

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 DiscrepanciesPC Postage ShortpaidPackage Preparation
BME Managers or Supervisors	1-877-672-0007 mssc@usps.gov	<ul style="list-style-type: none">Local IssuesMailer ExceptionsRefund 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 Appointmentse-Induction Questions, Issues, and ErrorsUnload DelaysVolume Increase/ConstraintsDock 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, EPSInformed DeliveryMove UpdateMailer Scorecard Support and trainingSpecial 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 ManualBusiness Customer Gateway (BCG)Enterprise Payment System (EPS) guidanceNonprofit Requirements, Application GuidanceQBRM/BRM Permit CreationPostage Statement and Price List QuestionsGuidance with mailing requirements and mail preparation questionsTier 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 EvaluationsABRM Tool Questions or IssuesGeneral Mailpiece Design Review/EvaluationPolitical 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 questionsLegal Restraint, 99% qualification, Move Update ComplianceNCOA product support
Package Services Helpdesk	1-877-264-9693 delivery.confirmation@usps.gov	<ul style="list-style-type: none">Confirmation Services Barcode and File CertificationIMpb Questions or IssuesBPOD - Bulk Proof of Delivery IssuesDelivery Confirmation IssuesShipping 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 uploadingEscalated Multifactor Authentication IssuesMID/CRID SupportEnterprise Payment System (EPS) Technical SupportBusiness Customer Gateway – login, password, user role management supportReinstatement 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 ProDisputed charges for USPS Ship packages (IMpb starts with ‘92’)eVS/USPS Ship Barcode and File CertificationUSPS Ship Technical IssuesPremium Forwarding Service Commercial (PFSC)