

# Information Notice

U.S. Customs and Border Protection  
Department of Homeland Security  
Detroit Field Office

Number: DFO-20-005

Date: April 30, 2020

TO: Brokers, Carriers, and Other Interested Parties

FROM: Assistant Director Field Operations, Trade Detroit, Michigan 48226

SUBJECT: Detroit Field Office Best Practices Guide COVID-19 Pandemic

This document is intended as an informational resource for both the ports of entry within the Detroit Field Office and our stakeholders within the trade community during the time of the COVID-19 pandemic. It provides information for U.S. Customs and Border Protection (CBP) and the Trade community to consider in an effort to increase safety, facilitate trade and promote continued communication between both parties.

While this document is intended to provide guidance on how the Ports and the Trade community should safely interact and communicate during the COVID-19 pandemic, it is not intended to be an all-encompassing guide as to how each port or trade partner resolves every issue or concern. Resolution of any specific issue or concern will need to take into account the port's size, location, commodity type, Participant Government Agency (PGA) requirement(s), inspection capabilities, staffing, etc.

Further information may be found at [www.cbp.gov](http://www.cbp.gov) or at <https://imports.cbp.gov/s/>.

## **Health and Social Distancing:**

Ports within the Detroit Field Office are aware of the importance of social distancing.

Social Distancing means:

- Stay at least six (6) feet from other people, this is essential for your safety and your responsibility to maintain social distance
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings
- Follow Centers for Disease Control (CDC) guidance and wear face covering when feasible

## **Best Practices for All Modes of Transportation:**

- Have identification ready and available to present to the Officer such as enhanced driver's licenses, FAST cards, Passports, etc.
- Ensure all shipping papers and entry/exit documentation are in order, if applicable
- Ensure all required documentation is submitted in advance of conveyance arrival or departure in the appropriate CBP System. Examples include: Advance Passenger Information System (APIS), Conveyance Dashboard, Automated Export System (AES), Automated Commercial Environment (ACE), etc.
  - Carriers exporting Personnel Protective Equipment (PPE) as identified in the Temporary Final Rule (TFR) published on April 10, 2020 (Docket ID: [FEMA-2020-0018](#)) may be required to provide a Letter of Attestation (LOA) based on exemption type (2, 3, 4, 8, and 9).
  - LOA is required to be filed in the Document Image System (DIS) prior to departure unless not required to submit the shipment via AES, in which case the LOA must be available upon request by CBP.

## **Best Practices Specific to Commercial Drivers:**

Commercial drivers who must interact with CBP while entering the U.S. can help maintain social distancing by:

- Limiting personnel in the vehicle to essential personnel such as the driver and co-driver
  - Essential personnel are defined as only those personnel needed in the commercial environment with a nexus for crossing the border for the purposes of delivering commodities and resources to their destination. Passengers are not permitted at this time.
- Ensure all truck, trailer and shipment information is current and valid in ACE
- Ensure any required documentation is uploaded in DIS in advance of arrival of the conveyance to reduce the need to handle hard copy documents
- If a driver(s) must enter a CBP facility, maintain a safe social distance of at least six (6) feet
- If a lobby or waiting area is crowded, at the discretion of CBP, the driver(s) may wait outside the entrance of the CBP facility until there is enough available space to maintain social distance
- Also at CBP's discretion, drivers may be given the opportunity to wait in their cabs, provided they supply CBP with a cell phone number where the driver can be reached when adequate social distancing cannot be achieved inside
- If a shipment and/or commercial vehicle requires inspection, drivers may be asked to remove any personal belongings/baggage from the vehicle during the inspection process
- Drivers can help reduce the spread of COVID-19 by keeping commercial vehicles clean and disinfected
- Drivers may cover their nose and mouth with face coverings if desired, but are expected to temporarily remove the covering when requested by CBP for identification or other purposes
- It is highly recommended that Drivers have exact change or use a credit card when paying their user fee

**Point of Contact Information:**

Port of Detroit, Fort Street Cargo Facility:

- (313) 964-7191
- (313) 964-7267
- Email: [detroitcargo@cbp.dhs.gov](mailto:detroitcargo@cbp.dhs.gov)

Port of Port Huron:

- (810) 989-8847
- (810) 989-8837
- Email: [porthurontrade@cbp.dhs.gov](mailto:porthurontrade@cbp.dhs.gov)

Port of Detroit Metropolitan Airport:

- (734) 941-6180
- Email: [dtw-cargo@cbp.dhs.gov](mailto:dtw-cargo@cbp.dhs.gov)

Port of Sault Ste. Marie:

- (906) 632-3626
- (906) 632-8822

Importers and their agents may also contact their servicing Center of Excellence and Expertise. Contact information for each of the Centers is below. CBP has a national toll-free number (866-295-7624) to contact the Centers; however, with most Center personnel teleworking due to the pandemic, email is the recommended method of contact.

Center	Email Address	(866) 295-7624 Extension
Agriculture & Prepared Products	<a href="mailto:CEE-Agriculture@cbp.dhs.gov">CEE-Agriculture@cbp.dhs.gov</a>	02
Apparel, Footware & Textiles	<a href="mailto:CCE-Apparel@cbp.dhs.gov">CCE-Apparel@cbp.dhs.gov</a>	04
Automotive & Aerospace	<a href="mailto:CEE-Automotive@cbp.dhs.gov">CEE-Automotive@cbp.dhs.gov</a>	03
Base Metals	<a href="mailto:CEE-Basemetals@cbp.dhs.gov">CEE-Basemetals@cbp.dhs.gov</a>	05
Consumer Product & Mass Merchandising	<a href="mailto:CEE-Consumer@cbp.dhs.gov">CEE-Consumer@cbp.dhs.gov</a>	08
Electronics	<a href="mailto:CEE-Electronics@cbp.dhs.gov">CEE-Electronics@cbp.dhs.gov</a>	07
Industrial & Manufacturing Materials	<a href="mailto:CEE-Industrialmaterials@cbp.dhs.gov">CEE-Industrialmaterials@cbp.dhs.gov</a>	09
Machinery	<a href="mailto:CEE-Machinery@cbp.dhs.gov">CEE-Machinery@cbp.dhs.gov</a>	10
Petroleum, Natural Gas & Minerals	<a href="mailto:CCE-Petroleum@cbp.dhs.gov">CCE-Petroleum@cbp.dhs.gov</a>	06
Pharmaceuticals, Health & Chemicals	<a href="mailto:CCE-Pharmaceuticals@cbp.dhs.gov">CCE-Pharmaceuticals@cbp.dhs.gov</a>	01

For additional information on how to protect yourself or what to do if you think you are sick, please see the Centers for Disease Control, COVID-19 website at: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

If you have any questions in regards to this notice please email the Detroit Field Office Trade team at [DFOTRADEOPERATIONS@cbp.dhs.gov](mailto:DFOTRADEOPERATIONS@cbp.dhs.gov).

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