



## U.S. Customs and Border Protection

# Revenue Division Helpdesk Directory

# HELPDESK DIRECTORY

### TRADE PAYMENTS

<a href="#">AIRLINE AND VESSEL PASSENGER USER FEES</a> .....	3
<a href="#">AUTOMATED CLEARINGHOUSE (ACH)</a> .....	3
<a href="#">HARBOR MAINTENANCE FEES (HMF)</a> .....	3
<a href="#">PAY.GOV</a> .....	3
<a href="#">PERIODIC MONTHLY STATEMENT (PMS)</a> .....	4

### TRADE COLLECTIONS

<a href="#">DEBT COLLECTION</a> .....	4
<a href="#">DEBIT VOUCHERS</a> .....	4
<a href="#">REIMBURSABLE AND MISCELLANEOUS BILLS</a> .....	5
<a href="#">SANCTIONS</a> .....	5
<a href="#">TREASURY OFFSET</a> .....	5

### TRAVELER PAYMENTS

<a href="#">CREDIT CARDS</a> .....	5
<a href="#">DECAL AND TRANSPONDERS</a> .....	5
<a href="#">REVENUE TRUSTED TRAVELER PROGRAMS (TTP)</a> .....	5

### REFUNDS

<a href="#">AUTOMATED CLEARINGHOUSE (ACH) REFUNDS</a> .....	6
<a href="#">CREDIT CARD REFUNDS</a> .....	6
<a href="#">DECAL AND TRANSPONDERS REFUNDS</a> .....	6
<a href="#">HARBOR MAINTENANCE FEES (HMF) REFUNDS</a> .....	6
<a href="#">REFUNDS AND REPLACEMENT CHECKS</a> .....	6
<a href="#">REVENUE TRUSTED TRAVELER PAYMENTS REFUNDS</a> .....	6

### TAXES

<a href="#">1099 TAX FORM REPORTING</a> .....	7
<a href="#">CONTINUED DUMPING AND SUBSIDY OFFSET ACT OF 2000 (CDSOA)</a> .....	7
<a href="#">DEFERRED TAX</a> .....	7

### BONDS

<a href="#">BOND INQUIRIES</a> .....	7
<a href="#">REJECTS AND IMPORTER RECORD IRS FROZEN/VOIDED</a> .....	7



SUPPORT FOR PORT COLLECTIONS, DEPOSITS, AND ADJUSTMENTS

[BUDGET CLEARING ACCOUNT \(BCA\)](#)..... 8

[COLLECTION AND DEPOSIT](#) ..... 8

[CREDIT CARDS](#) ..... 8

[POINT OF SALE \(POS\)](#)..... 8

[SERIALLY NUMBERED FORMS \(SNF\)](#)..... 8

[SHORTAGES](#) ..... 9

EXTRACT REPORTS

[MASTER FILE & LIQUIDATION EXTRACT REPORTS](#)..... 9

FREEDOM OF INFORMATION ACT (FOIA)

[FREEDOM OF INFORMATION ACT \(FOIA\)](#)..... 9

INDY BASED NON-REVENUE DIVISION HELPDESKS

[FINES, PENALTIES, & FORFEITURES \(FP&F\)](#) ..... 10

[INDIANAPOLIS PORT OFFICE \(AIRPORT\)](#)..... 10

[NATIONAL DISTRIBUTION CENTER](#) ..... 10

[NFC TRAVEL HELPDESK](#)..... 10

[PAYROLL](#) ..... 10

[REVMOD SERVICE DESK](#)..... 10

[SAP SERVICE DESK](#) ..... 10

[SIMPLIFIED PHONE DIRECTORY LIST](#) ..... 11

Revenue Division Mailing Address

U.S. Customs and Border Protection  
 Attn: Revenue Division  
 8899 E. 56<sup>th</sup> Street  
 Mail Stop 203-J  
 Indianapolis, IN 46249

# Trade Payments

## **Airline and Vessel Passenger User Fees**

**(317) 715-9407**

[CUFIUFhelp@cbp.dhs.gov](mailto:CUFIUFhelp@cbp.dhs.gov)

### **Reasons to contact:**

- Questions on quarterly Customs and Immigration User Fees, payment history, credits, and payment dates

## **Automated Clearinghouse (ACH)**

**(317) 298-1200 ext. 1098**

[ACH-Customs@cbp.dhs.gov](mailto:ACH-Customs@cbp.dhs.gov)

### **Reasons to contact:**

- ACH Debit/Credit Program Questions
- ACH Application Status (EMAIL PREFERRED)
- Payer Unit Number (PUN) Status (EMAIL PREFERRED)
- ACH Credit Pre-Note Inquiries (EMAIL PREFERRED)
- Failed Pre-Note Inquiries Debit/Credit (EMAIL PREFERRED)
- Periodic Monthly Statement (PMS) removal questions
- PMS - Statement payment questions

**For more information on the Automated Clearinghouse (ACH) program, please visit:**  
<https://www.cbp.gov/trade/basic-import-export/automated-clearinghouse-ach>.

**\* For Statement payment errors, please refer to your ABI Representative for assistance. \***

## **Harbor Maintenance Fees (HMF)**

**(317) 614-4936**

[hmf@cbp.dhs.gov](mailto:hmf@cbp.dhs.gov)

### **Reasons to contact:**

- HMF Program questions and information
- Quarterly HMF payment questions and/or payment history
- Questions about using pay.gov to pay Quarterly HMF payments

**For general questions regarding the HMF program, please contact the Arrival [Port of Entry](#).**

## **Pay.gov**

**(317) 614-4964**

[cbppaygov@cbp.dhs.gov](mailto:cbppaygov@cbp.dhs.gov)

**External Website:** <https://www.pay.gov/public/home>

### **Reasons to contact:**

- CBP form and application access
- Data Entry questions
- Payment related issues

**For Pay.gov password resets, please contact 1-800-624-1373.**

# Trade Payments

## **Periodic Monthly Statement (PMS)**

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[periodicstatement@cbp.dhs.gov](mailto:periodicstatement@cbp.dhs.gov)

**Reasons to contact:**

- Activation requests to participate in Periodic Monthly Statement payment program

For all other Periodic Monthly Statement (PMS) questions, please contact the ACH Helpdesk at (317) 298-1200 ext 1098 or [ACH-Customs@cbp.dhs.gov](mailto:ACH-Customs@cbp.dhs.gov).

For more information on the Periodic Monthly Statement (PMS) program, please visit: <https://www.cbp.gov/document/guidance/periodic-monthly-statement>.

# Trade Collections

## **Debt Collection**

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**(317) 614-4811**

[billinginquiry@cbp.dhs.gov](mailto:billinginquiry@cbp.dhs.gov)

**Reasons to contact:**

- Bill copy request, payment address, payment research, and other bill related questions
- Entry questions should be directed to the appropriate [Centers of Excellence and Expertise](#)
- Fines, Penalty, and Forfeitures (FP&F) bills which start with FP should be directed to the respective [FP&F office](#)
- Drawback questions should be directed to the appropriate [Drawback Office](#)

## **Debit Vouchers**

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**(317) 381-5437**

[debitvoucherteam2@cbp.dhs.gov](mailto:debitvoucherteam2@cbp.dhs.gov)

**Reasons to contact:**

- Debit voucher questions
- Information regarding debit voucher payments

## **Reimbursable and Miscellaneous Bills**

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**(317) 614-4520**

[reimbsvcs@cbp.dhs.gov](mailto:reimbsvcs@cbp.dhs.gov)

**Reasons to contact:**

- Bill related questions
- Copy request, payment address, and payment research
- Questions regarding support for bills

## Sanctions

(317) 614-4481

[billinginquiry@cbp.dhs.gov](mailto:billinginquiry@cbp.dhs.gov)

### Reasons to contact:

- National Sanction related questions related to delinquent debts
- For other live entry requirements, please contact the appropriate [Port of Entry](#)

## Treasury Offset

(317) 298-1392

[cbp-treasuryoffsetprogram@cbp.dhs.gov](mailto:cbp-treasuryoffsetprogram@cbp.dhs.gov)

### Reasons to contact:

- Questions related to debts submitted to Treasury for offset or cross servicing

# Traveler Payments

## Credit Cards

(317) 614-4887

[rdcreditcards@cbp.dhs.gov](mailto:rdcreditcards@cbp.dhs.gov)

### Reasons to contact:

- Billing issues and inquiries
- Credit card source and authorization inquiries
- Payment disputes and unexpected credits
- Receipt requests
- Third Party payments

## Decals and Transponders (DTOPS)

(317) 298-1245

[decals@cbp.dhs.gov](mailto:decals@cbp.dhs.gov)

External Website: <https://dtops.cbp.dhs.gov>

Fax: (317) 290-3219

### Reasons to contact:

- Assistance with using the DTOPS website
- Issues regarding usage of decals, transponders, or single crossing fees

**For issues not related to a transponder (incorrect VIN listed on Manifest, incorrect plate showing at border crossing) please contact ACE at 1-800-927-8729 or [cbp.technology.service.desk@cbp.dhs.gov](mailto:cbp.technology.service.desk@cbp.dhs.gov).**

## REVENUE Trusted Traveler Programs (TTP)

(317) 715-6776 option 1

[ttpbilling@cbp.dhs.gov](mailto:ttpbilling@cbp.dhs.gov)

External Website: <https://ttp.dhs.gov/>

### Reasons to contact:

- Billing issues and inquiries
- Refund and receipt requests
- Payment disputes and unexpected credits

**All other TTP questions/requests: <https://help.cbp.gov>.  
For questions or requests regarding TSA Pre✓®: <https://www.tsa.gov>.**

# Refunds

## **Automated Clearinghouse (ACH) Refunds**

**(317) 298-1200 ext 1178**

[gmb.achrefundsupport@cbp.dhs.gov](mailto:gmb.achrefundsupport@cbp.dhs.gov)

### **Reasons to contact:**

- Enrollment questions/updates
- ACH Refund questions (issue/receipt date, entry number associated with refund)

## **Credit Cards Refunds**

**(317) 614-4887**

[rdcreditcards@cbp.dhs.gov](mailto:rdcreditcards@cbp.dhs.gov)

### **Reasons to contact:**

- Refunds for payments made by credit card: ECS/POS and Pay.gov: Port Fees Form, Intellectual Property Rights, Trade Symposium, FOIA, C-TPAT, Parking, e-SAFE, eCBP (Broker)

## **Decals and Transponders (DTOPS) Refunds**

**(317) 298-1245**

[decals@cbp.dhs.gov](mailto:decals@cbp.dhs.gov)

External Website: <https://dtops.cbp.dhs.gov>

Fax: (317) 290-3219

### **Reasons to contact:**

- Refunds for decal, transponder, or single crossing fees

## **Harbor Maintenance Fees (HMF) Refunds**

**(317) 614-4936**

[hmf@cbp.dhs.gov](mailto:hmf@cbp.dhs.gov)

### **Reasons to contact:**

- Refund requests for Quarterly HMF bills paid

## **Refunds and Replacement Checks**

**(317) 298-1200 ext 4044**

Refund Inquiries: [revenuerefunds@cbp.dhs.gov](mailto:revenuerefunds@cbp.dhs.gov)

Fax: (317) 298-1071

### **Reasons to contact:**

- Questions regarding replacement refunds of undeliverable, stale-dates, or canceled refunds
- Questions regarding refund received from CBP

## **REVENUE Trusted Traveler Payments (TTP) Refunds**

**(317) 715-6778 Option 2**

[revenueestahelpdesk@cbp.dhs.gov](mailto:revenueestahelpdesk@cbp.dhs.gov)

### **Reasons to contact:**

- Refunds for Global Entry, NEXUS, FAST, and SENTRI

# Taxes

## 1099 Tax Form Reporting

(317) 614-4872

### Reasons to contact:

- Inquiries regarding Form 1099C and 1099G received from CBP

For questions related to 1099Gs received from the CDSOA program. Please contact the [CDSOA team](#).

## Continued Dumping and Subsidy Offset Act of 2000 (CDSOA)

(317) 614-4462

[cdsoa@cbp.dhs.gov](mailto:cdsoa@cbp.dhs.gov)

Fax: (317) 290-3255

### Reasons to contact:

- CDSOA Certifications and Statements
- CDSOA Disbursement Payments
- CDSOA Statement Requests
- Received Tax Form 1099G

## Deferred Tax

[deferredtax-indy@cbp.dhs.gov](mailto:deferredtax-indy@cbp.dhs.gov)

### Reasons to contact:

- Questions related to deferred tax refunds
- Questions on how to pay deferred tax consolidated bills

# Bonds

## Bond Inquiries

(317) 614-4880

[bondquestions@cbp.dhs.gov](mailto:bondquestions@cbp.dhs.gov)

External Website: <https://www.cbp.gov/trade/priority-issues/revenue/bonds>

### Reasons to contact:

- Submitting new bond requests
- Determining bond types and amounts
- Insufficiency and/or bond increase notices

## Rejects and Importer Record IRS Frozen/Voided

(317) 614-4880

[bondquestions@cbp.dhs.gov](mailto:bondquestions@cbp.dhs.gov)

External Website: <https://www.cbp.gov/trade/priority-issues/revenue/bonds>

### Reasons to contact:

- Inquiries requiring import record accounts

# Support for Port Collections, Deposits, and Adjustments

For Internal CBP Employee Support

## **Budget Clearing Account (BCA)**

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[bcahelpdesk@cbp.dhs.gov](mailto:bcahelpdesk@cbp.dhs.gov)

### **Reasons to contact:**

- Research and adjust collections placed on the Indianapolis BCA to the applicable receivables/class codes for payments made via: check mailed to the Revenue Division, Fedwire and Pay.gov
- Provide assistance to CBP Ports/Centers with questions or problems applying and transferring collections from the BCA

## **Collection and Deposit**

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**(317) 298-1309**

[revenuecollectiondeposit@cbp.dhs.gov](mailto:revenuecollectiondeposit@cbp.dhs.gov)

### **Reasons to contact:**

- Assistance using the OTCnet website including access, terminal configurations, check scanning, and general use
- Inquiries related to the Collection and Deposit Handbook 5300-12D
- Seized Currency Arrangement assistance including enrollment, access to, and training for CIR

## **Credit Cards**

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**(317) 614-4887**

[rdcreditcards@cbp.dhs.gov](mailto:rdcreditcards@cbp.dhs.gov)

### **Reasons to contact:**

- Billing issues and inquiries
- Credit card source and authorization inquiries
- Payment disputes and unexpected credits
- Receipt requests
- Third Party payments

## **Point of Sale (POS)**

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**(317) 298-1200 ext 1770**

[cash-register@cbp.dhs.gov](mailto:cash-register@cbp.dhs.gov)

### **Reasons to contact:**

- Inquiries related to POS cash register and EMS user access
- Inquiries related to POS cash register and EMS technical issues
- All other inquiries related to POS cash register transactions or EMS deposit processes

## **Serially Numbered Forms (SNF)**

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[serialforms@cbp.dhs.gov](mailto:serialforms@cbp.dhs.gov)

### **Reasons to contact:**

- CBP Form 368: voids, adjustments, and pad requests
- Forms Control Officer/601 Coordinator Designations
- ACS Adjustment Requests (368/MCR)
- SNF Report requests, generation, and/or reconciling



## Shortages

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[depositshortages@cbp.dhs.gov](mailto:depositshortages@cbp.dhs.gov)

**Reasons to contact:**

- Report a deposit shortage using the Shortage Notification Form

## Extract Reports

### Master File & Liquidation Extract Reports

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[extractreports@cbp.dhs.gov](mailto:extractreports@cbp.dhs.gov)

**Reasons to contact:**

- Questions on how to request a Master File or Liquidation Extract Report
- To obtain a Master File or Liquidation Extract Report

## Freedom of Information Act (FOIA)

### Freedom of Information Act (FOIA)

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**(317) 614-4572**

[cbpfoiapublicliaison@cbp.dhs.gov](mailto:cbpfoiapublicliaison@cbp.dhs.gov)

**Reasons to contact:**

- Questions regarding FOIA request status, filing a request, amending a request, or payment for requests

[FOIA-INDY@cpb.dhs.gov](mailto:FOIA-INDY@cpb.dhs.gov)

**Reasons to contact:**

- Status of FOIA case assigned to CBP Revenue Division

**For more information related to the FOIA process, please refer to:**

<https://www.cbp.gov/site-policy-notices/foia>.

# Indy Based Non-Revenue Division Helpdesks

## **Fines, Penalties & Forfeitures (FP&F)**

**(317) 381-5465**

[fpfindyunit@cbp.dhs.gov](mailto:fpfindyunit@cbp.dhs.gov)

**Reasons to contact:**

- Port 4111 questions or inquires
- Liquidated damages, penalties, or seizures issued by Port 4111 (Indianapolis)

## **Indianapolis Port Office (Airport)**

**(317) 248-4060**

**Reasons to contact:**

- Port of Entry (4110) questions or inquires

## **National Distribution Center**

**(317) 290-3149**

**Reasons to contact:**

- Ordering CBP forms, publications, generic stationery, brochures, archive boxes, and pamphlets

## **NFC Travel Helpdesk**

**(317) 614-4740**

[nfctravelhelpdesk@cbp.dhs.gov](mailto:nfctravelhelpdesk@cbp.dhs.gov)

**Reasons to contact:**

- Travel policy questions, travel authorizations/vouchers, profile issues, password resets, or vendor requests
- Travel system assistance and troubleshooting

## **Payroll**

**(317) 298-1305**

[nfc-payroll-helpdesk@cbp.dhs.gov](mailto:nfc-payroll-helpdesk@cbp.dhs.gov)

**Reasons to contact:**

- Wage garnishments, employment Verification, salary payments, or support payment
- Military Service Deposits, timekeeping, foreign allowances, and salary debts/collections

## **RevMod Service Desk**

**1-800-366-8732 ext 4670**

[RevModServiceDesk@cbp.dhs.gov](mailto:RevModServiceDesk@cbp.dhs.gov)

Provides program, technical, and functional support to both internal and external customers of Revenue

Modernization projects, including:

- Point of Sale (POS), Mobile Collection and Receipt (MCR), Smart Safe, and Electronic Payment Option (ePO)

## **SAP Service Desk**

**1-800-927-8729 ext 0727**

[sapservicedesk@cbp.dhs.gov](mailto:sapservicedesk@cbp.dhs.gov)

**Reasons to contact:**

- SAP SAP and BW access including role requests and general end user support



## U.S. Customs and Border Protection

## REVENUE DIVISION INDIANAPOLIS

(317) 298-1200

# HELPDESK DIRECTORY

### Trade Payments

#### Airline and Vessel Passenger User Fees

Phone: (317) 381-5400

Fax: (317) 715-9407

[CUFIUFhelp@cbp.dhs.gov](mailto:CUFIUFhelp@cbp.dhs.gov)

#### Automated Clearinghouse (ACH)

Phone: (317) 298-1200 ext. 1098

[ACH-Customs@cbp.dhs.gov](mailto:ACH-Customs@cbp.dhs.gov)

#### Harbor Maintenance Fees (HMF)

Phone: (317) 614-4936

[hmf@cbp.dhs.gov](mailto:hmf@cbp.dhs.gov)

#### Pay.gov

Phone: (317) 614-4964

[cbppaygov@cbp.dhs.gov](mailto:cbppaygov@cbp.dhs.gov)

#### Periodic Monthly Statement (PMS)

[periodicstatement@cbp.dhs.gov](mailto:periodicstatement@cbp.dhs.gov)

### Trade Collections

#### Debt Collection

Phone: (317) 614-4811

[billinginquiry@cbp.dhs.gov](mailto:billinginquiry@cbp.dhs.gov)

#### Debit Vouchers

Phone: (317) 381-5437

[debitvoucherteam2@cbp.dhs.gov](mailto:debitvoucherteam2@cbp.dhs.gov)

#### Reimbursable and Miscellaneous Bills

Phone: (317) 614-4520

[reimbsvcs@cbp.dhs.gov](mailto:reimbsvcs@cbp.dhs.gov)

#### Sanctions

Phone: (317) 614-4481

[billinginquiry@cbp.dhs.gov](mailto:billinginquiry@cbp.dhs.gov)

### Treasury Offset

Phone: (317) 298-1392

[cbptreasuryoffsetprogram@cbp.dhs.gov](mailto:cbptreasuryoffsetprogram@cbp.dhs.gov)

### Traveler Payments

#### Credit Cards

Phone: (317) 614-4887

[rdcreditcards@cbp.dhs.gov](mailto:rdcreditcards@cbp.dhs.gov)

#### Decals and Transponders (DTOPS)

Phone: (317) 298-1245

Fax: (317) 290-3219

[decals@cbp.dhs.gov](mailto:decals@cbp.dhs.gov)

#### REVENUE Trusted Traveler Programs (TTP)

Phone: (317) 715-6776 option 1

[ttpbilling@cbp.dhs.gov](mailto:ttpbilling@cbp.dhs.gov)

### Refunds

#### Automated Clearinghouse (ACH) Refunds

Phone: (317) 298-1200 ext 1178

[gmb.achrefundsupport@cbp.dhs.gov](mailto:gmb.achrefundsupport@cbp.dhs.gov)

#### Credit Cards

Phone: (317) 614-4887

[rdcreditcards@cbp.dhs.gov](mailto:rdcreditcards@cbp.dhs.gov)

#### Decals and Transponders (DTOPS)

Phone: (317) 298-1245

Fax: (317) 290-3219

[decals@cbp.dhs.gov](mailto:decals@cbp.dhs.gov)

#### Harbor Maintenance Fees (HMF)

Phone: (317) 614-4936

[hmf@cbp.dhs.gov](mailto:hmf@cbp.dhs.gov)



## U.S. Customs and Border Protection

## REVENUE DIVISION INDIANAPOLIS

(317) 298-1200

# HELPDESK DIRECTORY

### Refunds and Replacement Checks

Phone: (317) 298-1200 ext 4015

Fax: (317) 298-1071

[revenuerefunds@cbp.dhs.gov](mailto:revenuerefunds@cbp.dhs.gov)

### REVENUE Trusted Traveler Programs (TTP)

Phone: (317) 715-6778 option 2

[ttpbilling@cbp.dhs.gov](mailto:ttpbilling@cbp.dhs.gov)

## Taxes

### 1099 Tax Form Reporting

Phone: (317) 614-4872

### Continued Dumping and Subsidy Act of 2000 (CDSOA)

Phone: (317) 614-4462

[cdsoa@cbp.dhs.gov](mailto:cdsoa@cbp.dhs.gov)

### Deferred Tax

[deferredtax-indy@cbp.dhs.gov](mailto:deferredtax-indy@cbp.dhs.gov)

## Bonds

### Bond Inquiries

Phone: (317) 614-4880

[bondquestions@cbp.dhs.gov](mailto:bondquestions@cbp.dhs.gov)

### Rejects and Importer Record IRS Frozen/ Voided

Phone: (317) 614-4880

[bondquestions@cbp.dhs.gov](mailto:bondquestions@cbp.dhs.gov)

## Support for Port Collections, Deposits, and Adjustments

### Budget Clearing Account (BCA)

[bcahelpdesk@cbp.dhs.gov](mailto:bcahelpdesk@cbp.dhs.gov)

### Collection and Deposit

Phone: (317) 298-1309

[revenuecollectiondeposit@cbp.dhs.gov](mailto:revenuecollectiondeposit@cbp.dhs.gov)

### Credit Cards

Phone: (317) 614-4887

[rdcreditcards@cbp.dhs.gov](mailto:rdcreditcards@cbp.dhs.gov)

### Electronic Collection System (ECS) Point of Sale (POS)

Phone: (317) 298-1200 ext 1770

[cash-register@cbp.dhs.gov](mailto:cash-register@cbp.dhs.gov)

### Serially Numbered Forms (SNF)

[serialforms@cbp.dhs.gov](mailto:serialforms@cbp.dhs.gov)

### Shortages and Overages

Phone: (317) 298-1200 ext 1770

[depositshortages@cbp.dhs.gov](mailto:depositshortages@cbp.dhs.gov)

## Extract Reports

### Master File and Liquidation Extract Reports

[extractreports@cbp.dhs.gov](mailto:extractreports@cbp.dhs.gov)



## U.S. Customs and Border Protection

## REVENUE DIVISION INDIANAPOLIS

(317) 298-1200

# HELPDESK DIRECTORY

### Freedom of Information Act (FOIA)

#### Freedom of Information Act (FOIA)

Phone: (317) 614-4572

[FOIA-INDY@cbp.dhs.gov](mailto:FOIA-INDY@cbp.dhs.gov)

### Indy Based Non-Revenue Division Helpdesks

#### Fines, Penalties & Forfeitures (FP&F)

Phone: (317) 381-5465

[fpfindyunit@cbp.dhs.gov](mailto:fpfindyunit@cbp.dhs.gov)

#### Indianapolis Port Office (Airport)

Phone: (317) 248-4060

#### National Distribution Center

Phone: (317) 290-3149

#### NFC Travel Helpdesk

Phone: (317) 614-4740

[nfctravelhelpdesk@cbp.dhs.gov](mailto:nfctravelhelpdesk@cbp.dhs.gov)

#### Payroll

Phone: (317) 298-1305

[nfc-payroll-helpdesk@cbp.dhs.gov](mailto:nfc-payroll-helpdesk@cbp.dhs.gov)

#### RevMod Service Desk

Phone: 1-800-366-8732 ext 4670

[RevModServiceDesk@cbp.dhs.gov](mailto:RevModServiceDesk@cbp.dhs.gov)

#### SAP Service Desk

Phone: 1-800-927-8729 ext 0727

[sapservicedesk@cbp.dhs.gov](mailto:sapservicedesk@cbp.dhs.gov)