

United States Postal Service®

# INDUSTRYALERT

June 30, 2021

## REMINDER: The *PostalOne!* Helpdesk to Merge with the MSSC Effective July 1, 2021

Effective **July 1, 2021**, the external *PostalOne!* Helpdesk will merge into the Mailing & Shipping Solutions Center (MSSC). Customers will need to contact the MSSC with any *PostalOne!* issues. The current *PostalOne!* help desk number of 1-800-522-9085 will automatically forward to the MSSC @ 1-877-672-0007. In the Interactive Voice Response (IVR), customers will select option 2 (MSSC) and then option 3 (*PostalOne!*) for assistance.

The current email address [PostalOne@usps.gov](mailto:PostalOne@usps.gov) will remain active and be routed to the MSSC.

Previously, external customers would contact *PostalOne!* concerning Mail.dat/.xml issues, BCG resets, and technical issues within the *PostalOne!* program. Effective July 1, 2021, these issues should be directed to the MSSC.

Mailing and Shipping Solutions Center Contact Information during normal business hours:

- Phone: (877) 672-0007
- Email: [MSSC@usps.gov](mailto:MSSC@usps.gov)
- Email: [PostalOne@usps.gov](mailto:PostalOne@usps.gov)

Mailers experiencing an issue/outage with their system during normal business hours must contact the MSSC via phone or email to receive a ticket. Mailers experiencing an issue/outage with their system outside of normal business hours must contact the Mailing Shipping Solution Center via email at [MSSCAdmin@usps.gov](mailto:MSSCAdmin@usps.gov) to initiate a ticket. It is important to note that this only applies when a mailer experiences an issue with their system. Mailers do not have to contact the Mailing Shipping Solution Center during a USPS issue/outage.

**\*Note:** The MSSC hours of operation are from **Monday-Friday 7AM-7PM CST**. Customers must provide either a ticket number or a copy of the email sent to [MSSCAdmin@usps.gov](mailto:MSSCAdmin@usps.gov) to the BMEU when presenting mail, which will allow mailers to continue to present mail under the USPS *PostalOne!* Contingency Plan.

The *PostalOne!*® Contingency Plan is available on the PostalPro website at:  
<https://postalpro.usps.com/node/852>

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