

United States Postal Service®

# INDUSTRYALERT

## Mailpiece Design Analyst (MDA) Customer Service Help Desk Process - Open Line for Mailers

The U.S Postal Service launched a new help desk platform to streamline MDA customer service. The MDA Customer Service Help Desk is a centralized process that connects customers directly with Mailpiece Design Analysts (MDAs) who have specialized mailpiece design expertise. The new MDA Customer Service Help Desk system will automatically route customer calls and emails to help:

- Minimize customer handling and wait time
- Improve customer call back process by expediting customer connectivity with the MDA assigned to their ticket through the telephone menu option
- Enhance and simplify the customer experience through new telephone menu options
- Internally monitor customer interactions and responses to measure quality

**Get directly connected with an MDA by calling 1-855-593-6093 or send an email to [MDA@usps.gov](mailto:MDA@usps.gov).** The MDA Customer Service Help Desk is available to all customers, internal and external, Monday through Friday between the hours of 7:00AM and 5:00PM Central Time, excluding holidays.

**Open Line webinars will be hosted to provide mailers with an opportunity to ask questions or provide feedback about the new MDA Customer Service Help Desk process.** In addition, MDA Help Desk customers are invited to complete a customer survey on their MDA Customer Service Experience. A survey link is included at the bottom of each email correspondence with an MDA or you can [Click Here](#) to tell us about your latest MDA Customer Service Helpdesk experience.

**To join the MDA Customer Service Help Desk Open Line Call, click on the link below no more than 15 minutes before the start of the call.**

**Webinar Dates:** Monday through Friday, beginning August 18, 2014 through September 18, 2014

**Time:** 1:00 pm to 2:00 pm eastern

**Meeting Number:** 743 271 900

**Log On:** <https://uspsmeetings.webex.com/uspsmeetings/j.php?J=743271900>

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Teleconference information

Provide your phone number when you join the meeting to receive a call back.

Alternatively, you can call:

Call-in toll-free number: 1-855-860-7461 (US)

Conference Code: 260 841 5474

Additional information about the MDA Customer Service Help Desk can be found on [RIBBS](#).

***PLEASE SHARE THIS WITH OTHER INTERESTED STAKEHOLDERS!***

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