

United States Postal Service®

INDUSTRYALERT

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Service Performance Measurement (SPM) Mail Exclusion by CRID Application Recording and Presentation

The Postal Service hosted training on the Service Performance Measurement (SPM) Mail Exclusion by CRID application. The recorded training and training slides are now available on PostalPro <https://postalpro.usps.com/spm-exclusions> under the “Quick Links” and “Featured Resources” sections.

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 introduced the application, provided instructions on how to access it, and explained the key features through a live demonstration of the application.

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