

FDA ACE Contact List

FDA points of contact

FDA Unit	Contact Information	Areas of Focus
ACE Support Center	Phone Toll Free: 877-345-1101 Phone Local/International: 571-620-7320 Email: ACE_Support@fda.hhs.gov	Technical issues related to the FDA supplemental guide, required data elements, and general ACE submission questions, including entry submissions rejected by FDA
FDA Imports Inquiry	Phone: 301-796-0356 Email: FDAImportsInquiry@fda.hhs.gov	General questions regarding FDA import operations and policy, including product classification (program, processing, product and HTS codes) and declaration
Local FDA Office	http://www.fda.gov/ForIndustry/ImportProgram/ucm319216.htm	First-line support for product coding and entry-specific questions, including working through the FDA entry admissibility process, once the entry is successfully transmitted to FDA and accepted
Division of Food Defense Targeting	http://www.fda.gov/Food/GuidanceRegulation/ImportsExports/Importing/ucm2006836.htm Phone: 866-521-2297 Email: Prior.Notice@fda.hhs.gov	General questions regarding Prior Notice for food shipments
FDA Foreign Supplier Verification Program (FSVP) Inquiry	ORAFSVPImports@fda.hhs.gov	Policy questions about FSVP (such as who is an FSVP Importer, what is an FSVP, when is my compliance date, etc.)
FSMA Technical Assistance Network (TAN)	https://www.fda.gov/Food/GuidanceRegulation/FSMA/ucm459719.htm	Technical questions related to the FSMA rule, and FSVP compliance and procedural requirements
FURLS/Food Facility Registration Helpdesk	https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/registration-food-facilities-and-other-submissions Phone: 1-800-216-7331 or 240-247-8804 [7:30 a.m.-11:00 p.m. Eastern Time] Email: Furls@fda.gov	Technical questions related to food facility registration