

Southern Currents



Notice to the Area Port of New Orleans Trade Community

Date: February 11, 2021

No.: 21-027

Telephone Numbers and Points of Contact - Area Port of New Orleans

General Port of New Orleans Telephone Number (504) 670-2391
U.S. CBP, Customhouse, 423 Canal St., Suite 260, New Orleans, LA 70130

I] Port Director Staff

Area Port Director Terri Edwards

- Office telephone: (504) 670-2179
- Email: terri.l.edwards@cbp.dhs.gov

Assistant Port Director Troy Simon, Passenger and Crewmen

- Office telephone: (504) 670-2214
- Email: troy.a.simon@cbp.dhs.gov

Assistant Port Director Mark Choina, Cargo and Conveyance

- Office telephone: (504) 670-2287
- Email: mark.s.choina@cbp.dhs.gov

Watch Commander Michael Carmouche

- Office telephone: (504) 670-2215
- Email: michael.a.carmouche@cbp.dhs.gov

II] Passenger and Crewmen Branch

Branch Chief Kevin Alombro

- Address: U.S. CBP, Customhouse, 423 Canal St., Suite 186, New Orleans, LA 70130
- Office telephone: (504) 670-2050
- Email: kevin.m.alombro@cbp.dhs.gov

Seaport Crewmen / Passenger Inspections and Vessel Boardings: Operations Desk

- General telephone: **(504) 670-2270**
- Fax number: **(504) 670-2490**

- Vessel arrival notifications and updates can be submitted to the email address below or called in to the Operations Desk during the hours of 7:00 AM - 3:00 PM
- Operations Desk General Mailbox: neworleansopsdesk@cbp.dhs.gov

Supervisors:

- **Supervisor Matthew Johnson**
 - Office telephone: (504) 670-2058
 - Email: matthew.johnson@cbp.dhs.gov
- **Supervisor Kevin Ello**
 - Office telephone: (504) 670-2039
 - Email: kevin.j.ello@cbp.dhs.gov
- **Supervisor Patricia Jean**
 - Office telephone: (504) 303-1325
 - Email: patricia.jean@cbp.dhs.gov
- **Supervisor Gery Romelfanger**
 - Office telephone: (504) 303-1340
 - Email: gery.f.romelfanger@cbp.dhs.gov

Passenger Analysis Unit (PAU)/Passenger Enforcement Team (PERT)

- Hours of Operation: Daily 8:00 AM - 4:00 PM
- General Number: (504) 670-2220
- Fax Number: (504) 670-2493
- Group Email Address: PAU-MSY@cbp.dhs.gov
- **Supervisor Ashley Moll**
 - Office telephone: (504) 670-2054
 - Email: ashley.c.moll@cbp.dhs.gov

Louis Armstrong New Orleans International Airport (MSY)

- Address: U.S. CBP. Louis Armstrong International Airport, 1 Terminal Drive, Room 1303, Kenner, LA 70062. *The CBP Federal Inspection Site [FIS] is located on the first floor of the terminal in Room 1303.*
- Hours of Operation: Daily 8:30 AM – 4:30 PM
- General Number: (504) 303-7663 x 1
- Global Entry Enrollment Center: (504) 303-7663 x 1
- Fax Number: (504) 303-7675
- **Supervisor Ronald Mora**
 - Office telephone: (504) 303-1319
 - Email: ronald.j.mora@cbp.dhs.gov

III] Cargo and Conveyance Branch

Cargo and Conveyance [Trade] Compliance

Branch Chief Denise Emmer

- Address: US CBP, Customhouse, 423 Canal St., Suite 186, New Orleans, LA 70130
- Office telephone: (504) 670-2052
- Email: denise.emmer@cbp.dhs.gov

Marine Division

- Hours of Operation: Daily 7:30 AM – 4:00 PM
- General Number: (504) 670-2230
- Fax Number: (504) 670-2491
- Group Email Address: (effective Feb. 20, 2018) neworleansmarinedesk@cbp.dhs.gov
- **Supervisor Frank Foster**
 - Office telephone: (504) 670-2057
 - Email: frank.d.foster@cbp.dhs.gov

Trade Enforcement Team [TET]

- Hours of Operation: Monday - Friday 7:30 AM – 4:00 PM
- General Number: (504) 670-2178
- Fax Number: (504) 670-2492
- Group Email Address: neworleanstet@cbp.dhs.gov
- **Supervisor Frank Foster**
 - Office telephone: (504) 670-2057
 - Email: frank.d.foster@cbp.dhs.gov

Centralized Examination Station [CES]

- Address: U.S. CBP, Dupuy Building # 14, 6101 Terminal Drive, New Orleans, LA 70115
- Mailing Address: US CBP, Agriculture, 423 Canal St., Suite 186, New Orleans, LA 70130
- Hours of Operation: Monday – Friday 7:30 AM – 3:30 PM
- General Number: (504) 896-7700
- Fax Number: (504) 896-7713
- Group Email Address: nolaqc@cbp.dhs.gov@cbp.dhs.gov
- **Supervisor Jessica Smith**
 - Office telephone: (504) 896-7700
 - Email: jessica.smith@cbp.dhs.gov

Agriculture Compliance and Enforcement Customhouse – Targeting and Conveyance Inspections

- Mailing Address: US CBP, Agriculture, 423 Canal St., Suite 186, New Orleans, LA 70130
- Hours of Operation: Monday - Friday 8:00 AM – 4:00 PM
- General Number: (504) 670-2118, 2106 or 2189
- Fax Number: (504) 670-2492
- Group Email Address: nolaajic@cbp.dhs.gov
- **Supervisor Kendall Gaines**
 - Office telephone: (504) 670-2055
 - Email: kendall.gaines@cbp.dhs.gov

Centralized Examination Station [CES] – Cargo and Dunnage Inspections

- Address: U.S. CBP, Dupuy Building # 14, 6101 Terminal Drive, New Orleans, LA 70115
- Mailing Address: US CBP, Agriculture, 423 Canal St., Suite 186, New Orleans, LA 70130
- Hours of Operation: Monday – Friday 7:30 AM – 3:30 PM
- General Number: (504) 896-7700
- Fax Number: (504) 896-7713
- Group Email Address: nolaajic@cbp.dhs.gov@cbp.dhs.gov
- **Supervisor Jessica Smith**
 - Office telephone: (504) 896-7700
 - Email: jessica.smith@cbp.dhs.gov

Cargo and Conveyance Enforcement

Branch Chief George Rizk

- Address: US CBP, Customhouse, 423 Canal St., Suite 186, New Orleans, LA 70130
- Office telephone: (504) 670-2051
- Email: george.j.rizk@cbp.dhs.gov

Supervisors:

- **Supervisor David Smith**
 - Office telephone: (504) 670-2059
 - Email: david.j.smith@cbp.dhs.gov
- **Supervisor Dominic Traina**
 - Office telephone: (504) 670-2056
 - Email: dominic.j.traina@cbp.dhs.gov

Anti-Terrorism Contraband Enforcement Team (A-TCET) & Outbound Enforcement Team (OET)

- Hours of Operation: Various
- General Number: (504) 670-2260
- Fax Number: (504) 670-2494
- Group Email Address: neworleansatcet@cbp.dhs.gov

Advanced Targeting Unit (ATU)

- Hours of Operation: Daily 7:30 AM – 3:30 PM
- General Number: (504) 670-2240
- Fax Number: (504) 670-2492
- Group Email Address: neworleansatu@cbp.dhs.gov

Radiation Portal Monitoring (RPM) Division

- Hours of Operation: Monday – Friday 7:00 AM – 5:00 PM
- General Number: (504) 899-4984

IV] Group Email Addresses:

Please send all emails to the appropriate CBP group email address which is monitored by **all** officers/specialists assigned to the respective group. **Do not send emails to individual officers/specialists; doing so may delay a response if that officer/specialist is out of the office.**

Trade Enforcement Team (TET): neworleanstet@cbp.dhs.gov

- Entry Questions (Formal/ Informal)
- FTZ/ Bonded Warehouse
- In-Bond Issues (7512)
- Trade Holds

Advanced Targeting Unit (ATU): neworleansatu@cbp.dhs.gov

- NII Holds
- ISF Holds

Anti-Terrorism Contraband Enforcement Team (A-TCET) & Outbound Enforcement Team (OET): neworleansatcet@cbp.dhs.gov

Agriculture Targeting: nolaajic@cbp.dhs.gov

- USDA/ CBP Agriculture Holds

Operations Desk: neworleansopsdesk@cbp.dhs.gov

- Vessel Arrival Notifications and Updates
- Crewman Processing

Cargo Holds: Before contacting CBP to inquire about a hold status, check ACE for the hold disposition code. This code will identify the type of hold so that you can contact the appropriate unit.

Please see attached, or use the link below, for a full list / description of ACE disposition codes: https://www.cbp.gov/sites/default/files/assets/documents/2017-Oct/ACE%20Appendix%20D%20Disposition%20Codes%20February%202015_0.pdf

V] Outlying Area Ports of Entry

Port of Baton Rouge

- Address: U.S. CBP, 5353 Essen Lane, Suite 290, Baton Rouge, LA 70809
- Hours of Operation: Mon -Fri 8:00 AM – 4:00 PM. *Sat & Sun by appointment*
- General Number: (225) 389-0261
- Fax Number: (225) 389-0260
- Group Email Address: cbp-fof-batonrouge@cbp.dhs.gov
- **Port Director Patrick Tyrrell**
 - Office telephone: (225) 389-0261 x 111
 - Email: patrick.j.tyrrell@cbp.dhs.gov

Port of Gramercy

- Address: U.S. CBP, 110 N. Airline Ave., Gramercy, LA 70052
- Hours of Operation: Mon -Fri 8:00 AM - 4:00 PM
- General Number: (225) 869-3765
- Fax Number: (225) 869-8909
- Group Email Address: gramercy-poe@cbp.dhs.gov
- **Port Director James Welch**
 - Office telephone: (225) 869-3765 x 105
 - Email: james.j.welch@cbp.dhs.gov

Port of Lake Charles

- Address: U.S. CBP, 152 Marine St., Lake Charles, LA 70601
- Hours of Operation: Mon -Fri 8:00 AM – 4:30 PM. *Sat & Sun by appointment*
- General Number: (337) 721-3400
- Fax Number: (337) 721-3407
- Group Email Address: swla-ports@cbp.dhs.gov
- **Port Director Clayton Istre**
 - Office telephone: (337) 721-3310
 - Email: clayton.istre@cbp.dhs.gov

Port of Morgan City

- Address: U.S. CBP, 16819 E. Main Street, Cut Off, LA 70345
- Hours of Operation: Mon -Fri 7:30 AM – 4:30 PM. *Sat & Sun by appointment*
- General Number: (985) 632-8182
- Fax Number: (985) 632-8185
- Group Email Address: bayouports@cbp.dhs.gov
- **Port Director Eddie Vera**
 - Office telephone: (985) 632-8182 x 309
 - Email: eddie.vera@cbp.dhs.gov

Port of Shreveport

- Address: U.S. CBP, 5653 W. Perimeter Road, Shreveport, LA 71109
- Hours of Operation: Mon -Fri 8:00 AM – 4:30 PM
- General Number: (318) 635-7873
- Fax Number: unavailable
- Group Email Address: cbp-shreveport@cbp.dhs.gov
- **Port Director James Norris**
 - Office telephone: (318) 635-7873
 - Email: james.m.norris@cbp.dhs.gov

Terri L. Edwards

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Area Port Director
New Orleans, Louisiana