

United States Postal Service®

INDUSTRYALERT

April 15, 2022

Did You Know?

Did you know? The Mailing and Shipping Solutions Center (MSSC) is a commercial Help Desk that provides customers with assistance and solutions on mailing requirements and mailpiece design, ensuring compliance with mailing standards, automation readability, PostalOne! and compatibility with automated mail processing.

The MSSC is open from 7am – 7pm CST, Monday through Friday and can be contacted at 1-877-672-0007 or by emailing MSSC@usps.gov. The MSSC is currently averaging 30% of customer interactions via phone and has an average call hold time of 2 minutes. Customer inquiries submitted via email should expect initial contact within 24 hours.

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