How to Access the
SPM Exclusions by CRID
Application
Step 1 – Sign-in to the Business Customer Gateway (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”.

<table>
<thead>
<tr>
<th>Service</th>
<th>Status</th>
<th>BSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scan Based Payment (SBP)</td>
<td>Approved</td>
<td>You</td>
</tr>
<tr>
<td>Schedule a Mailing Appointment (FAST)</td>
<td>Approved</td>
<td>You</td>
</tr>
<tr>
<td>Share Mail</td>
<td>Available</td>
<td>Not You</td>
</tr>
<tr>
<td>StampsNow Commercial Postal Store</td>
<td>Available</td>
<td>Not You</td>
</tr>
<tr>
<td>USPS Mail Analytics</td>
<td>Available</td>
<td>Not You</td>
</tr>
</tbody>
</table>

[Get Access button highlighted]
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.

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”

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.