



What is the MDA Customer Service Help Desk?

The MDA Customer Service Help Desk is a centralized process that connects customers directly with Mailpiece Design Analysts (MDAs) who have specialized mailpiece design expertise.

Getting in touch with the MDA Customer Service Help Desk

Customers with Mailpiece Design requests may contact an MDA directly by dialing **1-877-672-0007**, press option 2 for mailing and shipping, option 2 for MDA or by sending an email to MDA@usps.gov.



MDA Customer Service Help Desk hours of operation are **Monday through Friday, between 7:00 am and 7:00 pm CST.**

Upon contacting the MDA Customer Service Help Desk, a ticket is opened and provided to the customer. The ticket number may be used to reference your incident and connect you to the MDA to which it is assigned, by calling the MDA Customer Service Help Desk and providing the ticket number.

What mailpiece design services do the MDAs perform?

Mailpiece Design Analysts (MDA) are available to provide a variety of services to postal customers for mailpiece design and review, including:

Reply Mail Evaluations

- Qualified Business Reply Mail™(QBRM)
- Business Reply Mail® (BRM)
- Courtesy Reply Mail™ (CRM)
- Permit Reply Mail™ (PRM)
- Meter Reply Mail (MRM)

Other Reviews and Services

- **Artwork Requests****
- Full-Service Barcoding Questions
- Customized MarketMail™ (CMM)
- Flats Addressing
- Flats Deflection
- Magnets
- Mailability
- Mobile Barcode
- Repositionable Notes

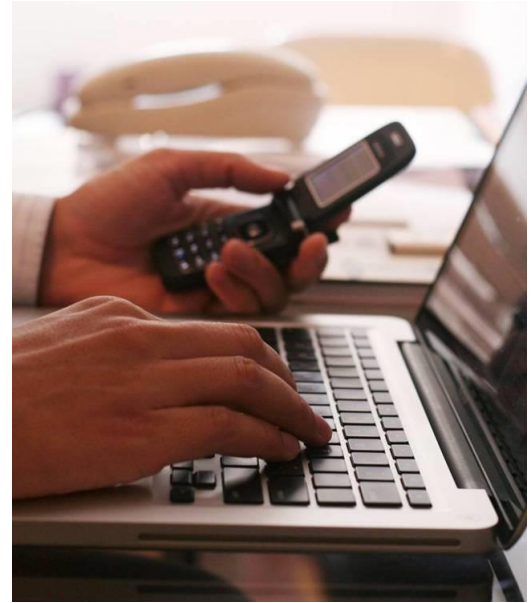
Intelligent Mail® Suite of Barcodes and Other Tests

- IM® Barcode
- IM® Container Placard & Barcode
- IM® Tray Label and Barcode
- Reflectance Values
- Tap Test
- Card and Letter Thickness

Direct Benefits for Postal Customers!

The MDA Customer Service Help Desk supplies Postal customers with several key services and support that directly benefits their businesses:

- Customers have access to a nationwide pool of highly qualified MDAs who provide valuable mailpiece design consultation
- Customers emailing MDA@usps.gov can expect to be contacted by an MDA within one business day
- Specialized training has been created to further develop and maintain the skills and expertise of the MDAs
- Tickets/Reference Numbers for customer inquiries are actively tracked and monitored to support response quality and timeliness



** Artwork Requests

The ABRM application is a web-based, self-service tool that assists Reply Mail customers with creating domestic Courtesy Reply Mail (CRM)™, Business Reply Mail (BRM)®, and Qualified Business Reply Mail (QBRM)™, and Meter Reply Mail (MRM) artwork for card, letter, and flat size mailpieces. You can access the ABRM site by going to: <https://gateway.usps.com>. The tool is available 24 hours a day, 7 days a week. For additional information, please reference the ABRM Tool brochure or contact the MDA Customer Service Help Desk at **1-877-672-0007**, press option 2 for Mailing and Shipping, option 2 for MDA assistance

Who can assist me with mailing requirements and business mail questions?

For questions concerning business mail preparation, requirements, or acceptance, consult with the Business Mail Entry Unit of the local Post Office® where your mail is entered, or permit is held. You can also contact a Mailing requirement's clerk via email MSSC@usps.gov or call the MSSC Help desk at 1-877-672-0007 option 2 Mailing and Shipping, then option 1 to talk speak to a Mailing requirement's clerk. You can locate the phone number and address of your District Business Mail Entry Office by visiting the [District Business Mail Entry Locator](#) on PostalPro.