

# MTAC WORKGROUP #194 – INCREASE MAIL IN SERVICE PERFORMANCE MEASUREMENT

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## **Workgroup Issue Statement**

Establish practical opportunities for Mailers that have the largest amount of mail excluded from measurement to address root causes of service performance exclusion.

# Conclusions

1. The workgroup completed goals:
  - a. Deployed an Industry facing mail excluded from measurement tool
  - b. Provided an Industry resolution guide
  - c. Created a means for collaboration between Postal Service and Industry
  
2. High-level overview of the process:
  - a. Mailers access SPM Exclusion tool through the Business Customer Gateway (BCG) to review details of mail excluded from measurement by filtering to a CRID, Facility and Exclusion Reason
  - b. Mailers access the Resolution Guide thru the tool to determine possible root cause and action
  - c. Industry can connect by email, through the tool, with a USPS partner for resolution assistance
  - d. A document outlining this procedure, along with supporting documentation, is posted at <https://postalpro.usps.com/spm-exclusions>

The results of the workgroup exceed the scope of the original mission statement, which was to focus only on mailers that have the largest amount of mail excluded from measurement, by making these new tools available to all Industry members.