

DLA Customer Interaction Center Telephone - Quick Reference 1-877-DLA-CALL

Voice Recognition (VR) Main Menu

Speak one of the following options:	Transfers to:
Supply & Transportation	Supply & Transportation
DLA Document Services	DLA Document Services
DLA Disposition Services	DLA Disposition Services
DLA Logistics Information Services	DLA Logistics Information Services Submenu
EMALL	EMALL Submenu
Supply Discrepancy Report Representative	Supply Discrepancy Report Representative
Mapping Customer Support Representative	Mapping Submenu
Credit Card Purchases	Credit Card Purchases
Global Distance Support Center	Global Distance Support Center/Navy Help Desk
Password Reset	Access Control
Enterprise Business Systems	Enterprise Business Systems
CAGE Code	CAGE Code
DLA Internet Bid Board System	DLA Internet Bid Board System
Supply Collaboration Vendors	Supply Collaboration Vendors

Additional VR Submenus:

You can reach the following submenus by speaking the name of the submenu. Then speak one of the Submenu Prompts to transfer to one of the submenu choices. For example, speak "Catalog" to access the Catalog Submenu. Then say one of the Submenu Prompts shown to choose to transfer to either the DLA Logistics Information Services Help Desk or the DLA Map Catalog.

Submenus:	Submenu Prompts:	Transfers to:
Catalog	DLA Logistics Information Services DLA Map Catalog	DLA Logistics Information Services DLA Map Catalog
DLA Logistics Information Services	Yes No	Access Control DLA Logistics Information Services
EMALL	EMALL Registration, Shopping Cart, or Order Status Password Reset All Other Assistance	EMALL Access Control EMALL Other
Mapping	Ordering Maps DLA Map Catalog	Map Ordering DLA Map Catalog
Order	Maps Supply & Transportation EMALL Ordering	Map Ordering Supply & Transportation EMALL
Products	DLA Logistics Information Services DLA Map Products	DLA Logistics Information Services DLA Map Catalog
Status	Supply & Transportation EMALL Account Status DLA Logistics Information Services Cataloging	Supply & Transportation EMALL Access Control DLA Logistics Information Services
Supply	Supply & Transportation Supply Discrepancy Supply Collaboration	Supply & Transportation Supply Discrepancy Report Representative Supply Collaboration Vendors

DLA Customer Interaction Center Telephone Cheat Sheet 1-877-DLA-CALL

Touch-tone only Menu (available from the VR Main Menu after 2 consecutive mistakes or by pressing 0)

Main Menu
1. Supply & Transportation
2. DoD EMALL
3. Supply Discrepancy Report Representative
4. DLA Document Services, DLA Disposition Services, or DLA Logistics Information Services Products and Services, including Cataloging
5. Password Reset
6. Additional Options
9. Repeat these Options
0. Return to the Main Menu

Touch-tone only Submenus

DoD EMALL Submenu (from Main Menu, Option 2)
1. DoD EMALL Registration; Building, Saving, or Sending A Shopping Cart; or Order Status
2. Password Reset
3. All Other Assistance
9. Repeat these Options
0. Return to the Main Menu

DLA Logistics Information Services Submenu (from Main Menu, Option 4)
1. DLA Document Services or DLA Logistics Information Services Products Services and Cataloging
2. DLA Disposition Services
3. Password Issues
9. Repeat these Options
0. Return to the Main Menu

Additional Options Submenu (from Main Menu, Option 6)
1. Mapping Customer Service Representative
2. Credit Card Purchases of DLA Managed NSN Items
3. Enterprise Business Systems, DLA Internet Bid Board System or Supply Collaboration Vendors
4. Global Distance Support Center
5. CAGE Code Customer Service Representative
9. Repeat these Options
0. Return to the Main Menu

Mapping Submenu (from Additional Options Submenu, Option 1)
1. Ordering of Maps
2. Assistance with DLA Map Catalog
9. Repeat these options
0. Return to the Main Menu