

# Frequently Asked Questions on Ordering US DEA Regulated Items Shipped Outside the United States

## What are US DEA Regulated items, and how can I identify them in the USP Catalog?

US DEA Regulated items include Controlled Substances (CI-CV) and List Chemicals that are regulated by the U.S. Drug Enforcement Administration (DEA).

In the USP Catalog, US DEA Regulated items can be identified in the product description by the presence of CI-CV (Controlled Substances, Schedules I-V) or the designation List Chemical.

## How do I get a quote for US DEA Regulated items?

You can generate an official quote for US DEA Regulated items online through the [USP Store](#). To create a quote:

- Go to [store.usp.org](https://store.usp.org) and log into your account.
- Search for the desired products and add them to your cart.
- Open your cart and select Create Quote.
- Review and update all details, including shipping, billing, and confirmation email information.
- Select Generate Quote to download or view your official quote.

Alternatively, you can request a quote by emailing the International Controlled Substance Team at [icsdsvc@usp.org](mailto:icsdsvc@usp.org)

## How do I place an order for US DEA Regulated items?

You can place an order for US DEA Regulated items online through the [USP Store](#) by following these steps:

- Go to [store.usp.org](https://store.usp.org) and log into your account.
- Search for the products you need and add them to your cart.
- Open your cart and select Checkout.
- Review and update all order details, including shipping and billing information, validate confirmation email, and select payment method.
- Accept the Terms and Conditions and submit your order.

Alternatively, you may place an order by contacting the International Controlled Substance Team at [icsdsvc@usp.org](mailto:icsdsvc@usp.org), who can assist you directly.

## Do I get a discount when ordering US DEA Regulated items through the USP Online Store?

Yes. Orders placed directly through the USP Online Store may qualify for available discounts. To learn more, visit our [discounts and promotions](#) page.

## Why is there an additional \$25.00 fee per item on my order?

It is a standard processing fee applied to each DEA-regulated item shipped outside of the United States.

**What currencies are accepted when placing orders for US DEA Regulated items?**

In addition to U.S. Dollars, USP accepts payment in Euros, Canadian Dollars, British Pounds, Indian Rupees, and Chinese Yuan Renminbi (“Supported Currencies”).

For additional information please review our [Terms and Conditions of Sale](#).

**Can US DEA Regulated items and non-regulated items be combined in the same international order?**

No. US DEA Regulated items (including Controlled Substances [schedules I-V] and List Chemicals) must be ordered separately from non-regulated items. Per USP policy, regulated and non-regulated items cannot be combined on the same international order.

**Can Controlled Substances [schedules CI-CV] and List Chemicals be combined in the same international order?**

Yes. Controlled Substances [schedules CI-CV] and List Chemicals may be ordered together on the same international order.

**Can I ship my order to a PO box or Residential Address?**

No. USP does not ship to post office boxes or residential addresses.

**Are there special requirements for ordering US DEA Regulated items shipped internationally?**

USP can only ship Controlled Substances (CI-CV) and List Chemicals outside of The United States with approval to export from the U.S. DRUG ENFORCEMENT ADMINISTRATION (DEA). To process your order, the following documents are required to be submitted:

- Import permit or letter of no objection valid for at least three (3) months at the time of order submission to USP.
- Importer’s End Use & No-Re-Export Statement issued & signed by the Importer, printed on Importer’s company letterhead.
- Certified English translation for ALL documents which are not written in English.
- Purchase order (PO) for credit term Customers, prepayment for immediate/cash advance payment term Customers.

**Can I submit my order without all required documentation?**

No. Orders for US DEA Regulated items should only be submitted once all required paperwork is available to avoid delays. USP cannot begin processing until all required and accurate documents have been received. Any order submitted with missing or incorrect information is subject to cancellation after 30 days if the required documents are not provided.

**Do I have to send my documents by postal mail to order US DEA Regulated items?**

If your country's competent authority issues the documents in physical (paper) form, USP requires that the original documents be mailed directly to USP Customer Service before the order can be processed. Please send all physical documents to the mailing address below:

United States Pharmacopeial Convention  
7135 English Muffin Way  
Frederick, MD 21704  
USA  
Attention: USP Customer Service  
Tel: +1 301 881 0666

**Where should I mail original documents that must be submitted in hard copy?**

All documents should be sent to the mailing address given below:

United States Pharmacopeial Convention  
7135 English Muffin Way  
Frederick, MD 21704  
USA  
Attention: USP Customer Service  
Tel: +1 301 881 0666

**What documents are accepted electronically?**

USP accepts electronically (sent via email) any documents that were originally issued electronically by the Competent Authority.

In addition, Importer's End Use & No-Re-Export Statement, Certified English Translations, and Justification of End Use statements may also be submitted in electronic format.

**What is the typical processing timeline for orders requiring DEA export authorization?**

Once all required and accurate documentation has been received, USP will submit the necessary applications to the U.S. DEA for export authorization. The DEA authorization process typically requires a minimum of eight (8) weeks. Processing times may vary depending on the completeness of the documentation and regulatory review requirements.

**How will I be informed of the progress of my order?**

USP provides automated email notifications at key stages of the order process to keep you informed of your order's progress. These messages include updates on order status and next steps throughout processing.

If additional information or documentation is required, a USP representative will contact you directly to request the necessary details and help avoid any delays.

**Can I check the status of my order through the USP Online Store?**

USP offers a convenient way to check your order status online. Simply navigate to the [USP Store](#) and log into your account, go to your Account Info, select Order History, and click on the relevant Order Number to view the order details, including the current status, including holds.

**Which competent national authority should I contact to obtain import permit?**

Each country has its own designated agency. You should contact the government authority in your country that is responsible for issuing import permits for controlled substances and precursor chemicals.

This authority is usually designated under the following United Nations drug control conventions:

- *Single Convention on Narcotic Drugs (1961)*
- *Convention on Psychotropic Substances (1971)*
- *United Nations Convention Against Illicit Traffic in Narcotic Drugs and Psychotropic Substances (1988)*

Please check with your local government agency that regulates or oversees controlled substances to identify the correct competent authority.

**What Exporter name and address should be used when applying for an import permit?**

Please use the following Exporter information:

United States Pharmacopeial Convention 7135 English Muffin Way Frederick, MD 21704 USA

The Exporter name and address on your import permit must match the information exactly as provided by USP. Import permits containing incorrect or mismatched Exporter details cannot be accepted.

**What Manufacturer information can be used for an import permit?**

Import permit requirements vary by country, and some authorities require manufacturer information in addition to exporter details. How this information is defined depends on the importing country's regulations.

If your import permit requires manufacturer information, please contact USP Customer Service at [icsdsvc@usp.org](mailto:icsdsvc@usp.org) for assistance.

**What is a Certified English Translation?**

A certified English translation is an official translation of a non-English document.

It must include a signed statement from the translator confirming the translation is accurate and complete.

**Why Do We Request Certified Translations?**

We request English translations to understand the regulatory content of your documents.

**Do I need to use a translation service provider to obtain a certified English translation?**

No. English translation can be done by anyone within the company that is authorized or capable to translate, an outside company, or the issuing competent authority.

**What should be included in a certified English translation?**

A certified translation must include an accurate and full translation of all non-English content, including headers, footers and in dual-language documents if they contain any non-English text that has not been translated.

In addition, the translation must be accompanied by a certification statement from the translator that includes:

- The translator's full name and title
- A statement attesting to the accuracy of the translation (for example: *"I hereby certify that the above-mentioned translation is a true and accurate translation of the original document."*)
- The date of the translation
- The translator's signature

**Why was my Certified English translation rejected?**

English translations may be rejected if they do not meet certification or completeness requirements.

Common reasons for rejection may include:

- Translation discrepancies, such as mistranslated or untranslated words or phrases, including headers, and footers.
- Missing certification statement, including the required written declaration of accuracy at the end of the translation
- Incomplete certification details, such as a missing date, signature, or the signer's job title
- Incorrect file format, including documents not submitted as a PDF

To avoid delays, please ensure that translations are complete, certified, and submitted in the required format.

**Where can I find product details for US DEA Regulated items needed for my import permit?**

Click [here](#) to visit the USP Online Store to browse detailed item information such as Product Name, Current Lot, HS (Schedule B) Code, Country of Origin, CAS#, NDC#, Package Size and Container Type, Base Controlled Substance Name and Drug Percent; and more, often required to support import permit applications.

You may also download the *USP Reference Standards Catalog*, available in multiple file formats [here](#).

USP recommends using the official USP Catalog to verify product information prior to applying for your import permit. This helps ensure accuracy and minimizes the risk of processing delays.

**Can I place an order for a DEA-regulated item if my import permit expires within 3 months?**

No. USP requires that all official documents issued by your country's competent authority have more than 3 months of remaining validity at the time of order submission. This ensures the document remains valid throughout the processing timeline.

Import permits with 3 months or less of remaining validity cannot be accepted.

**What if my import permit does not have an expiration date?**

Import permits typically include an expiration date or a defined validity period. If the permit does not state a specific expiration date, it is generally considered valid for one year from the date of issue for U.S. DEA export authorization purposes.

**Can I use the same import permit for multiple orders?**

No. Import permits may only be used one time and cannot be reused for additional orders.

**Why was my import permit rejected?**

Top Reasons Import Permits may be Rejected include:

- Product details do not match USP's official catalog  
(CAS/HS code, item name, country of origin, package size, container type, unit of measure)
- Base controlled substance information is incorrect  
(Wrong substance name, incorrect content %, or permit lists a lower amount than ordered)
- Permit validity issues  
(Expired, incorrect dates, or less than 3 months of validity remaining)
- Incorrect issuing authority  
(Issued by an authority not recognized by the U.S. DEA)
- Exporter details do not match USP's registered information  
(Exporter name and address must match USP's DEA exporter registration exactly)
- Permit is incomplete  
(Draft version, missing signature, missing stamp, or not officially validated)
- INCB quota issues  
(No national quota established or requested quantity exceeds the national limit)
- Incorrect port or carrier information  
(Invalid or unavailable DEA port of exit/entry, or incorrect carrier listed)
- Incorrect importer address  
(Residential address, PO Box, or address does not match the actual receiving location)

USP recommends reviewing all information for accuracy prior to permit submission to avoid processing delays.

**Will USP automatically return the import permit with the shipment?**

No. Import permits are not returned automatically. If you require your import license or supporting documentation to be returned or included with your shipment, please notify the Customer Service team during order processing by emailing [icsdsvc@usp.org](mailto:icsdsvc@usp.org).

**Can I use the same Letter of No Objection for multiple orders?**

It depends on your competent authority's rules. Some authorities allow a Letter of No Objection (LONO) to cover multiple orders within its validity period; others issue LONOs that are restricted to a single shipment or order.

If the LONO references a specific order number, document number, shipment, or quantity, it cannot be reused for additional orders.

Please confirm reuse with your competent authority and ensure the LONO's validity period covers DEA processing and shipment.

**What if my Letter of No Objection has no expiration date?**

If your Letter of No Objection (LONO/NOL) does not specify an expiration date, it is generally considered valid for one year from the date of issue for U.S. DEA export authorization purposes.

If the regulatory status of the product changes in the importing country, the validity or acceptance of the LONO/NOL may also change. Please check with your competent authority to confirm the current requirements before submitting your order.

**What is an Importer's End Use & No-Re-Export Statement?**

An Importer's End Use & No-Re-Export Statement is a signed letter from the importer confirming how the controlled substances or listed chemicals will be used, identifying each product, and stating that the items will remain in the importing country and will not be re-exported.

The statement must be issued on the importer's official letterhead and signed by an authorized representative, with importer information matching the import permit or Letter of No Objection (LONO/NOL).

**Is there a template for the Importer's End Use & No-Re-Export Statement that I can use?**

Yes. USP provides a template for the Importer's End Use & No-Re-Export Statement.

Where to access the template:

- It is available in the Ordering Instructions for Exporting US DEA Regulated items
- It can be downloaded through the [USP Store](#) at the time of checkout
- You may also request it by contacting Customer Service at [icsdsvc@usp.org](mailto:icsdsvc@usp.org)

**Do I have to use the USP template for the Importer's End Use & No-Re-Export Statement?**

No. Customers are not required to use the USP template. Customers may prepare their own Importer's End Use & No-Re-Export Statement, as long as it includes all required information outlined by USP.

**What should the Importer's End Use & No-Re-Export Statement include?**

The Importer's End Use & No-Re-Export Statement must contain the following elements to be accepted:

- **Company Letterhead**  
Use the official letterhead of the importing company.
- **Importer Information**  
The company name and address must match exactly as listed on the import permit or Letter of No Objection.
- **Product List**  
Clearly identify each product intended for import.
- **End Use Statement**  
Describe the intended use of each product in detail.
- **Final Destination & No-Re-Export Declaration**  
Confirm the final destination country and explicitly state that the products will not be re-exported.
- **Authorized person's signature and the signatory Details**  
Include the full name, job title, and contact information of the authorized signatory.

**Can I use one Importer's End Use & No-Re-Export Statement for multiple items on the same order?**

Yes. A single Importer's End Use & No-Re-Export Statement may be used for multiple items within the same order, clearly listing all items.

**Why was my Importer's End Use & No-Re-Export Statement rejected?**

The Importer's End Use & No-Re-Export Statement may be rejected if required details are missing or incorrect, such as a missing job title or signature, incorrect or mismatched importer information, company letterhead discrepancies, incorrect product details, or an unacceptable intended use of USP products.

**Can US DEA Regulated items shipped internationally be re-exported?**

Certain US DEA Regulated items may be re-exported, provided all applicable requirements and approvals have been satisfied. If you have any questions, please contact Customer Service at [icsdsvc@usp.org](mailto:icsdsvc@usp.org) for more details.

**What shipping methods are used to ship US DEA Regulated items?**

US DEA Regulated items are shipped via FedEx and Air Freight/Door-to-Airport (via Expeditors). Due to regulatory requirements, USP cannot ship under personal courier accounts. All shipments must be processed through USP's shipping account.

**Can I use my own FedEx/DHL/Courier account to ship US DEA Regulated items?**

No, US DEA Regulated items are shipped via FedEx and Air Freight/Door-to-Airport (via Expeditors). Due to regulatory requirements, USP cannot ship under personal courier accounts. All shipments must be processed through USP's shipping account.

**How long does it take for my order to ship after export approval is received?**

For most orders, pickup arrangements begin within a few business days and shipments are typically dispatched within 1–2 weeks, provided there are no additional importing requirements, special regulatory steps, internal holds, order payment issues, item availability constraints, or delays depending on carrier schedules.

**What should I do if my order is delayed or held up at customs?**

Shipments containing Controlled Substances and/or List Chemicals regulated by the U.S. Drug Enforcement Administration (DEA) require timely transit status reports to the DEA.

Should your package not arrive on time as indicated on the Airway bill or if you are unable to clear customs within 2 weeks of the parcels expected arrival date at the port of entry, please notify USP Customer Service at [icsdsvc@usp.org](mailto:icsdsvc@usp.org) for immediate assistance.

This will allow USP to take appropriate actions with the U.S. Drug Enforcement Administration.

USP does not accept returns of US DEA Regulated items (including Controlled Substances [schedules I-V] and List Chemicals). For additional information please review our [Terms and Conditions of Sale](#).

**My order was received damaged, what do I do?**

USP is not responsible for items damaged during delivery, but USP may, in its discretion, consider claims for damaged goods if they are submitted to USP within 10 days of receipt and substantiated to USP's sole satisfaction.

If you receive a damaged product, please contact the International Controlled Substance Team at [icsdsvc@usp.org](mailto:icsdsvc@usp.org) to review the claim details and determine credit eligibility.

For additional information please review our [Terms and Conditions of Sale](#).

**How can I reach Customer Service International Controlled Substance Team?**

The International Controlled Substance Team can be contacted by submitting an inquiry through our [webform](#) or by emailing [icsdsvc@usp.org](mailto:icsdsvc@usp.org). Orders and Inquiries are processed in the order that they are received.