

United States Postal Service®

# INDUSTRYALERT

February 10, 2021

## Mailing and Shipping Solutions Center (MSSC) and Mailpiece Design (MDA) Help Desk Outage

The United States Postal Service is experiencing an issue that is impacting customers' ability to call both the MSSC (Mailing Requirements) 877-672-0007 and MDA Help Desks 855-593-6093.

At this time, customers can receive support on commercial mail preparation by contacting their local Business Mail Entry Unit (BMEU) or visiting the [MSSC FAQ](#) page on PostalPro.

IT is working with Verizon to investigate the issue and identify root cause.

We apologize for the inconvenience.

###

*Please visit us on the USPS [Industry Outreach](#) website.  
Thank you for your support of the United States Postal Service.  
Industry Engagement & Outreach/USPS Marketing*

*To subscribe or unsubscribe to Industry Alerts, please hit reply and send us your request. Or mail your request to:  
Attn: Industry Engagement & Outreach  
475 L'Enfant Plaza, RM 4411  
Washington DC 20260*

**Privacy Notice:** For information regarding our privacy policies, visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy)