



News for Stakeholders

April 2012

Contact Information

Hallie Zimmers
Stakeholder Liaison, APHIS
Legislative and Public Affairs
202-799-7029 (ph)
202-720-3982 (fax)
hallie.zimmers@aphis.usda.gov

APHIS' National Center for Import and Export Launches New Call Center

In an effort to provide better customer service, APHIS' Veterinary Services (VS) program launched a new centralized call center on April 2, to handle all animal health related calls coming into the National Center for Import and Export (NCIE).

Stakeholders no longer need to search for a direct number for any of the many units within NCIE. Now, by dialing NCIE's main number: 301-851-3300, stakeholders can simply choose the unit they need. After selecting the appropriate unit, stakeholders will be greeted by an NCIE call agent, who is a member of the VS team. NCIE call agents have the knowledge to answer general inquiries. If a stakeholder needs more in-depth assistance, the call will be elevated to the next level of support.

Stakeholders who call the new number must select one of the following prompts before being transferred to an NCIE call agent:

- Option 1 - Organisms and Vectors, Select Agents
- Option 2 - Live animals
- Option 3 - Regionalization and Evaluation and Sanitary Trade
- Option 4 - International Animal Health Standards
- Option 5 - Animal product - Import
- Option 6 - Animal products - Export

For more information, please visit the APHIS "Contact Us" page:

http://www.aphis.usda.gov/contact_us/