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| **Notice to the Area Port of New Orleans Trade Community** |

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| **Date:** | **April 27, 2024** | **No:** | **24-021** |

**SUBJECT:  Phone Outage**

Notification to the New Orleans Trade Community that telephones continue to intermittently go on and offline at the Custom House, the ports of Gramercy and Morgan City (Houma). We are working to restore telephone service as soon as possible.

Reporting of vessel arrivals should be done via email to: [neworleansopsdesk@cbp.dhs.gov](mailto:neworleansopsdesk@cbp.dhs.gov)

Reporting a private aircraft arrival should be done via email to:

[cbpmsy@cbp.dhs.gov](mailto:cbpmsy@cbp.dhs.gov)

If you need to reach a CBP Officer or Agriculture Specialist at the Custom House, the following numbers can be used:

From 0600-1400: (202) 510-8370

From 1400-2200: (504) 303-7663 ext 1

Any questions regarding this notice may be directed to Chief Denise Emmer at [denise.emmer@cbp.dhs.gov](mailto:denise.emmer@cbp.dhs.gov)

Denise Emmer

Chief of Trade

Port of New Orleans

U.S. Customs and Border Protection