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LABOR RELATIONS



June 24, 2022

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 0830

Dear Ivan:

As a matter of general interest, the Postal Service is partnering with the General Services Administration (GSA) to provide a single sign-on solution called 'Login.gov' that will allow the public to use the same username and password to access various federal government websites. This partnership builds upon the existing relationship with GSA to provide an efficient, economical and secure structure that supports GSA's needs.

Many of the applications or services on federal government websites require the public to log in and register in order to visit the website. This GSA partnership will utilize the existing In-Person Proofing (IPP) process for Login.gov registrants. Login.gov will allow registrants to use one login account for secure access to participating federal government agencies.

The Postal Service will provide IPP service to customers who seek to register on Login.gov. Retail employees will use the Retail Systems Software (RSS) terminal to enter and verify the customer's information, once completed the customer will receive an email with the steps to access Login.gov.

The subject program is scheduled to be piloted beginning July 27. Retail employees will be trained beginning the week of July 11.

The pilot sites are listed below, by District and site:

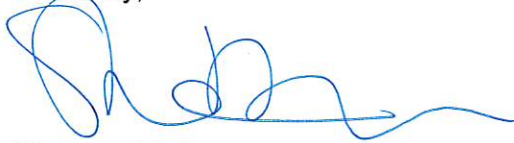
- Maryland District
 - Baltimore Post Office, Baltimore, Maryland
 - Bethesda Post Office, Chevy Chase, Maryland
 - Friendship Post Office, Washington, DC
 - Customs House Post Office, Washington, DC
 -
- Virginia District
 - Arlington Post Office, Arlington, Virginia
 - Ashburn Post Office, Dulles, Virginia
 - Merrifield Post Office, Merrifield, Virginia

Enclosed are the following documents:

- Login.gov IPP Verify Process Flow
- Login.gov IPP District/Site Coordinator Training slide deck

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

Sincerely,

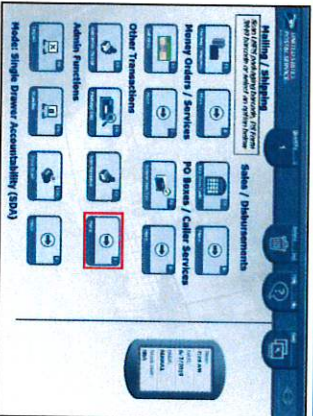
A handwritten signature in blue ink, appearing to read 'Shannon Richardson', with a long horizontal flourish extending to the right.

Shannon Richardson
Director
Contract Administration (APWU)

Enclosures

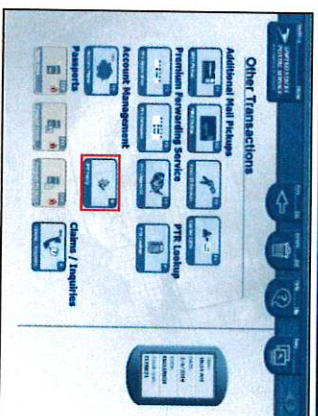
LOGIN.GOV RSS IPP Verify Process Flow

1



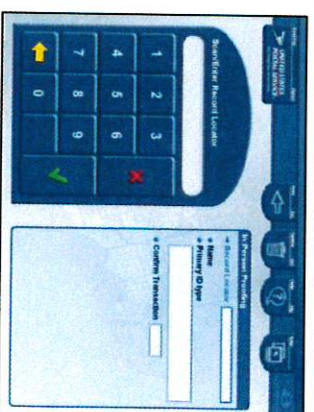
Find "IPP Verify" on RSS
Click "More" under "Other Transactions" from the Main Screen

2



Select "IPP Verify"

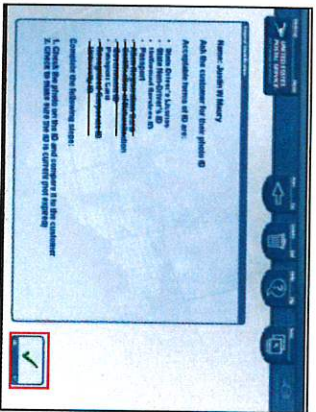
3



Scan Barcode

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

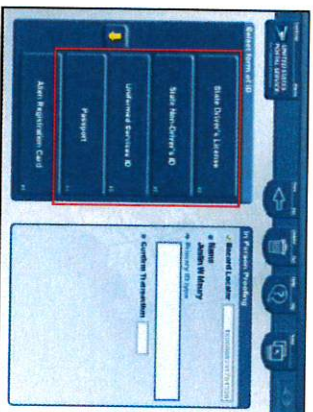
4



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

LOGIN.GOV Acceptable forms of ID

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

Primary ID (provide 1)

- US Government-issued ID
- 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

**General Services
Administration (GSA)
Login.gov In-Person
Proofing (IPP) Pilot**

**District /Site Coordinator Training
Retail Strategy and Optimization**

June 2022

Agenda

ACTIVITY	DESCRIPTION	LEAD POC
INTRODUCTION – 5 min	<ul style="list-style-type: none"> ▪ Welcome attendees and introduce the HQ Pilot Team members ▪ Communicate objectives for training session 	Sherry Brown
PILOT BACKGROUND – 5 min	<ul style="list-style-type: none"> ▪ Provide an overview of the LOGIN.GOV Pilot and corresponding USPS solution 	Christiana Forbis
ROLES & RESPONSIBILITIES – 5 min	<ul style="list-style-type: none"> ▪ Review the roles and responsibilities of pilot participants 	Christiana Forbis
LOGIN.GOV IPP INSTRUCTIONS – 25 MIN	<ul style="list-style-type: none"> ▪ Review the customer and Retail Associate process flows 	Christiana Forbis
PRACTICE ACTIVITY – 5 min	<ul style="list-style-type: none"> ▪ Review practice activity for District Coordinators and Retail Associates to become familiar with LOGIN.GOV IPP interactions 	Christiana Forbis
HELP DESK – 5 min	<ul style="list-style-type: none"> ▪ Help Desk Overview 	Christiana Forbis
SITE LAUNCH ACTIVITIES – 20 min	<ul style="list-style-type: none"> ▪ Site Preparation ▪ Schedule and Conduct Retail Associate Training ▪ Next steps & Timeline 	Christiana Forbis
Q&A – 10 min	<ul style="list-style-type: none"> ▪ Address any remaining outstanding questions 	All Participants
CONCLUSION – 5 min	<ul style="list-style-type: none"> ▪ Closing remarks 	Christiana Forbis

Welcome

Training Objectives

After this training session, all attendees should understand the LOGIN.GOV In-Person Proofing (IPP) Pilot background, roles and responsibilities, importance, and next steps



Review LOGIN.GOV Pilot Background and Importance

- Partnership between the GSA and USPS to provide In-Person Proofing for LOGIN.GOV registrants
- An extension of the existing USPS Informed Delivery IPP process



Communicate LOGIN.GOV Pilot Roles and Responsibilities

- Fully engaged Retail & Delivery Project Managers, Site Coordinators and Retail Associates, along with leadership buy-in is critical to the success of this expansion
- The Retail Strategy team is here to support all team members throughout the pilot



Learn How to Process LOGIN.GOV IPP Transactions & Launch Pilot

- Pilot Launch July 27, 2022
 - Expansion to additional USPS Retail locations is dependent on pilot success
- Today, you will be trained on the following:
 - How to conduct a LOGIN.GOV IPP transaction
 - Guidance on preparing for and launching pilot sites

Pilot Background

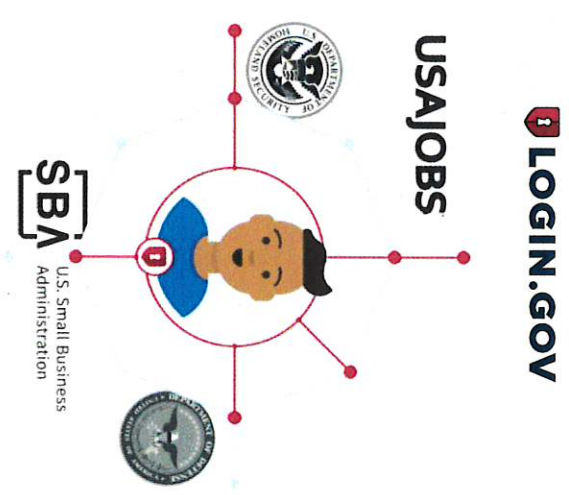
Login.gov Background

GSA Login.gov offers a single sign-on solution for government websites that lets the public access services across select agencies with the same username and password.

Hundreds of applications across government websites require visitors to log in. Many of these login systems use old technology or outdated encryption standards. As a result, visitors often have an inconsistent, confusing, or unreliable experience simply logging in to government websites. In addition, each agency maintains their own system, duplicating work across the government.

Login.gov provides users with one account for secure, private access to participating government agencies, eliminating the need for users to remember different password for each agency and streamline their sign-in process.

Because the service is maintained centrally, it reduces duplication across agencies. In addition, Federal Agencies save time, money, and significant customer support resources they would have devoted to managing their login systems.



Pilot Overview

The GSA LOGIN.GOV Pilot will utilize both the existing USPS retail footprint and Informed Delivery IPP tools/processes. The Pilot will consist of the following:

- **Location:** Seven pilot sites located within the Maryland and Virginia Districts.
- **Equipment:** LOGIN.GOV 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 Login.gov IPP process
- **Training:** Train the Trainer sessions will be conducted with Retail Support Specialists and Site Coordinators, who will then be responsible for training Retail Associates at the pilot sites
- **Revenue:** Retail Associates will not collect payment from customers as Login.gov is providing a direct payment to USPS
- **Duration:** Pilot scheduled for 3 months (90 days) duration, with a launch date of July 27, 2022. Further options for extension/expansion will be evaluated at the end of the pilot

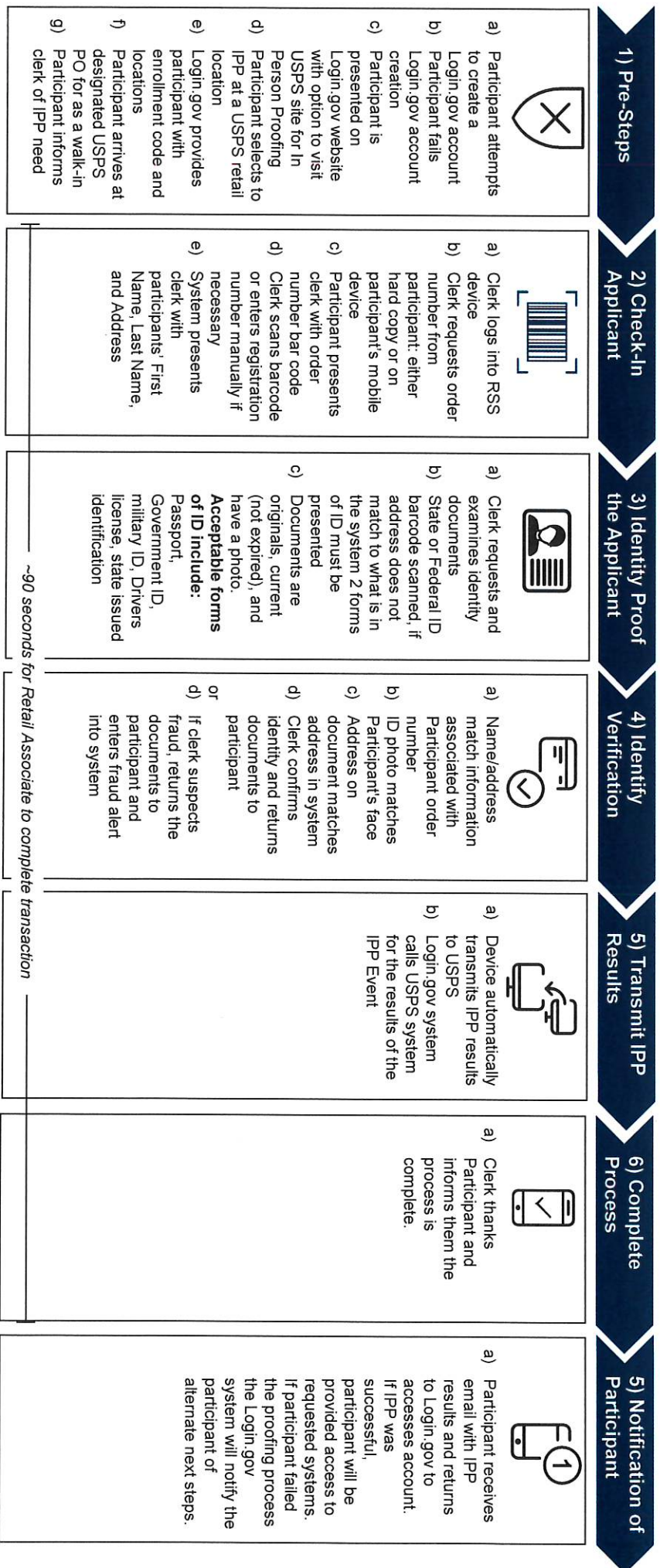
Pilot Sites

Retail Operations approved the following seven sites to support the LOGIN.GOV Pilot:

ID	Area	District	Facility Name	Address	City	State	Zip Code
1434368	ATLANTIC	MARYLAND	Baltimore	900 E FAYETTE ST RM 118	Baltimore	MD	21202
1354828	ATLANTIC	MARYLAND	Bethesda	6900 WISCONSIN AVE STE 100	Chevy Chase	MD	20815
1364188	ATLANTIC	MARYLAND	Friendship	4005 WISCONSIN AVE NW	Washington	DC	20016
1434201	ATLANTIC	MARYLAND	Washington	900 BRENTWOOD RD NE	Washington	DC	20018
1353352	ATLANTIC	VIRGINIA	Arlington	3118 WASHINGTON BLVD	Arlington	VA	22201
1353455	ATLANTIC	VIRGINIA	Ashburn	44715 PRENTICE DR	Dulles	VA	20166
1437347	ATLANTIC	VIRGINIA	Merrifield	8409 LEE HWY	Merrifield	VA	22031

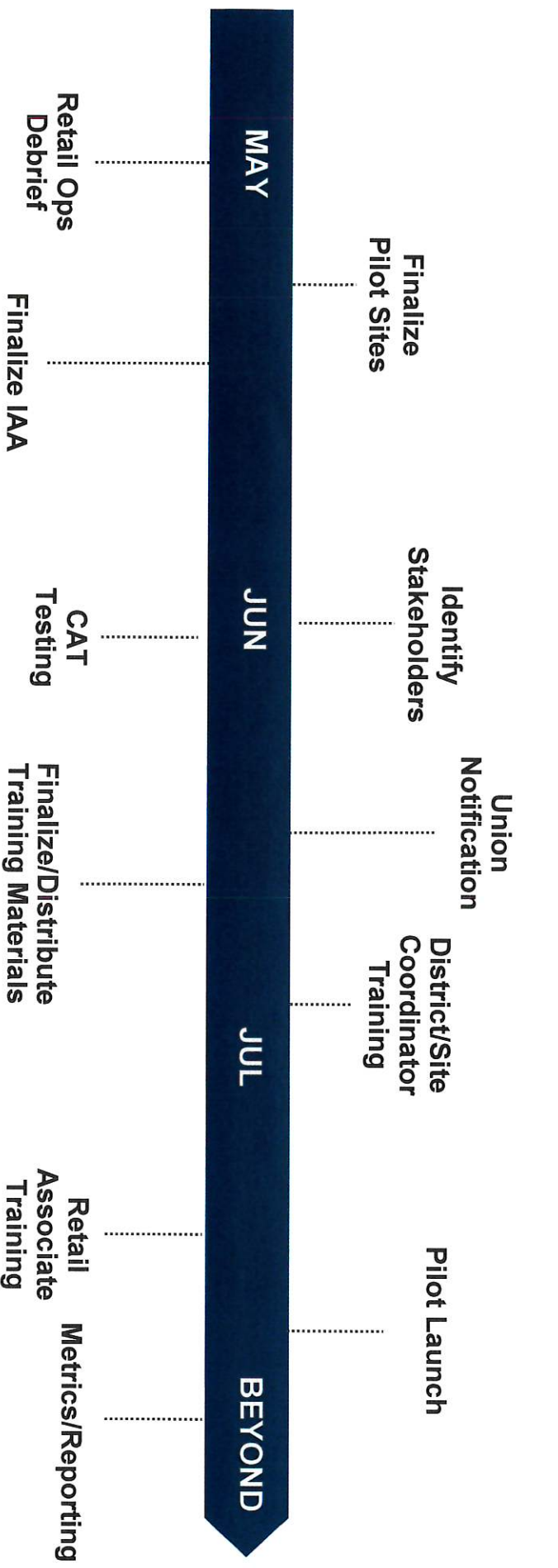
Login.gov IPP Journey

The following represents both the Customer and Retail Associate journeys through the Login.gov IPP Pilot:



Timeline

The following high-level timeline supports the July 27, 2022, Login.gov Pilot launch:



Roles & Responsibilities

Roles & Responsibilities

- **Retail Strategy & Optimization:** The Retail Strategy Team is responsible for the overall success of the LOGIN.GOV IPP Pilot. The team is responsible for overall planning and execution of the expansion including stakeholder communications, activity tracking, and issue identification and resolution.
- **District/Site Coordinator/Trainer:** The District/Site Coordinator is responsible for executing the pilot activities on the site level. Throughout the launch project the District/Site Coordinators will be required to maintain and report accurate status accounting and reporting to the Retail Strategy team. Site Coordinators/Trainers should report any questions or concerns about the pilot to the Retail Strategy & Optimization team to be addressed appropriately.
- **Local Tech Support:** The local technical support staff will provide District/Site Coordinators with assistance of IT related activities and issues, such as network connectivity, etc.
- **IVS Help Desk:** The Help Desk will provide operational assistance to retail locations during the launch process and beyond. Outages or equipment issues should be reported to the IVS Help Desk for resolution.
- **Retail Associates:** Retail Associates are responsible for performing the day-to-day IPP transactions, as well as ensuring a “world class” customer experience. Retail Associates should report any questions or concerns about the pilot to their Site Coordinator.

Step-by-Step Instructions for LOGIN.GOV IPP Transactions

****COVID-19 Guidance****

Retail Associates are to follow recommended COVID-19 guidance and measures to limit the transfer of hazards from customer to employee, and from equipment to customer.

The official source of USPS COVID-19 information is on the USPS Blue Page:
<https://blue.usps.gov/blue/covid-19/welcome.htm>

Introduction to login.gov IPP Process

Customers can access IPP services via RSS Terminal. Customers will be serviced via walk-in; no appointments are required. In addition, customers do not pay a transaction fee.

Note: *Customers will receive a customer experience survey via email once their IPP transaction is complete.*

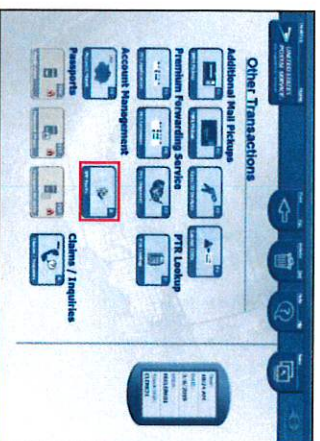
RSS Terminal (1 of 4)

1) GREET CUSTOMER AND ASK FOR BARCODE
Customer can present barcode in printed form or on their cell phone

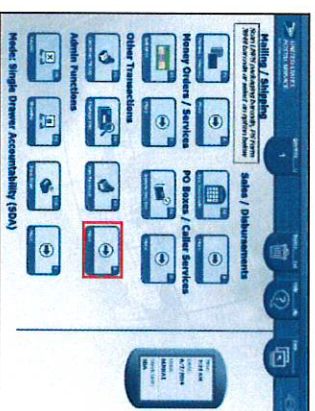


Note: barcodes are active for 30 days after issuance. Customer will need to request a new barcode if it is greater than 30 days old.

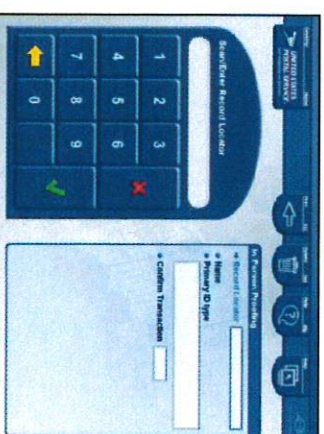
3) SELECT “IPP VERIFY”



2) LOCATE “IPP VERIFY” ON RSS TERMINAL
From the main screen click on “More” under “Other Transactions” to locate “IPP Verify”



4) SCAN BARCODE
Scan Barcode (barcode can be manually entered if barcode does not scan)



RSS Terminal (2 of 4)

5) CONFIRM PHOTO ID

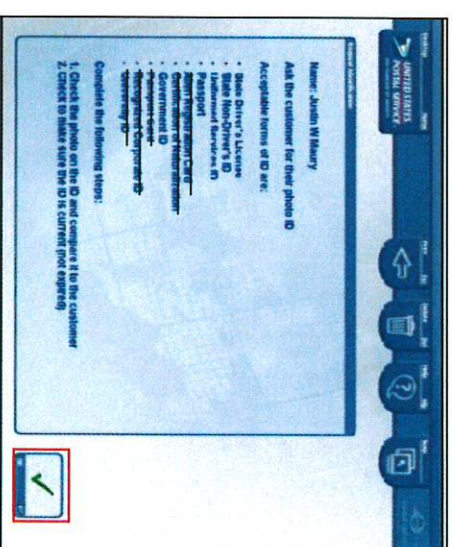
Ask customer for photo ID, confirm it is a LOGIN.GOV Approved ID, and select "OK"

Note: Photo ID must be current, and picture resemble customer.


LOGIN.GOV/IPP accepted IDs differ from the IDs accepted for USPS Informed Delivery

Note: Address on your photo ID must match the address shown and photo ID must be current. You must have an unexpired photo ID to perform identity verification.

If the address on your photo ID does not match, or you are using an approved ID without an address, you must have a secondary ID containing the address displayed above *In addition* to your photo ID.



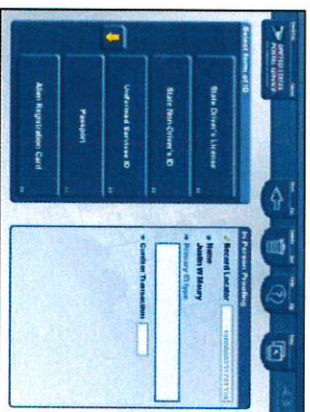
Note: The RSS "IPP Verify" lists IDs that are not accepted by LOGIN.GOV. Clerks are to only accept IDs from the following LOGIN.GOV approved list. Failure to do so will result in a failed IPP transaction.

Primary ID (provide 1)	<ul style="list-style-type: none">• Valid State Driver's License• Valid State Non-Driver's ID• US Military ID (requires secondary ID)• US Passport / US Passport Card (requires secondary ID)
Secondary ID (proof of address)	<ul style="list-style-type: none">• Current Lease, Mortgage, or Deed of Trust• Voter Registration• Vehicle Registration Card• Home or Vehicle Insurance Policy• Utility Bill 

RSS Terminal (3 of 4)

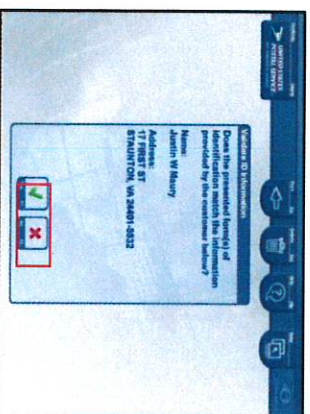
6) SELECT PRIMARY FORM OF ID

Click on the primary form of ID provided by customer



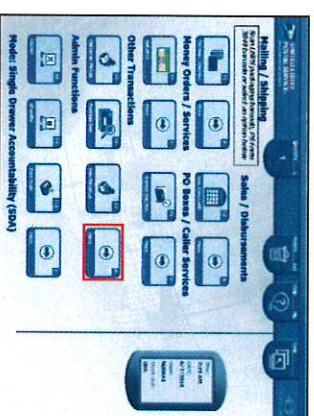
8) VALIDATE CUSTOMER INFO

Select "Yes" if customer ID matches. If "No" system will prompt you to enter secondary ID



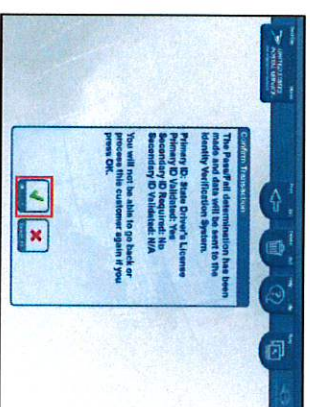
7) ENTER CUSTOMER ID INFO

For State Driver's License, State Non-Driver's ID, and Military Issued ID scan barcode on back of ID. For other primary IDs, confirm photo matches customer and enter secondary ID



9) CONFIRM TRANSACTION

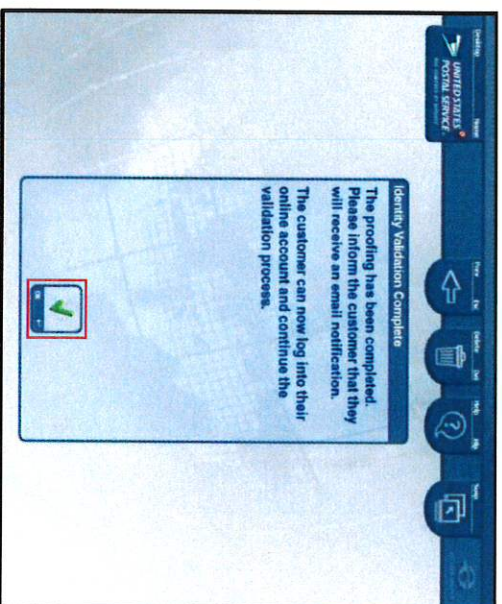
Select "OK" to confirm transaction



RSS Terminal (4 of 4)

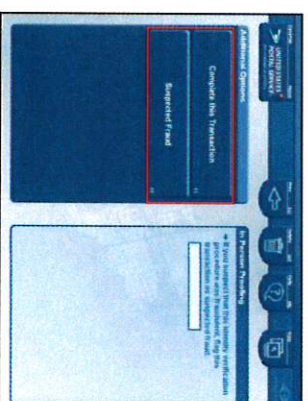
10) COMPLETE TRANSACTION

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



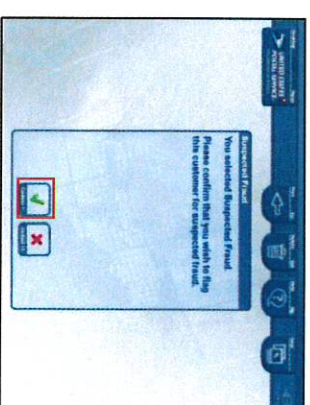
11) DETERMINE IF FRAUD SUSPECTED

Select either "Complete the Transaction" or Suspected Fraud



12) CONFIRM FRAUD SUSPECTED if applicable

Select "Confirm" to flag and finalize transaction



Practice LOGIN.GOV IPP Activity

Practice Activity

Objective

Provide direction on how to process a LOGIN.GOV IPP transaction at a USPS retail location

Activity

Each person will scan a test LOGIN.GOV customer barcode and walk through the IPP process via RSS

Outcome

District/Site Coordinators and Retail Associates will become familiar with processing a LOGIN.GOV IPP transaction using the RSS

Help Desk & Customer Service Support

LOGIN.GOV IPP Escalation & Communication Plan

ISSUE TYPE	EXAMPLE PROBLEM	POC
Identity Verification Services (IVS): Interactions with IVS technology	<ul style="list-style-type: none"> IPP software will not load Customer's IPP barcode will not scan 	1 st – Local Management/ServiceNow 2 nd – IVS Service Desk (855-485-7390, and select option 3)
General IT Services: Interactions with all non-IVS related technology services	<ul style="list-style-type: none"> Issues with network connectivity 	1 st – Local Management/ServiceNow 2 nd – IT Service Desk (800-877-7435)
Customer Experience: Non-technology interactions with IPP Customers	<ul style="list-style-type: none"> Clerks do not remember how to perform IPP transactions There are not enough trained IPP Clerks available 	1 st – Local Management 2 nd – Retail Support Specialist
Retail Operations: Interactions involving general retail operations	<ul style="list-style-type: none"> Any questions related to Retail Operations 	1 st – Local Management 2 nd – Retail Support Specialist 3 rd – USPS HQ: Retail Strategy Christiana.M.Forbis@usps.gov Tracy.L.Willoughby@usps.gov
LOGIN.GOV: Interactions involving the GSA's LOGIN.GOV	<ul style="list-style-type: none"> Customers are concerned about rejected or delayed IPP results Customers don't agree with their IPP results 	Retail Associates should inform Customers to visit the GSA LOGIN.GOV website https://login.gov/contact/

UNITED STATES POSTAL SERVICE

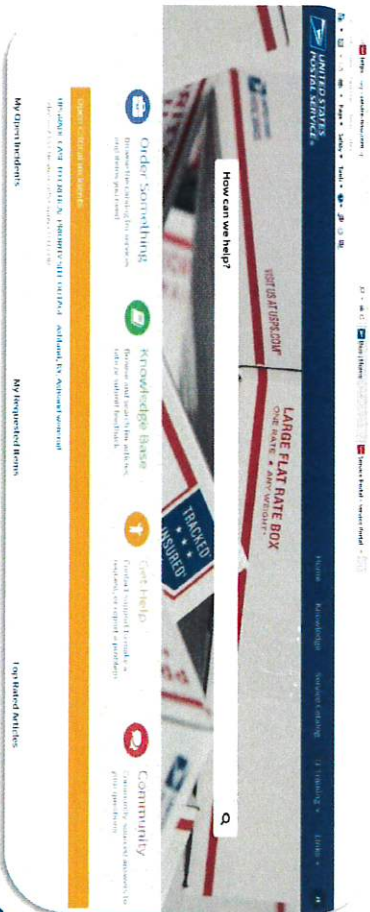
ServiceNow

<https://usps.servicenow.services.com/sp>

Go to the ServiceNow website and search “IPP” or “LOGIN.GOV” to reference the frequently asked questions and lessons learned.

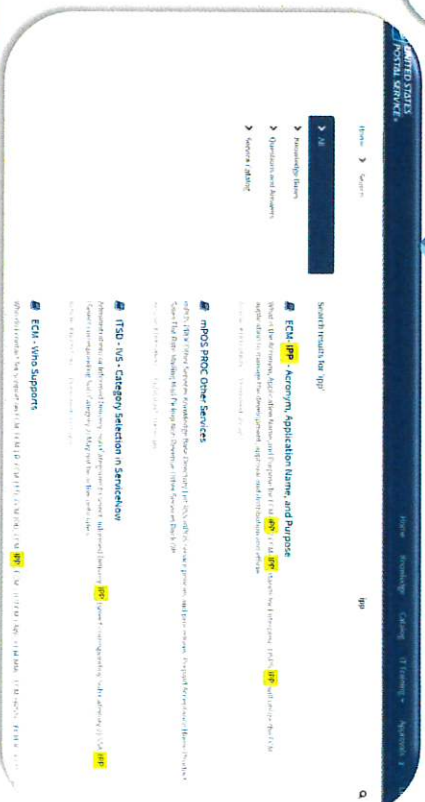
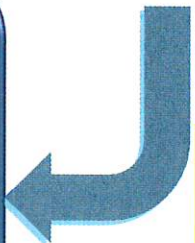
ServiceNow

Access Service-Now to view previously asked questions for self-help resolution at: <https://usps.servicenow.com/sp>



Tip: Once at ServiceNow, try searching for...

- **IPP**
- **LOGIN.GOV**



UNITED STATES POSTAL SERVICE

IVS Service Desk (*IVS Issues*): * 855-485-7390 and select option 3

IT Service Desk (*General Technology Issues*): 800-877-7435

**Monday – Friday: 9AM – 5PM EST for IVS related issues*



If customers have any questions or concerns about their LOGIN.GOV In-Person Identity Verification, they can contact:

LOGIN.GOV

Website

<https://login.gov/contact/>

Frequently Asked Questions

LOGIN.GOV Participant FAQs (1 of 4)

The following are LOGIN.GOV Frequently Asked Questions posted on the General Services Administration's Help Center <https://www.login.gov/help/>

QUESTION

What is LOGIN.GOV?

ANSWER

LOGIN.GOV is the public's one account and password for government. LOGIN.GOV is a shared service and trusted by government agencies. With one LOGIN.GOV account you can access applications from participating government partners.

What is Identity Verification?

Identity verification is the process where you prove you are you - and not someone pretending to be you.

How do I sign into my LOGIN.GOV account?

- 1) Enter your email address at <https://secure.login.gov>.
- 2) Enter your password.
- 3) Click the "Sign in" button.
- 4) Authenticate using one of the methods you set up. Options include:
 - a) Entering a security code from your authentication application using your security key
 - b) Entering a security code that you receive by text or by phone call
 - c) Entering a backup code
 - d) Using your federal government employee or military ID (PIV or CAC)
- 5) You will then be taken to your login.gov account page

LOGIN.GOV Participant FAQs (2 of 4)

The following are LOGIN.GOV Frequently Asked Questions posted on the General Services Administration's Help Center

<https://www.login.gov/help/>

QUESTION

How do I create a LOGIN.GOV account?

ANSWER

- 1) Enter your email address at https://secure.login.gov/sign_up/enter_email to begin.
- 2) Click the “**Submit**” button.
- 3) Check your email for a message from login.gov.
- 4) Click the “**Confirm your email address**” button in the message. This will take you back to the login.gov website.
- 5) Create your login.gov password.
- 6) Set up a second layer of security.

As an added layer of protection, login.gov requires you set up a secondary authentication method (two-factor authentication) to keep your account secure.

While we only require one secondary authentication method, we encourage you to add two methods to your account. That way you will have a backup if you lose access to your primary authentication method. You can choose from several authentication options.

More secure:

- Authentication application
- Security key
- PIV or CAC card for federal government employees or military

Less secure:

- Text message
- Phone call
- Backup codes

Once you have authenticated, you have created your login.gov account.

LOGIN.GOV Participant FAQs (3 of 4)

The following are LOGIN.GOV Frequently Asked Questions posted on the General Services Administration's Help Center <https://www.login.gov/help/>

QUESTION	ANSWER
How do I change the email address associated with my LOGIN.GOV account?	Sign in to your LOGIN.GOV account https://secure.login.gov , select "Add email address" from the menu of options under "Your Account", and follow the prompts
How do I change the phone number associated with my LOGIN.GOV account?	Sign in to your LOGIN.GOV account https://secure.login.gov , select "Add phone number" from the menu of options under "Your Account", and follow the prompts
How do I change my LOGIN.GOV password?	<ol style="list-style-type: none">1) Enter your email address at https://secure.login.gov.2) Enter your password.3) Click the "Sign in" button.4) Authenticate using one of the methods you set up. You will then be taken to your account page.5) Select "Edit" next to the password field.6) Enter your new password. <i>Passwords must be at least 12 characters. You can use more than one word with spaces to get to 12 characters.</i>7) Click the "Change password" button.

LOGIN.GOV Participant FAQs (4 of 4)

The following are LOGIN.GOV Frequently Asked Questions posted on the General Services Administration's Help Center <https://www.login.gov/help/>

QUESTION

What do I do if I have forgotten my LOGIN.GOV password?

ANSWER

- 1) Go to <https://secure.login.gov>.
- 2) Select the "Forgot your password?" link near the bottom of the page.
- 3) On the next screen, enter your email address.
- 4) Click the "Continue" button.
- 5) Check your email for a message from login.gov.
- 6) Click the "Reset your password" button in the message. This will take you back to the login.gov website.
- 7) Enter your new password.
- 8) Click the "Change password" button.

What should I do if I am having problems setting up a LOGIN.GOV online account or have access and/or password problems?

If you are unable to create an account or encounter a problem with your LOGIN.GOV account, you may report an issue at: <https://login.gov/contact/>

LOGIN.GOV Retail Associate FAQs (1 of 4)

The following are LOGIN.GOV In-Person Proofing Frequently Asked Questions for USPS Retail Associates

QUESTION

What is In-Person Proofing (IPP)?

ANSWER

In-Person Proofing (IPP) is an alternate method for customers to prove their identity in-person at an IPP designated post office. Customers will bring in a barcoded document and two valid forms of ID (primary and secondary). Retail associates will verify the accuracy of the document(s) and ensure it matches the customer's information in the system.

How is the LOGIN.GOV In-Person Proofing process different from the USPS Informed Delivery In-Person Proofing process?

The LOGIN.GOV In-Person Proofing process will initially be restricted to select USPS retail sites participating in the pilot. In addition, LOGIN.GOV IPP approved documents are more limited than those accepted for USPS Informed Delivery. Training will be provided to retail associates to ensure only LOGIN.GOV approved IPP documents are accepted.

Do we charge the customer for In-Person Proofing?

No. Customers who request In-Person Proofing services at USPS Retail locations are not charged a fee.

What happens once a customer completes the LOGIN.GOV IPP process?

Customers will receive a follow up email from LOGIN.GOV notifying the customer if they have or have not successfully passed the LOGIN.GOV IPP process. If they have passed, they will be directed to complete their registration through LOGIN.GOV. If the customer has not passed, they will be directed to contact LOGIN.GOV.

LOGIN.GOV Retail Associate FAQs (2 of 4)

The following are LOGIN.GOV In-Person Proofing Frequently Asked Questions for USPS Retail Associates

QUESTION

What items are the participant required to present for LOGIN.GOV In-Person Proofing?

ANSWER

Participants must present one of each of the following items to the Retail Associate to complete a LOGIN.GOV IPP transaction:

1) A Copy of their Barcode

The participant will receive an email from LOGIN.GOV with the barcode to present to the Retail Associate to begin the IPP transaction. Participants can present a printed copy of the barcode or an electronic version on their phone.

2) Primary ID

- Valid State Driver's License
- Valid State Non-Driver's Identification Card
- US Passport (requires secondary ID)
- US Passport Card (requires secondary ID)
- US Military ID (requires secondary ID)

3) Secondary ID

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

LOGIN.GOV Retail Associate FAQs (3 of 4)

The following are LOGIN.GOV In-Person Proofing Frequently Asked Questions for USPS Retail Associates

QUESTION	ANSWER
Why won't the bar code for In-Person Proofing scan correctly?	<p>If printed, it may not be fully readable (low ink levels, paper creased on bar code, etc.).</p> <ul style="list-style-type: none">• Use the option to enter the bar code manually.• If the bar code is still not valid, and there's not an expiration warning, escalate to SDS IVS Assignment Group with the bar code number.• If the bar code is expired, the customer must request a new one from LOGIN.GOV.
Why am I receiving an error code when I scan the bar code?	<p>There are multiple reasons for an error code. Retail Associates are to contact the IVS Service Desk (855-485-7390 and select option 3) between the hours of Monday through Friday from 9 a.m. to 5 p.m. EST for further clarification and/or to resolve the issue.</p>
What if I suspect fraud?	<p>Much like IPP for Informed Delivery, there is an option at the end of the transaction, that will alert the USPSIS without the customer being aware this was selected.</p> <p>If there is suspicion that the person is attempting a fraudulent identity verification, select "Suspected Fraud" at the end of the transaction. (This could occur for a variety of reasons (ex. The primary ID clearly shows the wrong picture, etc.)</p> <p>Fraudulent transactions are flagged and monitored within IVS and notification relayed to the Postal Inspection Service.</p>

LOGIN.GOV Retail Associate FAQs (4 of 4)

The following are LOGIN.GOV In-Person Proofing Frequently Asked Questions for USPS Retail Associates

QUESTION

What happens if I accidentally selected the 'Suspected Fraud' button at the end of the transaction?

Contact the IVS Service Desk (855-485-7390 and select option 3) between the hours of Monday through Friday from 9 a.m. to 5 p.m. EST and provide them with the bar code number and name in the incident.

ANSWER

What happens if the customer does not receive the confirmation email of the proofing status?

Confirmation email will come from LOGIN.GOV.

Instruct the customer to check their junk/spam/other folders in their email box and search for email from LOGIN.GOV.

If one is not received, customer need to contact LOGIN.GOV by visiting their website at: <https://login.gov/contact/>

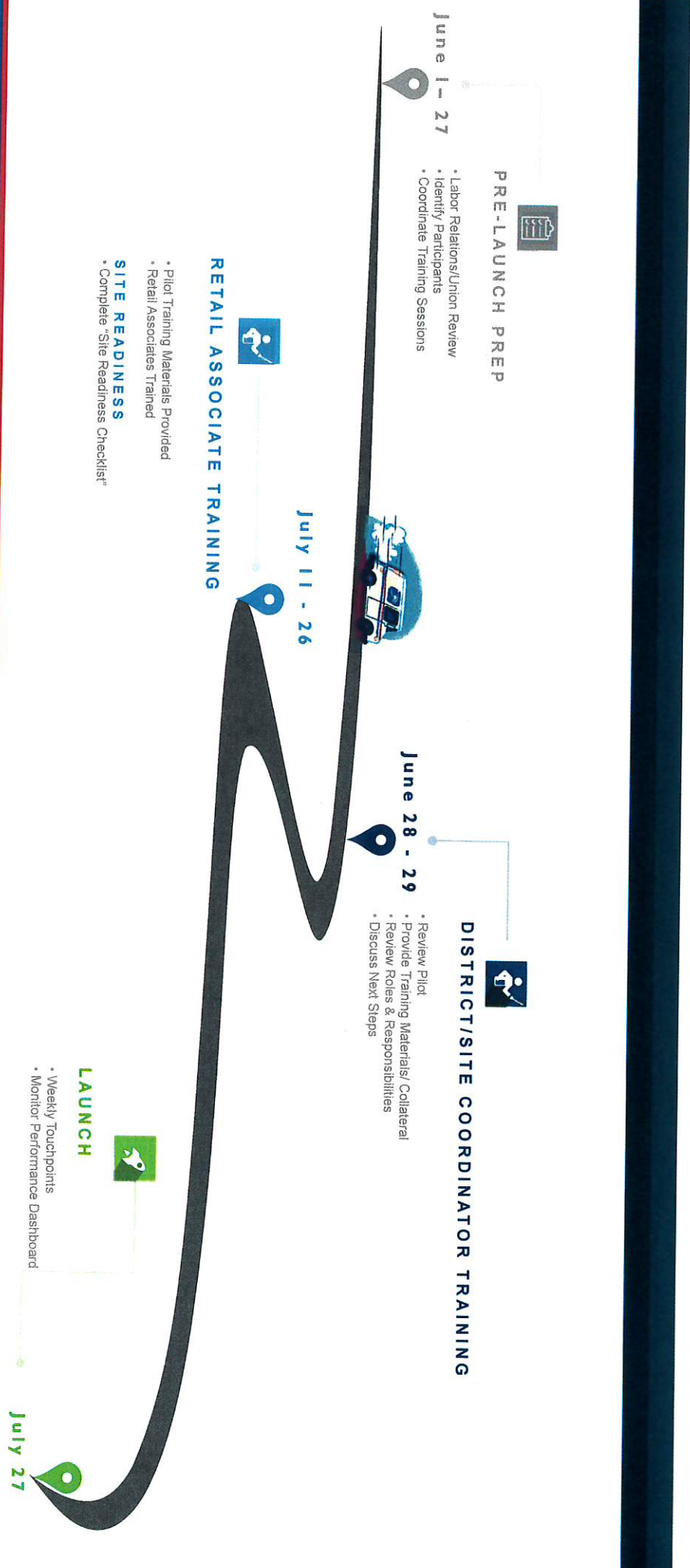
What happens if a customer shows up at post office for LOGIN.GOV IPP and does not have, never received, or lost their bar code?

A bar code is required to begin In-Person Proofing. If they do not have the bar code to display (from email on a mobile device or print copy), they must request a new one from LOGIN.GOV.

- 1.) Have customer double check their email box. It can be scanned from the email on a mobile device and/or print copy.
- 2.) If not found, the customer must request a new code through LOGIN.GOV.

Training Launch & Next Steps

Pilot Launch Roadmap



Retail Associate Training

Schedule & Conduct Training: All Retail Associates currently supporting Window Services are to be trained on the new LOGIN.GOV IPP Pilot process

- Plan to conduct two training sessions (morning/afternoon) at each pilot site while maximizing availability of trainees
- Anticipate training sessions will last one hour
- Utilize existing RSS Terminals located at the pilot retail sites to conduct training
- Refrain from conducting training during peak periods (i.e., lunch hour, Mondays or Fridays)

Pilot Launch Checklist

Prior to pilot launch, all site coordinators must complete the following checklist to ensure participating retail sites are ready and operational for pilot launch:

Staff Readiness

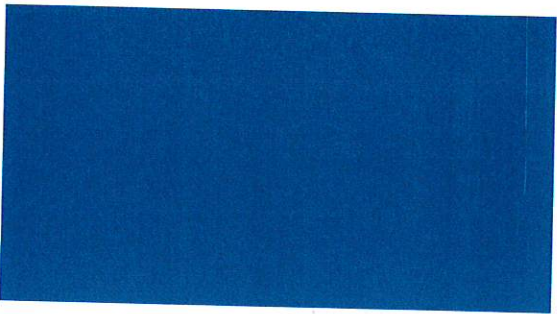
- Retail Associates:** All retail associates in pilot sites are trained and prepared to manage customer interactions
- List of acceptable ID's available/posted at every RSS station

Site Collateral

- Training Material:** Compilation of LOGIN.GOV IPP training materials and supporting collateral
 - Checklist:** List of items to complete to support site readiness for Pilot launch
 - User Guide:** Training guide that provide official step-by-step instructions that clerks or supervisors can follow to perform a LOGIN.GOV IPP transaction from start to finish on the RSS system
 - USPS Help Desk Escalation & Communication Plan:** Directs Retail Associates on who to direct and escalate specific questions and technical issues to
 - Help Desk Contact Cards:** Business cards with contact information for the LOGIN.GOV IPP Pilot program; includes LOGIN.GOV customer service, USPS Help Desk, and ServiceNow
 - LOGIN.GOV Participant FAQs:** FAQ sheet that will help USPS Retail Supervisors answer common questions from LOGIN.GOV IPP participants
 - Retail Associate FAQs:** FAQ Sheet with most commonly asked IPP questions
 - Laminated "Cheat Sheet":** Quick reference guide to provide Retail Associates with step-by-step instructions for completing a LOGIN.GOV IPP transaction

Technical Readiness

- RSS Terminal**
- Pilot site has a functioning RSS Terminal with RSS IPP application downloaded



Questions?

