

United States Postal Service®

# INDUSTRYALERT

July 31, 2020

## Mailing & Shipping Solutions Center – Email Address Contact Option [MSSC@usps.gov](mailto:MSSC@usps.gov)

USPS Announces the Launch of the Mailing & Shipping Solutions Center Email Address Contact Option –  
[MSSC@usps.gov](mailto:MSSC@usps.gov)



As part of our continuous effort to deliver a world-class customer experience, the Postal Service is pleased to announce the launch of the new Mailing & Shipping Solutions Center (MSSC) email contact option on August 1, 2020 at [MSSC@usps.gov](mailto:MSSC@usps.gov).

The toll-free phone number remains the same at 1-877-672-0007. You can now reach a trained and professional Mailing Requirements staff

representative who can assist you with all your commercial mailing and shipping needs via email or phone.

The hours of operation of the MSSC are Monday through Friday, 7:00 a.m. - 7:00 p.m. Central Time, and closed on holidays.

When contacting the MSSC via email, please include the following information along with your question for better service:

- Company Name & Address

- Contact Name, Phone Number, & Email Address
- Account, CRID, Permit, and/or Incident Numbers

We are excited to share this announcement with you, our valued customers, and look forward to working together as the USPS continues to innovate and streamline solutions for our commercial mailing and shipping partners. For more information on the MSSC visit our page on PostalPro at <https://postalpro.usps.com/solutions>

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