



March 17, 2023

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

Certified Mail Tracking Number:
7020 3160 0002 0327 5729

Dear Ivan:

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

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

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

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

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

Enclosed are the following documents:

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

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 'SR', with a long horizontal flourish extending to the right.

Shannon Richardson
Director
Contract Administration (APWU)

Enclosures



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,

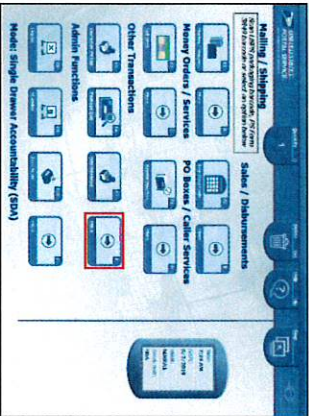
A handwritten signature in black ink, appearing to read "Shannon Richardson".

Shannon Richardson
Director
Contract Administration (APWU)

Enclosures

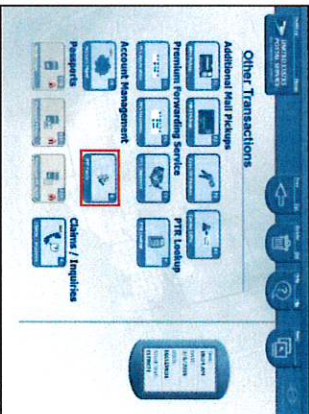
Department of Labor (DOL) RSS IPP Verify Process Flow

1



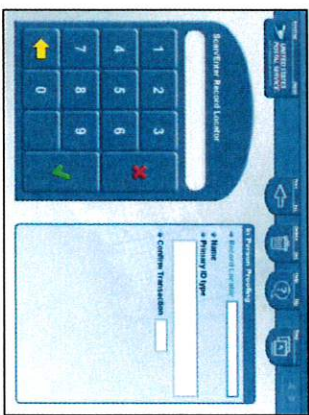
Find "IPP Verify" on RSS
Click "More" under "Other Transactions"
from the Main Screen

2



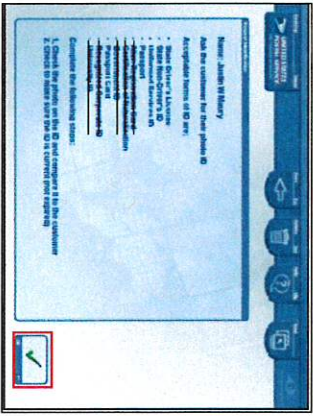
Select "IPP Verify"

3



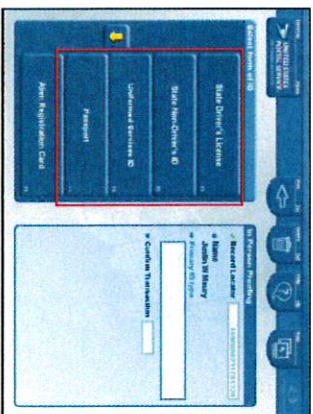
Scan Barcode
Scan Barcode (printed or on cell phone) presented by customer

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.

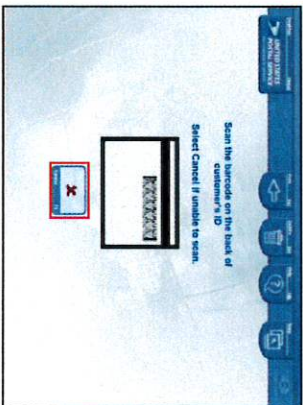
- Primary ID (provide 1)**
- State Driver's License
 - State Non-Driver's ID
 - Uniformed Services ID
 - US Passport



- 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

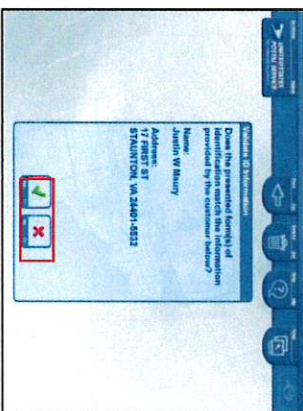
6



For State Driver's Licenses that have two barcodes on the back, scan the second barcode



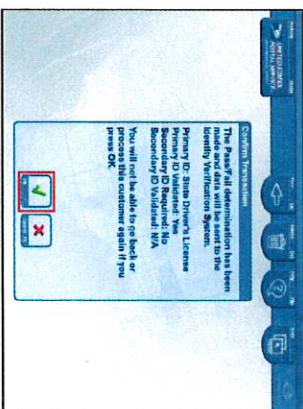
7



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

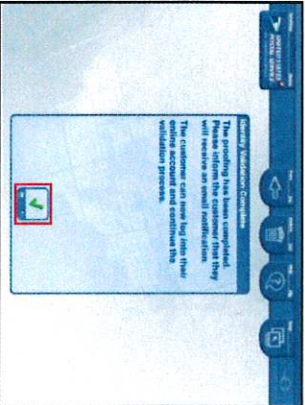
8



Confirm Transaction

Select "OK" to confirm transaction

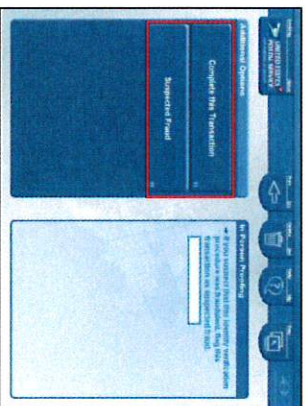
9



Complete Transaction

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

10

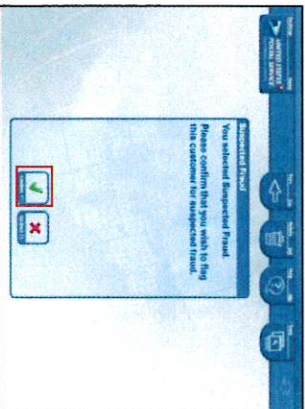


Determine if Fraud Suspected

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

Optional

11



Confirm Fraud Suspected

Select "Confirm" to flag and finalize transaction

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

March 16, 2023

The USPS is launching a pilot in collaboration with Department of Labor (DOL) providing In-Person Proofing (IPP) services for customers in seven (7) Retail sites located in the Arkansas area (listed below), starting April 14, 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

Expansion Pilot Sites

FDB ID	AREA	DISTRICT	Facility Name	FACILITY ADDRESS	City	State	Zip Code
1385705	SOUTHERN	AR-OK	Van Buren	2741 Fayetteville RD	Van Buren	AR	72956
1358209	SOUTHERN	AR-OK	Clarksville	200 W Sevier ST	Clarksville	AR	72830
1375021	SOUTHERN	AR-OK	Newport	110 laurel ST	Newport	AR	72112
1358407	SOUTHERN	AR-OK	Clinton	145 Volunteer PKWY	Clinton	AR	72031
1366662	SOUTHERN	AR-OK	Helena	617 Walnut STE 103	Helena	AR	72342
1369651	SOUTHERN	AR-OK	Lake Village	206 S. Cokley ST	Lake Village	AR	71653
1374433	SOUTHERN	AR-OK	Nashville	220 N. Main ST	Nashville	AR	71852