APHIS Announces Changes to APHIS Core Message Set Help Desk

APHIS has discontinued the APHIS Core Message Set Help Desk phone line. Stakeholder support will be provided exclusively through our help desk email at **ace.itds@usda.gov**.

Since 2021, APHIS has provided a support desk phone line to assist our stakeholders with navigating data reporting requirements. However, due to changing trends—including a steady decline in phone calls—and to maximize efficiency, APHIS has retired the phone service. Email support continues without interruption.

APHIS remains committed to providing timely, comprehensive assistance. To help our team evaluate and resolve your inquiry as efficiently as possible, please include the following information in your email:

- Entry number
- Brief description of the issue
- Rejection error code or message
- Copy of the message set
- Relevant communications with other parties
- Copies of supporting documents