

United States Postal Service®

INDUSTRYALERT

July 1, 2021

Updated *PostalOne!*® Contingency Plan

The *PostalOne!* Contingency Plan has been updated to reflect the merger of the *PostalOne!* Helpdesk with the Mailing & Shipping Solutions Center (MSSC), effective July 1, 2021.

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

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
- Email: 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 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 to the BMEU when presenting mail, which will allow mailers to continue to present mail under the USPS *PostalOne!* Contingency Plan.

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