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LABOR RELATIONS



July 22, 2022

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

Certified Mail Tracking Number:
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Dear Ivan:

This letter is in further reference to the Postal Service's partnerships with the General Services Administration (GSA) and Federal Bureau of Investigation (FBI) to provide various biometric services.

The Postal Service is deploying new technology, called the Electronic Biometric Identity Services (EBIS), which is intended to consolidate biometric capture, in-person proofing, and personal identity verification (PIV) transactions into one platform. The various services will be incorporated into EBIS in phases, starting with the FBI Identity History Summary Check (IdHSC) fingerprinting transactions.

Beginning in August, the locations listed below will be the first sites to receive the EBIS equipment. Retail employees will be trained prior to the launch date.

- Atlantic Area
 - Maryland District, Columbia Post Office, Columbia, MD
 - Maryland District, Aspen Hill Post Office, Silver Spring, MD
 - New York 1 District, Bronx Post Office, Bronx, NY
 - New York 2 District, Jamaica Post Office, Jamaica, NY
 - New York 3 District, Northside Buffalo Post Office, Buffalo, NY
 - North Carolina District, Matthews Post Office, Matthews, NC
 - Virginia District, Falls Church Finance Office, Falls Church, VA
- Central Area
 - Illinois 1 District, Roberto Clemente Post Office, Chicago, IL
- Southern Area
 - Florida 3 District, Hialeah Post Office, Hialeah, FL
- West-Pac Area
 - Nevada-Utah District, James C. Brown, Jr. Post Office, Las Vegas, NV

Enclosed is a copy of the following:

- Electronic Biometric Identity Services (EBIS) Stand Up Talk
- Electronic Biometric Identity Services (EBIS) Standard Work Instruction
- Electronic Biometric Identity Services (EBIS) User Manual

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

Sincerely,

A handwritten signature in blue ink, appearing to read 'Shannon Richardson', with a long horizontal flourish extending to the right.

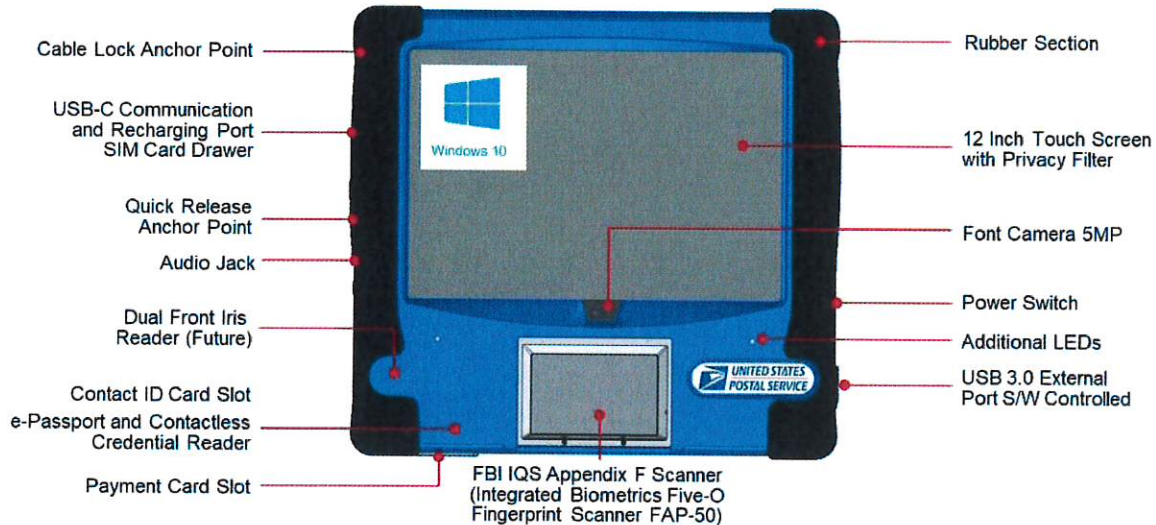
Shannon Richardson
Director
Contract Administration (APWU)

Enclosures

Retail Service Talk

July 2022

Enterprise Biometric Identity Services (EBIS)



The Postal Service is launching new technology to support our role in the field of biometric services for various government agencies. EBIS equipment deployment is an essential component of the USPS Delivering for America plan. The initial EBIS deployment will incorporate FBI IdHSC fingerprinting transactions for customers.




The future role of EBIS will consolidate Biometric Capture, In-Person Proofing, and Personal Identity Verification (PIV) transactions under one platform, with additional services implemented in a phased approach. EBIS will be configurable for different government agencies requirements, removing the need for multiple platforms and equipment to process these types of transactions.

The ten (10) offices listed below will be the first to receive the EBIS equipment and training, and the first to implement the FBI IdHSC fingerprinting process on the EBIS equipment.


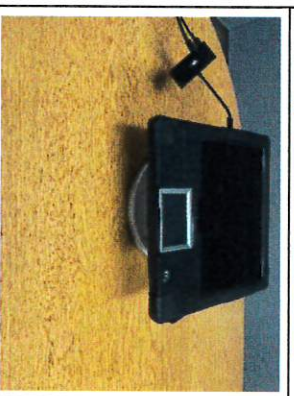

FDB #	Area	District	Retail Site	Street Address	City	State	Zip Code
1358775	ATLANTIC	Maryland	Columbia	6801 OAK HALL LN	Columbia	MD	21045
1469774	ATLANTIC	Maryland	Aspen Hill	14030 CONNECTICUT AVE	Silver Spring	MD	20906
1433716	ATLANTIC	New York 1	Bronx	558 GRAND CONCOURSE	Bronx	NY	10451
1368233	ATLANTIC	New York 2	Jamaica	8840 164TH ST	Jamaica	NY	11432
1375555	ATLANTIC	New York 3	Northside Buffalo	725 HERTEL AVE	Buffalo	NY	14207
1372155	ATLANTIC	North Carolina	Matthews	301 E JOHN ST	Matthews	NC	28105
1450675	ATLANTIC	Virginia	Falls Church Finance	800 W BROAD ST STE 100	Falls Church	VA	22046
1379544	CENTRAL	Illinois 1	Roberto Clemente	2339 N CALIFORNIA AVE	Chicago	IL	60647
1368856	SOUTHERN	Florida 3	Hialeah	325 E 1ST AVE	Hialeah	FL	33010
1368240	WEST-PAC	Nevada-Utah	James C Brown Jr	1001 E SUNSET RD UNIT 1001	Las Vegas	NV	89199

1 EQUIPMENT SETUP & LOGIN

EBIS Standard Work Instructions


Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>1. To setup the EBIS tablet workstation, first <u>connect</u> the dongle to the tablet.</p>	<ul style="list-style-type: none"> • Power and ethernet cords are to be connected using the dongle, and not connected directly to the tablet. 	<ul style="list-style-type: none"> • To protect USPS Cyber Security
	<p>2. <u>Connect</u> the tablet power cord to the dongle.</p>		
	<p>3. <u>Connect</u> the ethernet cable to the dongle.</p>	<ul style="list-style-type: none"> • Tablet Workstations must be hard wired to an active network port, not WiFi. 	

EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>4. <u>Place</u> the tablet on the stand.</p>		
	<p>5. <u>Connect</u> the remaining end of the ethernet cable to a <u>working network port</u> and <u>connect</u> the power cord to a working outlet.</p>		
	<ol style="list-style-type: none"> 1. <u>Turn on</u> the EBIS Workstation. 2. <u>Login</u> to the EBIS Workstation using your ACE credentials. 	<ul style="list-style-type: none"> • Clerks should restart device and log in at the beginning of every shift 	<ul style="list-style-type: none"> • This will improve customer service and prevent cyber security issues



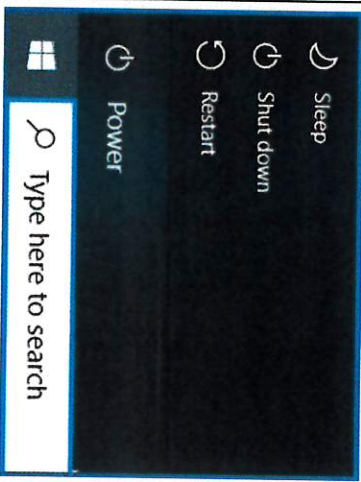
EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>3. Select the "TouchPrint SR" icon to open the EBIS application.</p>	<ul style="list-style-type: none">• This will allow users to access the EBIS application	



2 EQUIPMENT DISASSEMBLY AND STORAGE

EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<ol style="list-style-type: none"> 1. Place the EBIS workstation in Sleep mode if stored in the same location during operation and non-operation hours, for example in a passport office. This will permit the EBIS workstation to download security patches while not in use 2. Shut down the EBIS workstation if stored in different locations during operation and non-operation hours. This will turn the workstation off. No security patches will be downloaded while off. 	<ul style="list-style-type: none"> • The storage location of the EBIS workstation during non-operation hours will determine if it should be placed in sleep mode or shut down. • Do not power down the EBIS workstation using the power button. Always use the power options on the screen. 	<p>The EBIS workstation is considered sensitive equipment and is to be stored in a secure location during non-operational hours</p> <p>Securing an unsupervised EBIS workstation helps mitigate any chance of the workstation being stolen or compromised</p> <p>Each office is required to establish a designated location to secure the EBIS workstation during non-operation hours</p> <p>This may be a place where other valuable or accountable items are stored within the facility. Examples include:</p> <ul style="list-style-type: none"> ○ Accountable cage ○ Locked room ○ Locked drawer ○ Safe

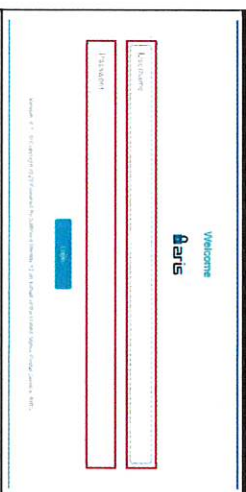
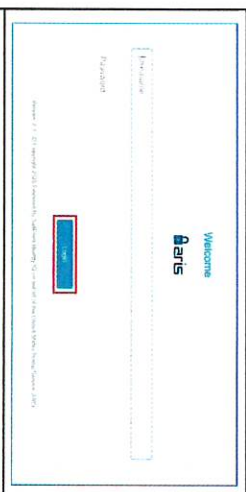
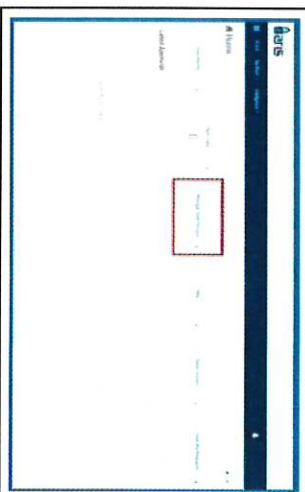


EBIS Standard Work Instructions

3 REQUESTING EBIS ROLE ACCESS

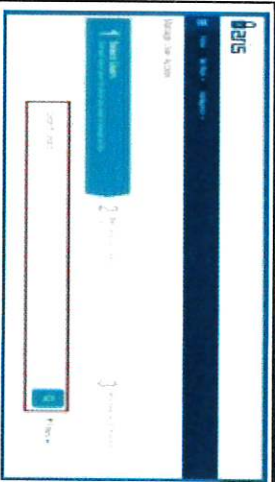
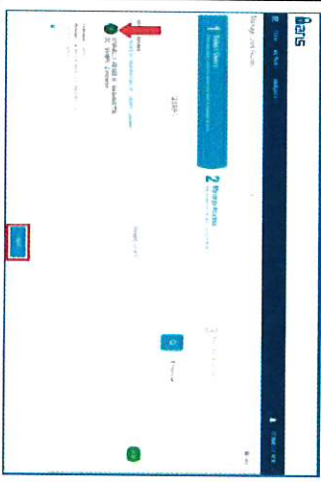
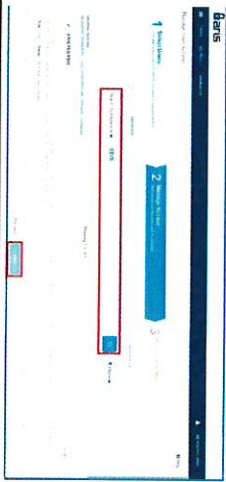
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<ol style="list-style-type: none"> To access ARIS, go to https://aris.usps.gov Select "Enter Application" 	<ul style="list-style-type: none"> Requesting access to an EBIS User Role is to be completed through ARIS. 	<p>User roles are permissions that control access to areas and features within the EBIS application</p> <p>User roles control what workflows are available to the end user</p> <p>An end user must have an approved user role assigned to them in order to access the EBIS application</p> <p>Requesting access to an EBIS user role is to be completed through Access Registration and Identity Services (ARIS)</p>

EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>3. <u>Enter</u> your Username and Password</p>	<ul style="list-style-type: none"> Note that your Username and Password are your ACE ID and ACE Password. 	
	<p>4. Next, <u>select</u> Login</p>		
	<p>5. From the ARIS Home screen, <u>select</u> Manage User Access</p>		



EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>6. From the Manage User Access screen, <u>enter</u> your ACE ID and <u>select enter</u></p>		
	<p>7. <u>Select the checkmark</u> next to your name and <u>select next</u></p>	<ul style="list-style-type: none"> Your account will appear at the bottom of the screen. 	
	<p>8. <u>Enter EBIS</u> into the search box and <u>select enter</u></p>	<ul style="list-style-type: none"> EBIS user roles will appear at the bottom of the screen. 	






EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>9. Select the checkmark next to the user role that aligns to your job responsibilities and select next</p>	<p>New users who need multiple user roles per their job responsibilities (e.g., HR and Retail) should select/request each that applies to them for approved.</p>	
	<p>10. Confirm the EBIS user roles listed at the bottom of the screen are correct, and select submit</p> <p>11. If the listed user roles are incorrect, select the X next to the user role and select previous to go to the previous screen and select a different user role</p>	<p>Your supervisor will review and approve the request. EBIS user roles include:</p> <ul style="list-style-type: none"> • EBIS Retail Identity Services Clerk • EBIS Retail Identity Services Clerk Admin • EBIS HR Identity Services • EBIS HR Identity Services Admin • EBIS HQ Admin 	




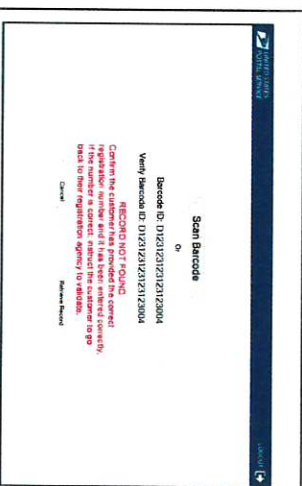
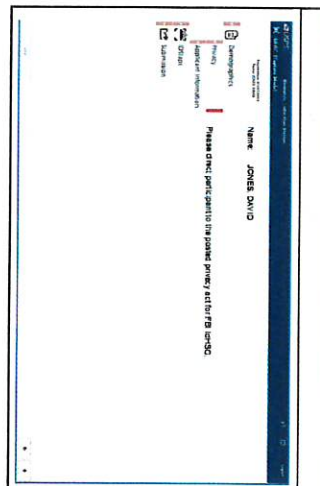
4 PARTICIPANT LOOKUP

EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>1. Look at fingerprinting customer sign in sheet and call the next customer</p>	<ul style="list-style-type: none"> • Call only one customer at a time to the <u>fingerprinting area</u>, even if customers come in together for fingerprinting appointments. 	<ul style="list-style-type: none"> • It's important that customer personal data not be shared.
	<p>2. At the EBIS landing page, <u>select</u> the Retail icon</p>		
	<p>3. <u>Scan</u> the participant's barcode</p>	<ul style="list-style-type: none"> • If the barcode cannot be scanned, select Cancel to manually enter the barcode number 	<ul style="list-style-type: none"> • Before beginning a transaction with a participant, the participant's information must first be accessed

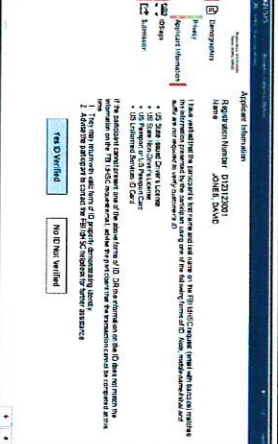


EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>4. If the barcode cannot be scanned, select Cancel, manually enter the barcode number, and select Retrieve Record</p>	<ul style="list-style-type: none"> The barcode ID must be entered twice. 	<ul style="list-style-type: none"> To ensure manual barcode number is entered correctly
	<p>5. If a record is not available, confirm the correct order number has been entered</p>	<ul style="list-style-type: none"> If the following "Record Not Found" message continues, instruct the participant to go back to their registration agent to validate their information 	
	<p>6. Direct the participant to the privacy act statement as instructed on the screen</p>	<ul style="list-style-type: none"> A hard copy should be displayed at the EBIS workstation for customers 	



EBIS Standard Work Instructions

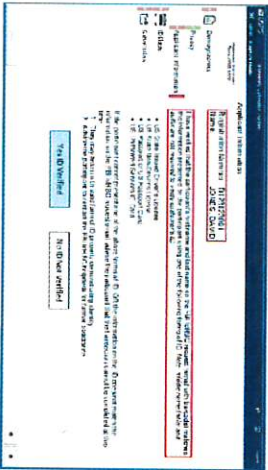
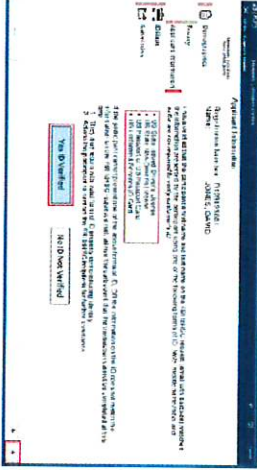
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>7. If the barcode is valid, the participant's information will appear on the screen</p>	<ul style="list-style-type: none"> Once you have looked up the applicant's information, verify their identification based on the list of acceptable forms 	<ul style="list-style-type: none"> Please note that the type of information which appears on the screen may vary based on the transaction type



EBIS Standard Work Instructions

5 VISUAL IDENTIFICATION VERIFICATION

- A participant's information will be displayed on the screen for verification


Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>1. Verify the participant's information displayed on the screen matches the information on their ID</p>	<p>All forms of ID must be current. Expired IDs are not accepted.</p> <p>If they did not come to the appointment with a valid ID, the participant can use the same barcode when they return with a valid ID.</p>	<p>This measure is to reduce the possibility of fraud and reduce USPS's exposure to risk</p>
	<p>2. Only accept the approved form(s) of identification listed on the Applicant Information page</p>	<p>Acceptable forms of ID vary by transaction type. Only accept forms of ID listed on the screen.</p> <p>Expired forms of ID are not accepted.</p>	



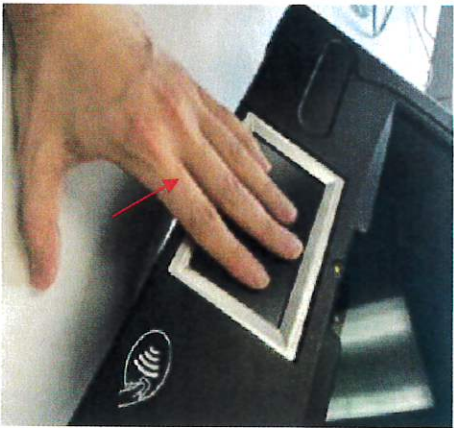
EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>3. If the participant cannot present one of the approved forms if ID displayed on the screen, or if the ID does not match the participants information displayed on the screen, <u>Select No ID Not Verified</u> and <u>select Cancel</u></p>	<p>Inform the participant they can return with the same bar code when they return with a valid form of ID.</p>	<p>This measure is to reduce the risk of fingerprints being captured under the wrong customer's record</p>
	<p>4. Confirm that you have verified the Customer's ID, <u>Select Yes ID Verified</u> and <u>select the right arrow at bottom right of page</u> to proceed</p>		

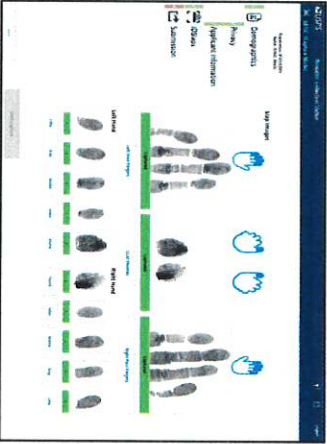
6 SLAP FINGERPRINTING

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<ol style="list-style-type: none"> 1. Prepare the fingerprint scanner for use 	<p>Use the provided materials:</p> <ul style="list-style-type: none"> • Wipe down the glass panel with the microfiber cleaning cloths • Do not use alcohol wipes • To sanitize fingerprint scanners, utilize the antibacterial wipes provided 	<p>Do not use alcohol or alcohol wipes on any EBIS equipment; alcohol products will damage the glass plates</p>

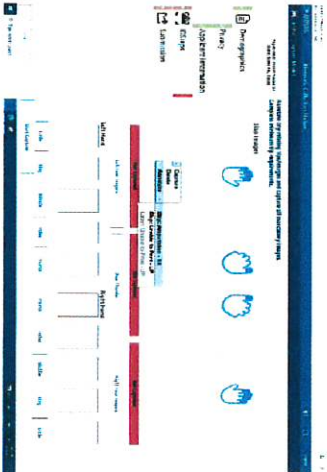
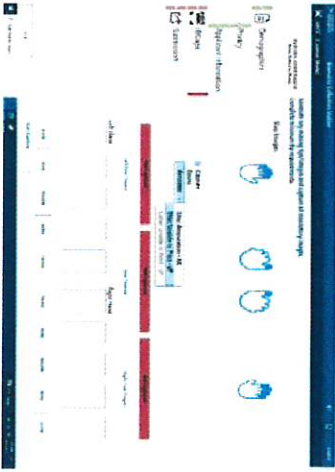
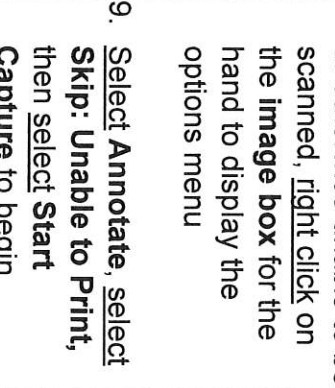
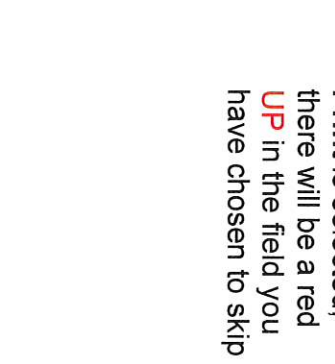
EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>2. Provide the participant with specific instructions to ensure fingerprints are captured properly</p>	<ul style="list-style-type: none"> • Limit the use of antibacterial wipes to 1-2 times per day • Should take 5 minutes to complete • Hands must be clean and dry before fingerprints can be captured • Wait to put fingers on the panel until instructed to do so • Fingers are to be firmly placed flat on the scanner • Fingers are to be left on the panel until instructed to remove them • The order in which fingerprints will be captured is left four fingers, two thumbs, right four fingers 	<ul style="list-style-type: none"> • When using the tablet workstation configuration, the participant's fingers must be touching the lower grey bar of the fingerprint scanner panel. (Refer to photo)

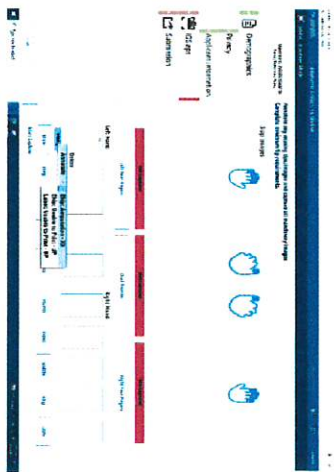
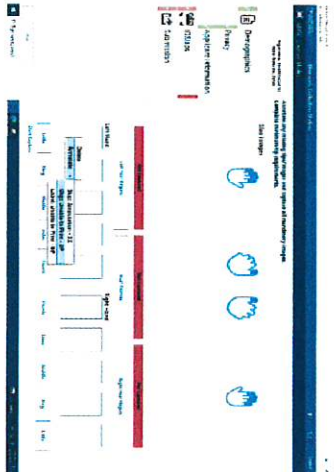
EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<ol style="list-style-type: none"> Instruct the participant to place their left four fingers on the panel. Direct the participant to remove their fingers once the prints are displayed on the screen. Next, instruct the participant to place their two thumbs on the panel. Direct the participant to remove their thumbs once the prints are displayed on the screen. Finally, instruct the participant to place their right four fingers on the panel. Direct the participant to remove their fingers once the prints are displayed on the screen. 	<ul style="list-style-type: none"> The system should automatically collect the participants prints once they place their fingers on the scanner. If you are unable to get a successful scan, repeat the fingerprint scan process no more than 5 times. (The 5th submission will be automatically accepted). After the fingerprints are complete, a score for each print will be displayed below each print. <ul style="list-style-type: none"> High quality score: 1 to 3 will be highlighted green Poor quality score: 4 to 4 will be highlighted red 	<ul style="list-style-type: none"> Fingerprints with a poor quality should be rescanned to attempt to achieve a higher quality score Do not turn away a participant if high quality prints cannot be obtained Fingerprints that receive a poor-quality score can still be submitted and successfully reviewed; submit the best prints you can capture

EBIS Standard Work Instructions

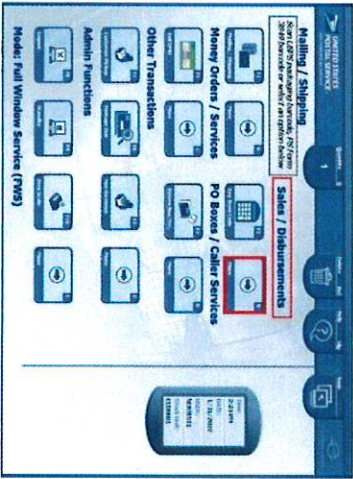
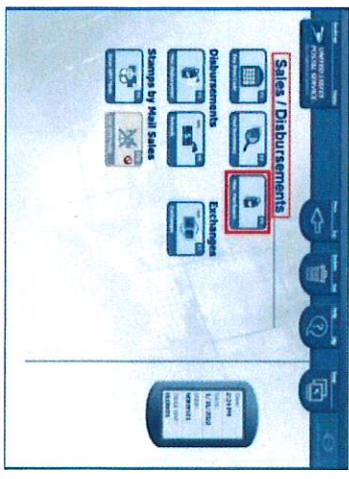
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>6. If fingerprints for a hand cannot be obtained due to amputation, <u>right click</u> on the image box for the amputated hand to display the options menu</p>	<ul style="list-style-type: none"> • Clerks may encounter participants with difficult to obtain fingerprints. Reasons for this can include: <ul style="list-style-type: none"> ➢ Amputated fingers or hands ➢ Bandaged fingers or hands ➢ Partial loss of fingerprints 	<ul style="list-style-type: none"> • If Skip: Amputation is selected, there will be a red XX in the field you have chosen to skip
	<p>7. <u>Select Annotate</u>, select Skip: Amputation, then select Start Capture to begin capturing prints</p>		<ul style="list-style-type: none"> • If Skip: Unable to Print is selected, there will be a red UP in the field you have chosen to skip
	<p>8. If the hand is bandaged or otherwise unable to be scanned, <u>right click</u> on the image box for the hand to display the options menu</p>		
	<p>9. <u>Select Annotate</u>, select Skip: Unable to Print, then select Start Capture to begin capturing prints</p>		

EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>10. If a fingerprint(s) cannot be obtained due to amputation, <u>right click</u> on the image box for the amputated finger(s) to display the options menu</p> <p>11. <u>Select Annotate</u>, <u>select Skip: Amputation</u>, then select Start Capture to begin capturing prints</p>	<ul style="list-style-type: none"> • Clerks may encounter participants with difficult to obtain fingerprints. Reasons for this can include: <ul style="list-style-type: none"> ➢ Amputated fingers or hands ➢ Bandaged fingers or hands ➢ Partial loss of fingerprints 	<ul style="list-style-type: none"> • If Skip: Amputation is selected, there will be a red XX in the field you have chosen to skip
	<p>12. If the finger(s) is bandaged or otherwise unable to be scanned, <u>right click</u> on the image box for the finger(s) to display the options menu</p> <p>13. <u>Select Annotate</u>, <u>select Skip: Unable to Print</u>, then select Start Capture to begin capturing prints</p>		<ul style="list-style-type: none"> • If Skip: Unable to Print is selected, there will be a red UP in the field you have chosen to skip

7 PAYMENT COLLECTION

- Not all EBIS transactions require payment. If a payment is required, EBIS will prompt for a payment.
- Payments will be made using the Retail Systems Software (RSS) Terminal

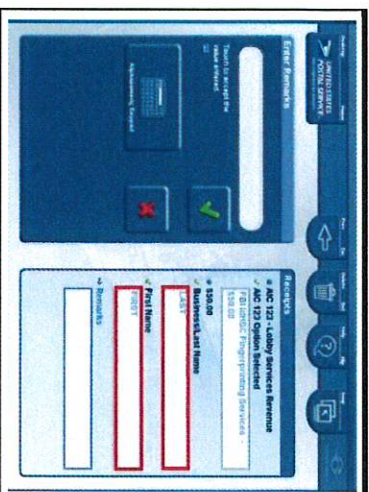
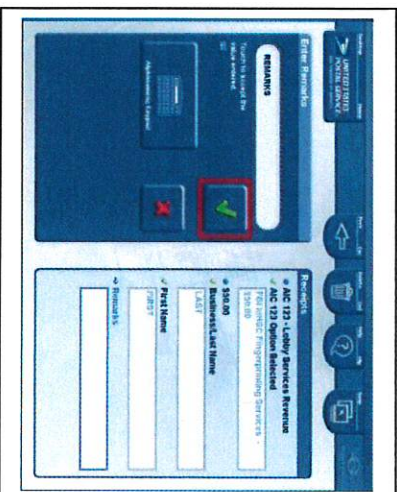
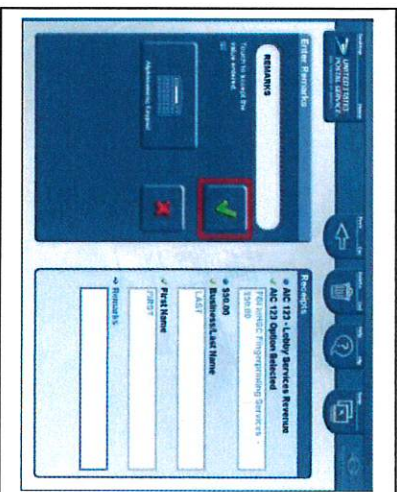
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>1. Process an EBIS payment on an RSS terminal</p> <ol style="list-style-type: none"> Bring the participant to an RSS terminal Login to the RSS terminal using your ACE ID and password Once logged in, select More in the Sales / Disbursement section 	<ul style="list-style-type: none"> Inform the customer you will now process their payment. Only process one customer payment at a time. Customers cannot pay for two transactions at one time. 	<ul style="list-style-type: none"> Inform the customer they will not receive their fingerprinting results if they do not provide payment.
	<p>2. Select Misc. Purchases from the Sales / Disbursements screen</p>	<ul style="list-style-type: none"> Select the "Misc. Purchases" box, the furthest right-hand box in the first row. 	



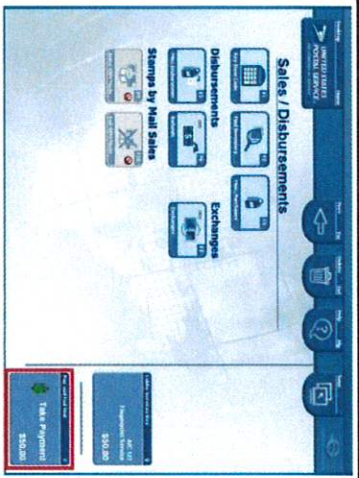
EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>3. Select AIC 123 – Lobby Services Rev</p>	<ul style="list-style-type: none"> Select the “AIC 123 – Lobby Services Rev” box, the furthest left-hand box in the second row. 	
	<p>4. Select the fee option for the applicable service</p>	<ul style="list-style-type: none"> Note that fee options will expand as USPS services expand. 	

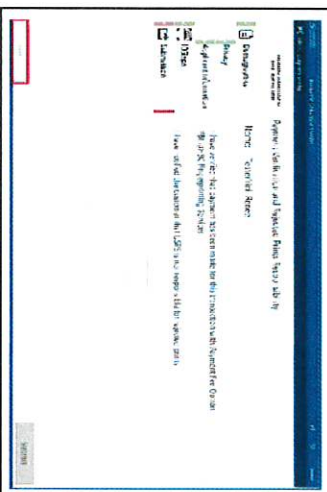
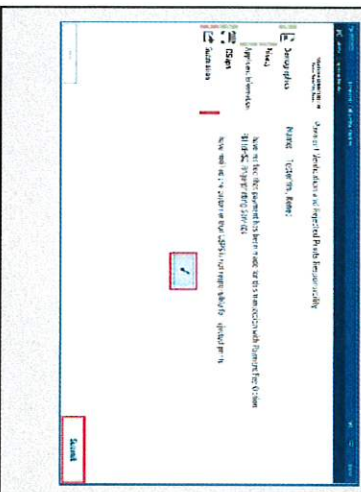
EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>5. Enter the participant's <u>last name</u> and <u>select the green checkmark</u></p>	<ul style="list-style-type: none"> • Ask the customer for his/her last and first name. • Type in the customer's last and first name into the computer's keyboard. 	<ul style="list-style-type: none"> • Without typing in the Order Number, the USPS will not be able to track how many fingerprints each location has processed.
	<p>6. Enter the participant's <u>first name</u> and <u>select the green checkmark</u></p>	<ul style="list-style-type: none"> • Using the keyboard, enter the customer's order number in the Remarks section. • Select the green check mark or press the enter key on the keyboard to submit. 	
	<p>7. In the remarks section, <u>enter the participants order number</u> and <u>select the green checkmark</u></p>		

EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>8. Select “take payment” by choosing the appropriate payment type</p>	<ul style="list-style-type: none"> • After payment has been processed, return to the EBIS workstation with the participant to complete the transaction. • Process the customer’s payment and provide him/her with a transactional receipt as you normally would. • <u>Do not forget to return to the fingerprinting station to submit the customer fingerprints.</u> 	<ul style="list-style-type: none"> • As a reminder, RA’s should process payment after taking the customer’s fingerprint.
	<p>9. Process Payment & Provide Receipt</p>		

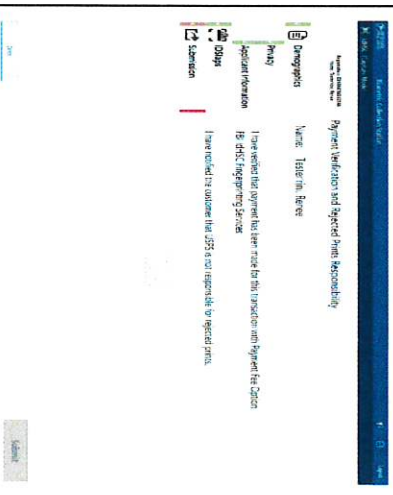
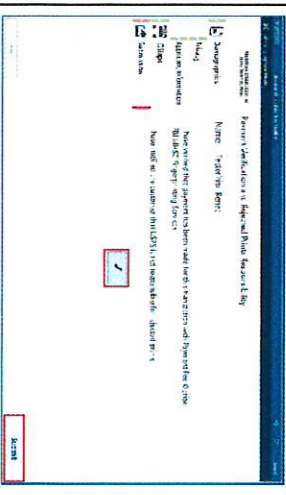
EBIS Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>10. If the participant is unable to pay at the time of transaction, select the Cancel button on the EBIS workstation to end the transaction and return to the main landing page</p>	<ul style="list-style-type: none"> The participant's data collected during the transaction will not be saved once the transaction is cancelled. 	<ul style="list-style-type: none"> If the participant is unable to pay at the time of transaction, inform the participant they can return later to any participating Post Office and reuse the same barcode.
	<p>11. If the participant has paid for the transaction, select the empty grey box in the center of the screen and a checkmark will appear, then select the Submit button</p>		



EBIS Standard Work Instructions

8 TRANSACTION SUBMISSION

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>12. Prior to submitting a participant's information, verify that all submission requirements on the left of the screen display a green checkmark:</p> <ol style="list-style-type: none"> Only the submission requirement should show a red X Select any requirement with a red X to complete the transaction 	<ul style="list-style-type: none"> The participant must be present as you complete and submit the transaction. 	<ul style="list-style-type: none"> This measure is to reduce the possibility of fraud and reduce USPS's exposure to risk.
	<p>13. If all requirements have been completed, <u>select the empty grey box</u> in the center of the screen and a checkmark will appear</p> <p>14. <u>Select the Submit button</u> to complete the transaction</p>	<ul style="list-style-type: none"> If the submit button is not pressed within 15 minutes, the transaction will time out. 	



EBIS Standard Work Instructions



**UNITED STATES
POSTAL SERVICE®**

EBIS User Manual

Enterprise Biometric Identity Services (EBIS)

Document Version: V 1.1

6/17/2022

National Security Solutions



AN IDEMIA COMPANY

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REVISION HISTORY TABLE

Revision #	Date Changed	Description of Change
V 1.0	5/2/2022	Initial release of document.
V 1.1	6/17/2022	1 st Draft Submission

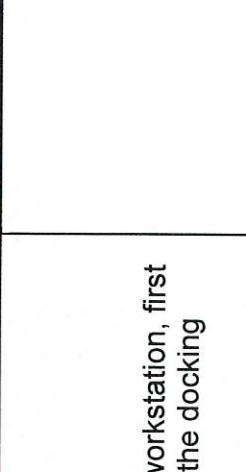
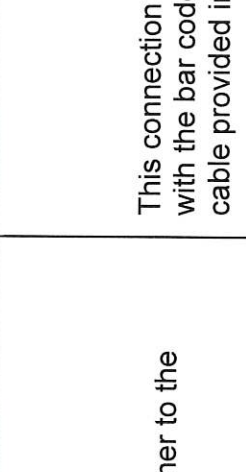
1 PURPOSE AND SCOPE

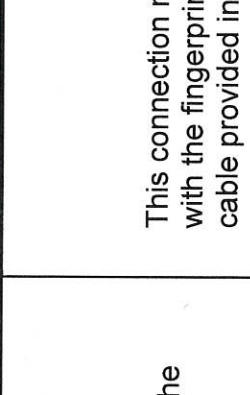
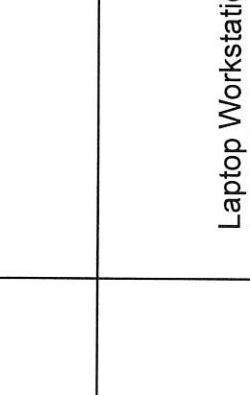
The intent of this User Manual is to provide compartmentalized standard work instructions to United States Postal Service (USPS) staff that can be used to operate the Enterprise Biometric Identity Services (EBIS) application. The work instructions are broken down into units of work such that they can be extracted and merged into USPS documents as required.

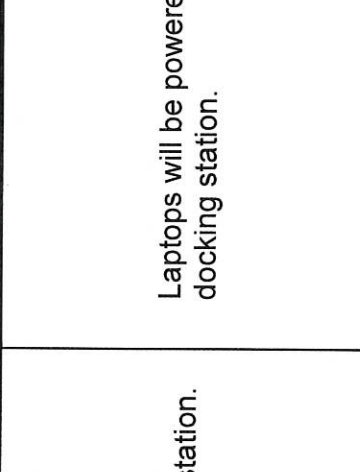
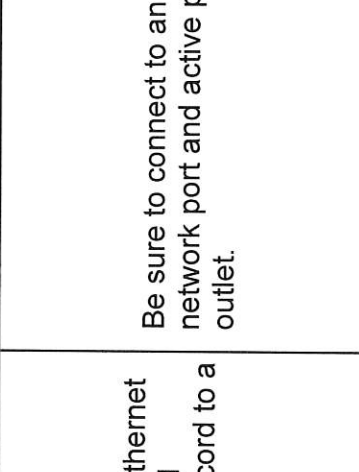
For clarity, the following conventions are used throughout this Guide:

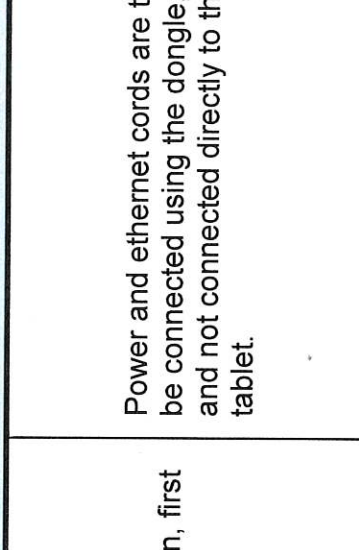
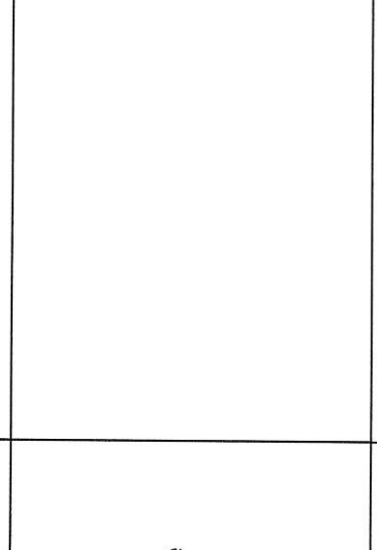
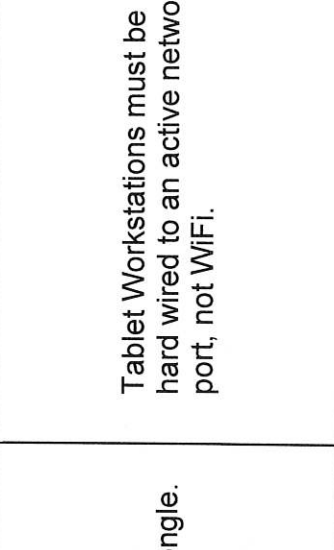
- All actions to be performed by the user are underlined
- All keyboard entries, touchpad/touchscreen/mouse clicks, and destination commands to be performed by the user are in **bold font**

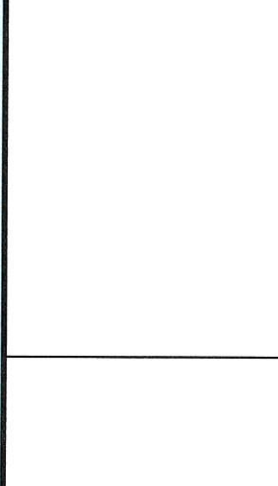
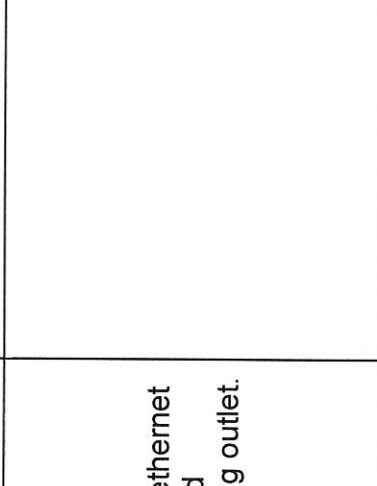
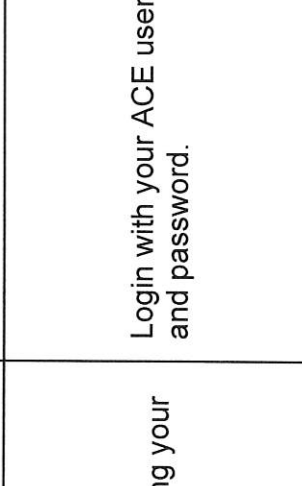
2 EQUIPMENT SETUP & LOGIN


Relevant Photos	Important Steps	Key Points
	<ol style="list-style-type: none">1. To setup the EBIS laptop workstation, first <u>connect</u> the power cord to the docking station.	
	<ol style="list-style-type: none">2. <u>Connect</u> the bar code scanner to the docking station.	<p>This connection must be made with the bar code scanner USB cable provided in the kit.</p>

Relevant Photos	Important Steps	Key Points
	<p>3. <u>Connect</u> the fingerprint scanner to the docking station.</p>	<p>This connection must be made with the fingerprint scanner cable provided in the kit.</p>
	<p>4. <u>Connect</u> the ethernet cable to the docking station.</p>	<p>Laptop Workstations must be hard wired to an active network port, not WiFi.</p>

Relevant Photos	Important Steps	Key Points
	<p>5. <u>C</u>onnect the laptop to the docking station.</p>	<p>Laptops will be powered via the docking station.</p>
	<p>6. <u>C</u>onnect the remaining end of the ethernet cable to a working network port and connect the docking station power cord to a working outlet.</p>	<p>Be sure to connect to an active network port and active power outlet.</p>

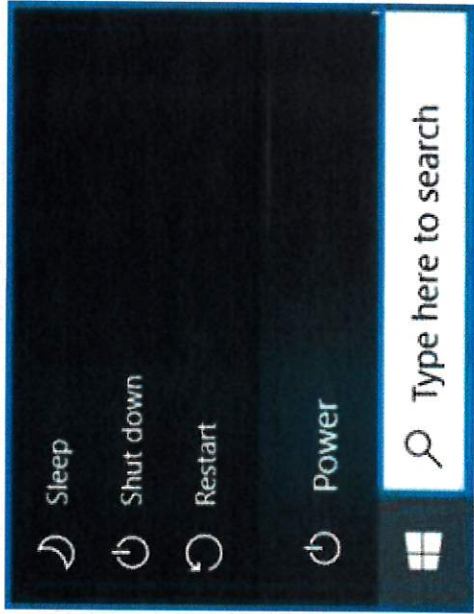
Relevant Photos	Important Steps	Key Points
	<p>1. To setup the EBIS tablet workstation, first <u>connect</u> the dongle to the tablet.</p>	<p>Power and ethernet cords are to be connected using the dongle, and not connected directly to the tablet.</p>
	<p>2. <u>Connect</u> the tablet power cord to the dongle.</p>	
	<p>3. <u>Connect</u> the ethernet cable to the dongle.</p>	<p>Tablet Workstations must be hard wired to an active network port, not WiFi.</p>

Relevant Photos	Important Steps	Key Points
	<p>4. <u>Place</u> the tablet on the stand.</p>	
	<p>5. <u>Connect</u> the remaining end of the ethernet cable to a working network port and <u>connect</u> the power cord to a working outlet.</p>	
	<ol style="list-style-type: none"> 1. <u>Turn on</u> the EBIS Workstation. 2. <u>Login</u> to the EBIS Workstation using your ACE credentials. 	<p>Login with your ACE username and password.</p>

Relevant Photos	Important Steps	Key Points
	<p>3. Select the “TouchPrint SR” icon to open the EBIS application.</p>	

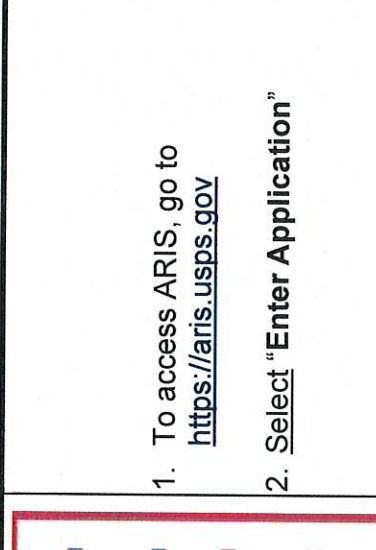
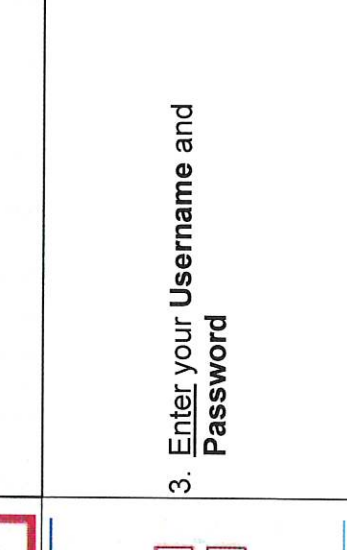
3 EQUIPMENT DISASSEMBLY AND STORAGE


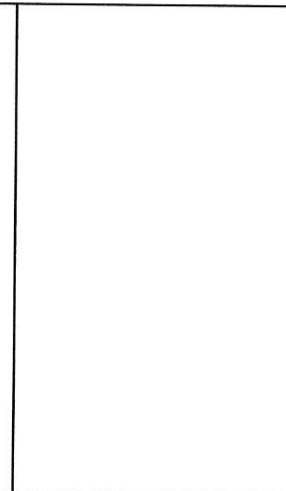
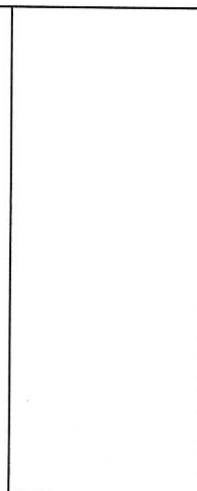
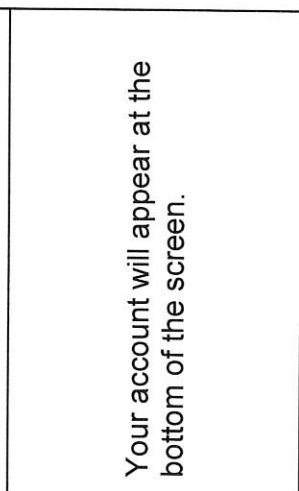
- The EBIS workstation is considered sensitive equipment and is to be stored in a secure location during non-operational hours
- Securing an unsupervised EBIS workstation helps mitigate any chance of the workstation being stolen or compromised
- Each office is required to establish a designated location to secure the EBIS workstation during non-operation hours
- This may be a place where other valuable or accountable items are stored within the facility. Examples include:
 - Accountable cage
 - Locked room
 - Locked drawer
 - Safe

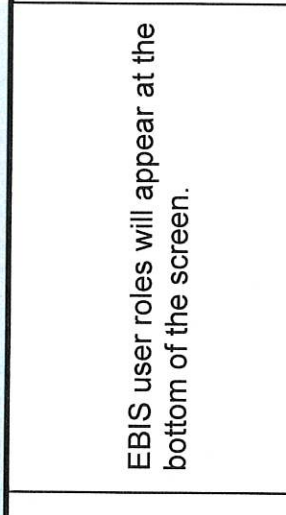
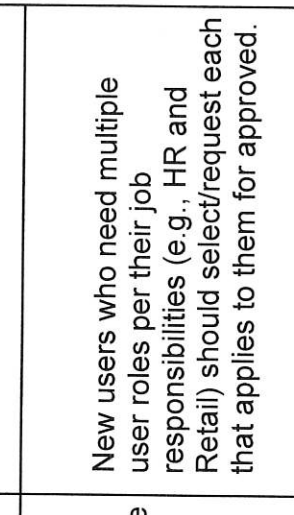
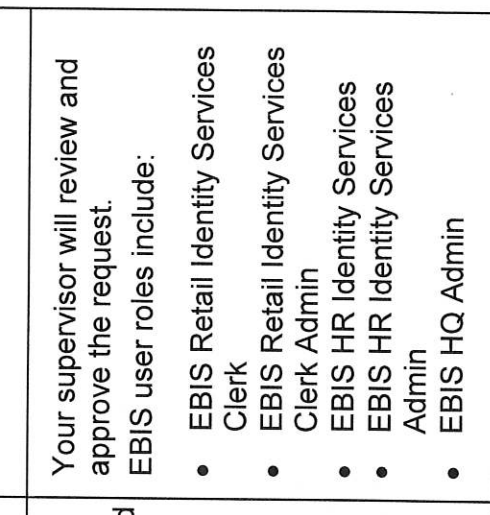
Relevant Photos	Important Steps	Key Points
	<ol style="list-style-type: none"> 1. Place the EBIS workstation in Sleep mode if stored in the same location during operation and non-operation hours, for example in a passport office. This will permit the EBIS workstation to download security patches while not in use 2. Shut down the EBIS workstation if stored in different locations during operation and non-operation hours. This will turn the workstation off. No security patches will be downloaded while off. 	<p>The storage location of the EBIS workstation during non-operation hours will determine if it should be placed in sleep mode or shut down.</p> <p>Do not power down the EBIS workstation using the power button. Always use the power options on the screen.</p>

4 REQUESTING EBIS ROLE ACCESS

- User roles are permissions that control access to areas and features within the EBIS application
- User roles control what workflows are available to the end user
- An end user must have an approved user role assigned to them in order to access the EBIS application
- Requesting access to an EBIS user role is to be completed through Access Registration and Identity Services (ARIS)


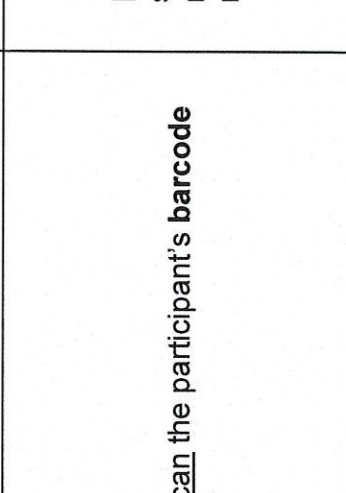
Relevant Photos	Important Steps	Key Points
	<ol style="list-style-type: none"> 1. To access ARIS, go to https://aris.usps.gov 2. Select "Enter Application" 	<p>Requesting access to an EBIS User Role is to be completed through ARIS.</p>
	<ol style="list-style-type: none"> 3. Enter your Username and Password 	<p>Note that your Username and Password are your ACE ID and ACE Password.</p>

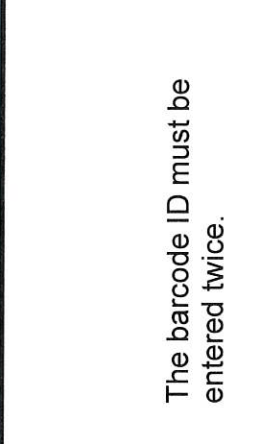
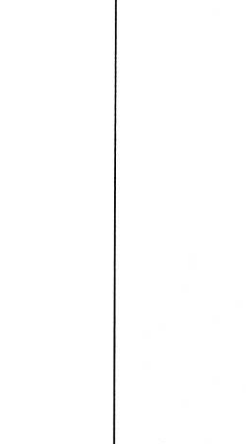
Relevant Photos	Important Steps	Key Points
	<p>4. Next, <u>select Login</u></p>	
	<p>5. From the ARIS Home screen, <u>select Manage User Access</u></p>	
	<p>6. From the Manage User Access screen, <u>enter your ACE ID</u> and <u>select enter</u></p>	
	<p>7. <u>Select the checkmark</u> next to your name and <u>select next</u></p>	<p>Your account will appear at the bottom of the screen.</p>

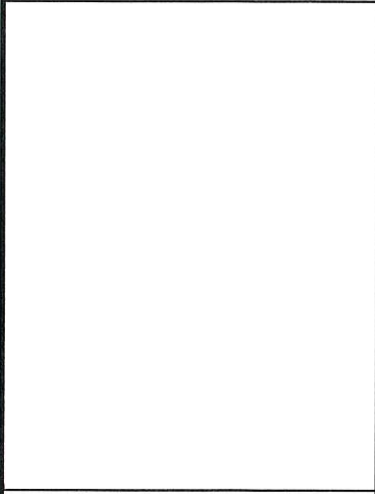
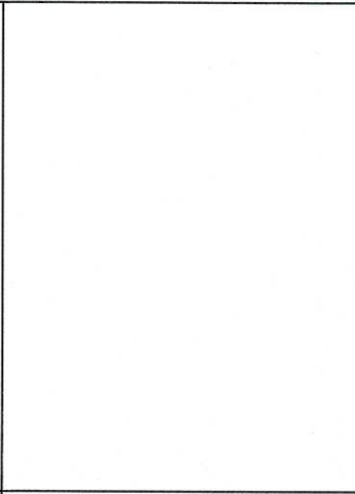
Relevant Photos	Important Steps	Key Points
	<p>8. Enter EBIS into the search box and select enter</p>	<p>EBIS user roles will appear at the bottom of the screen.</p>
	<p>9. Select the checkmark next to the user role that aligns to your job responsibilities and select next</p>	<p>New users who need multiple user roles per their job responsibilities (e.g., HR and Retail) should select/request each that applies to them for approved.</p>
	<p>10. Confirm the EBIS user roles listed at the bottom of the screen are correct, and select submit</p> <p>11. If the listed user roles are incorrect, select the X next to the user role and select previous to go to the previous screen and select a different user role</p>	<p>Your supervisor will review and approve the request. EBIS user roles include:</p> <ul style="list-style-type: none"> • EBIS Retail Identity Services Clerk • EBIS Retail Identity Services Clerk Admin • EBIS HR Identity Services • EBIS HR Identity Services Admin • EBIS HQ Admin

5 PARTICIPANT LOOKUP

- Before beginning a transaction with a participant, the participant's information must first be accessed

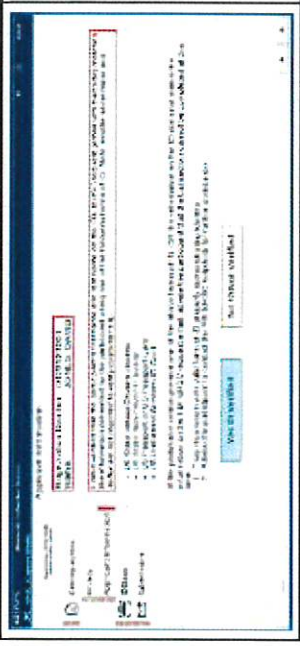
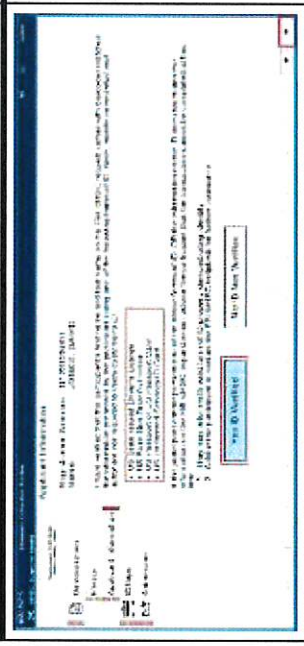
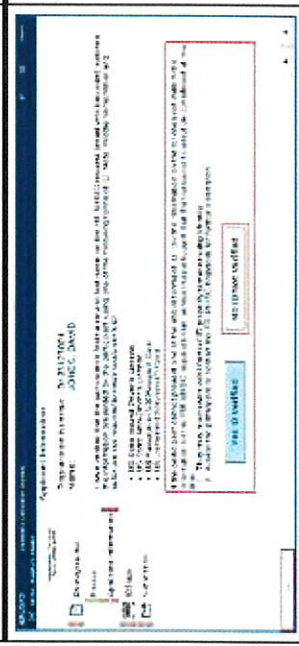
Relevant Photos	Important Steps	Key Points
 <p>A screenshot of the EBIS mobile application interface. At the top, there is a blue header with the text 'EBIS RETAIL' and 'MOBILE USAGE' on the left, and a search icon on the right. The main content area is white and features a large red-outlined icon of a storefront with the word 'Retail' written below it.</p>	<p>1. At the EBIS landing page, <u>select</u> the Retail icon</p>	
 <p>A screenshot of the EBIS mobile application interface showing a barcode. The blue header is visible at the top. The main content area is white and displays a large black barcode. Below the barcode, there are some faint, illegible text elements and a small 'Back' button.</p>	<p>2. <u>Scan</u> the participant's barcode</p>	<p>If the barcode cannot be scanned, select Cancel to manually enter the barcode number</p>

Relevant Photos	Important Steps	Key Points
	<p>3. If the barcode cannot be scanned, select Cancel, manually enter the barcode number, and select Retrieve Record</p>	<p>The barcode ID must be entered twice.</p>
	<p>4. If a record is not available, instruct the participant to contact the organization from where they obtained their registration</p>	


Relevant Photos	Important Steps	Key Points
	<p>5. Direct the participant to the privacy act statement as instructed on the screen</p>	
	<p>6. If the barcode is valid, the participant's information will appear on the screen</p>	

6 VISUAL IDENTIFICATION VERIFICATION

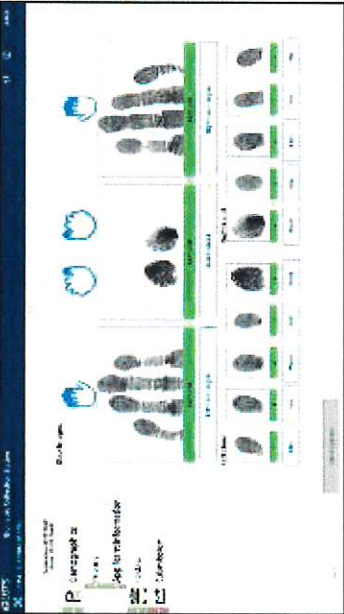
- A participant's information will be displayed on the screen for verification

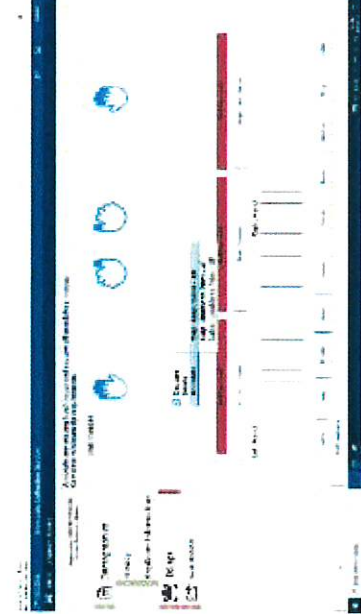
Relevant Photos	Important Steps	Key Points
	<ol style="list-style-type: none"> 1. Verify the participant's information displayed on the screen matches the information on their ID 	<p>All forms of ID must be current. Expired IDs are not accepted.</p> <p>If they did not come to the appointment with a valid ID, the participant can use the same barcode when they return with a valid ID.</p>
	<ol style="list-style-type: none"> 2. Only accept the approved form(s) of identification listed on the Applicant Information page 	<p>Acceptable forms of ID vary by transaction type. Only accept forms of ID listed on the screen.</p> <p>Expired forms of ID are not accepted.</p>
	<ol style="list-style-type: none"> 3. If the participant cannot present one of the approved forms if ID displayed on the screen, or if the ID does not match the participants information displayed on the screen, Select No ID Not Verified and select Cancel 	<p>Inform the participant they can return with the same bar code when they return with a valid form of ID.</p>

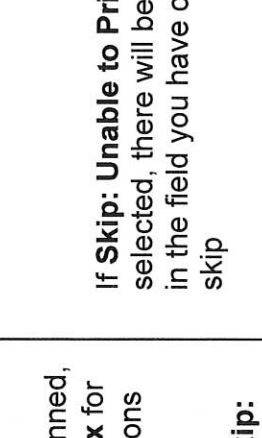
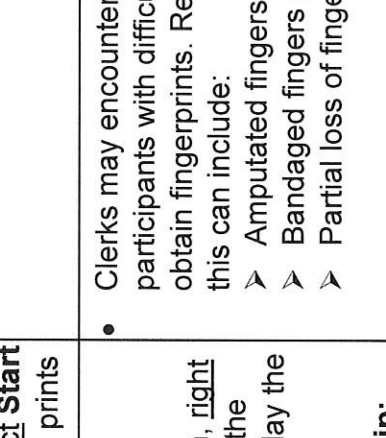
7 SLAP FINGERPRINTING

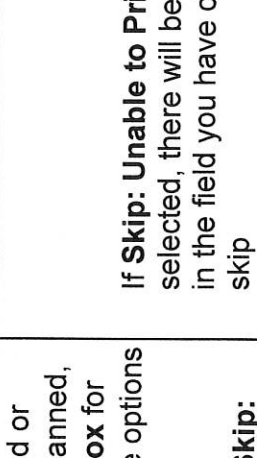
Relevant Photos	Important Steps	Key Points
	<p>1. Prepare the fingerprint scanner for use:</p> <ul style="list-style-type: none">a) Wipe down the glass panel with the microfiber cleaning clothsb) Do not use alcohol wipes, alcohol products will damage the glass platec) To sanitize fingerprint scanners, utilize the antibacterial wipes providedd) Limit the use of antibacterial wipes to 1-2 times per day to avoid damaging the glass plate	

Relevant Photos	Important Steps	Key Points
	<p>2. Prior to capturing fingerprints, provide the participant with the following instructions:</p> <ul style="list-style-type: none">a) Should take 5 minutes to completeb) Hands must be clean and dry before fingerprints can be capturedc) Wait to put fingers on the panel until instructed to do sod) Fingers are to be firmly placed flat on the scannere) Fingers are to be left on the panel until instructed to remove themf) The order in which fingerprints will be captured is left four fingers, two thumbs, right four fingersg) When using the tablet workstation configuration, the participant's fingers must be touching the lower grey bar of the fingerprint scanner panel. (Refer to photo)	

Relevant Photos	Important Steps	Key Points
	<ol style="list-style-type: none"> Instruct the participant to place their left four fingers on the panel. Direct the participant to remove their fingers once the prints are displayed on the screen. Next, instruct the participant to place their two thumbs on the panel. Direct the participant to remove their thumbs once the prints are displayed on the screen. Finally, instruct the participant to place their right four fingers on the panel. Direct the participant to remove their fingers once the prints are displayed on the screen. 	<ul style="list-style-type: none"> The system should automatically collect the participants prints once they place their fingers on the scanner. If you are unable to get a successful scan, repeat the fingerprint scan process no more than 5 times. (The 5th submission will be automatically accepted). After the fingerprints are complete, a score for each print will be displayed below each print. <ul style="list-style-type: none"> High quality score: 1 to 3 will be highlighted green Poor quality score: 4 to 4 will be highlighted red Fingerprints with a poor quality should be rescanned to attempt to achieve a higher quality score

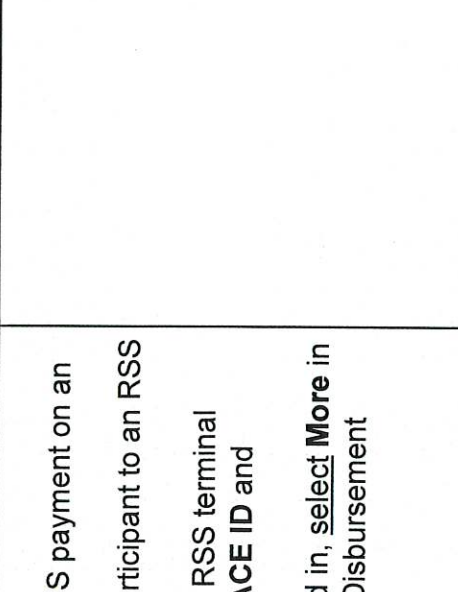
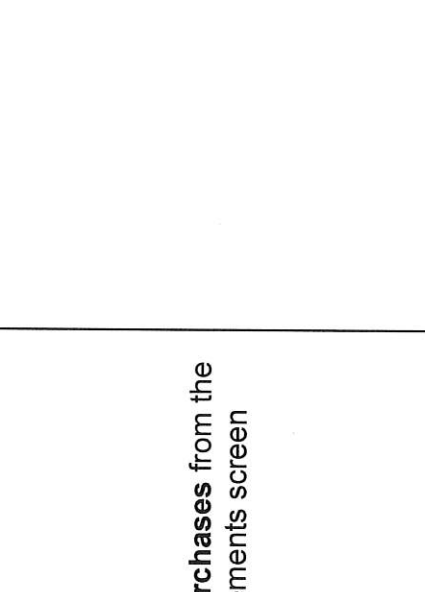
Relevant Photos	Important Steps	Key Points
		<ul style="list-style-type: none"> Do not turn away a participant if high quality prints cannot be obtained Fingerprints that receive a poor-quality score can still be submitted and successfully reviewed; submit the best prints you can capture
	<p>6. If fingerprints for a hand cannot be obtained due to amputation, <u>right click</u> on the image box for the amputated hand to display the options menu</p> <p>7. <u>Select Annotate</u>, <u>select Skip: Amputation</u>, then <u>select Start Capture</u> to begin capturing prints</p>	<ul style="list-style-type: none"> Clerks may encounter participants with difficult to obtain fingerprints. Reasons for this can include: <ul style="list-style-type: none"> Amputated fingers or hands Bandaged fingers or hands Partial loss of fingerprints If Skip: Amputation is selected, there will be a red XX in the field you have chosen to skip

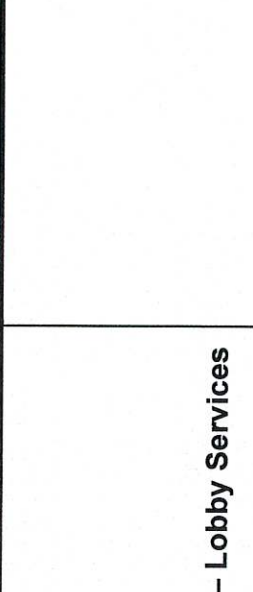
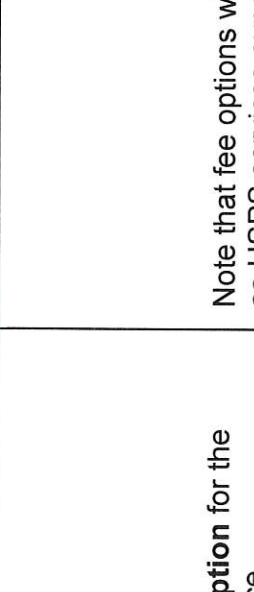
Relevant Photos	Important Steps	Key Points
	<p>8. If the hand is bandaged or otherwise unable to be scanned, <u>right click</u> on the image box for the hand to display the options menu</p> <p>9. <u>Select Annotate</u>, then <u>select Skip: Unable to Print</u>, then <u>select Start Capture</u> to begin capturing prints</p>	<p>If Skip: Unable to Print is selected, there will be a red UP in the field you have chosen to skip</p>
	<p>10. If a fingerprint(s) cannot be obtained due to amputation, <u>right click</u> on the image box for the amputated finger(s) to display the options menu</p> <p>11. <u>Select Annotate</u>, then <u>select Skip: Amputation</u>, then <u>select Start Capture</u> to begin capturing prints</p>	<p>Clerks may encounter participants with difficult to obtain fingerprints. Reasons for this can include:</p> <ul style="list-style-type: none"> ➢ Amputated fingers or hands ➢ Bandaged fingers or hands ➢ Partial loss of fingerprints <p>If Skip: Amputation is selected, there will be a red XX in the field you have chosen to skip</p>

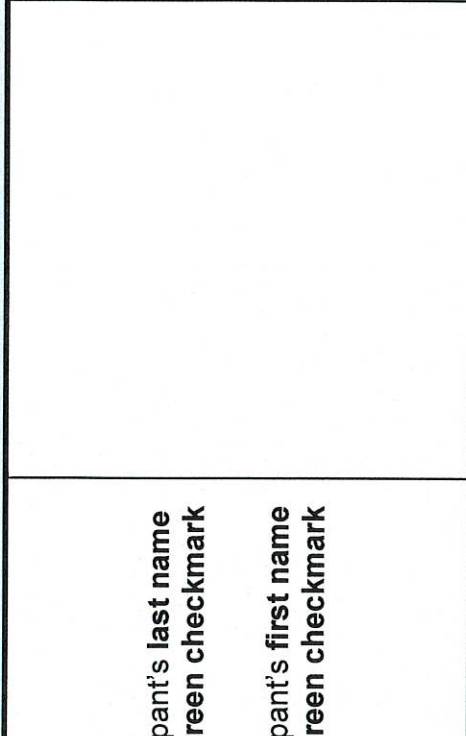
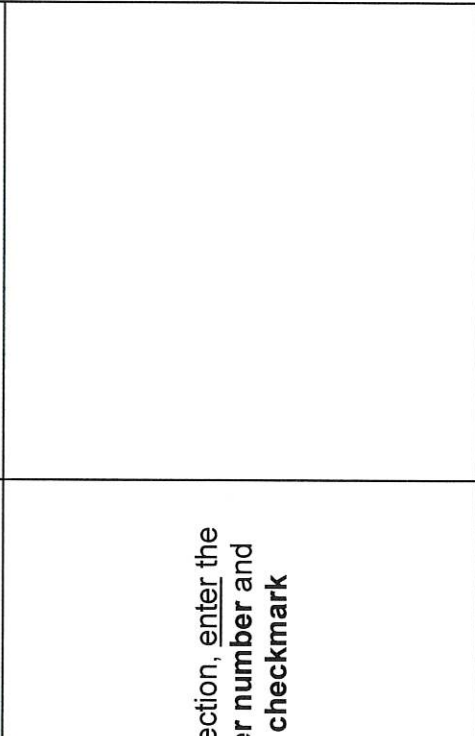
Relevant Photos	Important Steps	Key Points
	<p>12. If the finger(s) is bandaged or otherwise unable to be scanned, <u>right click</u> on the image box for the finger(s) to display the options menu</p> <p>13. <u>Select Annotate</u>, <u>select Skip</u>: Unable to Print, then <u>select Start Capture</u> to begin capturing prints</p>	<p>If Skip: Unable to Print is selected, there will be a red UP in the field you have chosen to skip</p>

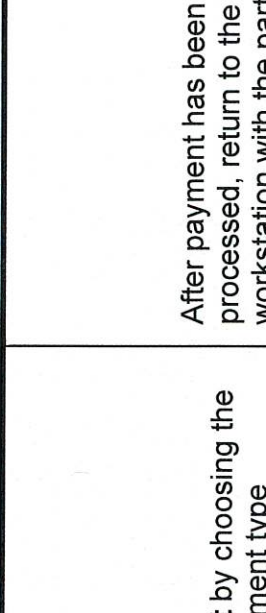
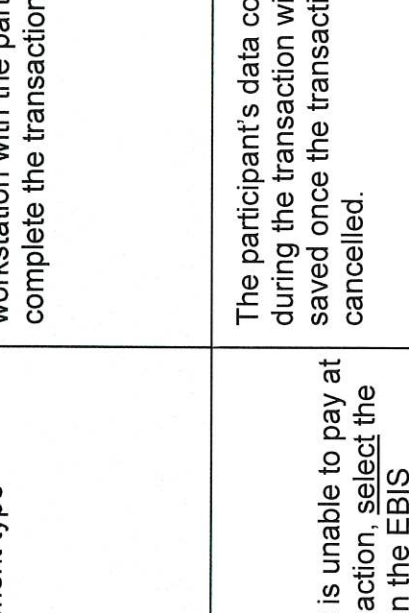
8 PAYMENT COLLECTION

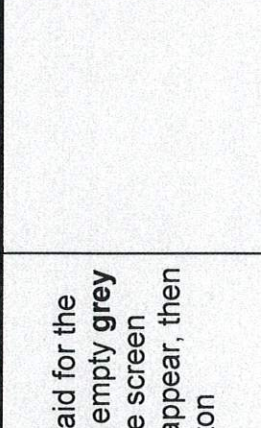
- Not all EBIS transactions require payment. If a payment is required, EBIS will prompt for a payment.
- Payments will be made using the Retail Systems Software (RSS) Terminal

Relevant Photos	Important Steps	Key Points
	<ol style="list-style-type: none"> Process an EBIS payment on an RSS terminal <ol style="list-style-type: none"> Bring the participant to an RSS terminal Login to the RSS terminal using your ACE ID and password Once logged in, select More in the Sales / Disbursement section 	
	<ol style="list-style-type: none"> Select Misc. Purchases from the Sales / Disbursements screen 	

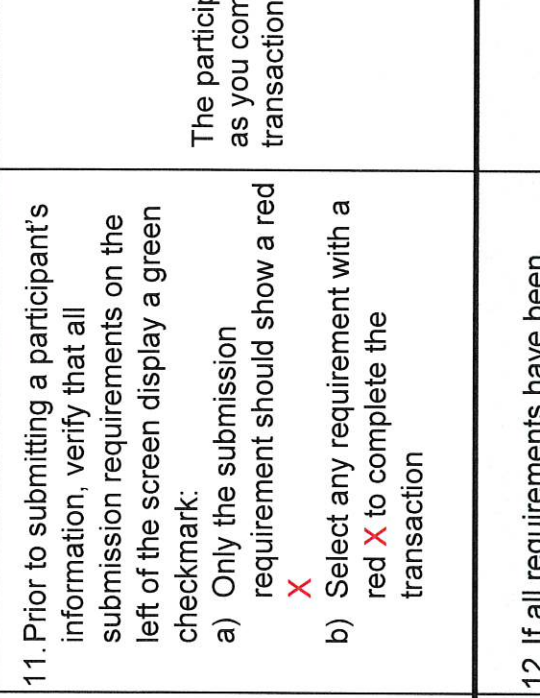
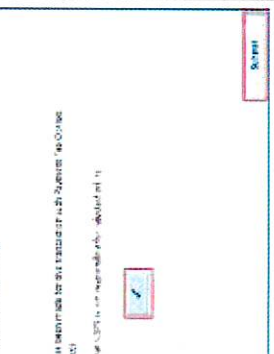
Relevant Photos	Important Steps	Key Points
	<p>3. <u>Select</u> AIC 123 – Lobby Services Rev</p>	
	<p>4. <u>Select</u> the fee option for the applicable service</p>	<p>Note that fee options will expand as USPS services expand.</p>

Relevant Photos	Important Steps	Key Points
	<p>5. <u>Enter</u> the participant's last name and <u>select</u> the green checkmark</p> <p>6. <u>Enter</u> the participant's first name and <u>select</u> the green checkmark</p>	
	<p>7. In the remarks section, <u>enter</u> the participants order number and <u>select</u> the green checkmark</p>	

Relevant Photos	Important Steps	Key Points
	<p>8. <u>Select payment</u> by choosing the appropriate payment type</p>	<p>After payment has been processed, return to the EBIS workstation with the participant to complete the transaction.</p>
	<p>9. If the participant is unable to pay at the time of transaction, <u>select the Cancel</u> button on the EBIS workstation to end the transaction and return to the main landing page</p>	<p>The participant's data collected during the transaction will not be saved once the transaction is cancelled.</p> <p>If the participant is unable to pay at the time of transaction, inform the participant they can return later to any participating Post Office and reuse the same barcode.</p>



Relevant Photos	Important Steps	Key Points
 A screenshot of the EBIS web application interface. The page title is 'Account Management - Account Management'. The main content area displays a list of accounts with columns for 'Name', 'Status', and 'Action'. A red box highlights the 'Submit' button at the bottom right of the interface.	<p>10. If the participant has paid for the transaction, <u>select</u> the empty grey box in the center of the screen and a checkmark will appear, then <u>select</u> the Submit button</p>	

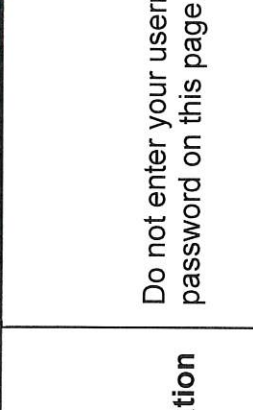
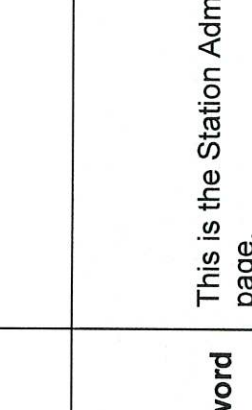
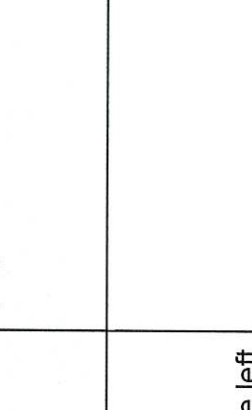
9 TRANSACTION SUBMISSION



Relevant Photos	Important Steps	Key Points
	<p>11. Prior to submitting a participant's information, verify that all submission requirements on the left of the screen display a green checkmark:</p> <ul style="list-style-type: none"> a) Only the submission requirement should show a red X b) Select any requirement with a red X to complete the transaction 	<p>The participant must be present as you complete and submit the transaction.</p>
	<p>12. If all requirements have been completed, <u>select</u> the empty grey box in the center of the screen and a checkmark will appear</p> <p>13. <u>Select</u> the Submit button to complete the transaction</p>	<p>If the submit button is not pressed within 15 minutes, the transaction will time out.</p>

10 CHANGING WORKSTATION ENDPOINT

- Certain EBIS user roles can change an EBIS workstation's endpoint between two different environments:
 - Production Environment: used to process daily EBIS transaction and allows for a participant's captured data to be directed to the dedicated recipient for processing.
 - Training Environment: mirrors the production environment but does not send captured data for processing; used to support hands on training.

Relevant Photos	Important Steps	Key Points
 <p>The screenshot shows a workstation interface with the text 'Select to start workflow'. Below this text are two icons: one for 'Retail' (a barcode icon) and one for 'Human Resources' (a person icon).</p>	<ol style="list-style-type: none"> 1. To change the environment, go to the workflow screen 	
 <p>The screenshot shows a close-up of a Windows keyboard. A red arrow points to the 'Fn' key, which is located to the left of the 'Ctrl' key.</p>	<ol style="list-style-type: none"> 2. <u>Select the Fn key</u> and the F11 to access the administration login page 	

Relevant Photos	Important Steps	Key Points
	<p>3. <u>Select Administration</u>, 4. <u>Select Live Scan Administration Site</u></p>	<p>Do not enter your username or password on this page.</p>
	<p>5. <u>Enter your ACE ID and password</u></p>	<p>This is the Station Administration page.</p>
	<p>6. <u>Select system defaults</u> on the left side</p>	

Relevant Photos	Important Steps	Key Points
	<p>7. To set the EBIS workstation to the training environment, type EBIS-TRAIN.USPS.GOV in boxes for both Rest exporter and importer</p> <p>8. To set the EBIS workstation to the production environment, type EBIS.USPS.GOV in boxes for both Rest exporter and importer</p> <p>9. Select Save Changes at the bottom of the page</p>	<p>When the system defaults appear, scroll toward the bottom of the page. The Rest exporter and the Rest importer are the two settings that will need to be changed.</p>
	<p>10. Select Restart Application</p>	<p>Remember to confirm the environment is set to PROD when conducting participant transaction.</p>