

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

### Voice Recognition (VR) Main Menu

<b>Speak one of the following options:</b>	<b>Transfers to:</b>
Supply & Transportation	Supply & Transportation
Document Services	Document Services
DLA Disposition Services	DLA Disposition Services
Logistics Information Services	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
Internet Bid Board System	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 Logistics Information Services Help Desk or the Map Catalog.

<b>Submenus:</b>	<b>Submenu Prompts:</b>	<b>Transfers to:</b>
<b>Catalog</b>	Logistics Information Services Map Catalog	Logistics Information Services Map Catalog
<b>Logistics Information Services</b>	Yes No	Access Control Logistics Information Services
<b>EMALL</b>	EMALL Registration, Shopping Cart, or Order Status Password Reset All Other Assistance	EMALL Access Control EMALL Other
<b>Mapping</b>	Ordering Maps Map Catalog	Map Ordering Map Catalog
<b>Order</b>	Maps Supply & Transportation EMALL Ordering	Map Ordering Supply & Transportation EMALL
<b>Products</b>	Logistics Information Services Map Products	Logistics Information Services Map Catalog
<b>Status</b>	Supply & Transportation EMALL Account Status Logistics Information Services Cataloging	Supply & Transportation EMALL Access Control Logistics Information Services
<b>Supply</b>	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)**

<b>Main Menu</b>
1. Supply & Transportation
2. DoD EMALL
3. Supply Discrepancy Report Representative
4. Document Services, DLA Disposition Services, or 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**

<b>DoD EMALL Submenu (from Main Menu, Option 2)</b>
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

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

<b>Additional Options Submenu (from Main Menu, Option 6)</b>
1. Mapping Customer Service Representative
2. Credit Card Purchases of DLA Managed NSN Items
3. Enterprise Business Systems, 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

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