

**U.S. CUSTOMS AND BORDER
PROTECTION
FIELD OPERATIONS, NEW YORK
NEW YORK/NEWARK AREA**

MAN-10 AD:N/NY RG

INFORMATIONAL PIPELINE NO. 08-005

TO : Customs Brokers, Importers and Others Concerned in the Trade
Community

SUBJECT : Implementation of EMAIL Addresses to Contact Problem Resolution
Units within the New York/Newark Area

DATE : **MAR 17 2008**

This Pipeline is announcing to the Trade Community uniform procedures to facilitate the clearance of problem shipments.

The Problem Resolution Units at 1100 Raymond Blvd., Newark N.J. and at 1210 Corbin St., Elizabeth, N.J. are the primary points of contact for the Trade Community for resolution of clearance issues within the New York/Newark Area. The volume of brokers and importers has dramatically risen which has increased the volume of phone calls to the Units. The current method of phone call problem resolution is no longer viable.

In order to facilitate communication and better serve the Trade Community, both Problem Resolution Units in the Area will begin a 90 day EMAIL test program, effective April 1, 2008. There are two EMAIL addresses available, depending upon the issue involved.

For CET only issues: CBP.NY-NWKPROBRESSET@dhs.gov

Examples of CET Issues:

Bill of lading/container issues (CET issues only)
Permit to Transfers (PTTs) (CET issues only)
Consolidated shipment issues
Selectivity Intensive entries with enforcement holds

For trade and other non-CET issues: CBP.NY-NWKPROBRES@dhs.gov

Examples of non-CET Issues:

Bill of Lading issues (non-CET issues)
Double Postings
Piece count discrepancies
Vehicle Title Desk Issues
Exam Transfers
Permit to Transfers (PTT) (non-CET issues)

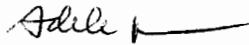
We request you utilize a template when sending in inquiries in either of the EMAIL addresses, to ensure all appropriate data is transmitted in order to efficiently research the issues. The template is attached and should be utilized for either EMAIL address. In an effort to better serve the trade community and to increase efficiency, also attached is a list of replies to some of the most frequently asked questions.

Also note the following:

- Please allow 24 hours for a response to your email, excluding weekends and holidays. If a telephone call is essential, or the issue is not previously identified in this communication, trade and non-CET assistance may be reached by calling 973-368-6990; CET assistance may be reached by calling 201-443-0300.
- **Please do not submit any attachments, they will not be opened.** All emails will be read, but if your issue is addressed in the attachment, there will be no reply to your email.
- Please do not send replies of thanks, as it further delays the process of reviewing pending emails.
- Please do not send emails regarding the status of an exam or schedules of NII.
- The subject line should always contain the entry number. If the entry number is not available, use the master bill of lading as one continuous line of data. If there is neither an entry number, nor a master bill number, provide the container number or house bill number along with the vessel name and voyage number.
- Attached is a template we request you utilize in the body of your message, to assist with an expedited response. Provide as much information as possible for problem analysis.

In an effort to measure the effectiveness of this program, we ask your cooperation in utilizing the email service being provided, and to follow the guidelines set forth in this communication.

Any questions regarding this may be directed to either of the email addresses as referenced above.



Adele Fasano
Area Director
New York/Newark

Attachments

This FAQ sheet was created by the Newark Seaport Anti-Terrorism Contraband Enforcement Team (A-TCET). It is anticipated that this document will answer many of the questions routinely received by A-TCET.

NOTE: Generally, the carrier should be able to provide hold information on a shipment.

If my hold is an ENFORCEMENT hold for a physical exam on a container what must I do for the exam? Do I send additional paperwork?

There is nothing for you to do unless someone from CBP contacts you. Otherwise the cargo will be moved, examined and released when the exam is complete. The A-TCET office will coordinate the entire examination process.

If I have a hold for a non intrusive exam (NII) and I have not received a release, where can I get status information?

Contact your carrier for availability of the container and status of completion of the NII.

My entry has been released by A-TCET and the terminal cannot see my release, what can I do?

Contact the carrier for status confirmation.

My freight arrived in Newark but is moving in-bond to another port within the U.S. CBP in Newark has placed a hold on the bill of lading, what do I need to do?

These exams are conducted at the port of discharge; however, the exam will be performed at the in-bond destination if the hold is placed after the cargo moves.

Who do I contact if I receive a DO NOT LOAD message?

For CET only issues: CBP.NY-NWKPROBRESSET@dhs.gov

What if my carrier cannot determine what portion of a consolidated shipment is the target of the exam?

For CET only issues: CBP.NY-NWKPROBRESSET@dhs.gov

If I believe my container was examined and I have not received a release, where can I get status information?

Releases usually occur within 24 hours after examination; if no release after 24 hours for CET only issues: CBP.NY-NWKPROBRESSET@dhs.gov;

If an entry is designated as intensive for A-TCET but has not yet been examined, who should I contact?

For CET only issues: CBP.NY-NWKPROBRESSET@dhs.gov

If an entry has been examined by A-TCET but hasn't been released, who should I contact?

For CET only issues: CBP.NY-NWKPROBRESSET@dhs.gov

This FAQ sheet was created to provide answers to many of the questions routinely received by the New York/Newark Area's Trade Operations Division, to serve as a guide for some common problems. Also provided is a quick reference list of contact phone numbers (page 7) for the various teams you may wish to contact.

NOTE: Generally, the carrier should be able to provide hold information on a shipment.

If I submit a formal or informal entry in ABI for processing and there are no issues with the entry, how long before I may expect to obtain release?

You may expect to see an ABI release within 48 hours of the ABI create date.

If I submit an entry to selectivity that required Agriculture Specialist review, when may I expect to have the entry folder returned?

You may expect to have it returned within 48 hours.

Who should I contact regarding an entry cancellation/deletion?

Contact your filer team. Phone/fax numbers of filer teams are attached to this document (page 7).

I submitted a request for an entry cancellation/deletion. How long may I expect the deletion/cancellation to take?

Deletion/cancellation requests may take up to 5 business days to process. Deletion requests will be accepted for the following categories:

- If the wrong entry/district port code was input
- If the freight moved in-bond to another port
- If the freight did not arrive at this port
- If the freight never arrived into the U.S.
- If two entries were filed for the same shipment (if a duplicate entry was created because of a BTA rejection or FDA request, a cancellation request must be submitted to the appropriate filer team.)

What documentation must I submit with my entry cancellation/deletion request?

- A signed detailed explanation on company letterhead with the reason for the deletion request
- A copy of the entry package for the entry to be deleted
- A copy of the replacement entry package

Deletion requests will only be processed if the duties, fees and taxes have not already been deposited.

Please submit documentation to the appropriate filer team for cancellation/deletion. Phone/fax numbers of filer teams are attached to this document (page 7).

Where do I submit an entry that has a check attached?

Entries with a check must first be submitted directly to the appropriate filer team for collection processing.

I submitted my entry for selectivity processing and 48 hours have elapsed with no release received. What should I do?

Entries submitted for selectivity processing not released within 48 hours may be delayed if one of the following is required:

- IS review
- Entry/entry summary
- Warehouse entry
- Entry correction

If one of the above is required, the entry may take more than 72 hours to process from beginning to end. If your entry does not fall into one of the above requirements, you may contact your filer team to request approval for a duplicate entry.

My entry was rejected. What do I do now?

Rejected entries must be corrected and returned with the rejection notice attached. These entries should be returned to the filer team that issued the rejection notice.

Where do I place the Single Entry Bond, Vet Certificates and other documents required for the release of my entry?

To expedite the entry process, it is requested that all required documents to be retained by CBP be attached to the left side of the entry folder and, if applicable, the SEB should be on top of the other documents.

I submitted my quota entry over 6 hours ago. Who should I contact for status?

Please contact the appropriate filer team. Phone/fax numbers of filer teams are attached to this document (page 7).

I submitted my warehouse entry over 48 hours ago. Who should I contact for status?

Please contact the appropriate filer team. Phone/fax numbers of filer teams are attached to this document (page 7).

I submitted my entry/entry summary over 48 hours ago. Who should I contact for status?

Please contact the appropriate filer team. Phone/fax numbers of filer teams are attached to this document (page 7).

How should I instruct my messenger to route my entries for processing?

To avoid delays in entry processing you must place your entry in the appropriate box located in the Business Service Center, 1100 Raymond Blvd., Newark, NJ. It is very important that you instruct your messenger as to where he/she is to drop off your entry. Be mindful of entries that require team review or other types of processing prior to dropping in the selectivity box (i.e. IS review, quota, entries with checks, etc.).

My entry has been processed by selectivity, but the carrier cannot see my release.**What can I do?**

If the carrier cannot see your release, or if the terminal gets a 2Z message, please have the NVOCC and the carrier verify that the information transmitted in ABI matches *exactly*.

If you still do not get a release, verify that your bill of lading transmitted through the ABI is the correct number. If all fails, contact your ABI Representative. Please note that each broker is assigned an ABI representative. Contact only your assigned ABI representative.

How do I make corrections to my entry if it has already been processed by CBP or if the entry has received a paperless release? Only bill of lading information will be updated by the Business Service Center after release. Any other corrections must be made at the time of entry summary by the appropriate filer team.

RLF Intensive Exams:**What CES will it be sent to?**

For a MET/Trade exam, the broker must designate an exam site. The CES's in the Newark area are:

- | | |
|-------------------------------|--------------|
| ▪ East Coast Warehouse | 908-351-2800 |
| ▪ H&M International | 201-997-4400 |
| ▪ Railhead | 201-823-1620 |
| ▪ Salson | 973-986-0240 |
| ▪ St. George Warehouse | 973-578-8400 |
| ▪ Port Newark Refrigeration | 973-589-4547 |
| ▪ Lin Warehouse | 732-541-3355 |
| ▪ New York Container Terminal | 718-448-5030 |
| ▪ American Stevedoring | 718-852-6314 |

The above phone numbers are subject to change at any time. Public phone books or the internet should be utilized to obtain more current phone numbers.

Where should I fax my documents?

The CBP Form 3461 and invoices should be faxed to the Business Service Center at 973-368-6913. Please ensure that an exam site is designated on the CBP Form 3461, and that the exam site is capable of handling the merchandise being examined. For example, if the merchandise is perishable, make sure the exam site you designate has a refrigerated facility; or, if the merchandise is hanging garments, ensure that the warehouse is equipped to strip containers with hanging garments. Also, please provide a call back number on your faxed documents.

What if I have a problem with a quota entry?

Contact your filer team. Phone/fax numbers of filer teams are attached to this document (page 7).

Who should I contact for an Agriculture manifest hold?

Contact AQI at 201-443-0270.

Who should I contact for an FTZ entry?

FTZ entry issues can be addressed by calling 201-443-0500.

I received a Courtesy Notice for Entries Scheduled to Liquidate. Is this a bill?

This is not a bill. There is no further action required on your part. If you feel you have received this in error, please call the Residual Liquidation Section at 973-368-6930.

For copies of CBP Directives providing detailed information please refer to:

<http://www.cbp.gov/xp/cgov/toolbox/legal/directives/>

For RLF application information please refer to:

http://www.cbp.gov/xp/cgov/import/cargo_summary/remote_location_filing/

For wide-ranging information about the importing process and import requirements please refer to *Importing Into the United States* found at the following link:

<http://www.cbp.gov/linkhandler/cgov/toolbox/publications/trade/iius.ctt/iius.doc>

Situations warranting E-Mails:

SECTION 1: MANIFEST HOLDS:

What if I have a MET manifest hold on a consolidated shipment and I cannot gain release for my portion of the cargo?

For MET/Trade only issues: CBP.NY.NWKPROBRES@dhs.gov

If my freight has been examined and released but the manifest hold has not been removed, who can I contact for assistance?

For MET/Trade only issues: CBP.NY.NWKPROBRES@dhs.gov

What if my freight was scheduled for exam and moved out of the port or has been delivered?

For MET/Trade only issues: CBP.NY.NWKPROBRES@dhs.gov

For CET/VACIS only issues: CBP.NY-NWKPROBRES-CET@dhs.gov

ENTRIES SUBMITTED FOR SELECTIVITY PROCESSING:

I need my release re-transmitted in AMS release, what can I do? If you are a broker or individual, please contact the carrier. If you are the steamship line/carrier:

CBP.NY.NWKPROBRES@dhs.gov

I transmitted a remote entry more than 24 hours ago and still have not seen the release. I think there may be a problem. Who should I contact?

CBP.NY.NWKPROBRES@dhs.gov

My air cargo is a split shipment, but only one airway bill is released. Who should I contact? CBP.NY.NWKPROBRES@dhs.gov

I believe my freight was examined but I do not see my release. Who should I contact? For MET/Trade only issues: CBP.NY.NWKPROBRES@dhs.gov

What if my carrier cannot determine what portion of a consolidated shipment is scheduled for intensive exam?

For MET/Trade only issues: CBP.NY.NWKPROBRES@dhs.gov

I submitted my 7512/inbond more than 24 hours ago and it has not been processed, what can I do?

For MET/Trade only issues: CBP.NY.NWKPROBRES@dhs.gov

I submitted my PTT more than 24 hours ago and it has not been processed, what can I do?

For MET/Trade only issues: CBP.NY.NWKPROBRES@dhs.gov

My shipment is “pending intensive exam” and my stamped CBP 3461 has not been returned to enable the freight to be moved. What do I need to do?

Please allow 24 hours for the Business Service Center to return your stamped CBP 3461.

If after 24 hours you have not received the stamped CBP 3461 and the freight is still pending intensive exam, contact Problem Resolution @

CBP.NY.NWKPROBRES@dhs.gov

NY/Newark Area Commodity Specialist Teams phone numbers

<u>CHAPTER(S)</u>	<u>TEAM</u>	<u>PHONE #</u>
01-04, 06-08, 10-11, 16-18, 20	201	973-368-6090
05, 09, 12-15, 19, 21-24	202	973-368-6110
25, 27, 44-49, 68-70, 94, 97	203	973-368-6120
92-93	204	973-368-6130
41, 43, 64	206	973-368-6080
71, 72-76, 90-91, 96	207	973-368-6140
84	208	973-368-6150
86-89	209	973-368-6160
85	210	973-368-6170
28-38	211	973-368-6180
39-40	212	973-368-6190
50-60, 63	220	973-368-6010
61-62 Babies Wearing Apparel	223	973-368-6030
61-62 Men's/Boys Wearing Apparel	224	973-368-6040
61-62 Women's Knit W/A; Girls Sizes 2-14	225	973-368-6050
61-62 Gloves, Mittens, Down, Ties, Accessories	226	973-368-6060
26, 72-76, 78-83	227	973-368-6070

NY/Newark Area Filer Teams phone/fax numbers

<u>TEAM</u>	<u>PHONE #</u>	<u>FAX #</u>
2E1	973-368-6141	973-368-6166
2E3	973-368-6123	973-368-6065
2E5	973-368-6152	973-368-6166
2E6	973-368-6104	973-368-6197
Special Team (Inbonds, GO, FDA, Warehouse)	973-368-6788	973-368-6827

U.S. Customs and Border Protection
New York/Newark Area Problem Resolution Template
Inquiring Company/Organization Information:

Company/Organization Name:

Type of Business:

Requesting Individual's Name:

Telephone Number:

Fax Number:

Shipment Detail Information:

Bill of Lading(s):

Type of Bill (Master/House/Simple):

Container(s):

Entry Number(s):

Inbond Number(s):

Vessel Name:

Vessel Arrival Date:

Terminal of Arrival:

CES Location:

CFS Location:

Remarks/Reasons for Inquiry: