

# GRANTS.GOV CUSTOMER SERVICE PROCESS

**Applicant/Grantor**  
Calls or Emails the Contact Center




**1-800-518-4726**  
Through the Integrated Voice Response (IVR) customer chooses one of three options for assistance.




**support@grants.gov**  
The target response time is less than 48 hours.

**CSR Creates Ticket**  
Customer Service Representative (CSR) creates a customer service ticket in the Grants.gov customer service tool.



**CSR Resolves Issue**  
If the issue is resolved by CSR on the first contact the service ticket is closed.

**CSR Escalates Issue**   
If a CSR escalates an issue it is typically handled in one of three ways:

**Agency Specific Issue**  
If the customer has an agency specific question the customer is forwarded on to the appropriate agency helpdesk or point of contact listed on the grant opportunity.

**Technical Issue**  
If the problem cannot be resolved by the CSR and it is a technical issue the call is escalated to the Grants.gov technical team for resolution. The technical team provides resolution to the CSR who then provides the customer with the resolution.

**Submission Issue**  
If an applicant is unable to submit an application through the system or they miss the application closing deadline, the following occurs:

- CSR creates a customer service ticket
- Refers the applicant to the agency point of contact listed on the grant opportunity

It is the agency decision on whether they will accept the application or not. Agency may contact Grants.gov's PMO for case notes from the customer contact.