

1 East 11th Street
West Palm Beach, FL 33404



**U.S. Customs and
Border Protection**

INFORMATION BULLETIN NUMBER: 2020-5204-003

TO: IMPORTERS, CUSTOMHOUSE BROKERS, FREIGHT
FORWARDERS, EXPORTERS, CARRIERS AND OTHER
INTERESTED PARTIES

SUBJECT: ESTABLISHMENT NATIONAL COVID-19 CARGO RESOLUTION
TEAM

In an effort to keep the trade stakeholders informed during the Corona Virus Pandemic (COVID-19) please be advised that our website www.cbp.gov maintains regular updates on COVID 19 and how it affects the trade operations and policy.

In addition, CBP's Pharmaceutical, Health, and Chemical Center of Excellence and Expertise (CEE) has established the COVID-19 Cargo Resolution Team (CCRT) has been created in an effort to coordinate inquiries regarding the importation of medical supplies and personal protective equipment. The team is multidisciplinary to triage incoming inquiries, coordinate with affected ports and respond directly as appropriate.

The team can be contacted at COVID19_RELIF_IMPORTS@cbp.dhs.gov

This email address will be used as CBP's coordinating mechanism for receiving and responding to inquiries concerning the items listed below. Assigned staff will also coordinate with the ports and other government agencies to ensure that legitimate shipments are not delayed.

Types of inquiries that should be sent to the mailbox listed above are:

- Facilitation requests from other government agencies and private industry
- General inquiries regarding the import of medical instruments

To assist CBP in expediting the release of COVID-19 relief materials, please include as much data about the shipment as possible. Ideally, this will include the following:

- Shipment information: manifest or air waybill number, tracking numbers, entry numbers, mode of transport information
- Conveyance information: carrier name, mode of transportation, flight number, vessel/voyage number, port of arrival, port of entry.
- Cargo description: complete description of the goods being shipped
- Country information: country of manufacture, country of export
- Parties involved: names and locations of manufacturers, shippers, importers, and consignees

Please visit our website at <https://www.cbp.gov/newsroom/coronavirus>

All questions regarding this Information Bulletin may be addressed to Supervisor Jan Gonzalez via email at jan.gonzalez@cbp.dhs.gov.

DISCLAIMER: This information has been prepared for your convenience by U.S. Customs and Border Protection, Port of West Palm Beach. The materials are intended to provide guidance. Reliance solely on this information alone may not be considered reasonable care.



Jennifer L. Connors
Port Director
U.S. Customs and Border Protection
Port of West Palm Beach