

Customer Interaction Center (CIC) FAQ

1. Can you provide me the status of my order?

Yes, call 1-877-352-2255 or send an email to DLA Customer Interaction Center, dlacontactcenter@dla.mil and a ticket will be created and someone will assist you with the status of your order.

2. Can you assist me with DOD EMALL checkout?

Yes, call 1-877-352-2255 or send an email to DLA Customer Interaction Center, dlacontactcenter@dla.mil and a ticket will be created and someone will assist you with checking out.

3. Can you process my emergency order (AOE: Exception Requisitions)?

Yes, call 1-877-352-2255 or send an email to DLA Customer Interaction Center, dlacontactcenter@dla.mil and a ticket will be created and someone will assist you with creating an emergency order (AOE: Exception Requisitions).

4. Can you assist me with verifying my address change in CAGE?

Yes, call 1-877-352-2255 or send an email to DLA Customer Interaction Center, dlacontactcenter@dla.mil and a ticket will be created and someone will assist you with verifying your address change in CAGE.

5. How many assets are available?

Please call 1-877-352-2255 or send an email to DLA Customer Interaction Center, dlacontactcenter@dla.mil and a ticket will be created and someone will assist you with the availability of assets.

6. Can you provide me the Catalog Management Data for this NSN?

Please call 1-877-352-2255 or send an email to DLA Customer Interaction Center, dlacontactcenter@dla.mil and a ticket will be created and someone will assist by providing you with the Catalog Management Data for the NSN.

7. Can you assist me with completing a transaction review in PCOLS?

Yes, call 1-877-352-2255 or send an email to DLA Customer Interaction Center, dlacontactcenter@dla.mil and a ticket will be created and someone will assist you with completing your review.

8. Can you provide assistance with disposition of material?

Yes, call 1-877-352-2255 or send an email to DLA Customer Interaction Center, dlacontactcenter@dla.mil and a ticket will be created and someone will assist you with the disposition of material.

9. Can you process my order?

Yes, call 1-877-352-2255 or send an email to DLA Customer Interaction Center, dlacontactcenter@dla.mil and a ticket will be created and someone will assist you with processing your order.

10. Can you assist me with my Supply Assistance Request?

Yes, call 1-877-352-2255 or send an email to DLA Customer Interaction Center, dlacontactcenter@dla.mil and a ticket will be created and someone will assist you with preparing a Supply Assistance Request.