MDA CUSTOMER SERVICE
HELP DESK
FREQUENTLY ASKED QUESTIONS
(FAQS)

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MDA CUSTOMER SERVICE HELP DESK GENERAL INFORMATION

1. Is the MDA Customer Service Help Desk phone number and email different?
No, the phone number remains 1-877-672-0007 and the email remains MDA@usps.gov

2. What are the MDA Customer Service Help Desk's hours of operation?
The MDA Customer Service Help Desk is open Monday-Friday, 7:00 am – 7:00 pm, CST, excluding Holidays.

3. What is different about the MDA Customer Service Help Desk vs. the MDA Support Center?
The primary responsibility of the MDA Support Center was to assist with opening and assigning tickets, transferring calls, and forwarding e-mails to MDAs. On July 14th, a new phone call and email routing system was implemented to automatically route all calls and emails *directly* to the next available, longest waiting Mailpiece Design Analyst (MDA). Callers will hear a new menu when calling the MDA Customer Service Helpdesk.

4. What information do I need to provide the MDA to open a ticket for assistance?
In order to open a ticket for you, your profile will need to be created in the MDA Remedy Ticket Database. Please provide your contact name, company name, address, email address, and phone number. In addition, to help expedite your request, when sending a new e-mail provide: supporting documentation, the Processing Category (i.e., card, letter, double postcard, selfmailer, or flat); Class of Mail (First-Class, Periodicals, Standard, etc.); Postage Payment Method (Permit Imprint, Stamps, Meter, Pre-cancelled Stamps, etc.); and if the piece will be pre-barcoded (automation-compatible, Full-Service). If applicable, include an electronic image of mailpiece to be evaluated. For Reply Mail evaluations include a pdf file with crop marks and/or fold/perforation lines at 100% (no scaling).

5. Can MDAs still assist customers in person?
Yes, customers have the walk-in option for mailpiece design requests. The Mailpiece Design Analyst (MDA) must open a ticket in REMEDY at the time of the visit and provide the ticket number, to the customer. A new ticket must be opened for each request.

6. Can I still request to work with a specific MDA?
Yes, while all calls and e-mails are routed to Mailpiece Design Analysts that are ready and able to assist you, you can still request your call or e-mail be transferred to a specific MDA. MDAs have been trained to offer their assistance but can check to see if the requested MDA is available to assist you. At your request, they will attempt to transfer your call to the requested MDA or their voicemail. If it is an e-mail request, the e-mail can be transferred to the requested MDA.

7. I was trying to get in touch with the MDA that was working my ticket, but the auto response said my ticket was closed?
If this was in error, check the ticket number and re-enter it. You will be given three tries to enter the correct, open, and valid MDA Remedy Ticket/Reference Number. After 3 attempts, your call will be

automatically routed to the next available, longest waiting MDA. Note: Once a ticket has been closed, you will need to open a new ticket.

8. How does the MDA Customer Service email routing process work?
New emails are routed directly to the next available, longest waiting MDA. As soon as you send a new e-mail you will receive an automated email confirming that your e-mail has been received. If your email was sent after business hours, you will also receive an e-mail advising that the help desk is closed. In addition, two customized automated responses were designed to be triggered by key words in a new e-mail that may provide helpful information on Reply Mail, Full Service, and Intelligent Mail. These automated responses are to provide you with information – your email will still be routed to an MDA. Once the MDA receives your email and responds to you, simply reply when needed and you will be in direct email communication with the MDA working your request.

9. I sent an email to MDA@usps.gov but forgot to include the attachment and immediately sent a second email and was contacted by two different MDAs, why?
If an MDA had not responded to the first email and you send a second email, the routing system will treat the second email as a separate "new" email. New emails are routed to the next available MDA. A way to avoid this is to wait for an MDA to respond to the first e-mail and Reply back with any missing/requested information.

10. I replied to an MDA's email, but it was sent to another MDA, why?
In these instances, we found that the Subject Line was changed, or the response was provided in a new or separate email. To ensure your responses are routed directly back to the MDA that contacted you, simply hit the Reply button and do not change the Subject Line. It may also be the case that the MDA you were working with is not available to assist and your ticket had to be re-assigned to another MDA.

DECISIONS AND RULINGS

11. Once a customer receives a decision on a mailpiece design from an MDA, will that decision apply to a nationwide mailing?
If an MDA has made a mailpiece design decision, that decision will be honored nationwide provided the piece submitted meets the specifications/requirements as originally submitted to the MDA and subject to the acceptance and verification process. If the customer disagrees with the decision, they must follow the appeal process. For nationwide rulings we recommend the National Customer Rulings program administered by the Pricing and Classification Service Center (PCSC).

12. Will the decisions made through the MDA Customer Service Help Desk program be issued as Customer Support Rulings?
No, Customer Support Rulings are the responsibility of the PCSC.

13. Will this program affect the current National Customer Ruling program supported by PCSC?
No, the PCSC is the final decision agency for any appeals or customer rulings.

MAILPIECE DESIGN AND EVALUATION

14. What if I require a physical review of a mailpiece or sample?
Customers have the option of contacting the MDA Customer Service Help Desk via phone or email to connected with an MDA or visit their local BMEU to receive assistance and a verbal evaluation. For written evaluations the customer must contact the MDA Customer Service Help Desk and mail the samples to the MDA.

15. Where are samples and files maintained?
The reviews will be performed by the MDA assigned the customer ticket and the files will be maintained by the reviewing MDA.

16. Who should I contact to tests samples and confirm that IMbs are readable?
Customers can contact the MDA Customer Service Help Desk. Customers have the option to visit a local BMEU where MERLIN machines are available and request a MERLIN test. MERLIN can test the readability of IMbs on letters and flats. Any BMEU with MERLIN equipment can assist with this request.

17. Who should I contact to clarify definitions regarding mailpieces in the DMM?
BME Clerks and/or Supervisors can provide assistance with DMM definitions. If there are times when the BMEU staff is unable to assist, the customer may call the MDA Customer Service Helpdesk for assistance. Customers are encouraged to review the "MDA Customer Service Help Desk Informational Brochure" for a detailed listing of services offered by MDAs.

18. What is the process for receiving a mailing exception? Does this have to be conducted through rate and classifications?
To the extent that postage prices, fees for mail services, and basic mail classification and eligibility are prescribed by federal statute or the Domestic Mail Classification Schedule, the USPS is not authorized to waive or make exceptions to the corresponding DMM standards. Postmasters or managers at Post Offices, district or area offices, and other field facilities may not suspend or grant any waiver or exception to standards established by the USPS (e.g., regarding mail preparation) unless specifically authorized by the DMM. Any request for an exception to DMM standards must be referred to the PCSC through the Manager, Business Mail Entry servicing the mailing office.

19. Can I request my evaluation or ruling in writing?
If a customer requires a ruling or requests information in writing, they must contact the MDA Customer Service Help Desk or work directly with an MDA to obtain this information. BME personnel may assist with walk-ins but cannot process customer requests for rulings or provide decisions in writing. If BME personnel are unable to provide the answers to the customers' questions, the customers must be directed to the MDA Customer Service Help Desk.

20. Who can confirm or determine the mailpiece eligibility for flat and parcel mailpieces?
The BMEU staff provides assistance with the determination of eligibility of flat and parcel mailpieces.

PHYSICAL LOCATION OF MDAs

21. Where are MDAs to be domiciled?
MDAs are domiciled in various locations across the country.

22. What criteria were used in selecting the remaining MDA staff?
Geographical selection and mail volume were used in determining the remaining MDA staff.

REPORTING STRUCTURE

23. To whom does the MDA report?
MDAs report directly to the MSSC MDA Supervisors. The MSSC MDA Supervisors report to the MSSC Manager.

24. Are MDAs considered Headquarters, Area or District employees?
MDAs are considered Headquarters employees.

SERVICE LEVEL

25. How much time does the MDA have to respond to the customer?
With the new routing process, customers will be automatically connected with an MDA. Phone calls will be answered by MDAs reducing the previous 24-hour SLA for initial MDA contact. Emails will be sent directly to an MDA and customers can expect to be contacted upon receipt. MDAs will attempt to provide a resolution to the customer within 48 hours. If the MDA cannot offer a resolution, they will provide updates of their progress to the customer every 48 hours.

26. When does the 48-hour metric for a customer to receive a resolution begin?
From the moment the call is placed, or the e-mail is sent.

27. Does the 48-hour resolution time include weekends and holidays?
The 48-hour resolution time applies to standard business days during stated hours of operation, Monday through Friday. This does not include weekends or holidays.

28. How will requests that require immediate attention and cannot wait the 48-hour response time be handled? Is same-day service no longer an option for customers?
Calls for mailpiece design requests will be accepted on a first-come first-serve basis. Customers have the option of requesting a quicker turnaround from an MDA based on the urgency of their request but note that actual turnaround will depend on the action needed on behalf of the MDA to provide proper assistance. Customers are encouraged to contact the MDA Customer Service Help Desk as soon as possible to allow for the necessary time needed to fulfill requests.

29. Additional information is required from the customer after initial contact has been made by the MDA. How is the follow-up time factored into the 48-hour response time?

In some cases, requests may not be completed within 48 hours. However, MDAs are still required to make initial contact with the customer within 24 hours. During that 24-hour time period, MDAs must also attempt to secure additional information that they require. The MDAs update the ticket in REMEDY by stating that additional information was requested from the customer. This action takes note that the MDA has made contact and the customer needs to provide the information. The MDA must call the customer again if several days have passed from the time, they requested the additional information and update the ticket status in REMEDY. The ticket must be updated every 48 hours.

30. Will consolidating MDA services into the MDA Customer Service Help Desk remove the high level of customer service for which USPS is known?

We will continue to provide the same quality of MDA support to our customers as we do today. Additionally, we hope to improve current processes by providing better visibility and consistency in our responses by leveraging the new centralized MDA Customer Service Help Desk system. We have established parameters for our MDAs that improve the timeliness and efficiency of their responses.

31. How will the centralized MDA Customer Service Help Desk process handle possible long queues of customer requests in a timely and effective manner?

The United States Postal Service has established a set of required parameters for MDAs that ensure they can properly manage inquiries in an efficient and effective manner. Caller and email wait times and MDA availability is monitored to ensure all available MDAs are assisting customers. A resolution can be expected within 48 hours or sooner, barring any issues or need for additional information from the customer. If an MDA cannot provide a resolution within the 48-hour time window, they will provide status updates every 48 hours (excluding weekends and holidays) until resolution of the ticket. In cases where requests are time-sensitive and necessitate an urgent response, MDAs will be expected to resolve the inquiry as soon as possible.

TRAINING

32. Will MDAs be expected to conduct sessions for neighboring districts that don't have MDAs?

Requests for MDA participation in external training or seminars will be handled locally based on the MDA availability in the Area.

ADDITIONAL RESOURCES

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

For questions concerning business mail preparation, requirements, or acceptance, mailers should consult with the local Post Office® or Business Mail Entry Unit where they hold their permits and deposit their mail. You can also contact the District Business Mail Entry Office which can connect you

with their Mailing Requirements Department. 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.