



NEW Call Center Numbers for DCSA

DCSA is moving to a new call center manager system effective immediately. Please begin using the following call center numbers for assistance with DCSA systems and processes. With the start of the new fiscal year (FY2024; October 1, 2023), the old numbers will be deactivated. These new numbers eliminates the use of extensions.

Call Center Numbers

Call Center	Email	New Number
System Liaisons Main Line (NBIS, PIPS-CVS, SWFT, etc)	PIPS: DCSACVSTeam@mail.mil NBIS: DCSANBISAgency@mail.mil FTS/SWFT: DCSAFTSTeam@mail.mil SON/SOI: DCSASONSOITeam@mail.mil	878-274-1171
DCSA Applicant Knowledge Center (AKC)	DCSAAKC@mail.mil	878-274-5091
Customer Engagement Team (CET) (Industry; NBIS, DISS, DCII)	dcsa.ncr.nbis.mbx.contact-center@mail.mil	878-274-1765
Telephone Liaison	dcsa.boyers.dcsa.mbx.ctr-telephone-liaisons@mail.mil	878-274-5228
Investigator Verification hotline	dcsa.boyers.bi.mbx.investigator-verifications@mail.mil	878-274-1186
e-QIP Rapid Response (eAPP/e-QIP Attachments)	dcsa.boyers.dcsa.mbx.ctr-e-qip-attachments@mail.mil	878-274-1136
e-QIP Tech (Corrections Tech)	dcsa.boyers.dcsa.mbx.ctr-application-ingestion-correction@mail.mil	878-274-1138
Freedom of Information / Privacy Act (FOI/PA)	dcsa.boyers.dcsa.mbx.inv-foip@mail.mil	878-274-1185
Customer Agreement and Billing	dcsa.quantico.dcsa-hq.mbx.ocfo-billing-support@mail.mil	878-274-5081
Please note that the main line (old number 724-794-5612) for the DCSA Boyers facility has also changed.		878-274-1000