



February 24, 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 4234

Dear Ivan:

As a matter of general interest, the Postal Service is partnering 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 select Postal locations and receive the DOL IPP service. This partnership will provide an efficient, economical and secure structure to support DOL's needs.

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 program is scheduled to begin March 3 and retail employees will be trained prior to the launch date. The pilot sites where the DOL IPP service will initially be offered are listed below, by District and site:

- Arkansas-Oklahoma District
 - Hot Springs National Park Post Office, Hot Springs National Park, Arkansas
 - Jacksonville Post Office, Jacksonville, Arkansas
 - Springdale Post Office, Springdale, 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

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

Sincerely,

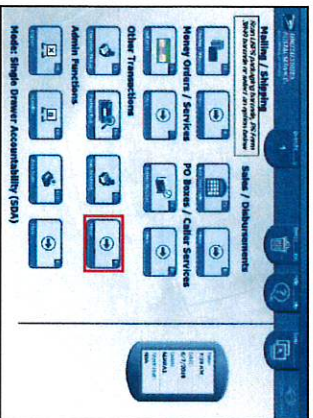
A handwritten signature in blue ink, appearing to read "Shannon Richardson".

Shannon Richardson
Director
Contract Administration (APWU)

Enclosures

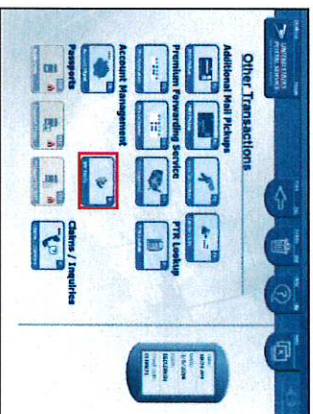
Department of Labor (DOL) RSS IPP Verify Process Flow

1



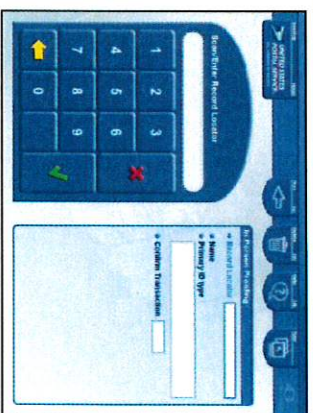
Find "IPP Verify" on RSS
Click "More" under "Other Transactions" from the Main Screen

2



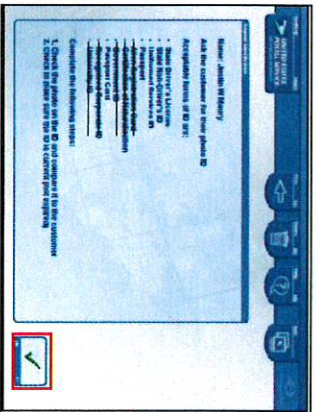
Select "IPP Verify"

3



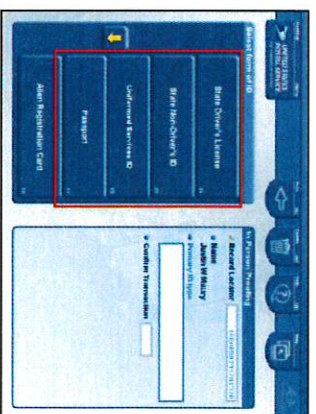
Scan Barcode
Scan Barcode (printed or on cell phone) presented by customer

4



Confirm Customer's Info
Follow instructions on screen to verify customer's photo ID and select "OK"

5



Select Primary Form of ID
Customer presents one primary form of ID

DOL Acceptable forms of ID

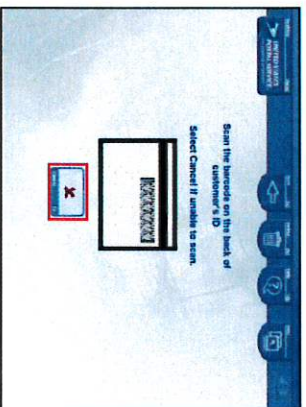
RSS "IPP Verify" lists IDs that are not accepted by DOL. Clerks are to only accept IDs from the following DOL approved list. Failure to do so will result in a failed IPP transaction.

- Primary ID (provide 1)**
- State Driver's License
 - State Non-Driver's ID
 - Uniformed Services ID
 - US Passport
- Secondary ID**
- Lease, Mortgage, or Deed of Trust
 - Voter Registration
 - Vehicle Registration Card
 - Home or Vehicle Insurance Policy

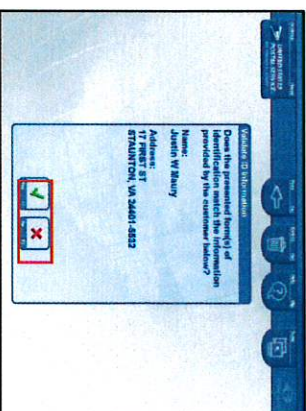


Department of Labor (DOL) RSS IPP Verify Process Flow

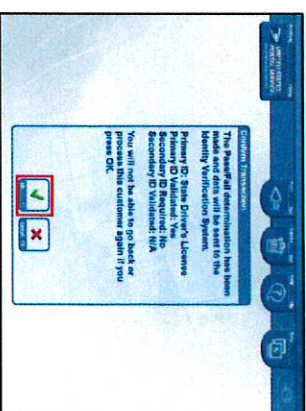
6



7



8



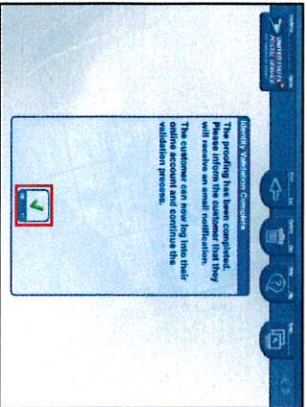
Confirm Transaction

Select "OK" to confirm transaction

Validate Customer Info

Select "Yes" if customer ID matches name and address info on screen. If "No" system will prompt you to enter secondary ID

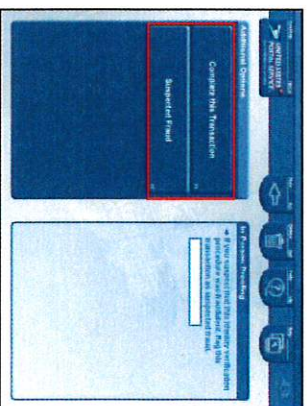
9



Complete Transaction

Select "OK" to complete transaction. Inform customer proofing is complete and they will receive a confirmation email with their results.

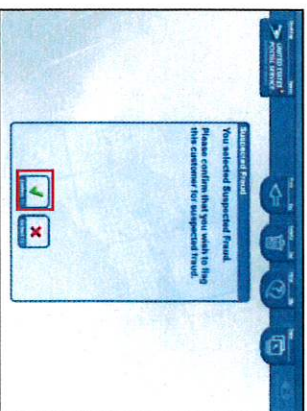
10



Determine if Fraud Suspected

Select either "Complete the Transaction" or "Suspected Fraud"

11



Confirm Fraud Suspected

Select "Confirm" to flag and finalize transaction

Optional

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

March 3, 2023

The USPS is launching a pilot in collaboration with Department of Labor (DOL) providing In-Person Proofing (IPP) services for customers in three (3) Retail sites located in the Arkansas area (listed below), starting March 3, 2023. DOL In-Person-Proofing services 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 three (3) Pilot 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

PILOT SITES

| Facility ID | Area | District | Facility Name | Address | City | State | Zip Code |
|-------------|----------|----------|---------------------------|---------------------|---------------------------|-------|----------|
| 1438587 | SOUTHERN | AR-OK | Hot Springs National Park | 335 SECTION LINE RD | Hot Springs National Park | AR | 71913 |
| 1368214 | SOUTHERN | AR-OK | Jacksonville | 1205 W MAIN ST | Jacksonville | AR | 72076 |
| 1382568 | SOUTHERN | AR-OK | Springdale | 2811 SPRINGDALE AVE | Springdale | AR | 72764 |