

Mailing and Shipping Solutions Center (MSSC) Helpdesk

When to call the MSSC Helpdesk



HELPDESKS	CONTACT INFORMATION	TOPIC
ACS Helpdesk	1-877-640-0724 (Option 1) acs@usps.gov	<ul style="list-style-type: none"> ACS Invoicing, ACS enrollment support, ACS data fulfillment
APV (Automated Package Verification) Helpdesk	1-844-819-5187 apvsupport@usps.gov	<ul style="list-style-type: none"> Disputing PC Postage Discrepancies PC Postage Shortpaid Package Preparation
BME Managers or Supervisors	1-877-672-0007 mssc@usps.gov	<ul style="list-style-type: none"> Local Issues Mailer Exceptions Refund Appeal Requests
Informed Visibility (IV) – MTR Helpdesk	1-800-238-3150, option #2 Informedvisibility@usps.gov	<ul style="list-style-type: none"> Data feeds for Mail Quality & Mail Tracking
FAST Helpdesk	1-877-569-6614 fast@usps.gov After hours number: 1-877-569-6614, option #2	<ul style="list-style-type: none"> Facilities/Drop Ship Appointments e-Induction Questions, Issues, and Errors Unload Delays Volume Increase/Constraints Dock Sampling
Mailing Standards Specialists	1-877-672-0007 mssc@usps.gov	<ul style="list-style-type: none"> Program Enrollment, including Full-Service, Seamless, eInduction, Move Update, EPS Informed Delivery Move Update Mailer Scorecard Support and training Special Postage Payment System Support
Mailing Requirement Clerk (MRC) Helpdesk	1-877-672-0007 mssc@usps.gov	<ul style="list-style-type: none"> Guidance with the Domestic Mail Manual and International Mail Manual Business Customer Gateway (BCG) Enterprise Payment System (EPS) guidance Nonprofit Requirements, Application Guidance QBRM/BRM Permit Creation Postage Statement and Price List Questions Guidance with mailing requirements and mail preparation questions Tier 1 PostalOne Support
Mailpiece Design Analyst (MDA) Helpdesk	1-877-672-0007 mda@usps.gov	<ul style="list-style-type: none"> BRM & QBRM Artwork and Evaluations ABRM Tool Questions or Issues General Mailpiece Design Review/Evaluation Political or Election Mailpiece Review

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NCSC Customer Support	1-800-238-3150 (ask for Move Update, NCOALink, etc.)	<ul style="list-style-type: none">• Move Update Billing, Enrollment, Technical questions• Legal Restraint, 99% qualification, Move Update Compliance• NCOA product support
Package Services Helpdesk	1-877-264-9693 delivery.confirmation@usps.gov	<ul style="list-style-type: none">• Confirmation Services Barcode and File Certification• IMpb Questions or Issues• BPOD - Bulk Proof of Delivery Issues• Delivery Confirmation Issues• Shipping Service File (SSF) assistance
PostalOne! Helpdesk	1-800-522-9085 postalone@usps.gov	<ul style="list-style-type: none">• Technical Mail.dat, mail.xml, postage statement uploading• Escalated Multifactor Authentication Issues• MID/CRID Support• Enterprise Payment System (EPS) Technical Support• Business Customer Gateway – login, password, user role management support• Reinstatement of Suspended EPS Accounts
USPS Customer Care	1-800-275-8777 Submit an issue online	<ul style="list-style-type: none">• Package Tracking, “Where’s my package?”
USPS Ship Helpdesk (formerly eVS)	1-877-264-9693 USPSShipSupport@usps.gov	<ul style="list-style-type: none">• Click-N-Ship Business Pro• Disputed charges for USPS Ship packages (IMpb starts with ‘92’)• eVS/USPS Ship Barcode and File Certification• USPS Ship Technical Issues• Premium Forwarding Service Commercial (PFSC)