



A new, nationwide MDA Support Center is now available!

The United States Postal Service® is excited to announce the launch of the MDA Support Center, a new service for customers that provides nationwide expertise for mailpiece design and artwork.

What is the MDA Support Center?

The MDA Support Center is a centralized agency that routes Mailpiece Design requests from customers to Mailpiece Design Analysts (MDAs) who have specialized mailpiece design expertise. It is the goal of the Support Center to directly connect Postal customers with MDAs, so that customers can receive assistance in a timely, effective manner.

Getting in touch with the MDA Support Center

Customers with Mailpiece Design requests may contact the MDA Support Center either by dialing **855-593-6093**, or by sending a request via email to MDA@usps.gov.



The MDA Support Center hours of operation are **Monday through Friday**, between **7:00 am and 5:00 pm CST**.

Upon contacting the MDA Support Center, a ticket is opened and the customer receives the corresponding ticket number.

What mailpiece design services do the MDAs perform?

Mailpiece Design Analysts (MDA) are available to provide a variety of services to postal customers for mailpiece design and review, including:

Reply Mail Evaluations

- Qualified Business Reply Mail™(QBRM)
- Business Reply Mail® (BRM)
- Courtesy Reply Mail™ (CRM)
- Permit Reply Mail™ (PRM)
- Meter Reply Mail (MRM)

Mailpiece Evaluation

- Automation Cards
- Automation Letters
- Automation Folded Self-Mailers
- Automation Booklets
- Automation Flats
- Automation CD

Intelligent Mail® Suite of Barcodes and Other Tests

- IM® Barcode
- IM® Container Placard & Barcode
- IM® Tray Label and Barcode
- Address Change Service® (ACS)
- Confirm®

- Delivery Confirmation Barcode Test
- MERLIN
- Parcel Barcode
- Planet Code®
- POSTNET™ Barcode
- Reflectance
- Tap Test
- Thickness

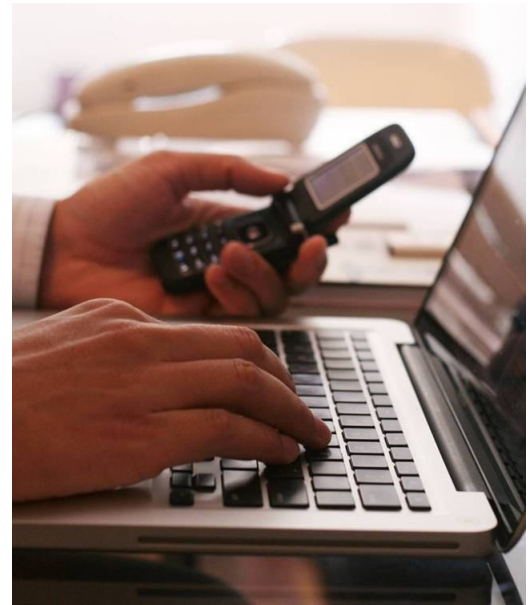
Other Reviews and Services

- **Artwork Requests***
- Basic & Full-Service Barcoding Questions
- Customized MarketMail™ (CMM)
- Flats Addressing
- Flats Deflection
- Magnets
- Mailability
- MERLIN 2nd Level Review
- Mobile Barcode
- Repositionable Notes

Direct Benefits for Postal Customers!

The MDA Support Center supplies Postal customers with several key services and support that directly benefits their businesses:

- Customers have access to a nationwide pool of highly-qualified MDAs who provide valuable mailpiece design consultation
- If the Support Center cannot directly connect customers with available MDAs, they can expect to be contacted by an MDA within 24 hours
- Specialized training has been created to further develop and maintain the skills and expertise of the MDAs, providing the customer with an experienced partner with whom to collaborate
- Tickets and ticket numbers for transactions are actively tracked and monitored to support response quality and timeliness



* Artwork Requests

The USPS is excited to announce the newly enhanced Automated Business Reply Mail (ABRM) tool. The ABRM application is a web-based, self-service tool to assist Reply Mail customers in creating domestic Courtesy Reply Mail (CRM)[™], Business Reply Mail (BRM)[®], and Qualified Business Reply Mail (QBRM)[™] artwork for card and letter-size mailpieces. You can access the ABRM site at: <https://www.usps.com/business/reply-mail-solutions.htm>. The tool is available 24 hours a day, 7 days a week. For additional information, please reference the ABRM Tool brochure or contact the MDA Support Center at 855-593-6093.