

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

**INFORMATIONAL PIPELINE NO. 11-003 -NWK**

**TO** Customs Brokers, Importers, Carriers, Terminal Operators, CES Operators  
and Others Concerned in the Trade Community

**SUBJECT** Consolidation of Problem Resolution Emails

**DATE** FEB 24 2011

**REFERENCE:** *New York Field Operations Informational Pipeline No. 08-005 NWK*  
(Implementation of EMAIL Addresses to Contact Problem Resolution Units within the  
New York/Newark Area)

**PURPOSE**

This Pipeline is notification that the two existing Problem Resolution email addresses for the Port of New York/Newark will be consolidated into one. Additionally it will serve to reemphasize the proper procedures when initiating a cargo release inquiry.

As a reminder, the purpose of the Problem Resolution Unit is to address and reconcile release issues for *completed* CBP examinations. The Unit will not respond to inquiries pertaining to exam schedules or status.

**BACKGROUND**

In April 2008, two separate Problem Resolution email boxes were created in order to facilitate communication with the trade community. The email addresses were categorized as either CET (enforcement issues) or Trade (other non-CET type issues.) Since FY 2009, these two units have been combined into a joint unit operating at Raymond Blvd (DAU) and Corbin Street (At-CET/MET). The consolidation of the email addresses into a "one stop" mailbox will enable CBP to improve service to all concerned.

**ACTION**

Effective immediately all cargo release inquiries are to be sent to:  
[CBP.NY-NWKPROBRES@dhs.gov](mailto:CBP.NY-NWKPROBRES@dhs.gov)

**PROCEDURE**

All cargo release issues must be initiated via email to the Problem Resolution Unit. Please allow up to 24 business hours for a response to your message. After 24 hours has elapsed, or if the issue is not resolved, an Officer may be reached by calling:

Raymond Blvd DAU  
Corbin Street (A-TCET, Outbound, or Commercial)  
Agriculture

973-368-6990  
201-443-0100  
201-443-0270

Issues will not be addressed by phone unless they have first been initiated via email. If it is essential for a Supervisor be contacted after an email has been sent, please call the above numbers and request the Duty Supervisor.

An email message format has been established which will enable CBP to properly research each inquiry. Please refer to the attachment for a template. It is important to note that messages that are not correctly formatted will be rejected and returned to the sender.

Also please note the following:

- The mailbox should be used to address cargo release issues as well as other trade related concerns within the Port of New York/Newark. Formal correspondence may also be sent to the Port Director.
- **Please do not send attachments. They will not be opened.** In most instances the information supplied in the email format is sufficient to resolve an issue. If an Officer requires additional information, he/she will notify the sender in the response. It is at that time that any requested documentation should be attached to the inquirer's email response.
- **Please do not send unnecessary replies such as Thank you. In addition, do not send duplicate messages.** Such emails add unnecessary messages to the inbox and further delay the ability to review pending emails.
- **Status requests for exam scheduling will not be answered.** CBP does not schedule the presentation of cargo. If you have any questions, please contact terminal operators or CES locations.
- **Issues concerning trade imposed fees will not be addressed.**
- **Do not carbon copy (cc) Problem Resolution on routine or internal office mailings.**

This change is in an effort to increase the efficiency of the unit to better serve the Trade Community. CBP asks for your cooperation, by following the procedures set forth in this communication.

Please refer to the attachments for additional information. If you have any questions regarding this matter, please contact DCO Herbert Herter at: [Herbert.Herter@dhs.gov](mailto:Herbert.Herter@dhs.gov).



Adele Fasano  
Port Director  
New York/Newark

## Attachment 1: Problem Resolution Email Format

Please adhere to the following uniform template when sending emails. Please note that an inquiry which deviates from the procedure will be rejected and returned. Only messages directly related to cargo releases are to be sent to the email address.

**Subject:** The subject line must contain the complete Master Bill of Lading or Booking # for Export preceded by the CBP Office it pertains to. This will assist in sorting of the messages to ensure distribution to the proper personnel. It is important that any replies or forwards keep the same subject line so that all messages are identified for follow up research.

List:	Agriculture:	AGR
	AT-CET:	CET
	DAU:	DAU
	MET:	MET
	Outbound Vehicle:	CAR
	Export Shipments:	OUT
	Unknown:	UNK

Example: CET- ADCB1234FG567  
UNK- ADCB1234FG567

**Message:** The message text, for the initial inquiry is to be formatted as applicable. Please complete as much information as possible:

**Shipment Detail Information:**

Date of Arrival:  
Bills of Lading: (other than master)  
Type of Bill: (House/Simple)  
Entry Number(s):  
Date Entry Filed:  
Number of Containers:  
Container #(s):  
ITN/Booking #(s):

Current Location: (Terminal/CES/CFS)

**Remarks:** Brief explanation of what the specific issue or question is pertaining to the release of the shipment. Please do not editorialize or discuss trade imposed fees.

**Reply Messages:** Ensure that the subject line is not altered, except for the Re: or Fw: designation. Please address any issues or questions returned by Problem Resolution.

**Attachments:** Please do not send any information in the form of an attachment unless it is requested by Problem Resolution

## **Attachment 2: FAQs – A-TCET**

Below please find answers to many of the questions routinely received by the Newark Seaport Anti-Terrorism Contraband Enforcement Team (A-TCET).

**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?**

[CBP.NY-NWKPROBRES@dhs.gov](mailto:CBP.NY-NWKPROBRES@dhs.gov): Subject: CET- Master BOL#

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

[CBP.NY-NWKPROBRES@dhs.gov](mailto:CBP.NY-NWKPROBRES@dhs.gov): Subject: CET- Master BOL#

**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-NWKPROBRES@dhs.gov](mailto:CBP.NY-NWKPROBRES@dhs.gov): Subject: CET- Master BOL#  
Problem Resolution must have the exact date that the terminal staged the container.

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

[CBP.NY-NWKPROBRES@dhs.gov](mailto:CBP.NY-NWKPROBRES@dhs.gov): Subject: CET- Master BOL#

**If an entry has been examined by A-TCET but hasn't been released, who should I contact? [CBP.NY-NWKPROBRES@dhs.gov](mailto:CBP.NY-NWKPROBRES@dhs.gov): Subject: CET- Master BOL#**

### **Attachment 3: FAQs – Trade Operations Division**

Below please find answers to many of the questions routinely received by the Port of New York/Newark Trade Operations Division.

**If I submit a formal or informal entry in ABI for processing and there are no issues, 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?**

Please refer to Pipeline 08-005-NYFO for entry cancellation/deletion instructions.

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

Please contact the appropriate entry filer team. Phone/fax numbers are attached.

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

Please contact the appropriate entry filer team. Phone/fax numbers are attached.

**What if I have a problem with a quota entry?**

Contact your entry filer team. Phone/fax numbers are attached to this document

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

Please contact the entry warehouse team. Phone/fax number is attached.

**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 there is still no resolution, contact your 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 entry filer team.

## **Attachment 4: FAQs – Remote Location File (RLF)**

Below please find answers to many of the questions routinely received about RLF entries.

### **What CES will it be sent to?**

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

- 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?**

A complete entry package must be faxed to the Business Service Center at 973-368-6991. Please ensure that an exam site is designated on CBP Form 3461, and that the site is capable of handling the merchandise being examined.

### **Who should I contact for an Agriculture manifest hold?**

CBP.NY-NWKPROBRES@dhs.gov: Subject: AGR- Master BOL#

### **Who should I contact for an FTZ entry?**

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

### **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/](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](http://www.cbp.gov/linkhandler/cgov/toolbox/publications/[trade/iius.ctt/iius.doc)

## **Attachment 5: Situations Warranting Emails**

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

CBP.NY-NWKPROBRES@dhs.gov: Subject: MET- Master BOL#

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

CBP.NY-NWKPROBRES@dhs.gov: Subject: MET- Master BOL#

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

For MET: CBP.NY-NWKPROBRES@dhs.gov: Subject: MET- Master BOL#

For AT-CET/VACIS: CBP.NY-NWKPROBRES@dhs.gov: Subject: CET- Master BOL#

### **ENTRIES SUBMITTED FOR SELECTIVITY PROCESSING:**

I need my release re-transmitted in AMS, what can I do? If you are the steamship line/carrier: CBP.NY-NWKPROBRES@dhs.gov: Subject: DAU- Master BOL#

**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: Subject: DAU- Master BOL#

**My air cargo is a split shipment, but only one airway bill is released. Who should I contact?**

CBP.NY-NWKPROBRES@dhs.gov: Subject: DAU- Master BOL#

**I believe my freight was examined but I do not see my release. Who should I contact?**

For MET: CBP.NY-NWKPROBRES@dhs.gov: Subject: MET- Master BOL#

For AT-CET: CBP.NY-NWKPROBRES@dhs.gov: Subject: CET- Master BOL#

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

For MET: CBP.NY-NWKPROBRES@dhs.gov: Subject: MET- Master BOL#

For AT-CET: CBP.NY-NWKPROBRES@dhs.gov: Subject: CET- Master BOL#

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

CBP.NY-NWKPROBRES@dhs.gov: Subject: DAU- Master BOL#

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

CBP.NY-NWKPROBRES@dhs.gov: Subject: DAU- Master BOL#

**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 notify DAU.  
[CBP.NY-NWKPROBRES@dhs.gov](mailto:CBP.NY-NWKPROBRES@dhs.gov): Subject: DAU- Master BOL#



## Attachment 6: Trade Operations Division Phone Numbers

NY/Newark Area Commodity Specialist Teams phone numbers		
CHAPTER(S)	TEAM	PHONE# 973-368
25-26, 68-70	202	6180
44-49, 94	203	6090
39, 40, 95, 96	204	6120
40-43, 64	206	6060
84	208	6150
86-89	209	6110
61-62, 65 (Women's Woven)	223	6030
61-62 (Men's Wearing Apparel)	224	6040
61-62 (Women's Knit)	225	6050
72-83	227	6070

NY/Newark Area Filer Teams phone & fax numbers		
Team	Phone# 973-368	Fax# 973-368
2E1	6820	6166
2E3	6810	6065
2E5	6850	6166
2E6	6840	6105
Special Teams: In-bonds, GO,FDA, Warehouse	6895	6827