

U.S. CUSTOMS AND BORDER PROTECTION
FIELD OPERATIONS, NEW YORK
PORT OF NEW YORK/NEWARK
INFORMATIONAL PIPELINE NO. 18-018-NWK

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

SUBJECT: Problem Resolution Update

DATE: MAR 14 2018

REFERENCES: *New York Field Operations Informational Pipeline No. 08-005 (Implementation of EMAIL Addresses to Contact Problem Resolution Units within the New York/Newark Area-dated 3/17/08); New York/Newark Informational Pipeline No. 11-003 NWK (Consolidation of Problem Resolution Emails-dated 2/24/11)*

PURPOSE:

This is an update to the Pipeline previously issued regarding the Consolidation of Problem Resolution Emails. Additionally, it will serve to re-emphasize the proper procedures when initiating a cargo release inquiry and serve as a reference point with some common scenarios outlined below. Effective January 07, 2018 the Port of New York/Newark Document Analysis Unit (DAU) will assume all Problem Resolution functions, with the exception of Agriculture and Importer Security Filing (ISF) issues which will remain as is.

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

BACKGROUND:

In February 2008, the Problem Resolution Email box NY-NWKPROBRES@CBP.DHS.GOV was established to consolidate several areas into a "one stop" mailbox to enable CBP to further facilitate communication with the trade community and improve service to all concerned. Proper formatting of your email is important so it is triaged to the appropriate unit for resolution. Emails without proper formatting may not be routed to the appropriate area and could result in a delayed response or incomplete resolution of the issue.

ACTION:

Effective immediately the following procedures should be followed for initiating cargo release inquiries.

PROCEDURE:

All cargo release inquiries must be initiated via email to the Problem Resolution Unit mailbox at NY-NWKPROBRES@CBP.DHS.GOV. Please allow up to 24 business hours for a response to your message (Excluding weekends and Holidays). After 24 hours has elapsed, or if the issue is not resolved, an Officer may be reached by calling:

Agriculture	(201) 443-0270
CET/MET or DAU:	(973) 368-6990
CACEF:	(973) 624-6948
ISF:	(201) 443-0100
Outbound:	(201) 443-0403

Issues will not be addressed by phone unless they have first been initiated via email. If it is essential for a Supervisor to 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 to enable CBP to properly research each inquiry. Please refer to the attached template. It is important to note that messages that are not correctly formatted will be rejected and returned to the sender and could result in a delayed or incomplete response.

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.
- The Document Imaging System should be used for documents related to the entry.
- In most instances the information supplied in the email format is sufficient to resolve an issue. If an Officer/Agriculture Specialist requires additional information, he/she will notify the sender in the response.
- Public messaging in your system will also be utilized for requests from CBP if an email chain is not initiated.
- 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 SCBPO Michael Hrudowsky at Michael.J.Hrudowsky@CBP.DHS.GOV



Adele Fasano
Port Director
Port of 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. For Trade and DAU issues an Entry number is also helpful.

List:	Agriculture:	AGR
	AT-CET:	CET
	DAU:	DAU
	Trade(MET):	MET
	ISF	ISF
	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: A 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: Attachments may be requested for follow up information. The use of the Document Imaging system is highly encouraged. PDF attachments are preferred.

Attachment 2: AT-CET FAQ

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. Rely on your system for the status of completion of the NII and hold removal.

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

Have the terminal refresh their system. If this does not work, then email Problem Resolution to research your release issue.

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?

Most 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?

Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: ISF- Master BOL#

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

If the cargo is intact, the entire container will be examined. If this has moved to a CFS, Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: CET- Master BOL#

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

Releases usually occur within 24 hours after examination; if no release after 24 hours for CET only issues: Email: NY-NWKPROBRES@CBP.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?

Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: CET- Master BOL#

Attachment 3: FAQs -Trade

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 ACE for processing and there are no issues, how long before I may expect to obtain release?

You may expect to see a release within 24 or less hours of the create date unless the shipment is greater than five days from arrival.

If I submit an entry that required Agriculture Specialist review, when may I expect to have a release?

You may expect to have it released within 24 hours.

Who should I contact regarding an entry cancellation/deletion?

Please submit ACE cancellation requests through your system. Any issues with cancellations should be directed to DAU. If you are unable to submit a request through your system send an email to Problem Resolution Attn: DAU.

I submitted my quota entry. Who should I contact for status?

Please contact the appropriate Center Entry Specialist. Phone/fax numbers are attached.

What if I have a problem with a quota entry?

Contact the Entry Specialist assigned to the Center covering the tariff. Phone/fax numbers are attached to this document.

I submitted my warehouse entry. Who should I contact for status?

Please contact DAU. (Reference: Pipeline 16-019-NWK)

My entry has been processed, 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 is the correct number. Your ACE Client Rep is a good resource to utilize and is able to see the raw data submitted. If there is still no resolution, contact DAU.

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?

Correction requests should be submitted through your system for CBP approval. For entries which are already paid a Post Entry Amendment should be submitted.

Attachment 4: FAQs - General

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

My entry is on hold. What CES will it be sent to?

For a MET/Trade exam, the broker must designate an exam site. Please populate the exam site when filing your entry.

Newark CES's:

- East Coast Warehouse 908-351-2800
- H&M International 201-997-4400
- New York Container Terminal 718-448-5030

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?

Entry packages should be uploaded to the document imaging system. This is the recommended method of submission. Email attachments should be in PDF format.

Who should I contact regarding car titles?

Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: CAR

Who should I contact regarding Outbound questions (Not vehicle related)?

Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: OUT

If I submit an entry that required Agriculture Specialist review, when may I expect to have a release?

You may expect to have it reviewed within 24 hours or less with final determination made based on applicable entry information.

Who should I contact for an Agriculture manifest hold?

Email: NY-NWKPROBRES@CBP.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 or emailing NWKFTZ@cbp.dhs.gov.

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

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

It is recommended to subscribe to CSMS messages for CBP updates and system messages:

<https://public.govdelivery.com/accounts/USDHSCBP/subscriber>

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?

Email: NY-NWKPROBRES@CBP.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?

Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: MET or CET- Master BOL#

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

For MET: Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: MET- Master BOL#

For AT-CET: Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: CET- Master BOL#

For Agriculture: Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: AGR- Master BOL#

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

For MET: Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: MET- Master BOL#

For AT-CET: Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: CET- Master BOL#

For Agriculture: Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: AGR- Master BOL#

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

For MET: Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: MET- Master BOL#

For AT-CET: Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: CET- Master BOL#

For Agriculture: Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: AGR- Master BOL#

ENTRIES SUBMITTED FOR PROCESSING:

I need my release re-transmitted in ACE, what can I do?

Email: NY-NWKPROBRES@CBP.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?

Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: DAU- Master BOL#

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

Email: NWK-AIRCARGOPRU Subject: Master AWB#

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

Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: DAU- Master BOL#. In addition, please be familiar with the new in-bond regulations referenced in CSMS#17-000736.

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

Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: DAU- Master BOL#

My shipment is "pending intensive exam" What do I need to do?

Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: DAU- Master BOL#/Entry#

My shipment has an unknown "Manifest Hold", what can I do?

Email: NY-NWKPROBRES@CBP.DHS.GOV Subject: UNK- Master BOL#/Entry#

The terminal is telling me there is an A3 hold with no A1 release.

Contact your ACE Client Representative to re-transmit data.

My shipment has an FDA rejection, what can I do?

Contact FDA at 866-530-4172 or ACE_Support@FDA.HHS.GOV

Attachment 6: CEE Contact Information:

<https://www.cbp.gov/trade/centers-excellence-and-expertise-information/cee-directory>

Pharmaceuticals, Health & Chemicals Center

CEE-Pharmaceuticals@cbp.dhs.gov

(866) 295-7624 code 01

Agriculture & Prepared Products Center

CEE-Agriculture@cbp.dhs.gov

(866) 295-7624 code 02

Automotive & Aerospace Center

CEE-Automotive@cbp.dhs.gov

(866) 295-7624 code 03

Apparel, Footwear & Textiles Center

CEE-Apparel@cbp.dhs.gov

(866) 295-7624 code 04

Base Metals Center

CEE-Basemetals@cbp.dhs.gov

(866) 295-7624 code 05

Petroleum, Natural Gas & Minerals Center

CEE-Petroleum@cbp.dhs.gov

(866) 295-7624 code 06

Electronics Center

CEE-Electronics@cbp.dhs.gov

(866) 295-7624 code 07

Consumer Products & Mass Merchandising Center

CEE-Consumer@cbp.dhs.gov

(866) 295-7624 code 08

Industrial & Manufacturing Materials Center

CEE-Industrialmaterials@cbp.dhs.gov

(866) 295-7624 code 09

Machinery Center

CEE-Machinery@cbp.dhs.gov

(866) 295-7624 code 10