FDA U.S. FOOD & DRUG ADMINISTRATION
OFFICE OF REGULATORY AFFAIRS

Division of Northern Border Imports
622 Main St, Suite 100
Buffalo, NY 14202

Memorandum

To: Customhouse Broker
From: U.S. Food and Drug Administration
Date: November 28, 2018

Subject: FDA Border Crossing Procedures

Recently, the U.S. Food and Drug Administration has seen an increase of truck traffic carrying FDA regulated commodities crossing the border from Canada into the United States without stopping for FDA examination.

While we understand communication errors may occasionally occur, it is the collective responsibility of each of the importing parties associated with the entry (customhouse broker and carrier), to become familiar with and follow established procedures for importing FDA-regulated entries. Doing so will expedite FDA's final admissibility decision, prevent unnecessary and costly delays (including the need to return the entry for physical examination), and improve the overall FDA import experience.

FDA encourages those parties involved with each shipment (customhouse broker and carrier) to work together to ensure complete and accurate electronic entry data is submitted, appropriate documentation is submitted timely, and cargo is made available for FDA examination. For entries crossing during FDA hours of operation, provided below, we strongly encourage carriers to report to FDA for exam and clearance. Doing so will expedite FDA's final admissibility decision.

FDA Hours of Operation - Port of Buffalo

Sunday	1:00PM - 9:00PM
Monday-Thursday	8:00AM - 11:00PM
Friday	8:00AM - 3:30PM

*Federal Holidays as advertised

Carriers may wish to use FDA's ITACS tool at www.itacs.fda.gov by keying in the entry number to track your entry's FDA status. Your customhouse broker may offer a PAPS tracker tool on their website or a toll-free number which you may call to determine the FDA status of your entry. Your broker may offer an additional solution to assure all parties receive FDA status updates, so please contact your broker.

Thank you for your cooperation in this matter.

Jeanne Hoeckh
Supervisory Investigator