

National Center for Import and Export (NCIE) Has a New Telephone Number 301-851-3300

The USDA's APHIS, Veterinary Services (VS) National Center for Import and Export (NCIE) is pleased to announce its new centralized call center telephone number 301-851-3300 which will be available effective April 2, 2012*.

Our stakeholders will no longer need to search for a direct number to any of the many units within the Center. By dialing only one main number 301-851-3300, stakeholders will have the ability to choose the unit they need. After the initial automated choices, the first tier will consist of NCIE Call Agents, who will initially answer the call and provide general information. If a stakeholder requires additional assistance, the call will be elevated to the next level of assistance.

NCIE constantly strives to improve the service to all our customers.

**NOTE: The NCIE Call Center is not outsourced to a private entity – all Call Agents are employees of USDA, APHIS, Veterinary Services, National Center for Import and Export.*