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May 4, 2023

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

Certified Mail Tracking Number:
7020 3160 0002 0327 5835

Dear Ivan:

This letter is in further reference to the Postal Service's partnership with the Department of Labor (DOL) to provide In-Person Proofing (IPP) to customers. The most recent correspondence was dated March 17 (enclosed).

The DOL IPP service is an additional means of conducting the identity verification some states perform in administering Unemployment Insurance (UI) benefits. This walk-in service allows customers who are unable to verify their identity online to visit the identified sites and use the DOL IPP. This partnership provides an efficient, economical, and secure structure to support DOL's needs.

As previously explained, retail employees use the Retail Systems Software (RSS) terminal to enter and verify the customer's information. The customer provides an acceptable form of primary identification and may be required to provide an acceptable secondary form, if needed.

The Postal Service plans to expand the DOL IPP service to additional retail locations. The subject expansion is scheduled to begin May 16 and retail employees will be trained prior to the launch date. The expansion sites are listed below, by District and site:

- Arkansas-Oklahoma District
 - Claremore Post Office, Claremore, Oklahoma
 - Norman Post Office, Norman, Oklahoma
 - Lawton Post Office, Lawton, Oklahoma
 - Wagoner Post Office, Wagoner, Oklahoma
 - Yukon Post Office, Yukon, Oklahoma
 - Moore Post Office, Moore, Oklahoma
 - Penn 89 Post Office, Oklahoma City, Oklahoma
 - East Arrow Post Office, Broken Arrow, Oklahoma
 - Coweta Post Office, Coweta, Oklahoma
 - Drumright Post Office, Drumright, Oklahoma

- Idaho-Montana-Oregon District
 - Eugene Post Office, Eugene, Oregon

- Veneta Post Office, Veneta, Oregon
- Warrenton Post Office, Warrenton, Oregon
- Marcola Post Office, Marcola, Oregon
- Westside Post Office, Eugene, Oregon
- Springfield Post Office, Springfield, Oregon
- Cottage Grove Post Office, Cottage Grove, Oregon
- Seaside Post Office, Seaside, Oregon
- Burns Post Office, Burns, Oregon
- Hines Post Office, Hines, Oregon

Enclosed is the following document:

- Department of Labor (DOL) In-Person Proofing (IPP) Pilot Launch Expansion Service Talk

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,



Shannon Richardson
Director
Contract Administration (APWU)

Enclosures



March 17, 2023

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

Certified Mail Tracking Number:
7020 3160 0002 0327 5729

Dear Ivan:

This letter is in further reference to the Postal Service's correspondence dated February 24 (enclosed), regarding the Postal Service's partnership with the Department of Labor (DOL) to provide In-Person Proofing (IPP) to customers.

DOL IPP services will be an additional means of conducting the identity verification some states perform in administering Unemployment Insurance (UI) benefits. This walk-in service will allow customers who are unable to verify their identity online to visit the identified sites and use the DOL IPP. This partnership will provide an efficient, economical and secure structure to support DOL's needs.

As previously explained, retail employees will use the Retail Systems Software (RSS) terminal to enter and verify the customer's information. The customer will provide an acceptable form of primary identification and may be required to provide an acceptable secondary form, if needed.

The subject expansion is scheduled to begin April 14 and retail employees will be trained prior to the launch date. The expansion sites are listed below, by District and site:

- Arkansas-Oklahoma District
 - Van Buren Post Office, Van Buren, Arkansas
 - Clarkesville Post Office, Clarkesville, Arkansas
 - Newport Post Office, Newport, Arkansas
 - Clinton Post Office, Clinton, Arkansas
 - Helena Post Office, Helena, Arkansas
 - Lake Village Post Office, Lake Village, Arkansas
 - Nashville Post Office, Nashville, Arkansas

Enclosed are the following documents:

- Department Of Labor (DOL) RSS IPP Verify Process Flow
- Department of Labor (DOL) In-Person Proofing Pilot Launch Service Talk



Retail Service Talk

May 2023

Department of Labor (DOL) In-Person Proofing (IPP) Pilot Launch Expansion

The USPS launched a pilot in collaboration with Department of Labor (DOL) providing In-Person Proofing (IPP) services for customers in ten (10) Retail sites located in the Arkansas area in March and April 2023. Starting May 16, 2023, the pilot will expand to twenty (20) additional locations, ten (10) in Oklahoma and ten (10) in Oregon areas. DOL IPP serves as an additional means of conducting the identity verification states perform in administering Unemployment Insurance (UI) benefits. This new service will allow customers to visit pilot locations who are seeking to use DOL IPP and are unable to verify their identity online.

DOL customers may receive In-Person Proofing at any of the twenty (20) Pilot expansion retail locations **with no appointment needed or transaction payment**. Customers are expected to provide one (1) original and non-expired acceptable form of Primary Identification (ID):

- State Driver's License
- State Non-Driver's Identification Card
- Uniformed Services Identification Card (requires secondary form of ID)
- US Passport (requires secondary form of ID)

Note: Address on customers photo ID **must match the address provided to DOL**, and photo ID must be **current**. Customers must have an unexpired photo ID to perform identity verification.

If the address on photo ID does not match, or are using an approved ID without an address, customer must have a secondary ID containing the address provided to DOL **in addition** to the photo ID.

- Lease, Mortgage, or Deed of Trust
- Voter Registration
- Vehicle Registration Card
- Home or Vehicle Insurance Policy

Equipment: DOL IPP transactions will be processed on the RSS Terminal

Scheduling: All participants will be seen on a walk-in basis only

Personnel Resources: All window-qualified Retail Associates are to be trained on the DOL IPP process

Training: Train the Trainer sessions will be conducted with Retail Support Specialists and Site Coordinators, who are responsible for training Retail Associates at the pilot sites

Revenue: Retail Associates will not collect payment from customers as DOL is providing a direct payment to the USPS