

United States Postal Service®

INDUSTRYALERT

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USPS to retire process of External First Class Measurement (EXFC) and replace it with an Internal Service Performance Measurement System

On July 5, 2018, the Postal Regulatory Commission (PRC) approved Internal Service Performance Measurement (SPM) as the Postal Service's official system of record for service measurement and reporting starting on October 1, 2018. This means, the legacy External First Class Measurement (EXFC) system will be retired on September 30, 2018.

Internal SPM leverages the USPS workforce to randomly scan live mail at collection and delivery points and combines this data with billions of pieces of live mail processed in the postal network. Internal SPM provides a much more robust and representative reflection of Service Performance which not only benefits the internal operations of the USPS, but also increases mail visibility for our customers.

The information obtained through Internal SPM provides invaluable diagnostics to identify root causes for service failures and the opportunity to improve service. And, delivering on our service commitment to our customers just makes sound business sense.

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