receive notices of action from FDA. ITACS Account Management functionality enables the electronic distribution of Notices of FDA Action via email and as downloads from within ITACS. It also allows account holders to view the details of specific information requests, which are currently delivered via hard copy Notices of FDA Action. ITACS Account Management functionality may be used by Filers, Importers of Record and Consignees with an approved ITACS account.

Benefits of ITACS accounts include faster receipt of Notices of FDA Action via email or download from within ITACS, no need to maintain paper copies of Notices of FDA Action as they will continue to be available in ITACS even after an entry is closed and faster receipt of requests for specific information by email or ITACS.

Information about ITACS is available at:

<https://www.fda.gov/forindustry/importprogram/entryprocess/importsystems/ucm480953.htm>.

ITACS basic functionality may be accessed at <https://itacs.fda.gov>.
ITACS accounts can be requested via the FDA Unified Registration and Listing System (FURLS) at <https://www.access.fda.gov/oa>.

Contact Information

E-mail	oraoeioneimpibstatus@fda.hhs.gov
General office phone	718-340-7000
Questions for entries that are not detained	oraoeioneimpibstatus@fda.hhs.gov 718-662-5692
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to Christie.menna@fda.hhs.gov
Address	158-15 Liberty Ave, Jamaica, NY 11433
Import supervisor and e-mail	Virginia Neufville, Virginia.Neufville@fda.hhs.gov CDR Joseph Tomao, Joseph.Tomao@fda.hhs.gov CDR Jedeon Virata, Jedeon.Virata@fda.hhs.gov
Fax	718-662-5662
Hours	8:00 AM to 4:30 PM

Pennsylvania

Port codes covered by FDA Philadelphia, Pennsylvania office with contact information

Port Codes Covered

- 1101 Philadelphia, Pennsylvania
- 1102 Chester, Pennsylvania
- 1104 Pittsburgh, Pennsylvania
- 1106 Wilkes-Barre/Scranton, Pennsylvania
- 1108 Philadelphia International Airport, Pennsylvania
- 1109 Harrisburg, Pennsylvania
- 1119 Lehigh Allentown Airport, Pennsylvania
- 1181 Allentown-Bethlehem, Pennsylvania
- 4106 Erie, Pennsylvania

Contact Information

E-mail	Import Entry Review: Bobbie.Whiddon@fda.hhs.gov or Kim.Campbell@fda.hhs.gov or Linda.Ross@fda.hhs.gov
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Address	200 Chestnut Street, Philadelphia, PA 19106
Import supervisor and e-mail	Bobbie Whiddon, Bobbie.Whiddon@fda.hhs.gov
Fax	215-597-2910
Hours	8:30 am-5:00 pm

Rhode Island

Port codes covered by FDA Stoneham, Massachusetts office with contact information

Port Codes Covered

0501 Newport, Rhode Island
0502 Providence, Rhode Island
0503 Mellville, Rhode Island

Contact Information

E-mail	
General office phone	(781) 587-7500
Questions for entries that are not detained	(781) 587-7500 opt. 2
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days, then send your inquiry to Christie.menna@fda.hhs.gov
Address	One Montvale Avenue, 4th Floor, Stoneham, MA 02180-3500
Import supervisor and e-mail	Troy R. Petrillo, Troy.Petrillo@fda.hhs.gov
Fax	(781) 587-7557
Hours	8:00 AM - 4:30 PM

West Virginia

Port codes covered by FDA Portsmouth, Virginia office with contact information

Port Codes Covered

1409 Charleston, West Virginia

Contact Information

E-mail	norfolkbroker@fda.hhs.gov
General office phone	757- 483-7030
Questions for entries that are not detained	757-783-7030 or https://itacs.fda.gov
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to Christie.menna@fda.hhs.gov
Address	1040 University Blvd, Portsmouth, VA 23703
Import supervisor and e-mail	Theresa Smedley, Theresa.Smedley@fda.hhs.gov
Fax	757- 483-7035
Hours	8:00 am to 4:30 pm

Virginia

Port codes covered by FDA Portsmouth, Virginia office with contact information

Port Codes Covered

1401 Norfolk, Virginia
 1402 Newport News, Virginia
 1404 Richmond-Petersburg, Virginia
 1410 Front Royal, Virginia
 1412 New River Valley Airport, Virginia
 1481 New River Valley User Fee Airport, Virginia
 5402 Alexandria, Virginia, Virginia

Contact Information

E-mail	norfolkbroker@fda.hhs.gov
General office phone	757- 483-7030

E-mail	norfolkbroker@fda.hhs.gov
Questions for entries that are not detained	757-783-7030 or https://itacs.fda.gov
Questions for detained entries (compliance)	Email the compliance officer listed on the NOA. Also submit the email through ITACS. If no response is received within 2 business days then send your inquiry to Christie.menna@fda.hhs.gov
Address	1040 University Blvd, Portsmouth, VA 23703
Import supervisor and e-mail	Theresa Smedley, Theresa.Smedley@fda.hhs.gov
Fax	757- 483-7035
Hours	8:00 am to 4:30 pm
