1-877-672-0007 <u>MSSC@usps.gov</u> 7:00AM – 7:00PM CT



When to call the MSSC Helpdesk

TOPICS THE MSSC HELPDESK CAN ASSIST WITH:

TOPICS	SUB-TOPICS	
Automated BRM (ABRM) Tool	 Acquiring a MID Navigating Creating artwork for Business Reply Mail (BRM) and Courtesy Reply Mail (CRM) Zip + 4 	
Addressing Flats	 Address placement First Class Package services USPS Marketing Periodicals 	
Business Customer Gateway (BCG)	 Creating account Navigating thru BCG Linking CRIDs to BCG/PostalOne! EPS Signup process Linking permits Deposit funds How to acquire a Mailer ID How to search for CRID MID Adding business location Adding services Adding user access ABRM Tool EDDM Reporting 	
Business Reply	 Account creation/setup Master account Sub Account Out of town account Artwork ABRM tool QBRM How to format BRM Prices Fees Zip +4 Qualifications Payment Options EPS 	

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TOPICS	SUB-TOPICS	
EDDM	 Creating job Retail BMEU Requirements Preparation 	
Express Mail Corporate Account (EMCA)	 Application Open account Close account Refunds Statement inquiries CAPs retirement to NCMS 	
EPS	 Onboarding Account creation Linking permits Access levels Pay fees Linking PO Boxes Deposit funds Reports Creating payment methods ACH Debit Fedwire transfer Trust Deposit instructions 	
General Letters and Flats	 Requirements and standards for automated processing Basic design elements per DMM Prices Classes of mail Addressing Sorting Postage payment methods 	
Hazmat	 Pub 52 requirements Packaging/labeling Hazard classes 	
IMsb	 Creating job Cancelling job Uploading address files Mail Merge Label creation/printing Submitting to <i>PostalOne!</i> 	
Mailer Scorecard	 Full Service Move Update elnduction Seamless eMIR- Mail Irregularities 	

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TOPICS	SUB-TOPICS
Move Update	 Move Update Requirements Alternative address format
Non-Profit	 Application upload to <i>PostalOne!</i> Documentation requirements Content requirements Mailpiece review for eligibility Verify nonprofit authorization <i>PostalOne!</i> linking authorization to permit
Online Permit Creation	Open and link permits in BCG
Parcel Design	 Sizing and dimensions Prices/zones/weight Parcel categories IMpb requirements/design USPS Returns – onboarding from MRS
Periodicals	 Application Statement of Ownership – requirements ID Statements – requirements Qualification requirements Documentation Preparation Rate eligibility
PostalOne!	 Account and Permit setup/creation Non-Profit Periodicals Standard First Class BRM/QBRM Cancelling permits Dashboard Assistance Postage Statement Completion Assistance Hard copy Intelligent mail small business (Imsb) Tool Postal Wizard Permit fees/waiver Mailing Reports Refunds Form 3533 – Application for Refund of Fees, Products and Withdrawal of Customer Accounts Form 6805 – BRM/QBRM Application for ZIP+4 Code Assignment/Validation and QBRM Approval Form 3615 – Permit Application

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MAILPIECE DESIGN ANALYSTS (MDAs) CAN BE CONTACTED DIRECTLY AND 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)
- Automation Cards
- Automation Letters
- Automation Folded Self-Mailers
- Automation Booklets
- Automation Flats

Intelligent Mail® Suite of Barcodes and Other Tests

- IM[®] Barcode
- IM[®] Container Placard & Barcode
- IM[®] Tray Label and Barcode
- Address Change Service[®] (ACS)
- Reflectance Values
- Tap Test
- Card and Letter Thickness

Artwork Requests

- Full-Service Barcoding Questions
- Customized MarketMail[™] (CMM)
- Flats Addressing
- Flats Deflection
- Magnets
- Mailability
- Repositionable Notes

Contact us by phone or email:

1-877-672-0007 MDA@usps.gov

Our Hours:

7:00AM – 7:00PM Central Time



https://postalpro.usps.com/ solutions



Other Reviews and Services

When to call the MSSC Helpdesk

1-877-672-0007 <u>MSSC@usps.gov</u> 7:00AM – 7:00PM CT



OTHER HELPDESKS	CONTACT INFORMATION	ΤΟΡΙϹ
FAST Helpdesk	1-877-569-6614 <u>fast@usps.com</u> <i>After hours number:</i> 1-877-569-6614, option #3	Facilities/Drop Ship Appointments
Informed Visibility (IV) – MTR Helpdesk	1-800-238-3150, option #2 InformedVisibility@usps.gov	Data feeds for Mail Quality & Mail Tracking
APV (Automated Package Verification) Helpdesk	1-844-819-5187 VerifyPostageHelp@usps.gov	 Disputing Postage Discrepancies PC Postage Shortpaid Package Preparation
USPS Customer Care	1-800-ASK-USPS® (1-800-275-8777)	Package Tracking, "Where's my package?"
<i>PostalOne!</i> Helpdesk	(800) 522-9085 <u>PostalOne@usps.gov</u>	 Technical Mail.dat, mail.xml, postage statement uploading Informed Delivery MID/CRID Support Enterprise Payment System Technical Support Business Customer Gateway – login, password, user role management support Reinstatement of Suspended EPS Accounts
NCSC Customer Support	800-238-3150 (ask for Move Update, NCOALink, etc.)	 Move Update Billing, Enrollment, Technical questions Legal Restraint, 99% qualification, Move Update Compliance NCOA product support
ACS Helpdesk	(877) 640-0724 (Option 1) ACS@usps.gov	ACS Invoicing, ACS enrollment support, ACS data fulfillment
Mailing Standards Specialists	1-877-672-0007 MSSC@usps.gov	 Program Enrollment, including Full-Service, Seamless, eInduction, Move Update, EPS Informed Delivery Move Update Mailer Scorecard Support and training Special Postage Payment System Support
BME Managers or Supervisors	1-877-672-0007 MSSC@usps.gov	 Local Issues Mailer Exceptions Refund Appeal Requests Dissatisfied Customers Lost/Damaged Missing Mail refund requests