1. For entries that have NOT been examined, sampled, detained or refused:
   Email: LAimports@fda.hhs.gov (LAXimports@fda.hhs.gov for Air entries)*
   The preferred way to submit Entry Documents (Customs Form 3461, Invoice, Bill of Lading, etc.) and Locations for Exam is through ITACS (https://itacs.fda.gov). Do not upload documents for Compliance through ITACS at this time. ITACS is an internet portal with three critical functions for importers: The ability to check on the status of an entry/line; the ability to submit entry documentation electronically; and the ability to submit goods availability information for targeted shipments electronically.

2. For entries that have been sampled, detained or refused:
   Email: LAimports@fda.hhs.gov (LAXimports@fda.hhs.gov for Air entries)*
   Compliance Status Line: (562) 256-7707
   Please contact the Compliance Officer identified on the Notice of FDA Action. Prior to contacting the Compliance Officer, please read the Notice of FDA Action in its entirety.

3. Prior Notice and Food Facility Registration Questions:
   For Prior Notice and Registration technical questions (e.g., passwords) as well as general questions regarding Food Facility Registration, contact the FDA Industry Systems Help Desk at (800) 216-7331 or (301) 575-0156. For Prior Notice general questions, contact the FDA’s Division of Food Defense Targeting (DFDT-formerly known as the Prior Notice Center) Hotline at (866) 521-2297. These numbers are available 24 hours a day, 7 days a week.

   Miscellaneous Numbers: FDA Import Operations Compliance Status…562-256-7707
   District Office.........................................................949-608-2900
   DFDT .................................................................866-521-2297
   FDA Los Angeles District Emergency (after hours)
   Answering Service ..............................................949-797-1063
   Import Operations FAX...........................................562-256-7701

   Consumer Complaints: Lee, Frank........949-608-3530
   Recalls: Stone, Dyana.......949-608-4440, 949-608-4498 fax
   Tran, Thanh........949-608-3504, 949-608-4460 fax

   Contact information for all FDA employees may be found at the HHS Employee Directory:
   http://directory.psc.gov/employee.htm

   *Note: LAImports Email Guidelines are available on the following pages.
Communications Guidelines

Updated March 17, 2014

ITACS

The Import Trade Auxiliary Communication Systems, or ITACS, is an internet portal accessible at https://itacs.fda.gov. ITACS currently has three functionalities:

1) Ability to check entry status;
2) Ability to submit entry documents (upload 5 x 20MB pdfs, which are linked to specific entries/lines);
3) Ability to submit location and availability information for FDA examination.

ITACS is the preferred method for submission of entry documents and location/availability information for FDA examination. Please do not upload compliance documents through ITACS, as Compliance Officers do not have access to ITACS at this time.

For more information please visit:

http://www.fda.gov/ForIndustry/ImportProgram/ucm296314.htm


PRIVATE LABORATORY REPORTS

Los Angeles District Import Operations will now be accepting private lab reports via electronic pdf copies. Please submit one pdf copy per private lab sample. You may submit lab reports to the following email addresses:

1) Use the email address: LAImports@fda.hhs.gov for harbor entries with the FDA notice response address of:

   U.S. Food and Drug Administration
   One World Trade Center, Suite 300
   Long Beach, CA 90831

2) Use the email address: LAXImports@fda.hhs.gov for LAX air entries with the FDA notice response address of:

   U.S. Food and Drug Administration
   222 N. Sepulveda, Suite 740
   El Segundo, CA 90245-5638
For the subject line for both email addresses use the following format:

Entry# ---- ------- - Line#, Food or Non-Food, CMS-PLATS

Example of a shrimp entry:
XXX-1234567-8 Line 1-1, Food, CMS-PLATS

Example of medical gloves
XXX-1234567-8 Line 1-2, Non-Food, CMS-PLATS

E-NOTICE

The Electronic Notice, or E-Notice, Program is available to Filers who wish to participate. If interested, your firm should send an email to LAImports@fda.hhs.gov. Your firm will receive an email response with an attachment. By filling out the attachment and returning it to LAImports@fda.hhs.gov, your firm is agreeing to receive electronic copies of Notices of FDA Action instead of printed copies. If your firm would like notices to be received by more than one email address, please establish a group email address that will allow us to send to one email address but will be received by multiple people at your firm.

Please remember that this is voluntary opt-in participation, and maybe opted-out at any time by either party.

Filers who do not wish to participate in E-Notice, as well as Importers and Consignees, may request electronic copies of FDA Notices of Action via LAImports@fda.hhs.gov for notices that have not been received five (5) business days after issuance. This provides for printing, processing and mailing time, and helps to avoid duplicative work.

TEAM FDR and RRN

With the issuance of CBP Los Angeles-Long Beach Public Bulletin LA13-011 effective January 13, 2013, CBP and FDA have created the Federal Destruction and Redelivery Team, or Team FDR. Instead of receiving a separate CBPF 4647 and Notice of FDA Action (Refusal), importers will now receive a new combined Refusal Redelivery Notice (RRN). The RRN is the Notice of Refusal stamped by CBP to indicate redelivery. A cover sheet with port specific instructions for exportation or destruction of FDA refused merchandise will be included. These new Team FDR procedures only apply to ocean shipments arriving via the Ports of Los Angeles/Long Beach.

RRN reprints, hard copy or electronic, may be requested via LAImports@fda.hhs.gov for RRNs that have not been received five (5) business days after issuance. This provides for printing, processing and mailing time, and helps to avoid duplicative work.

For more information, please see CBP Los Angeles-Long Beach Public Bulletin LA13-011. Copies of the public bulletin may be requested via LAImports@fda.hhs.gov or through a local CBP office.
PAR LOS LAIMPORTS

The PAR LOS LAImports email account, or LAImports, will serve as an alternate means of communication between FDA and involved parties regarding entry status and document/information submission, as well as general inquiries for greater Los Angeles area ocean ports and UPS/Ontario Airport entries. Emails regarding all other greater Los Angeles area airport entries should be directed to LAXImports@fda.hhs.gov. LAImports is a team of dedicated investigators working to help streamline the communication process between involved parties and FDA. LAImports will provide involved parties with timely, concise, useful information, and should reduce the volume of telephone calls to Consumer Safety Officers, Compliance Officers and Supervisors.

We will only be accepting emails from email addresses with verifiable company domains (for example, JohnDoe@knownbrokerage.com). Otherwise you may be asked for more identifying information to ensure that we are disclosing information to appropriate party. Following the subject line formatting guidelines will help to avoid delays in processing.

SUBJECT LINE FORMATTING

Properly formatted subject lines will consist of 10 elements:
1. Entry number (Only one entry number per email)
2. Comma
3. One space
4. Commodity (One of the following: Foods, Nonfoods, Seafood, Pet Food or Dietary Supplements)
5. Comma
6. One space
7. Reason for the email (See table below)
8. Comma
9. One space
10. Port (Number only: 2704, 2704, 2709, 2711, 2712, 2713, 2715, 2719, 2786 or 2795)

Reasons for emailing LAImports:

<table>
<thead>
<tr>
<th>General</th>
<th>Entry Review***</th>
<th>Compliance****</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status Inquiry</td>
<td>Entry Documents</td>
<td>Compliance Documents</td>
</tr>
<tr>
<td>Notice of Action*</td>
<td>Location Letter</td>
<td>Compliance Letter</td>
</tr>
<tr>
<td>Other**</td>
<td>***As stated above, ITACS is the preferred method for submission of entry documents and location information. Properly formatted emails will still be automatically routed to</td>
<td>Extension Request</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Process Documents</td>
</tr>
<tr>
<td><strong>Please see E-Notice section for information regarding electronic notices.</strong></td>
<td></td>
<td>Reconditioning Request</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reconditioning Completed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Refusal Request</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Response to FDA Notice of Action</td>
</tr>
</tbody>
</table>
**If you are unsure of which reason to use, please use Other. We will route the email to the appropriate party.**

| **Entry Reviewers. Improperly formatted emails will be returned to the sender for correction or for documents to be submitted via ITACS.** |
| ******Please see Private Laboratory Reports section for information regarding submission of private laboratory reports.** |

Examples of properly formatted subject lines:

- 000-1234567-8, Foods, Compliance Documents, 2704
- ABC-1234567-8, Nonfoods, Extension Request, 2707
- 000-1234567-8, Seafood, Notice of Action, 2709
- ABC-1234567-8, Dietary Supplements, Other, 2786
- 000-1234567-8, Pet Food, Status Inquiry, 2795

**RECIPIENTS**

Please send all electronic correspondence through LALImports@fda.hhs.gov. Please do not copy/Cc multiple FDA addressees on emails. PAR LOS LALImports is the main conduit for email distribution, and will route your email to the appropriate FDA personnel.

**ATTACHMENTS**

Due to security and IT restrictions, FDA can only process pdf attachments. Any non-pdf documents attached to emails sent to LALImports@fda.hhs.gov will be returned to the sender to be resubmitted as pdf attachments.

Official documents should be submitted as pdf attachments. Attachments are not to exceed 10 MB. If entry documents exceed 10 MB, they may be: 1) Uploaded via ITACS, which is the preferred method allowing for 5 x 20MB submissions; or 2) Mailed to the address below. If compliance documents exceed 10MB, they may be sent to the address below. For entry or compliance documents exceeding 15 pages, please send hard copies to the address below.

FDA Los Angeles District
Import Operations Branch
One World Trade Center, Suite 300
Long Beach, CA 90831

**TIMELINES**

After sending an email to LALImports@fda.hhs.gov, please wait at least one (1) business day for a response before emailing again. Emails are moved into a shared location accessible to entry reviewers and compliance officers, and copies of emails are time-stamped and archived.
Entry Documents will be reviewed within two (2) business days.

Location Letters will be reviewed within two (2) business days.

Other documents will be reviewed within two (2) business days. Please keep in mind these documents must be first logged into our system before they are sent to the appropriate team for review.

Quick reference for subject line formatting

**Entry Number, Commodity, Reason, Port#**

- ABC-1234567-8  
- 000-1234567-8
- Foods  
- Nonfoods  
- Seafood  
- Pet Food  
- Dietary Supplements
- Status Inquiry  
- Notice of Action  
- Compliance Documents  
- Compliance Letter  
- Response to FDA Notice of Action  
- Extension Request  
- Process Documents  
- Reconditioning Request  
- Reconditioning Completed  
- Refusal Request  
- Other  
- Entry Documents  
- Location Letter

**CLOSING**

Electronic communications programs are dynamic resources for both regulated industry and government agencies. Electronic communications will help to improve processing times, while helping to reduce the environmental impact of operations.

Comments and feedback are always welcome.

Thank you,

_FDA Los Angeles District Import Operations Branch_