

**U.S. CUSTOMS AND BORDER PROTECTION
FIELD OPERATIONS, NEW YORK
PORT OF NEW YORK / NEWARK
TRADE INFORMATION NOTICE**

TO: All Customs Brokers, Importers, Carriers, Terminal Operators, CES Operators and Other Interested Parties

SUBJECT: Problem Resolution and Group Email Box Update and Management Contact Information

DATE: April 13, 2026

REFERENCES: *New York/Newark Informational Pipeline No. 18-018 NWK (Problem Resolution Update - dated 3/14/2018); New York/Newark Informational Pipeline No. 21-013 NWK (Port of New York/Newark Group Email Boxes - dated 2/03/2021) New York/Newark Informational Pipeline No.23-007-NWK (Problem Resolution and Group Email Box Update – dated 2/15/2023)*

PURPOSE:

On March 14, 2018, Pipeline No. 18-018-NWK was issued to delineate the procedures by which CBP would provide more efficient and effective service to the trade community. Within that pipeline, several specific email boxes were established to provide the trade with a mechanism through which they could make quick and appropriate contact with CBP to facilitate the expeditious processing of their cargo. This Pipeline will serve as a general reminder for the various Port of New York/Newark group email boxes and to re-emphasize the proper procedures for initiating cargo release inquiries.

GROUP MAILBOXES:

NY-NWKPROBRES@CBP.DHS.GOV – For all Cargo Release related issues, including but not limited to: Contraband Enforcement Team (CET), Trade Enforcement Team (TET), and Importer Security Filing (ISF) holds, piece count updates, document reviews, entry cancellation and corrections, permit to transfer (PTT) requests, warehouse entry releases, outbound exams, vehicle exports, and Agriculture.

NEWARKFDAREFUSALS@CBP.DHS.GOV – Main point of contact for all cargo refused by the Food and Drug Administration (FDA) after the issuance of a CBP Form 4647, and for assistance with the destruction and/or re-exportation of FDA refused cargo.

NWK-AIRCARGOPRU@CBP.DHS.GOV – For all air waybill and express consignment arrival related issues and holds; section 321 entries; and informal entry on air shipments, etc.

Vigilance ★ *Service* ★ *Integrity*

NWKFTZ@CBP.DHS.GOV – For all Foreign Trade Zone (FTZ) related inquires, FTZ applications, and FTZ admission or withdrawal issues.

NY-NWKGO@CBP.DHS.GOV – For General Order (GO) notification and inquires related to GO merchandise.

NWKBONDEDWAREHOUSE@CBP.DHS.GOV - For bonded warehouse facility and bond inquiries.

[NWKCFs@CBP.DHS.GOV](mailto:NWKCFS@CBP.DHS.GOV) – For Container Freight Station (CFS) facility and bond inquiries.

NWKEC@CBP.DHS.GOV – For vessel Entrance and Clearance processing.

NWK-INBOND@CBP.DHS.GOV – For all in-bond related matters.

Agriculture related email boxes:

CBPEWRAIRCARGO@CBP.DHS.GOV – For all Agriculture air cargo inquiries; for example, to request an appointment for an Agriculture air cargo exam or questions regarding air cargo DIS entry review.

NY-NWKPROBRES@CBP.DHS.GOV – For all Agriculture maritime cargo inquiries – please begin the subject line of your email with “AGR”. This mailbox is for agriculture maritime shipments that may require additional action only (i.e. bonded overland movements, Chains-of-Custody, Permit to Transfer (PTT) postings, Emergency Action Notification (EAN) issuance, Agriculture release retransmit issues, etc.). Notifications pertaining to an Agriculture Document Imaging System (DIS) upload no longer need to be submitted.

SODAGCOMPLIANCE@CBP.DHS.GOV – For all Agriculture cargo destruction appointment requests, vehicle inspections, and Agriculture compliance agreement inquiries at the Port.

PROCEDURE:

Issues should be initiated via email before contacting CBP by phone. If it is essential to speak with an Officer/Agriculture Specialist after an email has been sent, please call the below numbers.

- Agriculture: (201) 443-0270
- CET/TET or DAU: (973) 368-6990
- FDA: (973) 368-6990
- CACEF: (973) 624-6948
- ISF: (201) 443-0500
- Outbound: (201) 443-0500
- Entrance and Clearance: (201) 443-0500
- Foreign Trade Zones: (201) 443-0500
- Bonded Warehouses: (201) 443-0500
- Container Freight Stations: (201) 443-0500
- General Order: (201) 443-0500

SUPERVISORY CONTACT:

If an issue still has not been resolved, or if there are special circumstances, and it is essential for a supervisor to be contacted, please see the below contacts:

Agriculture issues: SCBPAS Nick Mack 201-443-0287
NICHOLAS.A.MACK@CBP.DHS.GOV

Non-Agriculture issues: (A)SCBPO Endri Voli 973-368-6167
ENDRI.VOLI@CBP.DHS.GOV

Please note the following for all mailboxes:

- Concerns sent to all mailboxes should be related to cargo or operations with a nexus to the Port of New York/Newark only.
- In most instances, the information supplied via email is sufficient to resolve an issue. If an Officer/Agriculture Specialist requires additional information, they will notify the sender.
- Public messaging in your automated system may also be utilized for CBP requests if an email chain has not yet been initiated.
- Please do not send duplicate messages. All emails are answered in the order in which they are received. Duplicate emails will further delay the ability to review pending emails.
- Issues concerning trade-imposed fees will not be addressed.
- Do not carbon copy (cc) any of the email boxes on internal office communication.

Please note: a complete contact list for all cargo-related management personnel is attached. If you are unable to resolve an issue after exhausting all the above avenues, please follow up with the listed contacts.

If you have any questions regarding this matter, please contact Deputy Chief Agriculture Specialist Chief Lori Kuo via email at lori.kuo@cbp.dhs.gov.

TenaVel T. Thomas
Port Director
Port of New York/Newark