

# SPM Exclusions by CRID Application

Today's call will **NOT** be related to **Hard Copy Postage Statement elimination** or training to enter statements electronically. This Industry call is related to mailers submitting **Full-Service commercial mail**.

IMsb Tool training will resume **February 13<sup>th</sup>, 2024**

United States Postal Service®

## INDUSTRYALERT

January 16, 2024

**Service Performance Measurement (SPM) Mail Exclusion by CRID Application**  
**Tuesday, January 30th – 1:00PM ET**

The Postal Service is hosting training on the Service Performance Measurement (SPM) Mail Exclusion by CRID application. The **SPM Exclusion by CRID** application allows mailers to identify Full-Service commercial mail that is excluded from measurement. The application allows mailers to:

- observe exclusions by the eDoc Submitter CRID
- identify patterns seen in the mail exclusions
- conduct an initial investigation into possible causes and solutions for the identified patterns
- connect with a Postal Service representative for collaboration with the investigation

This training introduces the application, provides instructions on how to access it, and explains the key features through a live demonstration of the application.

**SPM Exclusions by CRID  
Application –  
How to Access and Use It**

# Step 1 – Sign-in to the Business Customer Gateway (BCG)

A banner for the USPS Business Customer Gateway. The background is a light gray with a photograph of a white envelope, a black pen, and a roll of yellow tape. The text is in a clean, sans-serif font.

 **BUSINESS CUSTOMER GATEWAY**

USPS.com Help

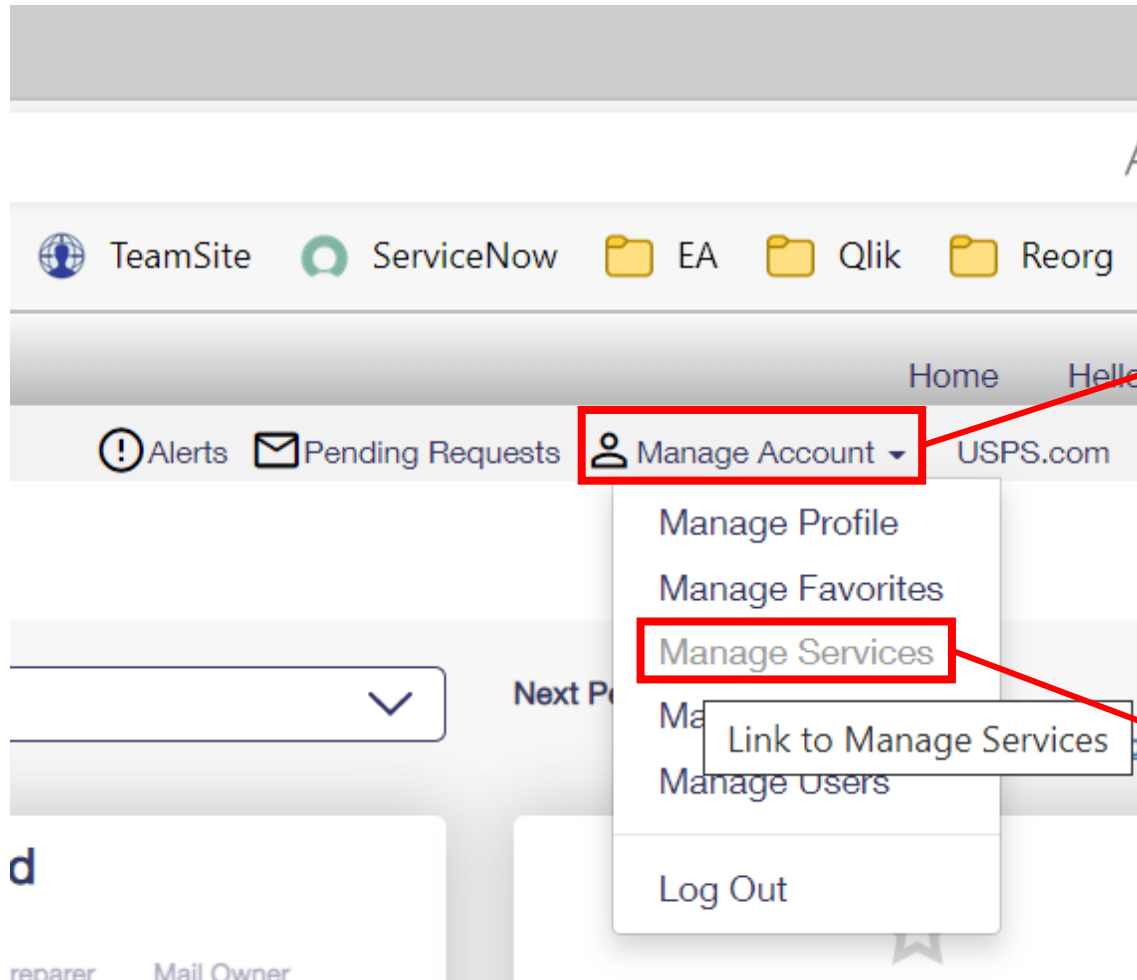
**USPS<sup>®</sup> Business  
Customer Gateway**

Find and manage USPS<sup>®</sup> services for your business.

**Sign in to the BCG**

Sign up for the BCG

## Step 2 – Drill into “Manage Services”



**Select  
Manager Account**

**Select  
Manage Services**

## Step 3 – USPS Mail Analytics

After selecting Manage Services, note the CRID at the top of the webpage, find “USPS Mail Analytics”, and select “Get Access”.

Service ▾	Status ▾	BSA ⓘ ▾	
<a href="#">Scan Based Payment (SBP)</a>	Approved	<a href="#">You</a>	N/A
<a href="#">Schedule a Mailing Appointment (FAST)</a>	Approved	<a href="#">You</a>	N/A
Share Mail	Available	<a href="#">Not You</a>	<a href="#">Get Access</a>
StampsNow Commercial Postal Store	Available	<a href="#">Not You</a>	<a href="#">Get Access</a>
USPS Mail Analytics	Available	<a href="#">Not You</a>	<a href="#">Get Access</a>

## Step 4 – Obtaining Access Approval

If no one else has requested access for this CRID, then you may be asked to become the Business Services Administrator (BSA). You will need to select “Agree & Become BSA” to continue requesting access.

**No BSA For This Location**

You are the first person requesting access to this service for your Business Location. As such you will become the BSA responsible for controlling access to this service for this location. Do you agree?

**Agree & Become BSA** Decline

Whether you encounter the BSA window and agree, or you do not get the BSA window, the next step is a system generating email to an approver, which you can confirm in two different ways:

1. A note will appear on the “USPS Mail Analytics” row that reads “Pending Help Desk”

USPS Mail Analytics	<b>Pending Help Desk</b> ⓘ	<a href="#">Not You</a>	Cancel
---------------------	----------------------------	-------------------------	--------

2. You will receive an email from the USPS Help Desk

The service **USPS Mail Analytics** is now **Pending Help Desk**.

Your request is being processed by the USPS Help Desk. Please check back later, or follow up with the USPS Help Desk.

To view more information about the status of your services, go to the [Manage Services](#) page.

## Step 5 – Access Approved, Open the Application

Once you receive notice that your access has been approved...

- Navigate to the “USPS Mail Analytics” service and open it.
- You will see the webpage pictured to the right.
- Select “Service Performance”.
- Select “Launch report” below SPM Exclusion by CRID.
- Note – if you do not have any exclusion volume, then you will see a message window to that effect.



### Service Performance Measurement

SPM Exclusions by CRID

Launch report

View commercial mail excluded from

# POSTALPRO Resources

The previous instructions and other resources are available on the a 'Service Performance Measurement (SPM) Mail Exclusions SPM Exclusions' web page:

<https://postalpro.usps.com/spm-exclusions>



<b>Mailing and Shipping</b> ▼	Promotions & Incentives ▼	Industry Forum ▼	Operations ▼	Certifications	Resources	Contact
<b>MAILING</b>	<b>SHIPPING</b>	<b>ADDRESS QUALITY SOLUTIONS</b>	<b>COVID-19 BUSINESS MAIL INFO</b> ▼			
Intelligent Mail Barcodes (IMb and IMcb)	Electronic Verification System (eVS) ▼	Correct and Standardize Your Address List	FIRST-CLASS MAIL AND MARKETING MAIL GROWTH INCENTIVES			
Full-Service	Hazardous, Restricted, and Perishable Mail Instructions ▼	Verify Your Address List	INFORMED DELIVERY® ▼			
Service Type Identifiers (STIDs)	Intelligent Mail Matrix Barcode (IMmb)	Enrich Your Data	MAILER SCORECARD			
eInduction	Intelligent Mail Package Barcode (IMpb) ▼	Stay Compliant with Move Update	MARRIAGE MAIL INCENTIVE			
Seamless Acceptance	Publication 199	Undeliverable-as-Addressed (UAA)	MAJOR AND MINOR RELEASES			
Secure Destruction	Product Classification (Pub 52)	Mail Statistics	PROMOTIONS AND INCENTIVES			
Enterprise Payment System (EPS)	Publication 199		<b>SPM MAIL EXCLUSIONS</b> ▼			
	Publication 205		VISIBILITY AND TRACKING			



# SPM Exclusions by CRID – Landing Page



The single source for all your mail visibility needs.

Enterprise Analytics

SPM Exclusions by CRID (9/9/2023 - 12/8/2023) - As of 12/19/2023 04:07 CT

All Pieces In The Below Metrics Are Only Counted Once Regardless of Exclusion Reason

National Exclusion Pct  
20.39%

National Exclusion Volume  
4,532,644,508

National Full-Service Volume  
22,225,506,605

Filtered Exclusion Pct  
20.15%

Filtered Exclusion Volume  
922,383,438

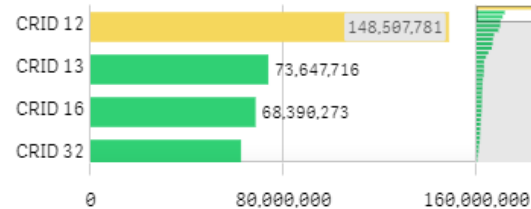
Filtered Full-Service Volume  
4,576,497,383

Job ID

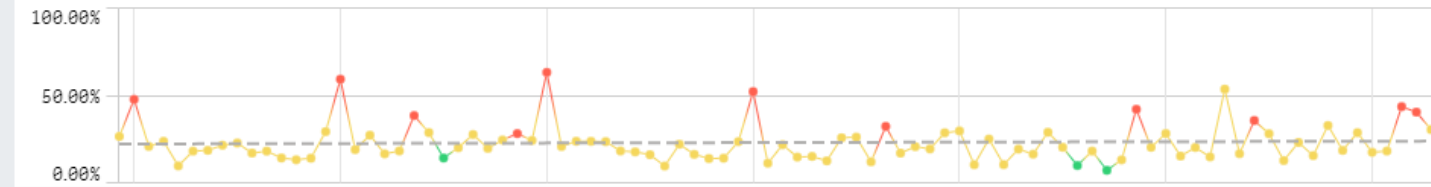
Exclusion Volumes Below Include Multiple Exclusion Reasons Per Piece (Color Key: ■ Exclusion Pct < 3% ■ Exclusion Pct 3% to 10% ■ Exclusion Pct > 10%)

Select Mailing Dat...

## Exclusions by CRID (required)



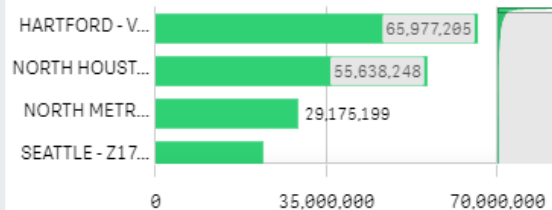
## Exclusion Percentage by Mailing Date \*



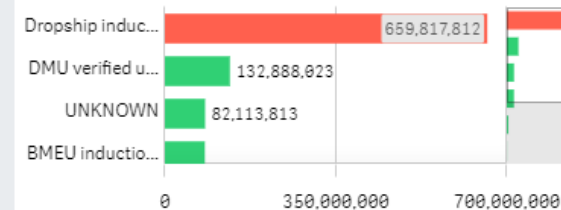
\* Click Below The Dates and Drag Your Mouse To Select A Date Range

- [Resolution Guide →](#)
- [SPM Detail Page →](#)
- [Need Resolution Assistance →](#)
- [Application Info →](#)
- [Need Technical Help? →](#)

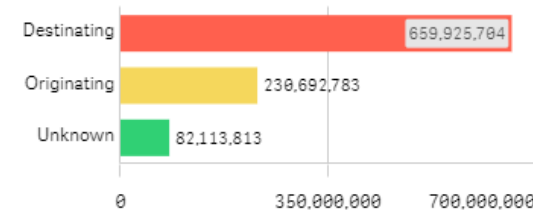
## Exclusions by Facility Name - Locale Key (required)



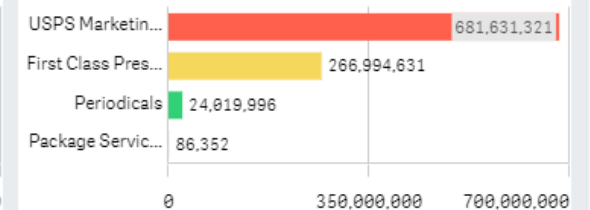
## Exclusions by Induction Method



## Exclusions by Destination / Originating Induction



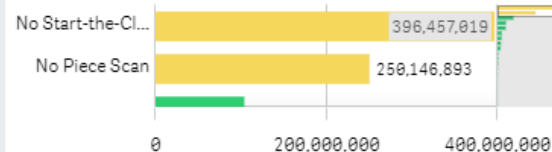
## Exclusions by Mail Class



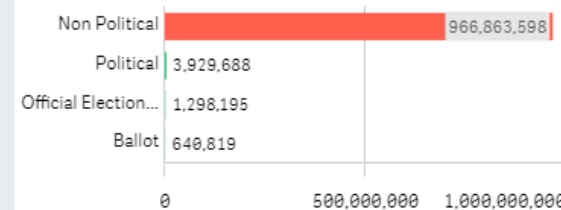
Detail Page Exclusion Pct  
21.25%

Detail Page Exclusion Volume  
972,732,300

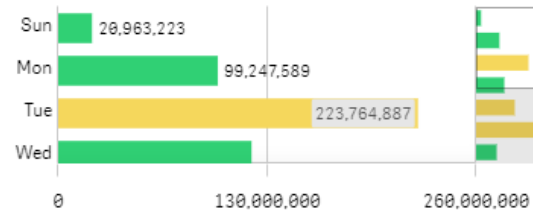
## Exclusions by Reason (required)



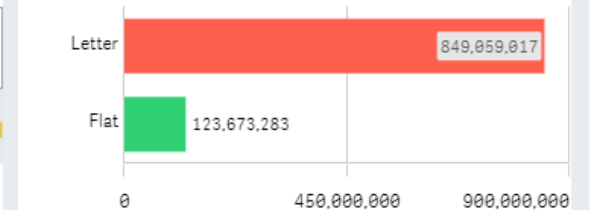
## Exclusions by Election Type



## Exclusions by Mailing Day

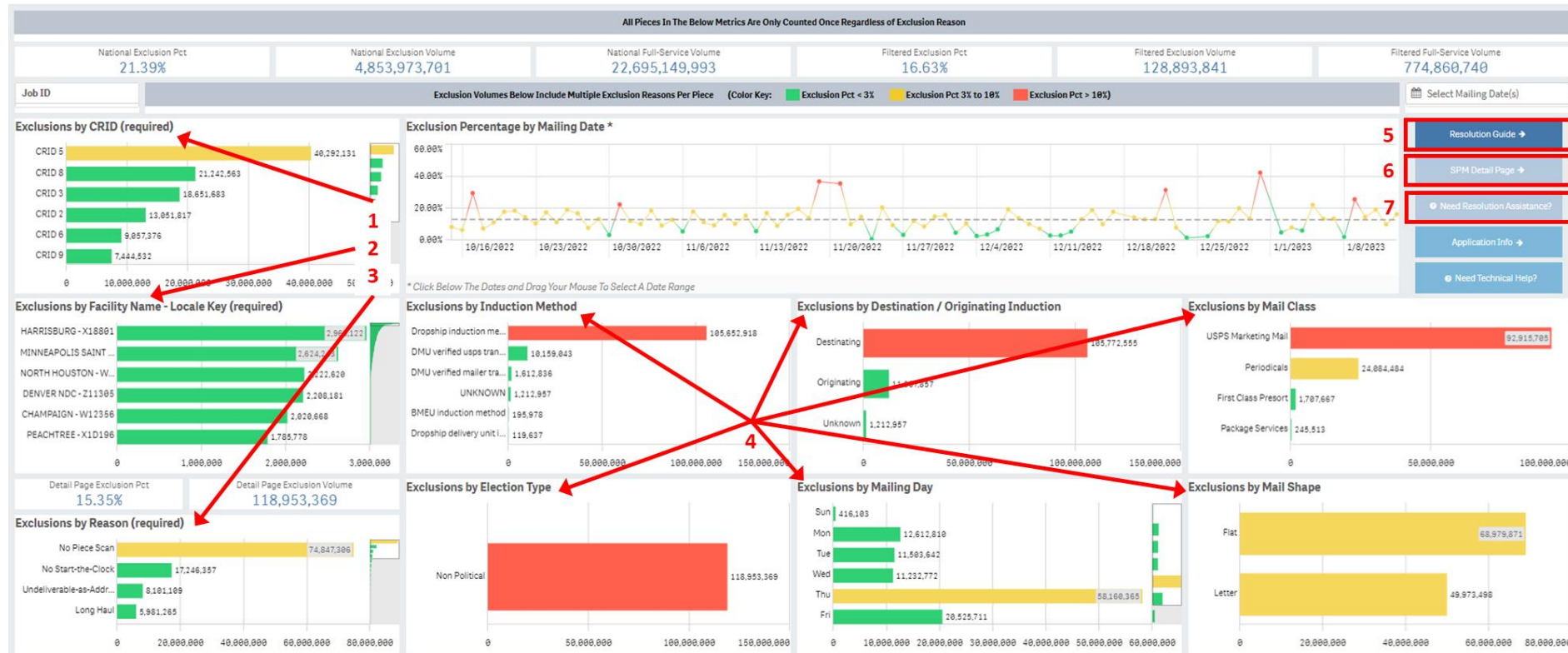
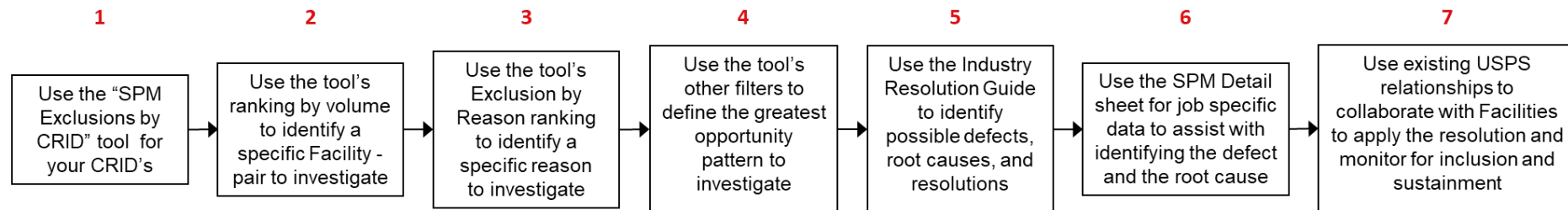


## Exclusions by Mail Shape

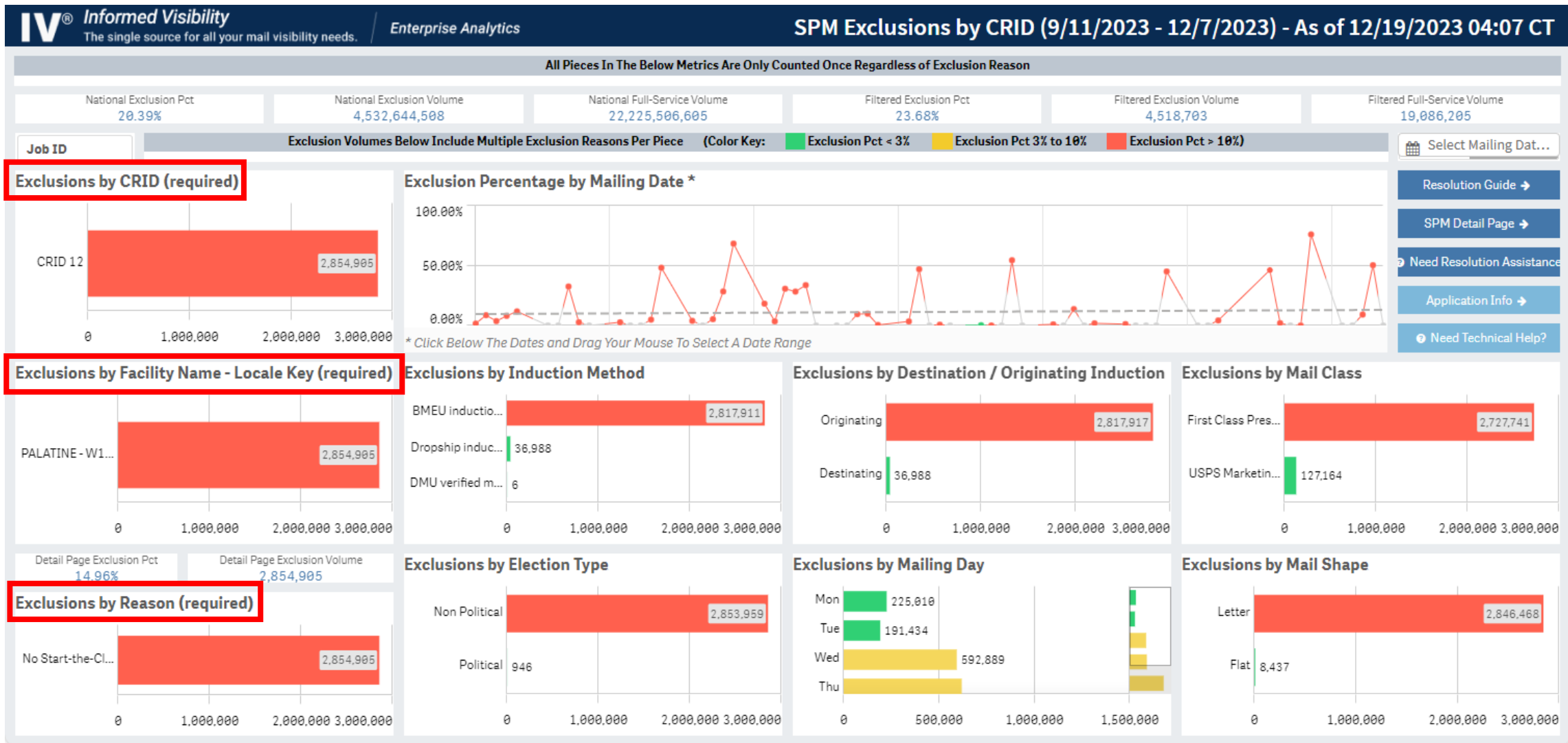


# SPM Exclusion by CRID Overview

## Industry Exclusion Resolution Process



# SPM Exclusions by CRID – Filtered for Patterns to Analyze

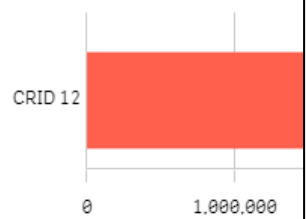


# SPM Exclusions by CRID – Resolution Guide

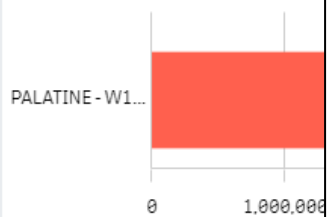
National Exclusion Pct  
20.39%

Job ID

### Exclusions by CRID (required)

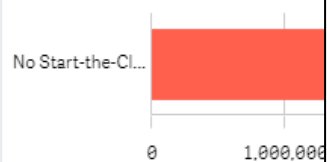


### Exclusions by Facility Name -



Detail Page Exclusion Pct  
14.96%

### Exclusions by Reason (required)



## Industry Resolution Guide for Commercial Mail Excluded from Measurement

(Revised 04.12.2023)

### Resolutions

\* Use the **Need Resolution Assistance?** button in the SPM Exclusion by CRID tool to collaborate with the Postal Service to investigate an exclusion scenario and to apply a resolution, including how to perform activities listed in the "Take Action" column.

[Need Resolution Assistance?](#)

Exclusion Reason	ID Defect	Confirm Root Cause	Take Action *
Non-Unique IMb (piece barcodes) <b>[impacts Stop-the-Clock]</b> <a href="#">(back to top)</a>	eDoc contains mail pieces with a non-unique IMb	<ul style="list-style-type: none"> <li>✓ MID owner is not keeping MID exclusive to Mailer</li> <li>✓ There are not enough Serial #s for a 45-day cycle</li> <li>✓ Mailer is not holding eDoc resubmit &gt; 2 hours</li> <li>✓ Mailer is not generating unique STID mail class, MID &amp; Serial # combo for each piece</li> </ul>	<ul style="list-style-type: none"> <li>➤ Mailer validate MID exclusivity</li> <li>➤ Mailer contact the BCG or the Mailer Shipping Solutions Center (MSSC) for assistance with managing their MIDs</li> <li>➤ Mailer hold future eDoc re-submission for &gt; 2 hours before submitting it</li> <li>➤ Mailer ensure unique Match 18 for each piece (STID mail class, MID &amp; Serial # combo)</li> </ul>
Non-Unique Physical IMcb (actual container placard) <b>[impacts Start-the-Clock]</b> <a href="#">(back to top)</a>	Duplicate IMcb scans associated with multiple containers	<ul style="list-style-type: none"> <li>✓ Mailer is not preventing use of duplicated container placards</li> <li>✓ USPS is not using a unique 99Z trailer barcode for each trip of mailer transported containers that are unloaded at a USPS processing/network acceptance site</li> <li>✓ USPS is not associating the 99T trailer barcode with either: 1) a departure scan between each trip of containers unloaded at the same USPS acceptance site, or 2) associating the 99T trailer barcode with an arrival scan at another USPS site</li> </ul>	<ul style="list-style-type: none"> <li>➤ Mailer do not duplicate physical IMcb placards</li> <li>➤ <b>Mailer Transport:</b> use <b>Need Resolution Assistance?</b> Button to contact USPS</li> <li>➤ <b>USPS Transport:</b> use <b>Need Resolution Assistance?</b> Button to contact USPS</li> </ul>
Orphan Handling Unit (tray, tub, or sack) <b>[impacts Start-the-Clock]</b> <a href="#">(back to top)</a>	Mail piece is associated to a loose tray, tub, or sack (HU) that <u>was not inducted</u> at a BMEU	<ul style="list-style-type: none"> <li>✓ DMU verified tray, tub, or sack is not associated with a container in the eDoc</li> </ul>	<ul style="list-style-type: none"> <li>➤ Mailer determine if it is possible to avoid DMU verified orphan HU's; if not, then the pieces will be excluded from measurement</li> </ul>

Filtered Full-Service Volume  
19,086,205

Select Mailing Dat...

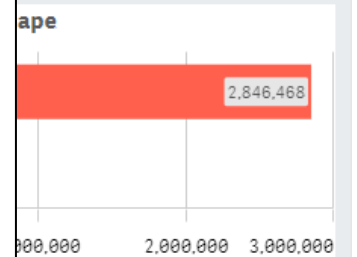
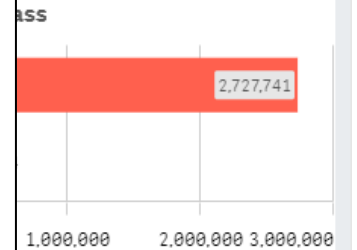
[Resolution Guide](#)

[SPM Detail Page](#)

[Need Resolution Assistance](#)

[Application Info](#)

[Need Technical Help?](#)



# SPM Exclusions by CRID – SPM Detail Page

**IV** Informed Visibility  
The single source for all your mail visibility needs.
Enterprise Analytics
**SPM Exclusions Detail (9/11/2023 - 12/7/2023) - As of 12/20/2023 9:31:29 AM**
9/2023 04:07 CT

[Return to Overview](#)
Detail Page Exclusion Pct  
14.96%
Detail Page Exclusion Volume  
2,854,905
Detail Page Full Service Volume  
2,985,223
**NOTE:** The metrics to the left are based on the table below as opposed to those on the summary page.

To download table to Excel, hover over table and click on Excel icon that appears on top right corner of the table.

### Exclusion Volume Detail

CRID	Locale Key	Facility	Exclusion Reason - See NOTE	Mail Shape	Induction Method	SPM Induction Method	Mail Class	Mailing Date	Mailing Day	Job ID	Mailing Group ID	Exclusion Volume	Exclusion Pct	Full
CRID 12	W14362	PALATINE	No Start-the-Clock	Flat	Originating	BMEU induction method	First Class Presort	9/11/2023	Mon	E]#5-F/B	968	4,214	100.00%	
CRID 12	W14362	PALATINE	No Start-the-Clock	Flat	Originating	BMEU induction method	First Class Presort	9/13/2023	Wed	I90N,<}^	969	1,005	100.00%	
CRID 12	W14362	PALATINE	No Start-the-Clock	Flat	Originating	BMEU induction method	First Class Presort	9/15/2023	Fri	I908C*?	979	1,074	100.00%	
CRID 12	W14362	PALATINE	No Start-the-Clock	Flat	Originating	BMEU induction method	First Class Presort	10/2/2023	Mon	N6<S,4...	970	1,077	100.00%	
CRID 12	W14362	PALATINE	No Start-the-Clock	Flat	Originating	BMEU induction method	First Class Presort	10/9/2023	Mon	B(6^9P...	980	1,067	100.00%	
CRID 12	W14362	PALATINE	No Start-the-Clock	Letter	Destinating	Dropship induction method	Marketing Mail	9/20/2023	Wed	A,0)0ALV	21230	13	0.09%	2,727,741
CRID 12	W14362	PALATINE	No Start-the-Clock	Letter	Destinating	Dropship induction method	Marketing Mail	10/30/2023	Mon	C3Y4L...	21702	414	0.54%	
CRID 12	W14362	PALATINE	No Start-the-Clock	Letter	Destinating	Dropship induction method	Marketing Mail	12/6/2023	Wed	FUO]D\$-Z	21869	34,828	100.00%	
CRID 12	W14362	PALATINE	No Start-the-Clock	Letter	Destinating	Dropship induction method	Marketing Mail	12/7/2023	Thu	E'AB<#.=	22011	1,733	100.00%	
CRID 12	W14362	PALATINE	No Start-the-Clock	Letter	Originating	DMU verified mailer transported induction method	Marketing Mail	10/24/2023	Tue	K=@E+...	21626	6	0.02%	
CRID 12	W14362	PALATINE	No Start-the-Clock	Letter	Originating	BMEU induction method	First Class Presort	9/12/2023	Tue	DK=' Q? QL	12122	1,685	100.00%	
CRID 12	W14362	PALATINE	No Start-the-Clock	Letter	Originating	BMEU induction method	First Class Presort	9/12/2023	Tue	ML\TX:#\	12124	1,796	100.00%	2,846,468
CRID 12	W14362	PALATINE	No Start-the-Clock	Letter	Originating	BMEU induction method	First Class Presort	9/13/2023	Wed	CY@<#...	12107	6,875	100.00%	

0 1,000,000 2,000,000 3,000,000

0 1,000,000 2,000,000 3,000,000

0 500,000 1,000,000 1,500,000

0 1,000,000 2,000,000 3,000,000

ed Full-Service Volume  
19,086,205

Select Mailing Dat...

Resolution Guide →

**SPM Detail Page →**

Need Resolution Assistance

Application Info →

Need Technical Help?

# SPM Exclusions by CRID – Need Resolution Assistance

**IV<sup>®</sup> Informed Visibility**  
The single source for

National Exclusion Pct  
20.39%

Job ID

**Exclusions by CRID (req**

CRID 12

0 1,000,000

**Exclusions by Facility Na**

PALATINE - W1...

0 1,000,000

Detail Page Exclusion Pct  
14.96%

**Exclusions by Reason (re**

No Start-the-Cl...

0 1,000,000 2,000,000 3,000,000

**Send**

**From** ▼ wayne.e.palmiter@usps.gov

**To** ○ [MSSC](#)

**Cc**

**Bcc**

**Subject** SPM Exclusion Help

Please complete the three additional items below before sending the email:

**Mailer Contact Name:**  
**Contact Phone and Email:**  
**Brief description of your findings so far:**

**\*\*Do not change or remove this data\*\***

**Filters Selected:**  
CRID: CRID 5  
FACILITY: SANTA CLARITA - Z23707  
EXCLUSION: No Piece Scan

19/2023 04:07 CT

Filtered Full-Service Volume  
19,086,205

Select Mailing Dat...

Resolution Guide →

SPM Detail Page →

**Need Resolution Assistance**

Application Info →

Need Technical Help?

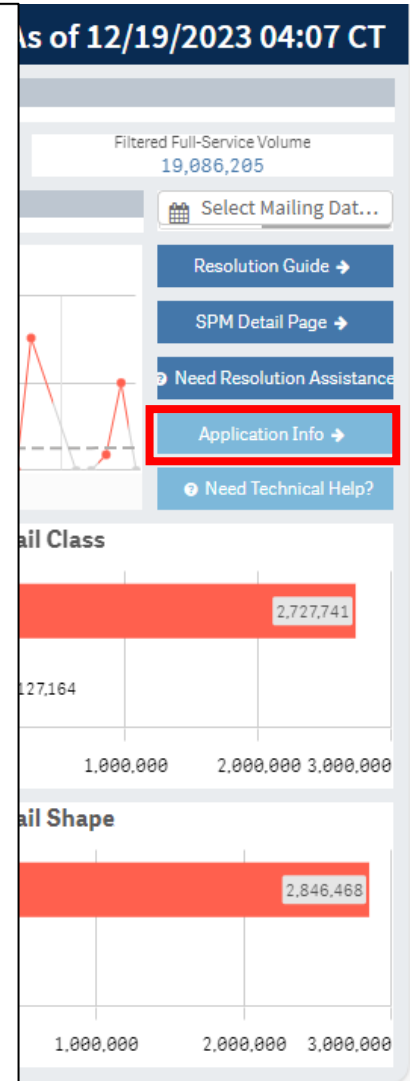
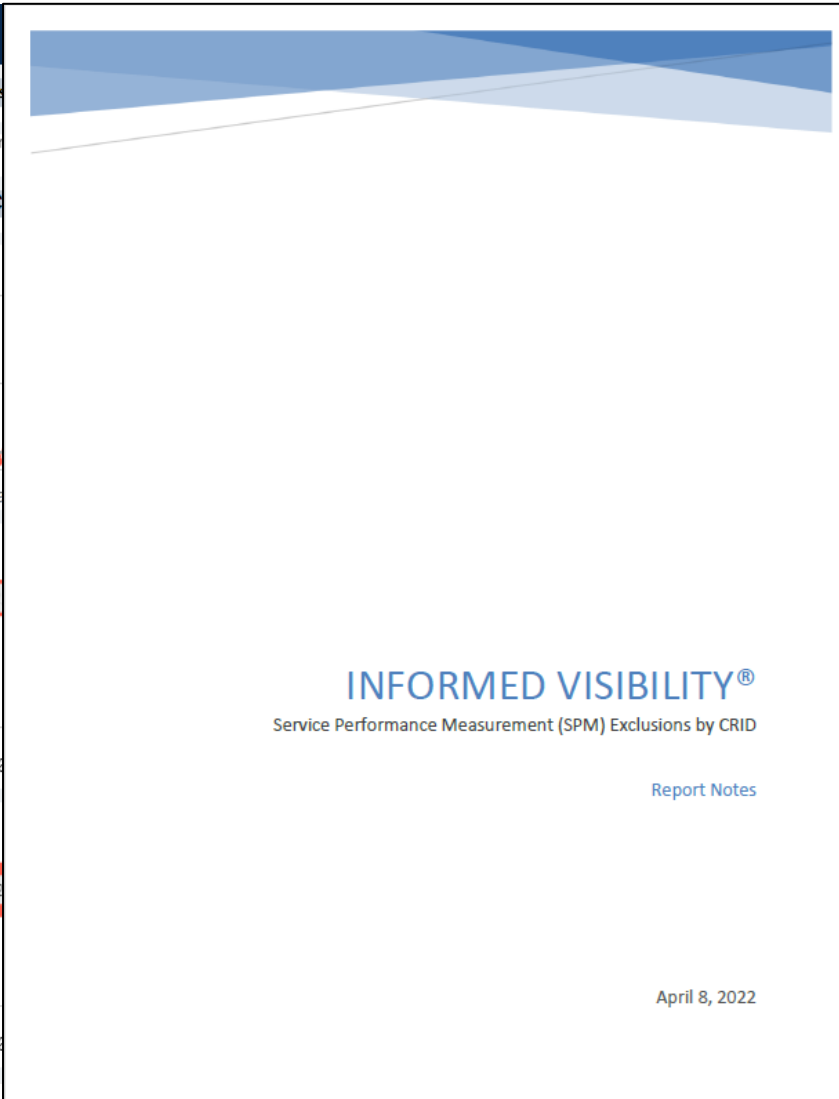
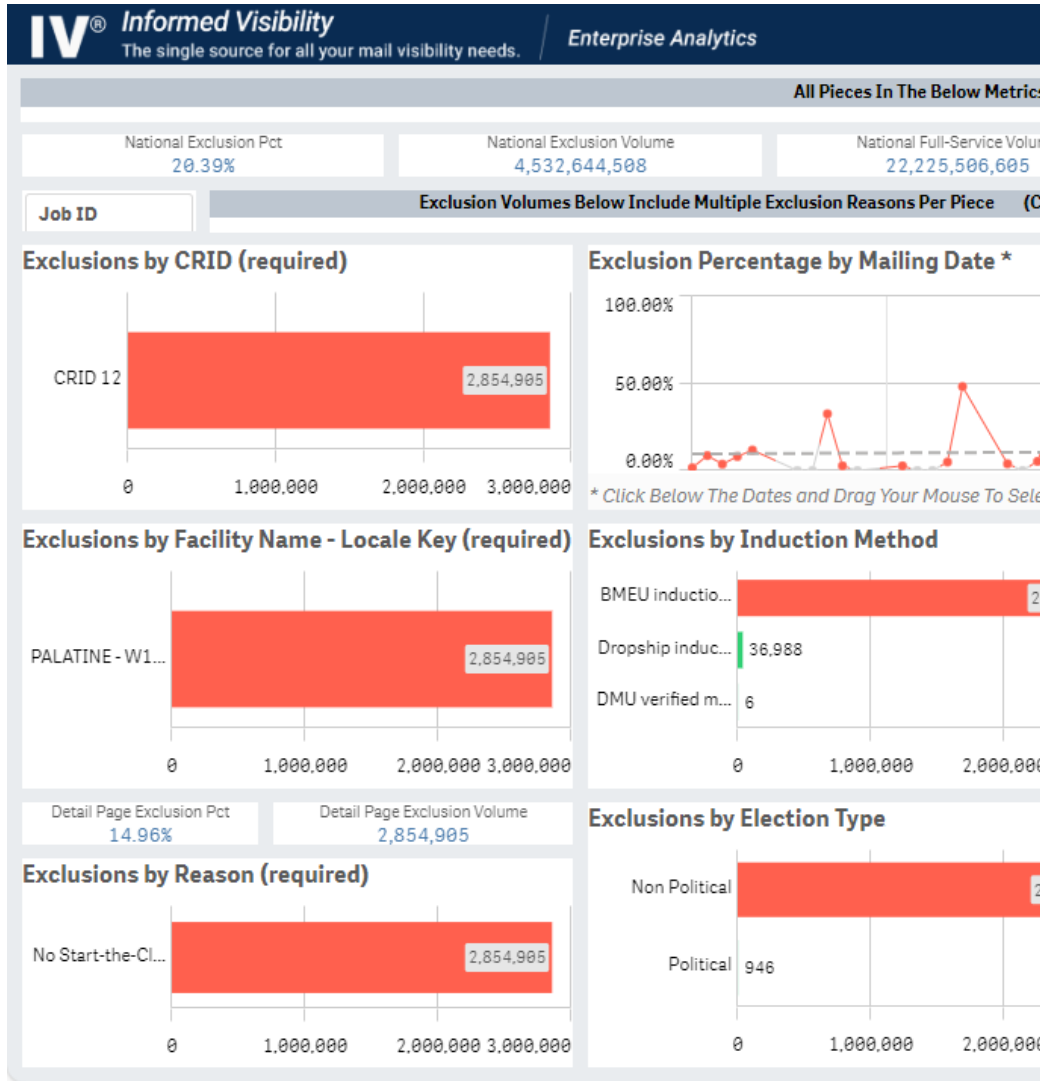
2,727,741

2,846,468

0 1,000,000 2,000,000 3,000,000

# Live Demo with Questions and Answers

# SPM Exclusions by CRID – Application Info





# SPM Exclusions by CRID – Need Technical Help

The screenshot displays the Informed Visibility Enterprise Analytics interface. On the left, there are several data visualization panels:

- National Exclusion Pct:** 20.39%
- National Exclusion Volume:** 4,532,644,508
- Exclusions by CRID (required):** A bar chart showing CRID 12 with a volume of 2,854,905.
- Exclusions by Facility Name - Locale Key (required):** A bar chart showing PALATINE - W1... with a volume of 2,854,905.
- Detail Page Exclusion Pct:** 14.96%
- Detail Page Exclusion Volume:** 2,854,905
- Exclusions by Reason (required):** A bar chart showing No Start-the-Cl... with a volume of 2,854,905.

In the center, a form is open for sending an email. The 'From' field is 'wayne.e.palmiter@usps.gov' and the 'To' field is 'Informed Visibility Customer HelpDesk'. The subject is 'SPM Exclusion by CRID Technical Problem'. A 'Send' button is visible on the left of the form.

On the right side of the interface, there are several navigation buttons:

- Resolution Guide →
- SPM Detail Page →
- Need Resolution Assistance →
- Application Info →
- Need Technical Help?** (highlighted with a red box)

At the top right, the date and time are shown as 'of 12/19/2023 04:07 CT'. Below this, there is a 'Filtered Full-Service Volume' of 19,086,205 and a 'Select Mailing Dat...' button.