
Field Operations
Los Angeles, California

PUBLIC BULLETIN



U.S. Customs and
Border Protection

Number: LA09-014

Date: April 21, 2009

Subject: Seaport Trade Interface Unit Email and Frequently Asked Questions

PURPOSE:

To publish the Los Angeles/Long Beach (LA/LB) Seaport Trade Interface Unit (TIU) email address and provide answers to some of the trade's most frequently asked questions.

BACKGROUND:

In January 2005, this port initiated an email test program as a means of communication between the Trade Interface Unit and the importing community.

ACTION:

U.S. Customs and Border Protection (CBP) in the LA/LB Seaport has determined that the current email system, when used properly, is an excellent communication vehicle. Therefore, this pilot program is hereby established as the primary means of communication between the TIU and the trade.

The TIU email address is: LALB.TIU@CBP.DHS.GOV

In order to better serve the trade community and increase the efficiency of government, a list of replies to some of the most frequently asked questions (FAQ) is attached to this bulletin. Many of the questions received are common and repetitive. It is hoped that this list will provide assistance to the trade and allow TIU to more effectively respond to complex questions and problems. The attachment also provides telephone numbers for various CBP offices you may wish to contact for problems that are not handled by TIU.

CBP will make every effort to process and return entries within 24 hours of filing. Public Bulletin LA08-007, *Filing Duplicate Entries for Selectivity Processing at the LA/Long Beach Seaport*, was issued to address those entries that have not been processed within a reasonable amount of time. If the filing of a duplicate entry is necessary, please follow the procedures outlined within that bulletin.

To maximize email processing, it is imperative that the trade follow the instructions listed below when unitizing the TIU email process:

- This email address is exclusively for LA/LB Selectivity issues.
- This email address is not meant to replace the Public Information Office (PIO).

- Do not submit any attachments to your email as they will not be opened.
- The subject line should always contain the entry number.
- If the inquiry concerns an agriculture shipment, type “AG” in the subject line in addition to the entry number.
- If an entry number is not available, use the master bill number along with the vessel name/voyage number and piece count. Include the SCAC code.
- If there is no entry number and the master bill number is not known, provide the container number along with the vessel name/voyage number.
- CBP LA/LB Seaport strives to conduct entry processing within 24 hours of submission. However, releases may not occur for up to 24 hours for perishables and 72 hours for non-perishables, depending on operational workload and holidays. If these times frames are exceeded, follow-up with the Trade Interface Unit is warranted.

If you have questions regarding the information contained in this Public Bulletin, please contact the Selectivity Supervisor at 562-366-5600 or 562-366-5467.

[Signed-Bonnie Lemert, for]
Todd A. Hoffman
Port Director
Los Angeles/Long Beach Seaport

Attachment

LOS ANGELES/LONG BEACH SEAPORT – TRADE INTERFACE UNIT FREQUENTLY ASKED QUESTIONS

This FAQ sheet was created by the Trade Interface Unit (TIU) in Selectivity with the intent of addressing many of the routine questions received. The questions and answers have been broken down into sections by topic and cover local LA/LB Seaport issues only. Extensive CBP importing and exporting information is available at <http://www.cbp.gov/>

Additionally, attached is a quick reference list of phone numbers and addresses for the various teams you may wish to contact for additional information or assistance.

SECTION A: MANIFEST HOLDS AND EXAMINATION INSTRUCTIONS

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

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

Answer: Contact the Advance Targeting Unit (ATU) for assistance in correction of possible manifest discrepancy or information on processing involved cargo.

2. I have an In-bond Enforcement Team (IBET) hold for in-bond merchandise and IBET has requested documents. Where do I drop off my invoice and packing list information?

Answer: Place a copy of the shipment's documents in a filer's folder with a copy of the CBP Form 7512 in the box labeled IBET located in the Vessel Operations side of the 8th floor of the Shoreline building. If the in-bond document is electronic, please provide the in-bond number.

3. I have a hold for a non-intrusive exam (NII) and I have not received a release within 48 hours of the vessel discharge. Where can I get status information?

Answer: Contact your carrier for availability of the container and status of completion of the NII. Please note that most vessels may take two to three days to discharge. After the NII is completed, either the manifest hold will be removed in ABI or the shipment will be designated for an enforcement exam. If the NII is completed, but the carrier does not have an AMS message designating the shipment to Price Transfer for an Enforcement exam, contact A-TCET. As a reminder, internal CBP data systems are live linked to ABI and AMS and telephonic contact with CBP may not provide any additional status information.

4. I have an ENFORCEMENT hold for a physical exam on a container. What must I do for the exam? Do I send additional paperwork?

Answer: No action is needed unless directed by CBP. The A-TCET office will coordinate the move of the cargo to the CES and the entire examination process.

5. The Import Specialist Enforcement Team (ISET) has placed a hold on my shipment and requested documents from the filer. Where do I drop off my entry packet?

Answer: Entries should be dropped off in the box labeled "ISET" located in the Vessel Operations side of the 8th floor of the Shoreline building.

6. My freight has been examined and released at the CES but the manifest hold was not removed. Whom can I contact for assistance?

Answer: Contact CBP at the designated exam site, i.e. Price, FCL, USCI, etc. for assistance and verification of exam completion.

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

Answer: Freight scheduled for a Trade exam that is delivered without authorization is considered a “misdelivery”. Freight scheduled for an Enforcement exam that is delivered without authorization is considered a “gate-out”. Both types of exams may be subject to penalty actions. For entries designated for a Trade Compliance Exam (TCCES and/or AQCES), contact CBP at the designated Trade CES for instructions. For cargo designated for an Enforcement Exam (TECES), contact CBP at the Enforcement CES for instructions.

8. My entry for full container load is “Pending Exam” with an enforcement manifest hold and I have not been contacted to move the freight yet. What do I need to do?

Answer: There is no broker/importer involvement. These entries receive a conditional release pending the exam and release of the manifest hold. The non-intrusive exam will be done by CBP at the terminal. If a more intrusive exam is required, CBP will process the movement.

9. My shipment is scheduled for an ENFORCEMENT EXAM. What do I need to do?

Answer:

- A. If you receive a CBP Form 3461 stamped “Referred to A-TCET” and your freight is Less Than Container (LCL), you should contact the warehouse proprietor at the ENFORCEMENT CES to arrange the move to the CES.
- B. If after 24 hours of receiving your CBP Form 3461 advising you of the exam you do not receive a tracker number from the warehouse proprietor, contact your carrier and verify that there is no manifest hold. If there is NO manifest hold, contact the warehouse proprietor at the ENFORCEMENT CES.
- C. If there is a manifest hold AND the freight is still at the terminal, there is no action for you to take. This type of exam will be treated as a full container load exam. **NOT ALL SHIPMENTS WILL BE MOVED TO THE CES.** If you receive a courtesy CBP Form 3461 stamped “Referred to A-TCET” and your freight is a full container (CY), the terminal should be able to tell you if there is any other type of exam pending. If no other exams are required, and you do not get a release within 24 hours of the non- intrusive (NII) exam, please contact the Enforcement CES.

10. My shipment is scheduled for a trade/agriculture exam and I have not received a tracker number. What should I do?

Answer: You should receive a fax copy of the CBP Form 3461 with a tracker number from the warehouse proprietor at the exam site. Contact the warehouse proprietor at the designated warehouse if you do not receive a tracker number within 24 hours of the copy of CBP Form 3461 stamped “Delivery Authorized for Examination.”

11. My freight arrived in LA/LB but is moving in-bond to another port within the United States. CBP in LA/LB has placed a hold on the bill of lading. What do I need to do?

Answer: If an exam is required at LA/LB for Agriculture purposes, you must submit invoices and packing lists for your shipment and, when applicable, ORIGINAL Veterinarian certificates, Phytosanitary certificates, and/or CITES documents. Documents should be dropped off in the box labeled “In-bond Ag Review” on the 8th floor Selectivity in the Shoreline building. If the filer is out of port, these documents must be mailed to the address provided on our quick reference list in Section H.

If the exam is for IBET or ISET, you must submit the appropriate entry information to the box labeled “IBET” or “ISET” located on the 8th floor in Vessel operations.

SECTION B – CONSOLIDATED SHIPMENTS

1. What do I do if I have an agriculture manifest hold for in-bond merchandise on consolidated freight?

Answer: Mail or deliver a “Request to Authorize Transfer of Agriculture In-bond Cargo” form to CBP, with all documents pertaining to your shipment, to the address listed on the quick reference list in Section H. See Public Bulletin LA07-021 for complete details and a copy of the form.

2. What if my consolidation agent/NVOCC cannot determine what portion of a consolidated shipment is the target of the ENFORCEMENT exam?

Answer: Please contact ATU for assistance.

3. What if I have a TRADE ENFORCEMENT manifest hold on a consolidated shipment moving in-bond and I cannot gain release for my portion of the cargo?

Answer: Contact IBET for assistance.

4. If I have an ENFORCEMENT hold for a physical exam on a consolidated shipment, how do I receive a tracker number?

Answer: You should receive a tracker number from the ENFORCEMENT CES operator within 24 hours after receipt of your CBP Form 3461. If you do not receive one, contact the warehouse proprietor directly.

5. I have a general release and my entry is closed but I have no release date. What do I do?

Answer: This may occur when a shipment sharing the same bill of lading as yours is placed on a manifest hold. Please contact TIU for assistance.

SECTION C - ENTRIES SUBMITTED FOR SELECTIVITY PROCESSING:**1. If I transmit a formal or informal entry via ABI for processing and there are no issues with the entry, when can I expect to get a release?**

Answer: Current processing times indicate an ABI release within 24 hours for perishables and 72 hours for non-perishables after submission of the entry to Selectivity. Holidays and weekends are not included in this time frame.

2. My entry cleared paperless, but the terminal tells me there is an agriculture manifest hold on my shipment. What do I need to do?

Answer: Per Public Bulletin 07-022, paperless entries that require Agriculture review are to be filed on the 8th floor Selectivity at the Shoreline building in the bins labeled “FORMAL ENTRIES” or “PERISHABLE”, as applicable. To avoid rejection of the entry as a “paperless release” or “duplicate entry”, the top right side of the CBP Form 3461 should be marked “Agriculture Review Required” and the paperless release certification displayed on the bottom of the CBP Form 3461.

3. Where do I place the Veterinarian certificates and other documents required for the release of my entry?

Answer: To expedite the entry process, it is requested that all documents to be retained by CBP, i.e., original documents and certificates, be attached to the left side of the folder.

4. I submitted a quota entry over 24 hours ago. Whom should I contact for status?

Answer: Please contact the Import Specialist team involved for additional information.

5. I submitted a warehouse entry more than 48 hours ago. Whom should I contact for status?

Answer: All warehouse entries must be routed to your Entry Team. After the Entry Team reviews the entries, they are routed to Selectivity for release. This process may take up to 72 hours. If 72 hours has lapsed with no release, you should contact the Entry Team for status.

6. My entry has been processed and released by Selectivity, but the terminal/carrier cannot see the release. What can I do?

Answer: If the terminal/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. Make sure that the carrier has “arrived” the freight in AMS. If you still do not get a release, verify that your bill of lading and SCAC code information transmitted through ABI are correct. If after verification of information you still have no release shown, contact your ABI Representative. Please note that each broker is assigned an ABI REP. Contact only your assigned ABI representative.

7. The paperless entry that I filed was overridden for review and/or examination. What do I do?

Answer: See Public Bulletin 08-002 dated January 4, 2008 for instructions on how to proceed with paperless override instructions.

SECTION D – PROPER SUBMISSION AND ROUTING OF DOCUMENTS**1. My entry requires Import Specialist review prior to release. What do I do and how long will it take to process the entry?**

Answer: You must first route the entry to the Import Specialist team that requires review. Be sure to determine which line item requires review and route to that team. Do not automatically route the entry to the control team when you see “Import Specialist Review Required,” because the control team may not be the team that needs to review the line in question. Submitting the entry to the wrong review team will contribute to delays and rejection by the teams. Entries that are not routed to the Import Specialist first will be rejected by Selectivity.

2. I have an entry that needs several Import Specialist teams review and review by other teams and/or other agencies. What is the procedure and how long will it take to process the entry?

Answer: You must first submit the entry to the Import Specialist team. The Import Specialist will route the entry to all the appropriate Import Specialist teams. Once the Selectivity section receives the entry from the Import Specialist team, it will be sent to the other teams and/or other agency for review. Once all reviews are complete, Selectivity will process the entry for release.

3. Where do I submit an entry that has a check attached (live entry) AND requires Import Specialist review.

Answer: Entries with checks attached requiring Import Specialist review must be submitted to the Import Specialist **first**. The Import Specialist will route the entry to the Financial Team in order to process the check. Any entries received in Selectivity with a check attached will be rejected back to the filer/broker for proper routing.

4. How should I instruct my courier/messenger to route my entries for processing?

Answer: To avoid delays in entry processing you must place your entry in the appropriate box. It is very important that you instruct your courier where to drop off the entry. Entries placed in the wrong box will be rejected by the Import Specialist team. It is also advisable that your courier date/time stamp the CBP Form 3461 when dropping off the entry. Be mindful of entries that require other team review or processing prior to dropping off in Selectivity i.e. Import Specialist review, Quota, entries with checks, etc.

SECTION E – MILITARY SHIPMENTS:**1. I submitted a request for a sectional release of military personal effects. How long will it take to get a release?**

Answer: Current processing times indicate an ABI release within 24 hours for perishables and 72 hours for non-perishables after submission of the entry to Selectivity. Holidays and weekends are not included in this time frame.

2. I submitted an entry containing government freight. Who should I follow up with on its release?

Answer: The following entries must be submitted to the Entry Team and any follow up must be done with them:

Defense Contract Management Command (DCMAO):

- Military only entry type 51
- Any U.S. Federal Government agency entry type 52

SECTION F – DELETION AND/OR CANCELLATION REQUESTS

NOTE: See Public Bulletin 97-048 “Cargo Selectivity Deletions/Entry Summary Cancellations” and Public Bulletin 06-019, “Entry Summary Cancellations” for complete information on this topic. There is a difference between a cancellation request and a deletion request.

1. I want to submit a request for an entry deletion. What documents are required by CBP?

Answer: A deletion request packet must include:

- A signed, detailed explanation on company letterhead, or other suggested format contained within the Public Bulletin, with the reason for the deletion request.
- A copy of the CBP Form 3461 for the entry to be deleted.
- A copy of the CBP Form 3461 for the replacement entry or, if not available, other documentation showing the disposition of the freight.
- If cargo is on terminal incurring demurrage, clearly state on a yellow cover sheet attached to the front of the package and request will receive priority handling.

2. I submitted a deletion request for an entry. When will the deletion request be completed?

Answer: Deletion requests can take up to 5 business days to process. Do not use the deletion process to make corrections. Deletion requests will be accepted for the following reasons:

- If the wrong 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 made it on board the vessel.
- 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 Entry Team.)

Note: If the entry fits any of the above listed reasons but has been paid in, the entry will have to be cancelled. Please submit the request to the Entry Team for cancellation. Deletion requests can only be granted if the entry has NOT already been paid into the system. See Public Bulletins 97-048 and 04-020.

3. How do I get an entry cancelled?

Answer: All cancellation requests are handled by the Entry Teams. Cancellation requests should be submitted to the filer’s Entry Team.

SECTION G – ENTRY CORRECTIONS AND REJECTIONS

1. My entry was rejected by Selectivity. What do I do now?

Answer: Rejected entries must be corrected and **returned with the rejection slip attached**. These entries should be dropped off in the “rejection” box located on the 8th floor Selectivity in the Shoreline building. Entries that have been rejected are processed in the order received when returned to Selectivity. Entries that have been rejected do not receive priority processing.

2. How do I request a correction to my entry that is still on “provisional” status?

Answer: There is a 15-day window within which a broker can make bill of lading updates to the ABI transmissions for the following fields: bill of lading, MID, classification, importer name/number, entry type, country of origin, or value. If a correction is required after the 15 days, or if the correction is for an item other than those listed, the required corrections should be clearly stated in block 29 of the CBP Form 3461. If no space is available, a letter with instructions is acceptable. The letter should be placed on top of the CBP Form 3461 for ease of reference. Public Bulletin 97-30 provides additional information on corrections.

3. How do I make corrections to my entry if it has already been processed by CBP or it received a paperless release?

Answer: After Selectivity processing, but prior to delivery of merchandise, the filer can submit an explanatory note, signed by the filer, with a new, corrected CBP Form 3461 along with the old CBP Form 3461 and supporting documents. The note should indicate the data elements to be corrected and should follow the suggested format included in public Bulletin 02-025. If merchandise has been released by the terminal or CFS, corrections can only be made via bill of lading updates through ABI or at entry summary.

4. How do I make corrections to my entry if it has already been processed by CBP or it received a paperless release AND I already submitted my entry summary?

Answer: If you have already submitted the entry summary, you may file a Post Entry Amendment (PEA) for further corrections. Any questions regarding correction to entry summaries should be addressed to the appropriate Import Specialist Team.

5. How do I make a correction to my BTA entry?

Answer: Once a BTA entry is transmitted in ABI and an error is discovered, it cannot be corrected, even if it is on provisional status. The only way to correct this error is by submitting a replacement entry. This should be followed by a cancellation request to the involved Entry Team.

SECTION H – POINT OF CONTACT LIST

ABI Rep (ABI/AMS transmission problems only).....	562-366-5593
ATUlalb-ATU@dhs.gov.....	310-847-4770
Warehouse Compliance and Carrier Audit Team	562-366-3831
IBET.....	562-366-3800
Import Specialist Teams	562-366-5xxx (xxx = CST number)
In-Bonds CBP 7512s.....	562-366-5450
ISET.....	562-366-5748
Public Information Office	562-366-5454
Quota Technician	562-366-5687
Remote Location Filer Questions	562-366-5781
Selectivity Supervisor	562-366-5600
Selectivity Agriculture Specialist Supervisor	562-366-5467
Trade Interface Unit.....	LALB.TIU@cbp.dhs.gov

Trade CES sites:

FCL	310-233-2737
Price/Dominguez.....	310-763-0601, x0
USCI	310-513-2021
Supervisor/MET.....	310-763-0601, x2128
Supervisor/ISET.....	310-763-0601

Agriculture CES sites:

Price/Dominguez.....	310-763-0601, x3
Supervisor/Price Dominguez	310-763-0601, x2122
FCL	310-233-2737, x3
Supervisor/FCL.....	310-233-2737, x102
USCI	310-513-2021, x0
Supervisor/USCI.....	310-513-2020, x101

A-TCET Enforcement CES 310-971-2200

Supervisor 310-971-2248

Submit all CORRECTION requests to:

U.S. Customs and Border Protection
ATTN: Selectivity - 8TH FLOOR
301 E. Ocean Blvd.
Long Beach, CA 90802

Submit all DELETION requests to:

U.S. Customs and Border Protection
ATTN: TIU - 8TH FLOOR
301 E. Ocean Blvd.
Long Beach, CA 90802

Submit all AGRICULTURE REVIEW Documents to:

U.S. Customs and Border Protection
ATTN: Agriculture Specialist - 8TH FLOOR
301 E. Ocean Blvd.
Long Beach, CA 90802