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![USPS logo] **UNITED STATES POSTAL SERVICE**

April 24, 2023

Mr. Ivan D. Butts
President
National Association of Postal
Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of general interest, the Postal Service intends to enhance the security protocols surrounding its Change of Address (COA) service by implementing additional identity verification methods. These enhancements are to better protect customer information.

The Retail System Software (RSS) will no longer include the screen that asks "Is this a known customer" within the Accept change of address workflow (non-revenue). Instead, employees will be prompted to follow the COA workflow which asks customers to present an acceptable photo ID type or a secondary form of ID.

In addition, employees at RSS locations may also see an increase in customers who have unsuccessfully attempted to complete an online COA request and require additional In-Person Proofing (IPP) before their request can be activated. The Identify Validation Service (IVS) will direct those customers to an RSS enabled location to complete the process in-person.

These enhancements will be effective April 30.

Enclosed is a copy of the Stand-Up Talk (SUT) relevant to this matter.

Please contact Bruce Nicholson at extension 7773 if there are any further questions concerning this matter.

Sincerely,

James Lloyd
Director
Contract Administration (NALC)

Enclosure

LRPP 2023-50

Mandatory Stand-Up Talk

Date

USPS improving change-of-address service

The Postal Service is enhancing security protocols surrounding its change-of-address service by implementing additional identity verification methods.

Identity theft is on the rise around the world, and these enhancements are designed to help us better protect our customers' information.

The change-of-address service is an important part of our mission. Last year, more than 33 million people submitted change-of-address requests — and more than half of those requests were submitted online.

The service will remain simple and convenient to use.

It can be completed in a few steps, online at USPS.com, or by visiting a local Post Office.

Retail employees will receive instructions on how to implement the change-of-address service improvements, and we'll share additional information with employees in the weeks to come.

Thank you for listening.

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Retail Stand-Up
April 24v, 2023

Change of Address Changes – Enhanced Security

The U.S. Postal Service is enhancing security protocols surrounding its change of address (COA) service by implementing additional identity verification methods, effective April 30, 2023. These enhancements are designed to address global identity theft concerns, and to protect customer information. The change of address service remains simple and convenient to use and can still be completed in a few steps - online at USPS.com or by visiting one of more than 33,000 local Post Office™ locations.

Employees at Retail System Software (RSS) offices will begin seeing changes as the first phase of RSS enhancements are rolled out to match the new security requirements. Starting April 24, 2023 and running through May 4, 2023, Retail Associates at RSS locations will no longer see the screen that asks "Is this a known customer" within the Accept change of address workflow (non-revenue). Instead, employees will be prompted to follow the COA workflow which asks customers to present a photo ID type or a secondary form of ID.

In addition, employees at RSS locations may also see an increase in customers who have unsuccessfully attempted to complete an online change of address request and require additional in-person proofing (IPP) before their request can be activated. The Identify Validation Service (IVS) will direct those customers to an RSS enabled location to complete the process in-person. Customers will receive email instructions/barcode and be required to present it along with proper identification to initiate the IPP process. Please follow the current In-Person Proofing process on RSS.

Manual locations should continue accepting COA cards from customers as they do now. However, manual sites may occasionally need to direct customers to an RSS site should a customer present the IVS generated barcode at the counter and require further in-person proofing at an RSS location.

Finally, offices should remove any hard copy change of address forms from their lobbies as the Postal Service moves towards implementing more stringent security measures surrounding identity verification methods.

Expect to see additional enhancements in May.

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