

MDA SUPPORT CENTER FREQUENTLY ASKED QUESTIONS (FAQS)

Revised March 5 12, 2012

MDA SUPPORT CENTER GENERAL INFORMATION	3
1. PERSONAL ASSISTANCE.....	3
2. MDA SUPPORT CENTER HOURS OF OPERATION.....	3
3. MDA SUPPORT CENTER AGENTS' ROLE.....	3
DECISIONS AND RULINGS	3
4. MDA MAILPIECE EVALUATIONS AND DECISIONS' STANDARDS.....	3
5. CUSTOMER SUPPORT RULINGS.....	3
6. NATIONAL CUSTOMER RULING PROGRAM SUPPORTED BY PCSC.....	3
MAILPIECE DESIGN AND EVALUATION	4
7. PHYSICAL REVIEW OF MAILPIECES.....	4
8. RECORDS' MAINTAINANCE.....	4
9. TESTING OF IM BARCODES ON MAILPIECES.....	4
10. DMM MAILPIECE DEFINITIONS AND CLARIFICATION.....	4
11. MAILING EXCEPTIONS.....	4
12. WRITTEN MAILPIECE EVALUATIONS.....	4
13. MAILPIECE ELIGIBILITY.....	5
PHYSICAL LOCATION AND PROXIMITY OF MDA	6
14. DOMICILE CRITERIA.....	6
15. MDA SELECTION CRITERIA.....	6
REPORTING STRUCTURE	6
16. MDA REPORTING STRUCTURE.....	6
17. MDA ASSIGNMENT CATEGORY.....	6
ROUTING CALLS AND SCHEDULE ROTATION	6
18. ROUTING CALLS.....	6
19. MDA ROTATION CRITERIA.....	7
20. PHYSICAL LOCATION AND CALL ROUTING.....	7
SERVICE LEVEL	7
21. MDA RESPONSE TIME.....	7
22. MDA RESPONSE METRICS.....	7
23. WEEKENDS AND HOLIDAYS.....	7
24. SAME-DAY SERVICE.....	7
25. ADDITIONAL INFORMATION REQUESTS.....	7
26. SERVICE LEVEL.....	8
27. WAIT TIME.....	8
TRAINING	8
28. CUSTOMER TRAINING.....	8

MDA SUPPORT CENTER GENERAL INFORMATION

1. Can MDAs still assist customers in person?

Yes, customers have the walk-in option for mailpiece design requests. The MDA must open a ticket in REMEDY at the time of the visit and provide the ticket number to the customer. A new ticket must be opened for each request.

2. What are the MDA Support Center's hours of operation?

The MDA Support Center is open Monday-Friday, 7:00 am – 5:00 pm, CST.

3. Does the MDA Support Center agent answer questions similar to an MDA?

The primary responsibility of the MDA Support Center agent is to route Mailpiece Design requests to MDAs; they cannot answer questions similar to an MDA. Based on the information the customer provides, the MDA Support Center agent will attempt to transfer the call to an MDA at the time of the request, as well as open an MDA Support Center Ticket. If this is not possible, the MDA Support Center agent will provide the ticket number to the customer and they will be contacted by an MDA within 24 hours.

DECISIONS AND RULINGS

4. Once a customer receives a decision on a mailpiece design from an MDA, will that decision apply to a nationwide mailing?

If an MDA has made a mailpiece design decision, that decision will be honored nationwide provided the piece submitted meets the specifications/requirements as originally submitted to the MDA and subject to the acceptance and verification process. If the customer disagrees with the decision, they must follow the appeal process. For nationwide rulings we recommend the National Customer Rulings program administered by the Pricing and Classification Service Center (PCSC). The PCSC can be reached at 212-330-5300 Mon – Fri between 8:30 am and 7:00 pm EST.

5. Will the decisions made through the MDA Support Center program be issued as Customer Support Rulings?

No, Customer Support Rulings are the responsibility of the PCSC.

6. Will this program affect the current National Customer Ruling program supported by PCSC?

No, the PCSC is the final decision agency for any appeals or customer rulings.

MAILPIECE DESIGN AND EVALUATION

7. What if I require a physical review of a mailpiece or sample?

Customers have the option of contacting the MDA Support Center via phone or email to be directed to an MDA or visiting the local BMEU to receive assistance and a verbal evaluation. For written evaluations the customer must contact the MDA or call the MDA Support Center and mail the samples to the MDA.

8. Where are samples and files maintained?

The reviews will be performed by the MDA assigned the customer ticket and the files will be maintained locally by the reviewing MDA.

9. Who should I contact to tests samples and confirm that IMBs are readable?

Customers can contact the MDA Support Center or the MDA directly. Customers have the option to visit their local BMEU where MERLIN machines are available and request a MERLIN test. MERLIN can test the readability of IMBs on letters and flats. Any BMEU with MERLIN equipment can assist with this request.

10. Who should I contact to clarify definitions regarding mailpieces in the DMM?

BME Clerks and/or Supervisors provide assistance with DMM definitions. If there are times when the BMEU staff is unable to assist, the customer may call the MDA Support Center to request MDA assistance. Customers are encouraged to review the "MDA Support Center Informational Brochure" for a detailed listing of services offered by the MDA.

11. What is the process for receiving a mailing exception? Does this have to be conducted through rate and classifications?

To the extent that postage prices, fees for mail services, and basic mail classification and eligibility are prescribed by federal statute or the Domestic Mail Classification Schedule, the USPS is not authorized to waive or make exceptions to the corresponding DMM standards. Postmasters or managers at Post Offices, district or area offices, and other field facilities may not suspend or grant any waiver or exception to standards established by the USPS (e.g., regarding mail preparation) unless specifically authorized by the DMM. Any request for an exception to DMM standards must be referred to the PCSC through the Manager, Business Mail Entry servicing the mailing office.

12. Can I request my evaluation or ruling in writing?

If a customer requires a ruling or requests information in writing, they must contact the MDA Support Center or work directly with an MDA to obtain this information. BME personnel may assist with walk-ins but cannot process customer requests for rulings or provide decisions in writing.

If BME personnel are unable to provide the answers to the customers' questions, the customers must be directed to the MDA Support Center or directly to the MDA.

13. Who can confirm or determine the mailpiece eligibility for new flat and parcel mailpieces?

The BMEU staff provides assistance with the determination of eligibility of flat and parcel mailpieces.

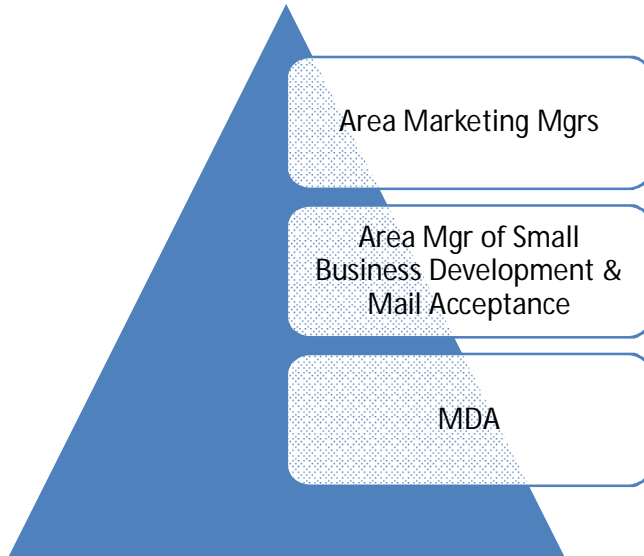
PHYSICAL LOCATION AND PROXIMITY OF MDA

- 14. Where are MDAs to be domiciled?**
MDAs will be domiciled in the current location where the position exists.
- 15. What criteria were used in selecting the remaining MDA staff?**
Geographical selection and mail volume were used in determining the remaining MDA staff.

REPORTING STRUCTURE

- 16. To whom does the MDA report?**

MDA Reporting Structure



MDAs report directly to the Area Managers of Small Business Development and Mail Acceptance. The Area Managers of Small Business Development and Mail Acceptance report to Area Marketing Managers.

- 17. Are MDAs considered Headquarters, Area or District employees?**
MDAs are considered Area employees.

ROUTING CALLS AND SCHEDULE ROTATION

- 18. How are calls routed to an MDA?**
Customers call the MDA Support Center and provide their customer name, phone number, email and description of reason for the call. Based on information the customer provides, the MDA Support Center opens a ticket and attempts to transfer

the call to an MDA. MDA Support Center personnel will not answer MDA-related questions or issues.

19. What will be the process for identifying the next MDA in the rotation?

The MDA Support Center references the MDA Support Center Reference Sheet, located on SharePoint, to determine the next MDA in the rotation. The MDA Support Center will initially try to contact the MDA responsible for the caller's 3-digit ZIP Code area. If that MDA is not available, they will go to the next MDA on the list, attempting contact with multiple MDAs in that Area.

20. Will customers be routed to the nearest MDA in physical proximity?

The ZIP Code that the customer provides to the MDA Support Center will be used to route the call to the nearest MDA within their Area.

SERVICE LEVEL

21. How much time does the MDA have to respond to the customer?

If the MDA Support Center cannot immediately transfer a customer to an available MDA at the time of their request, the MDA to whom the ticket was assigned will make initial contact with the customer within 24 hours. The MDA will attempt to provide a resolution to the customer within 48 hours. If the MDA cannot offer a resolution, they will provide updates of their progress to the customer every 48 hours.

22. When does the 24 hour metric for a customer to receive a response begin?

From the moment a ticket is assigned to the MDA.

23. Does the 24 hour response time include weekends and holidays?

The 24 hour response time applies to standard business days during stated hours of operation, Monday through Friday. This will not include weekends or holidays.

24. How will requests that require immediate attention and cannot wait the 48 hour response time be handled? Is same-day service no longer an option for customers?

Calls for mailpiece design requests will be accepted on a first-come first-serve basis. Customers have the option of requesting a quicker turnaround from an MDA based on the urgency of their request.

25. Additional information is required from the customer after initial contact has been made by the MDA. How is the follow-up time factored into the 48-hour response time?

In some cases, requests may not be completed within 48 hours. However, MDAs are still required to make initial contact with the customer within 24 hours. During that 24-hour time period, MDAs must also attempt to secure additional information that they require. The MDAs update the ticket in REMEDY by stating that additional

information was requested from the customer. This action takes note that the MDA has made contact and the customer needs to provide the information. The MDA must call the customer again if several days have passed from the time they requested the additional information and update the ticket status in REMEDY. The ticket must be updated every 48 hours.

26. Will consolidating MDA services into the MDA Support Center remove the high level of customer service for which USPS is known?

We will continue to provide the same quality of MDA support to our customers as we do today. Additionally, we hope to improve current processes by providing better visibility and consistency in our responses by leveraging the new centralized MDA Support Center system. We have established parameters for our MDAs that improve the timeliness and efficiency of their responses.

27. How will the centralized MDA Support Center process handle possible long queues of customer requests in a timely and effective manner?

The United States Postal Service has established a set of required parameters for our MDAs that ensure they can properly manage inquiries in an efficient and effective manner. If the MDA Support Center is unable to transfer a request directly to an MDA, the MDA that is assigned the ticket is required to make initial contact with the customer within 24 hours of the opened ticket. A resolution can be expected within 48 hours or sooner, barring any issues or need for additional information from the customer. If an MDA cannot provide a resolution within the 48 hour time window, they will provide status updates every 48 hours (excluding weekends and holidays) until resolution of the ticket. In cases where requests are time-sensitive and necessitate an urgent response, MDAs will be expected to resolve the inquiry as soon as possible.

TRAINING

28. Will MDAs be expected to conduct sessions for neighboring districts that don't have MDAs?

Requests for MDA participation in external training or seminars will be handled locally based on the MDA availability in the Area.