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JAN 11 2023

LABOR RELATIONS



January 9, 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 1097

Dear Ivan:

This letter is in further reference to the notice dated July 22, 2022 (enclosed), regarding the Postal Service's partnership with the General Services Administration (GSA) and Federal Bureau of Investigation (FBI) to provide various biometric services. The Postal Service plans to expand this partnership to additional sites this month.

As previously informed, the Postal Service deployed new technology, called the Electronic Biometric Identity Services (EBIS), which consolidated biometric capture, in-person proofing, and personal identity verification (PIV) transactions into one platform. The various services are planned to be incorporated into EBIS in phases. The first phase started with the FBI Identity History Summary Check (IdHSC) fingerprinting transactions.

Deployment, installation and training of the EBIS equipment will take place at the enclosed list of FBI IdHSC sites throughout the month of January and the equipment is expected to be ready for use by January 31.

Enclosed is also a copy of the following documents:

- Retail Service Talk, Enterprise Biometric Identity Services (EBIS)
- Enterprise Biometric Identity Services (EBIS) Train-the-Trainer Presentation
- Enterprise Biometric Identity Services (EBIS) Standard Work Instructions

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



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:**  
7020 3160 0002 0327 0915

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.

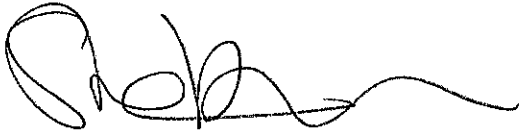
- Atlantic Area
  - Maryland District, Columbia Post Office, Columbia, MD
  - Maryland District, Aspen Hill Post Office, Silver Spring, MD
  - New York 1 District, Bronx Post Office, Bronx, NY
  - New York 2 District, Jamaica Post Office, Jamaica, NY
  - New York 3 District, Northside Buffalo Post Office, 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 black ink, appearing to read 'Shannon Richardson', with a long horizontal flourish extending to the right.

Shannon Richardson  
Director  
Contract Administration (APWU)

Enclosures

Area	District	Retail Site	Street Address	City	State	Zip Code
ATLANTIC	CONNECTICUT	New Haven	50 BREWERY ST	New Haven	CT	6511
ATLANTIC	DE-PA2	Lehigh Valley Postal Store	17 S COMMERCE WAY	Bethlehem	PA	18017
ATLANTIC	DE-PA2	Southampton	1050 STREET RD	Southampton	PA	18966
ATLANTIC	DE-PA2	Warrington	1380 EASTON RD STE 1	Warrington	PA	18976
ATLANTIC	DE-PA2	Bryn Mawr	16 N BRYN MAWR AVE	Bryn Mawr	PA	19010
ATLANTIC	DE-PA2	Upper Darby	201 BYWOOD AVE	Upper Darby	PA	19082
ATLANTIC	DE-PA2	Philadelphia	3000 CHESTNUT ST	Philadelphia	PA	19104
ATLANTIC	DE-PA2	Fox Chase	7232 RISING SUN AVE	Philadelphia	PA	19111
ATLANTIC	DE-PA2	Lansdale	20 VINE ST	Lansdale	PA	19446
ATLANTIC	DE-PA2	Wilmington Box	147 QUIGLEY BLVD	New Castle	DE	19720
ATLANTIC	KY-WV	Harpers Ferry	1010 WASHINGTON ST	Harpers Ferry	WV	25425
ATLANTIC	KY-WV	Weirton	317 PENCO RD	Weirton	WV	26062
ATLANTIC	MA-RI	Woburn	462 WASHINGTON ST	Woburn	MA	1801
ATLANTIC	MA-RI	Milk Street	31 MILK ST LBBY	Boston	MA	2109
ATLANTIC	MA-RI	Cambridge	770 MASSACHUSETTS AVE	Cambridge	MA	2139
ATLANTIC	MA-RI	Revere	300 BROADWAY LBBY	Revere	MA	2151
ATLANTIC	MARYLAND	Brightwood	6323 GEORGIA AVE NW STE A	Washington	DC	20011
ATLANTIC	MARYLAND	Friendship	4005 WISCONSIN AVE NW	Washington	DC	20016
ATLANTIC	MARYLAND	Washington	900 BRENTWOOD RD NE	Washington	DC	20018
ATLANTIC	MARYLAND	Bowie	6710 LAUREL BOWIE RD	Bowie	MD	20715
ATLANTIC	MARYLAND	Clinton	9134 PISCATAWAY RD	Clinton	MD	20735
ATLANTIC	MARYLAND	Bethesda	6900 WISCONSIN AVE STE 100	Chevy Chase	MD	20815
ATLANTIC	MARYLAND	Gaithersburg	21 S SUMMIT AVE	Gaithersburg	MD	20877
ATLANTIC	MARYLAND	Davidsonville	820 W CENTRAL AVE	Davidsonville	MD	21035
ATLANTIC	MARYLAND	Baltimore	900 E FAYETTE ST RM 118	Baltimore	MD	21202
ATLANTIC	MARYLAND	Carroll	340 S LOUDON AVE	Baltimore	MD	21229
ATLANTIC	ME-NH-VT	Salem	51 S BROADWAY	Salem	NH	3079
ATLANTIC	ME-NH-VT	Portland	125 FOREST AVE	Portland	ME	4101
ATLANTIC	ME-NH-VT	Burlington	11 ELMWOOD AVE LBBY	Burlington	VT	5401
ATLANTIC	NEW JERSEY	Livingston	49 W MOUNT PLEASANT AVE	Livingston	NJ	7039
ATLANTIC	NEW JERSEY	Union City	301 30TH ST	Union City	NJ	7087
ATLANTIC	NEW JERSEY	Elizabeth	310 N BROAD ST	Elizabeth	NJ	7208
ATLANTIC	NEW JERSEY	Blackwood	200 DAVISTOWN RD	Blackwood	NJ	8012
ATLANTIC	NEW JERSEY	Voorhees	504 CENTENNIAL BLVD	Voorhees	NJ	8043

ATLANTIC	NEW JERSEY	Princeton Junction	331 N POST RD	Princeton Junction	NJ	8550
ATLANTIC	NEW YORK 1	Church Street	90 CHURCH ST FL 1	New York	NY	10007
ATLANTIC	NEW YORK 1	Rockefeller Center	610 5TH AVE STE CONCL	New York	NY	10020
ATLANTIC	NEW YORK 1	Times Plaza	539 ATLANTIC AVE	Brooklyn	NY	11217
ATLANTIC	NEW YORK 1	Midwood	1288 CONEY ISLAND AVE	Brooklyn	NY	11230
ATLANTIC	NEW YORK 2	Jackson Heights	7802 37TH AVE	Jackson Heights	NY	11372
ATLANTIC	NEW YORK 2	Huntington Station	888 E JERICHO TPKE	Huntington Station	NY	11746
ATLANTIC	NEW YORK 3	White Plains	100 FISHER AVE	White Plains	NY	10606
ATLANTIC	NEW YORK 3	Newburgh	217 LIBERTY ST	Newburgh	NY	12550
ATLANTIC	NEW YORK 3	Franklin Square	401 W DIVISION ST	Syracuse	NY	13204
ATLANTIC	NEW YORK 3	Tonawanda	96 SEYMOUR ST	Tonawanda	NY	14150
ATLANTIC	PENNSYLVANIA 1	Greentree	770 TRUMBULL DR	Pittsburgh	PA	15205
ATLANTIC	PENNSYLVANIA 1	Mc Knight	4981 MCKNIGHT RD	Pittsburgh	PA	15237
ATLANTIC	PENNSYLVANIA 1	Presque Isle	2711 LEGION RD	Erie	PA	16506
ATLANTIC	PENNSYLVANIA 1	Carlisle	66 W LOUTHER ST	Carlisle	PA	17013
ATLANTIC	PENNSYLVANIA 1	Harrisburg	1425 CROOKED HILL RD	Harrisburg	PA	17110
ATLANTIC	VIRGINIA	Ashburn	44715 PRENTICE DR	Dulles	VA	20166
ATLANTIC	VIRGINIA	Merrifield	8409 LEE HWY	Merrifield	VA	22031
ATLANTIC	VIRGINIA	Great Falls	10001 GEORGETOWN PIKE	Great Falls	VA	22066
ATLANTIC	VIRGINIA	Arlington	3118 WASHINGTON BLVD	Arlington	VA	22201
ATLANTIC	VIRGINIA	Richmond	1801 BROOK RD	Richmond	VA	23220
ATLANTIC	VIRGINIA	Forest	14803 FOREST RD	Forest	VA	24551
CENTRAL	IA-NE-SD	Johnston	5874 MERLE HAY RD	Johnston	IA	50131
CENTRAL	IA-NE-SD	Missouri Valley	116 N 5TH ST	Missouri Valley	IA	51555
CENTRAL	IA-NE-SD	Iowa City	925 HIGHWAY 6 E	Iowa City	IA	52240
CENTRAL	IA-NE-SD	Sioux Falls	320 S 2ND AVE	Sioux Falls	SD	57104
CENTRAL	IA-NE-SD	Postal Impressions Retail	5346 S 136TH ST	Omaha	NE	68137
CENTRAL	ILLINOIS 1	Finance Station E	100 W RANDOLPH ST	Chicago	IL	60601
CENTRAL	ILLINOIS 1	Pilsen	1859 S ASHLAND AVE	Chicago	IL	60608
CENTRAL	ILLINOIS 1	Jefferson Park	5401 W LAWRENCE AVE	Chicago	IL	60630
CENTRAL	ILLINOIS 1	Belvidere	1800 DOC WOLF DR	Belvidere	IL	61008
CENTRAL	ILLINOIS 2	Oak Brook	1314 KENSINGTON RD	Oak Brook	IL	60523
CENTRAL	ILLINOIS 2	Granite City	2350 MADISON AVE	Granite City	IL	62040
CENTRAL	INDIANA	Indianapolis	125 W SOUTH ST	Indianapolis	IN	46225
CENTRAL	INDIANA	Charlestown	361 MAIN CROSS ST	Charlestown	IN	47111
CENTRAL	KS-MO	Saint Peters	7055 MEXICO RD	Saint Peters	MO	63376
CENTRAL	KS-MO	Kansas City Mo Retail	30 W PERSHING RD STE 112	Kansas City	MO	64108
CENTRAL	KS-MO	Springfield	500 W CHESTNUT EXPY	Springfield	MO	65802

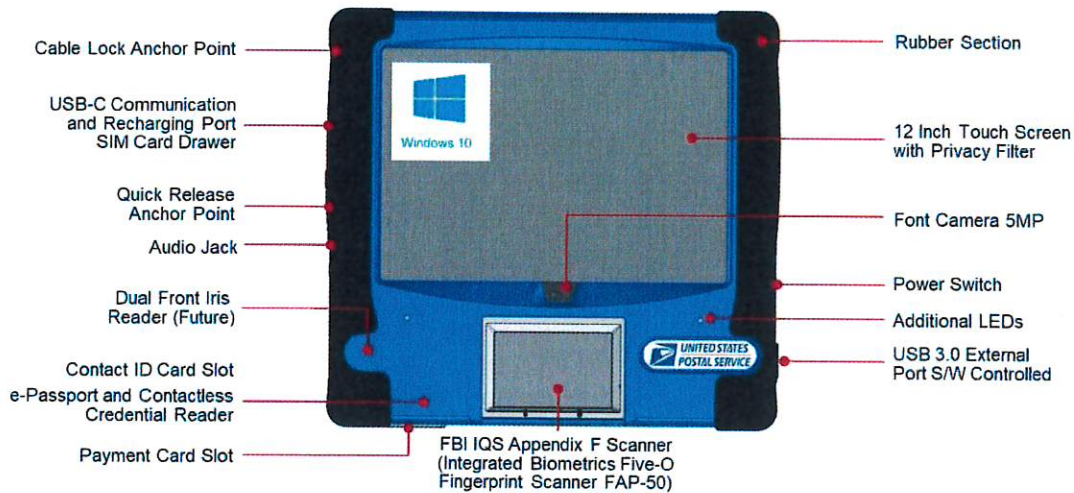
CENTRAL	KS-MO	Brookridge	9727 ANTOCH RD	Overland Park	KS	66212
CENTRAL	KS-MO	Dodge City	700 CENTRAL AVE	Dodge City	KS	67801
CENTRAL	KY-WV	Saint Matthews	4600 SHELBYVILLE RD STE 126	Louisville	KY	40207
CENTRAL	KY-WV	Air Mail Facility	4440 CRITTENDEN DR	Louisville	KY	40209
CENTRAL	KY-WV	Covington	700 SCOTT ST	Covington	KY	41011
CENTRAL	KY-WV	Elizabethtown	2934 DOLPHIN DR	Elizabethtown	KY	42701
CENTRAL	MICHIGAN 1	Liberty	200 E LIBERTY ST LBBY	Ann Arbor	MI	48104
CENTRAL	MICHIGAN 1	Ypsilanti	1606 S HURON ST	Ypsilanti	MI	48197
CENTRAL	MICHIGAN 1	Tecumseh	320 E CHICAGO BLVD	Tecumseh	MI	49286
CENTRAL	MIN-ND	Minneapolis	100 S 1ST ST	Minneapolis	MIN	55401
CENTRAL	OHIO 1	Cleveland	2400 ORANGE AVE	Cleveland	OH	44115
CENTRAL	OHIO 1	Beachwood	3695 GREEN RD	Beachwood	OH	44122
CENTRAL	OHIO 2	Beechwood	4364 N HIGH ST	Columbus	OH	43214
CENTRAL	OHIO 2	Gahanna	246 LINCOLN CIR STE H	Columbus	OH	43230
CENTRAL	OHIO 2	Anderson	1320 NAGEL RD	Cincinnati	OH	45255
CENTRAL	WISCONSIN	Milwaukee	345 W SAINT PAUL AVE	Milwaukee	WI	53203
CENTRAL	WISCONSIN	Eau Claire	225 E MADISON ST	Eau Claire	WI	54703
SOUTHERN	AL-MS	Vestavia Hills	745 MONTGOMERY HWY	Vestavia Hills	AL	35216
SOUTHERN	AL-MS	Smiths Station	2720 LEE ROAD 430	Smiths Station	AL	36877
SOUTHERN	AL-MS	North Jackson	4040 NORTHVIEW DR	Jackson	MS	39206
SOUTHERN	AR-OK	West Memphis	615 E COOPER AVE	West Memphis	AR	72301
SOUTHERN	AR-OK	Center City	305 NW 5TH ST	Oklahoma City	OK	73102
SOUTHERN	AR-OK	Eastside Tulsa	2920 S 129TH EAST AVE	Tulsa	OK	74134
SOUTHERN	FLORIDA 2	Herridon	821 HERRIDON AVE	Orlando	FL	32803
SOUTHERN	FLORIDA 2	Alafaya	650 N ALAFAYA TRL STE 101	Orlando	FL	32828
SOUTHERN	FLORIDA 2	Oldsmar	3905 TAMPA RD	Oldsmar	FL	34677
SOUTHERN	FLORIDA 3	Promenade	3690 W 18TH AVE	Hialeah	FL	33012
SOUTHERN	FLORIDA 3	General Mail Facility Miami	2200 NW 72ND AVE STOP 3	Miami	FL	33122
SOUTHERN	FLORIDA 3	Jose Marti	425 NW 27TH AVE	Miami	FL	33125
SOUTHERN	FLORIDA 3	North Miami	14311 BISCAYNE BLVD	North Miami	FL	33181
SOUTHERN	FLORIDA 3	Fort Lauderdale	1900 W OAKLAND PARK BLVD ST	Oakland Park	FL	33311
SOUTHERN	GEORGIA	Webb Bridge	4575 WEBB BRIDGE RD	Alpharetta	GA	30005
SOUTHERN	GEORGIA	Suwanee	990 PEACHTREE INDUSTRIAL BLV	Suwanee	GA	30024
SOUTHERN	GEORGIA	Peachtree Corners	5600 SPALDING DR	Peachtree Corners	GA	30092
SOUTHERN	GEORGIA	Midtown	1072 W PEACHTREE ST NW	Atlanta	GA	30309
SOUTHERN	GEORGIA	Columbus	3916 MILGEN RD	Columbus	GA	31907
SOUTHERN	LOUISIANA	Metairie	3301 17TH ST	Metairie	LA	70002
SOUTHERN	LOUISIANA	N O Main Ofc Window Sve	701 LOYOOLA AVE	New Orleans	LA	70113

WESTERN-PACIFIC	CALIFORNIA 4	Glendora	255 S GLENDORA AVE	Glendora	CA	91740
WESTERN-PACIFIC	CALIFORNIA 4	Irvine	15642 SAND CANYON AVE	Irvine	CA	92618
WESTERN-PACIFIC	CALIFORNIA 4	Santa Ana	2201 N GRAND AVE	Santa Ana	CA	92705
WESTERN-PACIFIC	CALIFORNIA 4 DISTRICT	San Juan Capistrano	28081 MARGUERITE PKWY	Mission Viejo	CA	92691
WESTERN-PACIFIC	CALIFORNIA 5	Airport Los Angeles	8821 AVIATION BLVD	Los Angeles	CA	90009
WESTERN-PACIFIC	CALIFORNIA 5	Los Feliz	1825 N VERMONT AVE	Los Angeles	CA	90027
WESTERN-PACIFIC	CALIFORNIA 5	Eagle Rock	7435 N FIGUEROA ST	Los Angeles	CA	90041
WESTERN-PACIFIC	CALIFORNIA 5	Barrington	200 S BARRINGTON AVE	Los Angeles	CA	90049
WESTERN-PACIFIC	CALIFORNIA 5	Los Angeles	7001 S CENTRAL AVE RM 322	Los Angeles	CA	90052
WESTERN-PACIFIC	CALIFORNIA 5	La Habra	1001 W IMPERIAL HWY	La Habra	CA	90631
WESTERN-PACIFIC	CALIFORNIA 5	Signal Hill	2371 GRAND AVE	Long Beach	CA	90815
WESTERN-PACIFIC	CALIFORNIA 6	Andrew Jackson	6401 EL CAJON BLVD	San Diego	CA	92115
WESTERN-PACIFIC	CALIFORNIA 6	Carmel Mountain Postal Store	11251 RANCHO CARMEL DR	San Diego	CA	92128
WESTERN-PACIFIC	CO-WY	Altura	15355 E COLFAX AVE UNIT A	Aurora	CO	80011
WESTERN-PACIFIC	CO-WY	Broomfield (Eagle View)	8800 W 116TH CIR	Broomfield	CO	80021
WESTERN-PACIFIC	CO-WY	Harris Park	7262 MEADE ST	Westminster	CO	80030
WESTERN-PACIFIC	CO-WY	Denver	951 20TH ST	Denver	CO	80202
WESTERN-PACIFIC	CO-WY	University Park	3800 BUCHTEL BLVD	Denver	CO	80210
WESTERN-PACIFIC	CO-WY	Pueblo	1022 FORTINO BLVD	Pueblo	CO	81008
WESTERN-PACIFIC	HAWAII	Waimanalo	41-859 KALANIANA'OLE HWY	Waimanalo	HI	96795
WESTERN-PACIFIC	ID-MT-OR	Coeur D Alene	111 N 7TH ST	Coeur D Alene	ID	83814
WESTERN-PACIFIC	ID-MT-OR	Wilsonville	29333 SW TOWN CENTER LOOP	Wilsonville	OR	97070
WESTERN-PACIFIC	ID-MT-OR	Portland	715 NW HOYT ST	Portland	OR	97209
WESTERN-PACIFIC	MN-ND	Moorhead	119 5TH ST S	Moorhead	MN	56560
WESTERN-PACIFIC	MN-ND	Fargo	657 2ND AVE N RM 104	Fargo	ND	58102
WESTERN-PACIFIC	NV-UT	West Jordan	7901 S 3200 W	West Jordan	UT	84088
WESTERN-PACIFIC	NV-UT	Salt Lake City	1760 W 2100 S	Salt Lake City	UT	84104
WESTERN-PACIFIC	NV-UT	North Las Vegas	1414 E LAKE MEAD BLVD	North Las Vegas	NV	89030
WESTERN-PACIFIC	NV-UT	Sparks	750 4TH ST	Sparks	NV	89431
WESTERN-PACIFIC	WASHINGTON	Redmond	7241 185TH AVE NE	Redmond	WA	98052
WESTERN-PACIFIC	WASHINGTON	Westwood	2721 SW TRENTON ST	Seattle	WA	98126
WESTERN-PACIFIC	WASHINGTON	Terminal	2420 4TH AVE S	Seattle	WA	98134
WESTERN-PACIFIC	WASHINGTON	Vancouver	2700 CAPLES AVE	Vancouver	WA	98661
WESTERN-PACIFIC	WASHINGTON	Liberty Park	1602 E SPRAGUE AVE	Spokane	WA	99202

# Retail Service Talk

January 2023

## Enterprise Biometric Identity Services (EBIS)



The Postal Service is launching new technology to support biometric services for various government agencies. In August 2022, ten (10) offices were the first sites to implement the FBI Identity History Summary Check (IdHSC) fingerprinting process on the EBIS equipment for customers (Phase 1). Effective January 2023, the Postal Service will focus on replacing equipment for 181 existing FBI IdHSC fingerprinting locations (Phase 2), followed by select retail passport locations based on site demographics and revenue potential.

Phase 2 Devices will ship beginning January 3, 2023, Priority Mail with Signature Confirmation. Training and Installation Bridge Sessions will be offered throughout the month of January, and sites must install and begin use of the EBIS equipment by January 31, 2023.

Date	Bridge Call	Bridge sites	Training Session	Open Line
1/4/2023	WED		11:30 am - 1 pm	
1/5/2023	THU		4 pm - 5:30 pm	
1/9/2023	MON	5 am - 11 am	32	
1/10/2023	TUE	5 am - 11 am	32	
1/11/2023	WED	5 am - 11 am	33	
1/12/2023	THU	6 am - 9 am	16	
1/13/2023	FRI	5 am - 8 am	18	
1/18/2023	WED	6 am - 9 am	15	12 pm - 2 pm
1/19/2023	THU	5 am - 8 am	19	
1/20/2023	FRI	6 am - 9 am	15	12 pm - 2 pm
1/27/2023	FRI			12 pm - 2 pm
2/1/2023	WED			12 pm - 2 pm

\* Open Line Calls will be offered every WED/FRI through February 2023 \*

Retail Operations and the EBIS Development team will offer support for sites with equipment replacements scheduled. HERO training for the EBIS equipment is currently in development and will be available to fulfill training requirements soon.



To better prepare your site, an EBIS Retail Clerk role was submitted in Access Registration and Identity System (ARIS) for all employees with existing access to the legacy (original) equipment. The EBIS Retail Clerk Admin role, which is used to assign site and device IDs and switch between training and production modes, was also submitted based on field requests. Any additional access requests should be submitted via ARIS.

In the future, all identity business service transactions (Biometric Capture, In-Person Proofing, and Personal Identity Verification (PIV)) will be consolidated under one EBIS 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.

For detailed information, please review the Standard Work Instructions, User Guide and Training recording. All training material is available in the CRDO Resource Library.

# Enterprise Biometric Identity Services (EBIS)

Retail Strategy & Optimization

January 2023



# Agenda

Topic	Description	Presenter	Time	Slides
Introduction	<ul style="list-style-type: none"> <li>Welcome attendees &amp; introduce team members</li> <li>Review Agenda</li> </ul>	Retail Leadership	5 min	
Program Overview	<ul style="list-style-type: none"> <li>Provide overview of EBIS application and workstations</li> <li>Provide summary of FBI IdHSC Program</li> </ul>	Retail Training Team	10 min	3 - 8
Timeline & Sites	<ul style="list-style-type: none"> <li>Review schedule of EBIS rollout</li> <li>Review list of sites per phased rollout</li> </ul>	Retail Training Team	10 min	9 - 11
Roles & Responsibilities	<ul style="list-style-type: none"> <li>Review roles and responsibilities for EBIS rollout and usage</li> <li>Review how to request EBIS access via ARIS</li> </ul>	Retail Training Team	10 min	12 - 13
Training Materials	<ul style="list-style-type: none"> <li>Review EBIS User Guide</li> <li>Review HERO training course</li> <li>Review additional Retail Training Guides</li> <li>Socialize where training materials can be accessed</li> </ul>	Retail Training Team	15 min	14 - 17
Help Desk Support	<ul style="list-style-type: none"> <li>Review Escalation Plan and Help Desk Support</li> </ul>	Retail Training Team	5 min	18 - 19
EBIS Demonstration	<ul style="list-style-type: none"> <li>Review workstation components and how to setup and login to the tablet</li> <li>Demonstrate how to operate the EBIS workstation</li> </ul>	Retail Training Team	35 min	20 - 21
FAQs	<ul style="list-style-type: none"> <li>Review Frequently Asked Questions (FAQs)</li> </ul>	Retail Training Team	10 min	22 - 25
Next Steps	<ul style="list-style-type: none"> <li>Review next steps in support of EBIS rollout</li> </ul>	Retail Training Team	10 min	
Q&A	<ul style="list-style-type: none"> <li>Address any outstanding questions</li> </ul>	Retail / EBIS Training Teams	10 min	

# Program Overview

## FBI IdHSC Overview

The FBI IdHSC Program is a partnership between the Federal Bureau of Investigation (FBI) and USPS to provide in-store fingerprinting services to U.S. citizens applying for an Identity History Summary Check (IdHSC).

The initial pilot program took place at two USPS retail locations within the Washington, D.C. area in September 2018, and has since expanded to 181 retail locations throughout the United States.

### Cumulative from Program Inception to October, 2022



The IdHSC application process consists of two primary steps:

- 1) A customer fills out an IdHSC application on the FBI Portal and submits application fee of \$18. The customer will then receive an email with the Order Number/D Number which will be used to process their fingerprints at a participating IdHSC USPS location.
- 2) The customer then registers with the USPS at and visits a participating USPS IdHSC retail site, submits their fingerprints, and pays the USPS Retail Associate \$50 for the transaction. The FBI will process the fingerprints and electronically provide results directly to the customer (typically within 48 hours).

**Customer may want to have their fingerprints taken at a Post Office because they are looking to obtain an IdHSC from the FBI for any one of the following reasons:** Adoption; Work or Travel in a Foreign Country; Personal Review; Challenge a Criminal Record

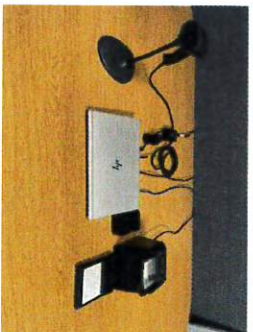
# EBIS Overview

## EBIS Workstation Types:

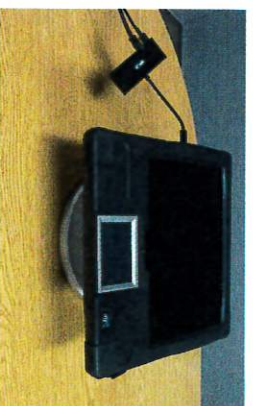
- 1) Laptop
- 2) Tablet

Laptop Workstations will come with the following:

- Fingerprint Scanner
- Document Scanner
- Camera

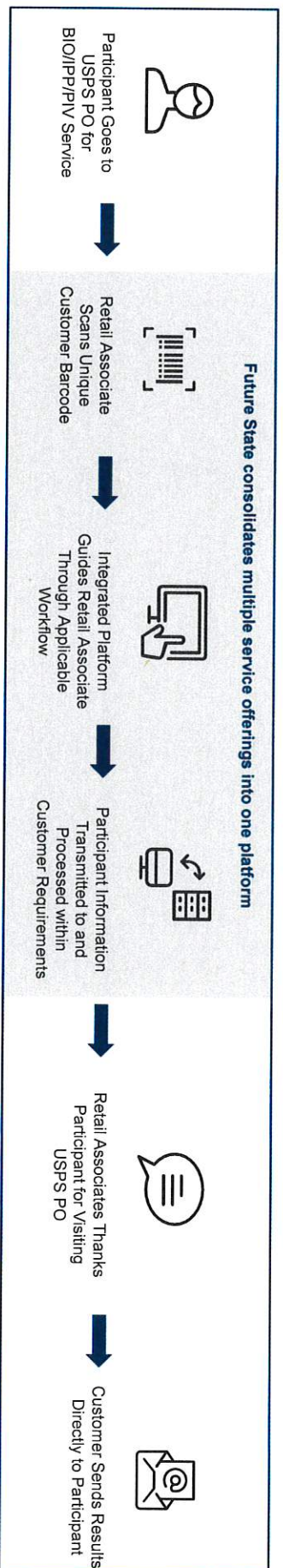


Laptop



Tablet

## Integrated Delivery Platform



The future role of EBIS will consolidate Biometric Capture, In-Person Proofing, and PIV transactions under one platform, with additional services implemented in an iterative/phased approach. EBIS will be configurable for each client's requirements removing the need for multiple platforms and equipment. Initial EBIS rollout will only incorporate FBI IdHSC fingerprinting transactions.

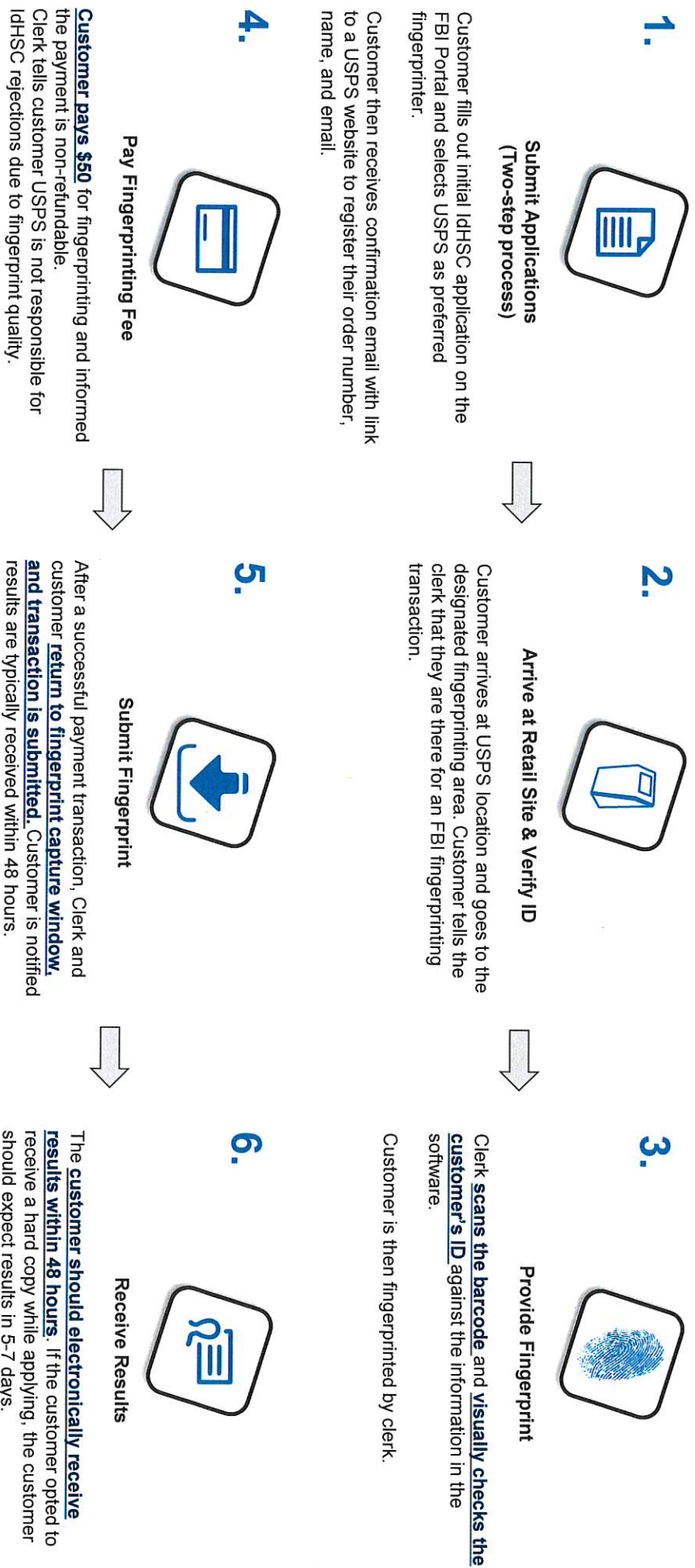
## **EBIS Kit Materials**

### **EBIS Retail Tablet Kits will include:**

1. Dell Generation 2 Tablet
2. Tablet Power Cord
3. Tablet Swivel Stand
4. Ethernet Cable
5. Dongle with Ethernet and USB Ports
6. Microfiber Cleaning Cloth
7. Lysol Wipes
8. Tablet Setup Instructions
9. Printed Privacy Act Statement
10. Printed Help Desk Contact Sticker
11. Return Label and Instructions for Laptop Equipment



# FBI IdHSC – Customer Journey





# FBI IdHSC – Retail Associate Journey



1.

Greet Customer

Guide customers to the designated fingerprinting area for sign-in.

Retail locations will have signage posted directing customers where to go for fingerprinting.



2.

Look Up Customer

Ask the customer for their Barcode/Order Number, included in the customer's confirmation email, and enter it into the EBIS workstation.

Provide the customer with the Privacy Act Statement.



3.

Notify Customer of Disclaimers

Inform the customer of disclaimers listed on the EBIS screen.



4.

Verify ID & Capture Fingerprint

Ask the customer for one of the acceptable forms of ID listed on the EBIS screen. Verify ID information matches customer information on the EBIS screen.

Customer is then fingerprinted by clerk.



5.

Accept Payment

Charge customers \$50 for a digital fingerprint using the RSS\* system AIC 123 FBI Fingerprinting and provide a receipt.



6.

Submit Fingerprint

After a successful payment transaction, Clerk and customer return to fingerprint capture window and clicks "submit".

# EBIS Deployment Sites

## EBIS PILOT SITES – DEPLOYED AUGUST 18, 2022

FDB #	Area	District	Retail Site	Street Address	City	State	Zip Code
1358775	ATLANTIC	MD	Columbia	6801 OAK HALL LN	Columbia	MD	21045
1469774	ATLANTIC	MD	Aspen Hill	14030 CONNECTICUT AVE	Silver Spring	MD	20906
1433716	ATLANTIC	NY 1	Bronx	558 GRAND CONCOURSE	Bronx	NY	10451
1368233	ATLANTIC	NY 2	Jamaica	8840 164TH ST	Jamaica	NY	11432
1375555	ATLANTIC	NY 3	Northside Buffalo	725 HERTEL AVE	Buffalo	NY	14207
1372155	ATLANTIC	NC	Matthews	301 E JOHN ST	Matthews	NC	28105
1450675	ATLANTIC	VA	Falls Church Finance	800 W BROAD ST STE 100	Falls Church	VA	22046
1379544	CENTRAL	IL 1	Roberto Clemente	2339 N CALIFORNIA AVE	Chicago	IL	60647
1366856	SOUTHERN	FL 3	Hialeah	325 E 1ST AVE	Hialeah	FL	33010
1368240	WEST PAC	NV-UT	James C Brown Jr	1001 E SUNSET RD UNIT 1001	Las Vegas	NV	89199



# EBIS PHASE 2 DEPLOYMENT – ALL CURRENT FBI IDHSC SITES

AREA/DISTRICT	FBI SITES	AREA/DISTRICT	FBI SITES
<b>ATLANTIC</b>		<b>SOUTHERN</b>	
CT	1	AL-MS	3
DE-PA2	9	AR-OK	3
KY-WV	2	FL2	3
MA-RI	4	FL3	5
MD	10	GA	5
ME-NH-VT	3	LA	2
NC	5	PR	1
NJ	6	SC	2
NY1	4	TN	3
NY2	2	TX1	5
NY3	4	TX2	3
PA1	5	TX3	4
VA	6	<b>WEST-PAC</b>	<b>46</b>
<b>CENTRAL</b>	<b>35</b>	AZ-NM	5
IA-NE-SD	5	CA1	3
IL1	4	CA2	3
IL2	2	CA3	3
IN	2	CA4	5
KS-MO	5	CA5	6
KY-WV	4	CA6	2
MI1	3	CO-WY	6
MIN-ND	3	HI	1
OH1	2	ID-MT-OR	3
OH2	3	NV-UT	4
WI	2	WA	5

FBI Fingerprinting equipment at current FBI IDHSC sites will be replaced with EBIS technology in Phase 2



# Roles & Responsibilities

# Roles & Responsibilities

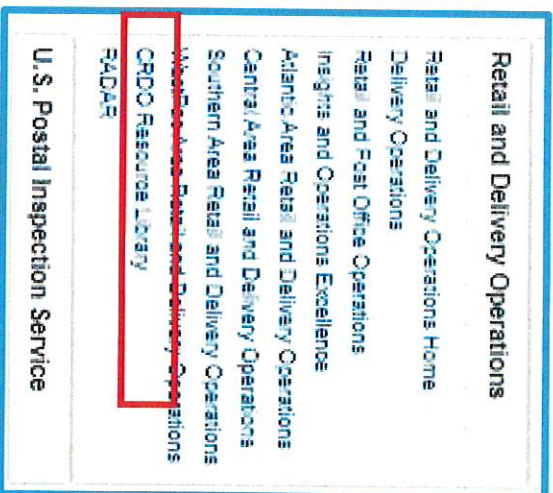
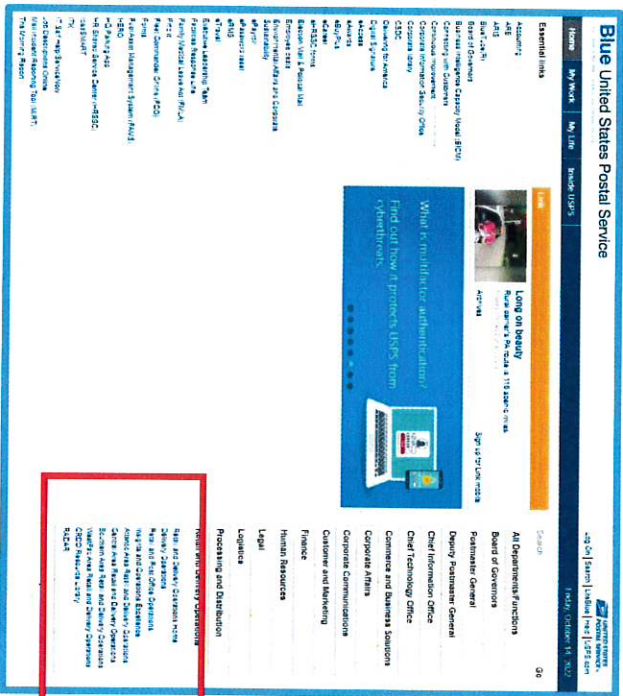
Role	Responsibilities	POCs
Retail EBUS Core Team Retail Strategy & Optimization	Select retail sites and personnel resources necessary to deliver the EBUS program. Serve as the main point of contact for Retail Trainers to answer questions, as well as document and socialize concerns to the EBUS Technical Development Team	Christiana Forbis, Tracy Willoughby ALT: Jeannie Kujawski, Lauren McKie
Retail Trainers	Oversee the coordination and implementation of EBUS at retail sites to deliver a successful launch. Trainers are responsible for confirming sites have received and successfully installed EBUS workstations, as well as confirming field training has been conducted and sites are ready for "Go Live".	
EBIS Training Team	Provide EBUS training and supporting materials to Retail Trainers so they can effectively operate the equipment and conduct field training.	
EBIS Retail Administrators	Operate EBUS Workstation to process Biometric transactions for customer participants and ability to change EBUS Platform endpoints between Training and Production environments. Users will primarily include Postmasters, Customer Service Supervisors, and HQ Retail Ops.	
EBIS Retail Clerks	Operate EBUS Workstation to process Biometric transactions for customer participants. Users will primarily consist of all Retail Associates who perform window service transactions at participating retail locations.	
Local Tech Support	Provide retail sites with assistance of IT related activities and issues, such as network connectivity.	
IVS Help Desk	Provide IVS specific technical assistance to retail locations in support of the EBUS workstations and transactions.	

# Training Material

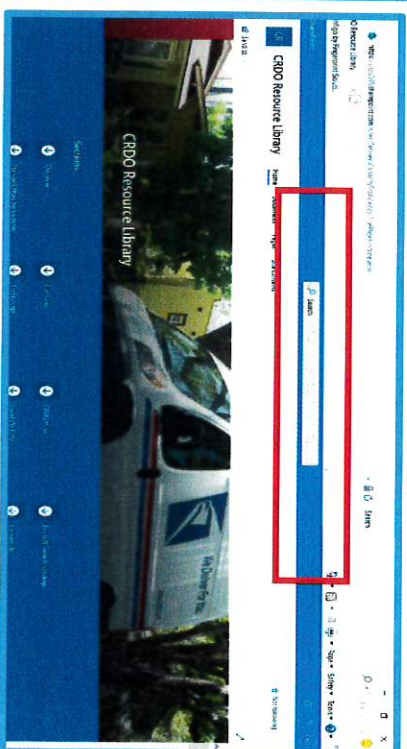
# CRDO Resource Library:

CRDO Resource Library - Search (sharepoint.com)

Step 1) From the Blue home page, select “CRDO Resource Library” from the drop-down list under “Retail and Delivery Operations”



Step 2) Type “EBIS” into the Search Box to find ALL EBIS training materials

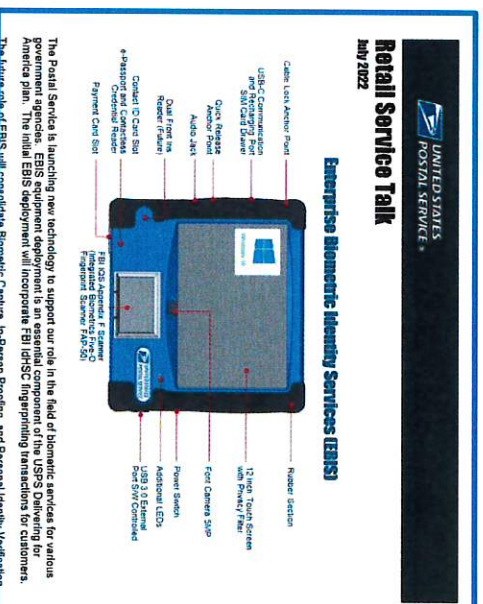




# Training Resources



- The EBIS User Manual provides step-by-step instructions to operate and maintain EBIS equipment
- How to switch between live and training environments
  - Test Barcodes for training
  - Which ARLIS role should users have?





- The EBIS Retail Service Talk provides information about the new EBIS equipment
- Current deployment dates and details
  - Program overview, scope and vision

UNITED STATES POSTAL SERVICE

EBIS Standard Work Instructions

**1 EQUIPMENT SETUP & LOGIN**

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	1 To setup the EBIS tablet workstation, first connect the dongle to the tablet.	<ul style="list-style-type: none"> <li>Power and ethernet cords are to be connected using the dongle, and not connected directly to the tablet.</li> </ul>	<ul style="list-style-type: none"> <li>To protect USPS Cyber Security</li> </ul>
	2 Connect the tablet power cord to the dongle.		

- The EBIS Standard Work Instructions (SWI) provides specific step-by-step instructions for use
- How to handle different types of transactions
  - Cleaning and care of device

## **EBIS IDHSC HERO Curriculum: Coming Soon!**

The goal of the EBIS Operators curriculum is the implementation of a single streamlined process in which all EBIS users will be proficient in conducting EBIS system-based operations.

### **Target Audience**

- **Retail Clerks:** operate EBIS Workstation to process Biometric transactions for customer participants. Users will primarily consist of all Retail Associates who perform window service transactions at participating retail locations.
- **Retail Administrators:** operate EBIS Workstation to process Biometric transactions for customer participants and ability to change EBIS Platform endpoint between Training and Production environments (CAT, Training, PROD). Users will primarily include Postmasters, Customer Service Supervisors, and HQ Retail Ops.

### **Course Instructional Strategy**

- Curriculum will be taught through 2–5 minute long microlearning lessons published on HERO
- Lessons will be aligned to User Role permissions and workflow requirements
- Course will be modular with independent lessons that will allow for customization of learning plans and additions to be made as future versions of the program are created

### **Publication Date (tentative)**

- Tentatively scheduled to be published in December; will be available for next EBIS rollout phase
- All EBIS users will be required to complete HERO training once published



# Help Desk Support

# Help Desk Support

Issue Type	Example	Point of Contact (POC)
<b>Identify Verification Services (IVS):</b> Interactions with EBIS Workstations	<ul style="list-style-type: none"> <li>Retail Associate's EBIS workstation login does not work               <ul style="list-style-type: none"> <li><i>First, verify A/RIS authorization approved</i></li> </ul> </li> <li>The EBIS workstation will not turn on</li> <li>The EBIS workstation will not scan a barcode</li> <li>Issues with network connectivity</li> <li>AIC code is not working</li> <li>RSS Terminal not functioning</li> </ul>	1 <sup>st</sup> – Local Management/ServiceNow 2 <sup>nd</sup> – IVS Service Desk (855-485-7390, and select option 3)
<b>General IT Services:</b> Interactions with all non-IVS related technology services	<ul style="list-style-type: none"> <li>Customers are concerned about not knowing where to go</li> <li>Retail Associates do not remember how to perform an EBIS transaction</li> <li>There are not enough EBIS trained Retail Associates</li> <li>Customers are concerned about rejected, delayed or don't agree with IdHSC results</li> </ul>	1 <sup>st</sup> – Local Management/ServiceNow 2 <sup>nd</sup> – HQ Field Retail /PO Support  1 <sup>st</sup> – FBI: Email <a href="mailto:identify@fbi.gov">identify@fbi.gov</a> or Phone: 304-625-5590
<b>FBI IdHSC Transactions:</b> Interactions involving the FBI IdHSC transaction		

# Demonstration



# Demonstration

- **Review HERO Lessons**
  - Review workstation components and how to setup and login to the tablet
  - Demonstrate Retail FBI IdHSC workflow on EBIS tablet
  - Review how to address missing prints, difficult to capture prints, amputations
  - Review payment transaction process and transaction submission
  - Review how to address participants that cannot complete a transaction for any reason



# Frequently Asked Questions



# Frequently Asked Questions – EBIS

## Question

## Answer

Can I connect EBIS workstations to the WiFi?

No. All EBIS workstations must be hardwired to the USPS network using the ethernet cable provided with the equipment, to connect the workstation to a network port.

How do I log onto the EBIS workstation?

Use your ACE credentials to log onto the EBIS workstation, and then select the “TouchPrint SR” icon from the home screen to open the EBIS application.



Can I conduct transactions on the EBIS workstation using a coworker's credentials?

No. You are to only process transactions while logged onto the EBIS workstation under your own ACE credentials.

Why is the tablet not reading fingerprints?

If the tablet is not reading fingerprints, make sure the participant's lower portion of their fingers are touching the lower gray metal bar on the fingerprint scanner. The participant must be touching the gray metal bar to initiate the scanning feature.



How do I request access to the EBIS application?

Users must request EBIS access via ARIS.

How do I connect the ethernet cord to the tablet?

A dongle is provided with all tablets. The dongle is to be connected to the tablet, and then the tablet power cord and ethernet cord are to be connected to the dongle.

How do I clean the workstation screens and fingerprint scanners?

Do not use alcohol-based products to clean the workstation screens or fingerprint scanners as this can cause damage. Use Lysol wipes no more than twice per day to disinfect the equipment, and a dry microfiber cloth to wipe off prints. Lysol wipes and microfiber cloths are included in the EBIS workstation kits; these can be replenished via eBuy+.





## Frequently Asked Questions – FBI IdHSC (1 of 2)

Question	Answer
What do we do if a customer's email address changes?	Customers must use the same email address provided to the FBI when applying for an IdHSC on the FBI website
Can I change the name, email address and/or order number in EBIS?	<ul style="list-style-type: none"><li>• No. Do not change, update or manipulate information in EBIS.</li><li>• If you suspect the information listed in EBIS is incorrect, please contact the IVS Service Desk (855-485-7390 and select option 3)</li></ul>
Customer comes in without appropriate ID or the name does not match the registration name	<ul style="list-style-type: none"><li>• "We must have a US Driver's License, State Non-Driver's ID, US Passport/Passport Card, or US Military ID (Uniformed Services ID Cards for retired military are accepted) to check your identity."</li><li>• The information on the customer I.D. must match the name in the USPS System and the FBI registration email<ul style="list-style-type: none"><li>➤ You are to process the customer if their first and last name match the registration, even if the middle name or initial is missing or added in either EBIS or their ID.</li></ul></li></ul>
Customer asks: "I think my background check is wrong, how do I challenge my background check?"	Only the FBI can respond to questions about a background check; advise them to contact the FBI at: <ul style="list-style-type: none"><li>• <b>Phone:</b> 304-625-5590</li><li>• <b>E-mail:</b> <a href="mailto:identity@fbi.gov">identity@fbi.gov</a></li><li>• <b>Website:</b> <a href="https://www.fbi.gov/services/cjis/identity-history-summary-checks">https://www.fbi.gov/services/cjis/identity-history-summary-checks</a></li></ul>
Customer asks: "Does USPS keep my personal information or fingerprints?"	<ul style="list-style-type: none"><li>• Once your prints are submitted to the FBI, USPS does not keep any personal data on fingerprinting and does not keep a record of fingerprints.</li></ul>
What does a clerk do if a customer's credit card or debit card is declined?	<ul style="list-style-type: none"><li>• Clerks should inform the customer that the clerk will not be able to submit the customer's fingerprints until they have provided proper payment</li></ul>
Customer would like to have his/her child fingerprinted	<ul style="list-style-type: none"><li>• USPS does not fingerprint children or minors</li></ul>



## Frequently Asked Questions – FBI IdHSC (2 of 2)

Question	Answer
How often will the fingerprinting machines be serviced?	<ul style="list-style-type: none"><li>• Fingerprinting devices will be serviced on an as-needed basis. If there is a defect with the equipment site leadership should contact the IVS Service Desk (855-485-7390 and select option 3) to coordinate a resolution.</li></ul>
How do we handle customers with muscular tremors when we are not able to touch them?	<ul style="list-style-type: none"><li>• Please make your best effort to verbally guide the customer through the fingerprint process – do not attempt to touch the customer</li></ul>
What does a clerk do if a customer has a Band-Aid on their hand or finger?	<ul style="list-style-type: none"><li>• Clerks should note the finger with a Band-Aid as “Unable to Capture” in EBIS</li></ul>
Customer requests fingerprinting, but does not have an FBI order number and has not registered with the FBI	<ul style="list-style-type: none"><li>• USPS cannot fingerprint an IdHSC customer who is not registered with the FBI first</li><li>• Direct the customer to the IdHSC website (suggest they use their cell phone) to register, then return with the order number provided by the FBI:<ul style="list-style-type: none"><li>◦ <a href="https://www.fbi.gov/services/cjis/identity-history-summary-checks">https://www.fbi.gov/services/cjis/identity-history-summary-checks</a></li></ul></li></ul>
Customer registered with the FBI and has an order number, but is not in the USPS fingerprinting system (Infigo)	<ul style="list-style-type: none"><li>• USPS cannot fingerprint an IdHSC customer that has not first registered with USPS online</li><li>• Direct the customer to the USPS fingerprinting registration website:<ul style="list-style-type: none"><li>◦ <a href="https://ips.usps.com/identityCapture/">https://ips.usps.com/identityCapture/</a></li></ul></li><li>• If the customer registers on their phone in the post office and their information is not in Infigo, refresh the Infigo fingerprint webpage and their information should appear</li></ul>
How do I process a customer with two amputated hands?	<p>Do not process a customer that does not have fingerprints to submit. Advise the customer to contact the FBI to discuss their options.</p> <ul style="list-style-type: none"><li>• <b>Phone:</b> 304-625-5590</li><li>• <b>E-mail:</b> <a href="mailto:identity@fbi.gov">identity@fbi.gov</a></li><li>• <b>Website:</b> <a href="https://www.fbi.gov/services/cjis/identity-history-summary-checks">https://www.fbi.gov/services/cjis/identity-history-summary-checks</a></li></ul>



# Next Steps



# Site Readiness Checklist

Site Coordinators are required to complete the Site Readiness Checklist, which can be found here:

[EBIS equipment replacement - current FBI sites.xlsx](#)

Correct EBIS User Access Confirmed (Yes/No)	Who has Retail Admin Role in ARIS?	Device ID and FDB Updated on Device	Printed Privacy Act Statement near device	Internet Port is Open and Available (Yes/No)	EBIS Workstation is Set up, Hardwired to USPS Network, and Operational (Yes/No)	How Many Clerks Have EBIS User Access?	Site Has used Testing Barcodes/D-Numbers to Process Test Transactions? (Yes/No)	How Many Clerks at Site Will Conduct EBIS Transactions?	How Many Employees at Site Have Received EBIS Training?	Any Technology Issues?



# Go Live Date is January 31, 2023

NEXT STEPS	RESPONSIBLE
Confirm "Retail Clerk" and "Retail Clerk Admin" roles in ARIS for relevant employees	Site Manager
Attend Bridge Call Session between Jan 9 and 20	Site Coordinator, Retail Clerk Admin
Unbox and assemble EBIS Device, check functionality	Site Coordinator
Assign "Device ID" (Device Serial #) and "Proofing Location" (FDB ID) on Administration Page of Device	Retail Clerk Admin
Place printed privacy act statement near device setup	Site Coordinator
Conduct training for all users (review recording AND training mode /test barcodes on device)	Site Coordinator
Complete Site Readiness Checklist	Site Coordinator
Monitor site training and readiness via Site Readiness Checklist	Retail/PO Support/RDPMs/RSO
Return old laptop and peripherals using label provided	Site Coordinator, Manager, T7
Report any issues or concerns	All parties

# ARIS Access Requests

## Step 1 Blue United States Postal Service

ARIS is your portal for requesting applications and resources in the Postal Service. It will eventually phase out access.

**Essential links**

- Accounting
- ARB
- ARIS
- BlueTube(R)
- Board of Governors
- Business Intelligence Capacity Model (BICM)
- Connecting with Customers
- Continuous Improvement
- Corporate Information Security Office
- Corporate Liaison

**Link**

**First-Class P**  
Delay sought for  
Posted 8/16/22 at 1  
Archives

**What is multifactor authenti**

Help | Training | FAQs | User Guides  
Welcome to ARIS

ARIS is your portal for requesting applications and resources in the Postal Service. It will eventually phase out access.

### Important Information

To access ARIS, users should login with their /

## Step 2

**Application Access**

Enter Application

### Restricted Information

**WARNING FOR OFFICIAL USE ONLY**  
This is a U.S. Government computer system and is intended for official and other authorized use only. Unauthorized access or use of this system may subject violators to administrative action, civil, and/or criminal prosecution under the United States Criminal Code (Title 18 U.S.C. § 1030). All information on this computer system may be protected, disseminated, received, read, copied, or captured and disclosed by, and to authorized personnel for official purposes, including criminal prosecution. Any authorized or unauthorized use of this computer system signifies consent to and compliance with Postal Service policies and these terms.

If you need assistance please refer to the Knowledge Base articles in ServiceNow. [Click here](#) to be taken to ServiceNow.

ARIS

## Step 3

View of  
User Access

Request User Access

Latest Approvals

Currently in this

ARIS

Home | My Work | Knowledge Base | Manage User Access

### 1 Select Users

for/bis\_christiana

## Step 4

**Username or ACE ID**

Enter filter value to see results



# ARIS Access Requests (Continued)

Director: Sandra Pines Christensen - Charlotte, NC - TRINITY - Employee  
 Employee: **FOBIS, OH** - TAMM M. CHARLOTTE, NC - TRINITY - Manager: PINE, SANDRA  
 Director: Special Agent In Charge - Washington, DC - HESPER - Employee  
 Director: Special Agent In Charge - Charlotte, NC - TRINITY - Employee

**Step 5**



Showing 1st of 1

Step 5

**EBIS Retail Identity Services Clerk**

USPS Retail location to provide Retail Identity Services, including mailbox installation and activation, window monitor performance, access to individual mailboxes, registers to process and file of mail, and other administrative functions performed at the physical location of the USPS Retail location.

TYPE: RIB

**EBIS Retail Identity Services Clerk Admin**

USPS Retail location to provide Retail Identity Services, including mailbox installation and activation, window monitor performance, access to individual mailboxes, registers to process and file of mail, and other administrative functions performed at the physical location of the USPS Retail location.

TYPE: RIB

**EBIS Retail Identity Services Clerk Admin**

USPS Retail location to provide Retail Identity Services, including mailbox installation and activation, window monitor performance, access to individual mailboxes, registers to process and file of mail, and other administrative functions performed at the physical location of the USPS Retail location.

TYPE: RIB

**EBIS Retail Identity Services Clerk Admin**

**Step 7:**

**PCES approval NOT required**

**Step 8**

**Step 6**

Step 6

**EBIS RETAIL**

Step 6

Previous Cancel **Submit**



**CRDO RESOURCE LIBRARY – available 24/7**

**CRDO Resource Library – EBIS**

**Chrissy Forbis**

**[Christiana.M.Forbis@usps.gov](mailto:Christiana.M.Forbis@usps.gov)**

**803-630-7099**

**Tracy Willoughby**

**[Tracy.L.Willoughby@usps.gov](mailto:Tracy.L.Willoughby@usps.gov)**

**202-914-7458**

**Technical Help / Device Assistance**

**IVS Help Desk**




**855-485-7390; option 3**



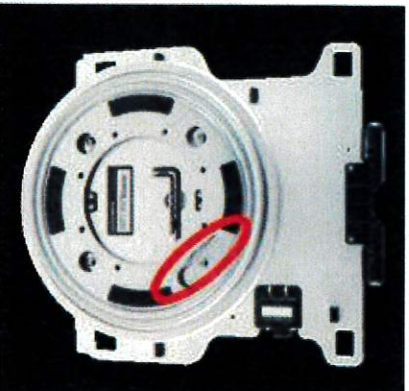
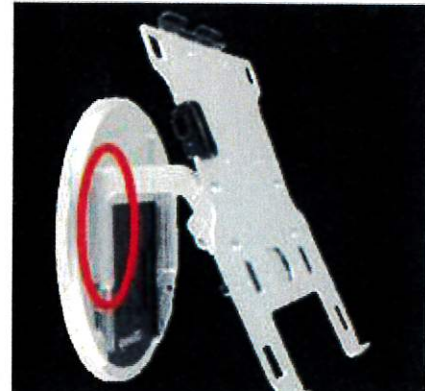
**UNITED STATES  
POSTAL SERVICE®**



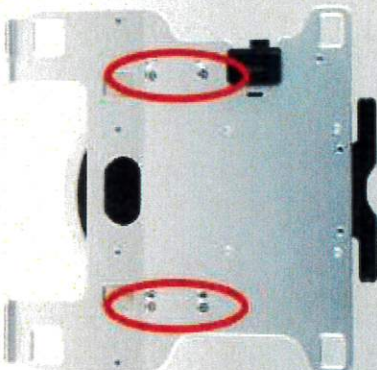


## 1 EQUIPMENT SETUP & LOGIN

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

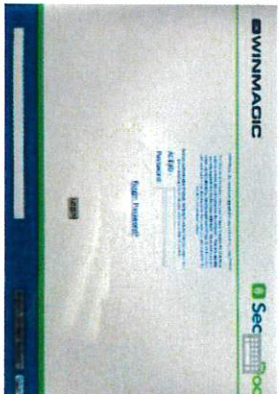


**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>4. To begin Stand Assembly: Rotate the plate on the bottom of the stand so the largest opening is over the holes used to attach the legs</p>	<ul style="list-style-type: none"> <li>• Tools needed – Allen Wrench (attached to the bottom of the stand)</li> </ul>	
	<p>5. Using the longest screws from the bag of screws provided, attach the legs using the provided Allen wrenches found on the bottom of the stand</p>	<ul style="list-style-type: none"> <li>• Extra screws have been included with the kit stands.</li> </ul>	

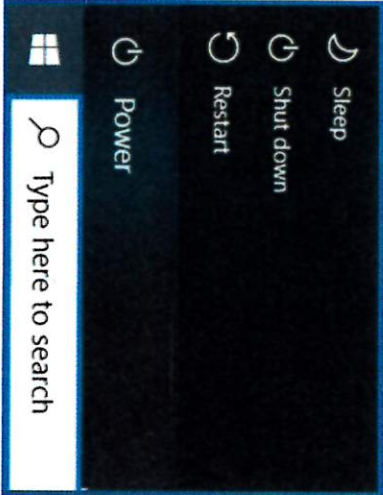
**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>6. <u>Attach</u> the top plate using the shortest screws from bag of screws provided so that the photo filter window is directly centered over the image capture plate. This completes the setup of the stand</p>	<ul style="list-style-type: none"> <li>• Extra screws have been included with the kit stands.</li> </ul>	
	<p>7. <u>Place</u> the tablet on the stand.</p>		
	<p>8. <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>		

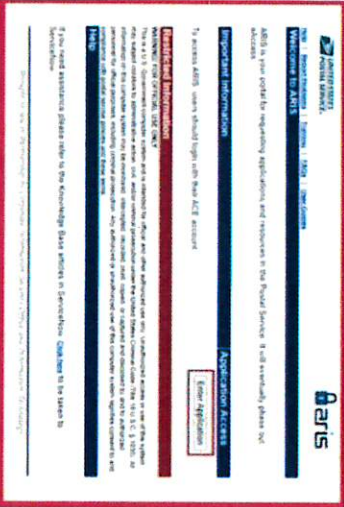
**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>9. To access the EBIS application</p> <ol style="list-style-type: none"> <li>Turn on the EBIS Workstation</li> <li>Login to SecureDoc using your <b>ACE credentials</b></li> </ol>	<ul style="list-style-type: none"> <li>You will only need to login to SecureDoc the first time you log onto an EBIS Workstation</li> </ul>	
	<p>10. Login to the EBIS Workstation using your ACE credentials</p>	<ul style="list-style-type: none"> <li>Login with your ACE login and password</li> </ul>	<ul style="list-style-type: none"> <li>This will improve customer service and prevent cyber security issues.</li> </ul>
	<p>11. Select the "<b>TouchPrint SR</b>" icon to open the EBIS application.</p>	<ul style="list-style-type: none"> <li>This will allow users to access the EBIS application.</li> </ul>	

## 2 EQUIPMENT DISASSEMBLY AND STORAGE


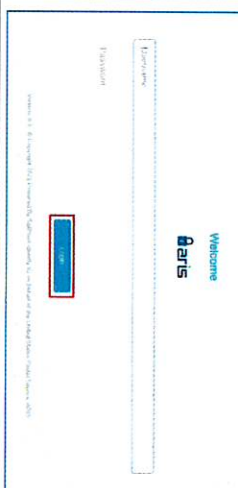
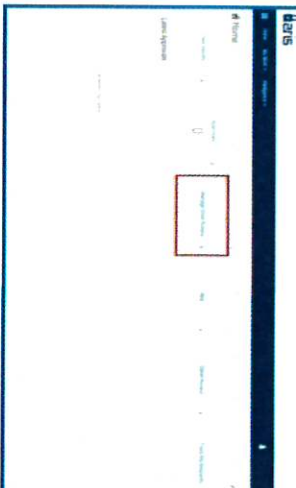
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<ol style="list-style-type: none"> <li>1. Place the EBIS workstation in sleep mode if stored in the same location during operation and non-operation hours, for example in a passport office. This will permit the EBIS workstation to download security patches while not in use.</li> <li>2. Place the EBIS workstation in Shut down 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.</li> </ol>	<ul style="list-style-type: none"> <li>• The storage location of the EBIS workstation during non-operation hours will determine if it should be placed in sleep mode or shut down.</li> <li>• Do not power down the EBIS workstation using the power button. Always use the power options on the screen.</li> </ul>	<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"> <li>○ Accountable cage</li> <li>○ Locked room</li> <li>○ Locked drawer</li> <li>○ Safe</li> </ul>

### 3 REQUESTING EBIS ROLE ACCESS

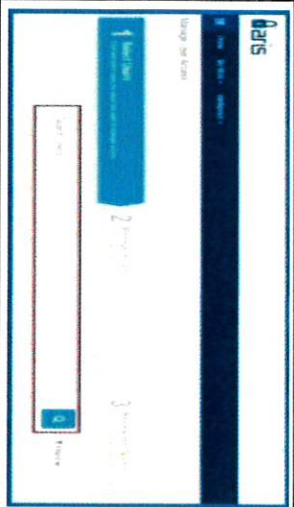
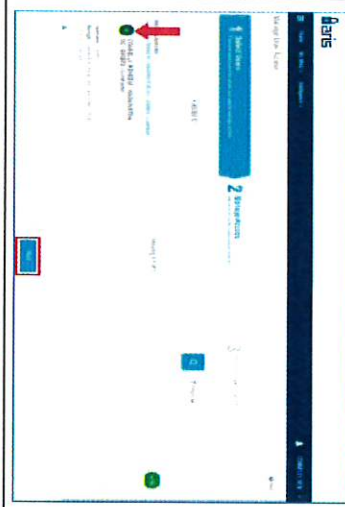
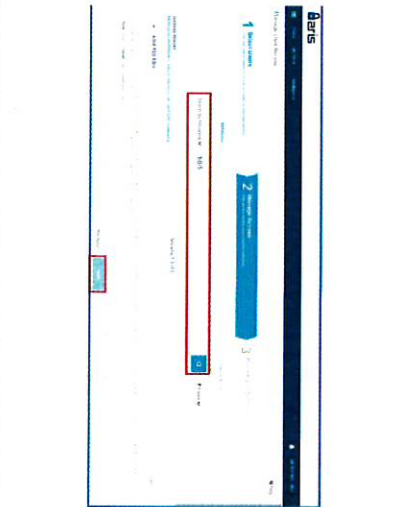
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<ol style="list-style-type: none"> <li>To access ARIS, go to <a href="https://aris.usps.gov">https://aris.usps.gov</a></li> <li>Select "Enter Application"</li> </ol>	<ul style="list-style-type: none"> <li>Requesting access to an EBIS User Role is to be completed through ARIS.</li> </ul>	<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>



**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

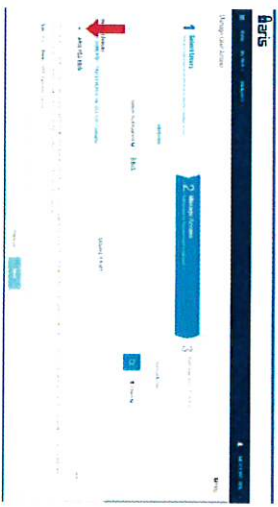
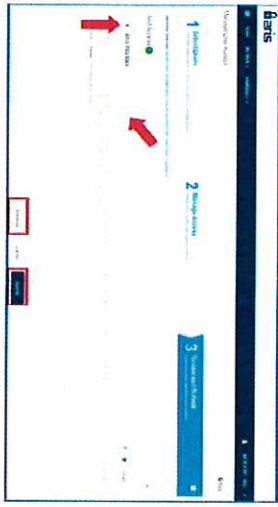
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>3. <u>Enter your Username and Password.</u></p>	<ul style="list-style-type: none"> <li>Note that your Username and Password are your ACE ID and ACE Password.</li> </ul>	
	<p>4. Next, <u>select Login.</u></p>		
	<p>5. From the ARIS Home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

**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>6. From the Manage User Access screen, enter your <u>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>	<ul style="list-style-type: none"> <li>Your account will appear at the bottom of the screen.</li> </ul>	
	<p>8. <u>Enter EBIS</u> into the search box and <u>select enter</u>.</p>	<ul style="list-style-type: none"> <li>EBIS user roles will appear at the bottom of the screen.</li> <li>Your supervisor will review and approve the request.</li> </ul> <p>EBIS user roles include:</p>	<p>To ensure approved Manager assigns the correct role to access the EBIS application.</p>



**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

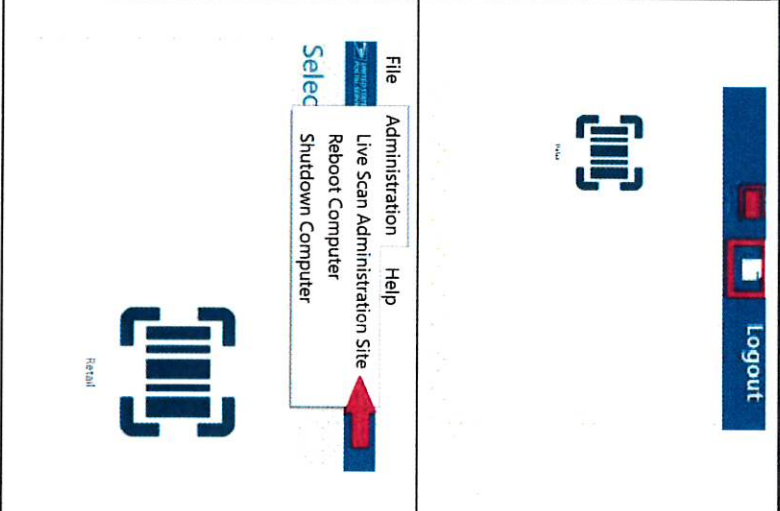
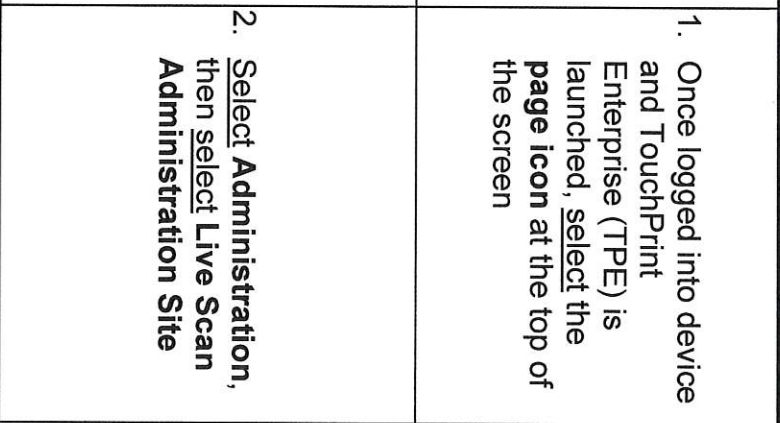
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>9. <u>Select the checkmark</u> next to the user role that aligns to your job responsibilities and <u>select next</u>.</p>	<ul style="list-style-type: none"> <li>• EBIS Retail Identity Services Clerk</li> <li>• EBIS Retail Identity Services Clerk Admin</li> <li>• EBIS HR Identity Services</li> <li>• EBIS HR Identity Services Admin</li> </ul>	<p>You may need to go to the next page of user role(s) displayed on the first page.</p>
	<p>10. Confirm the EBIS user roles listed at the bottom of the screen are correct and <u>select submit</u>.</p> <p>11. If the listed user roles are incorrect, <u>select the X</u> next to the user role and <u>select previous</u> to go to</p>	<ul style="list-style-type: none"> <li>• Your supervisor will review and approve the request</li> </ul>	<p>Do not select EBIS user roles listed with Functional System Coordinator (FSC) permissions.</p>



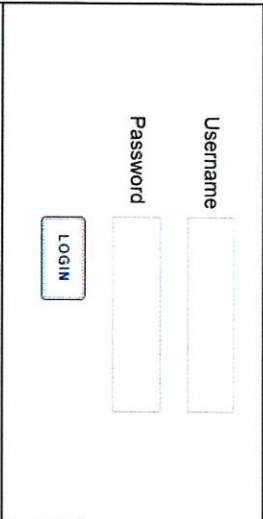
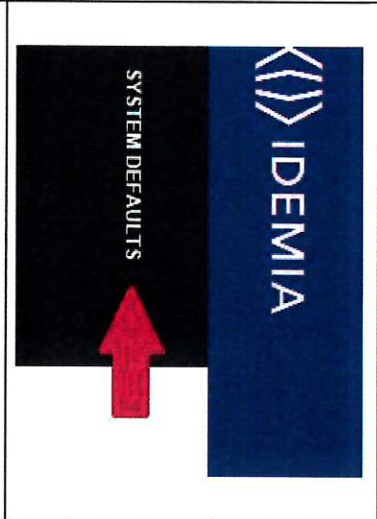
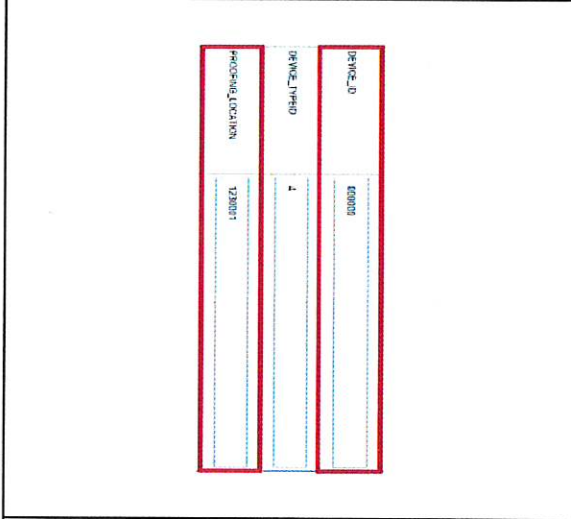

**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	the previous screen and select a different user role.		




## 4 SETTING DEVICE ID AND PROOFING LOCATION

Relevant Photos	Important Steps	Key Points	Reason for Key Points
 <p>The screenshot shows the top navigation bar with a 'Logout' button on the right. Below it, the 'Administration' menu is open, showing options: 'Live Scan Administration Site', 'Reboot Computer', and 'Shutdown Computer'. A red arrow points to the 'Live Scan Administration Site' option. The 'Retail' logo is visible in the bottom right corner.</p>	<p>1. Once logged into device and TouchPrint Enterprise (TPE) is launched, <u>select the page icon</u> at the top of the screen</p>	<ul style="list-style-type: none"> <li>To access the Administration page, the user logged onto the device must have an "EBIS Retail Clerk Admin" user role</li> </ul>	<p>To ensure approved Manager assigns the correct role to access the EBIS Admin page</p>
 <p>This is a second view of the same screenshot as above, showing the 'Administration' menu with the 'Live Scan Administration Site' option highlighted by a red arrow.</p>	<p>2. <u>Select Administration</u>, then <u>select Live Scan Administration Site</u></p>	<ul style="list-style-type: none"> <li>Do not enter your username or password on this page</li> </ul>	

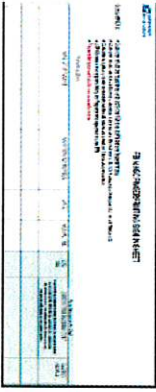
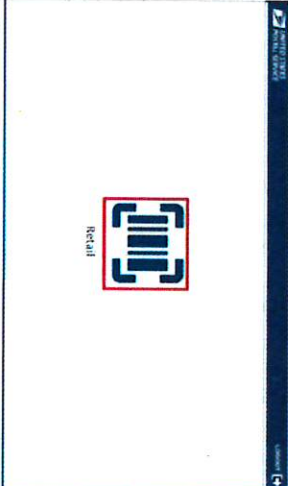

**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

	<p>3. <u>Enter your ACE ID and password</u></p>	<ul style="list-style-type: none"> <li>This is the Station Administration page</li> </ul>	
	<p>4. <u>Select System Defaults</u> on the left side</p>		
	<p>5. <u>Scroll to DEVICE_ID</u> on the screen and enter the <b>device's Manufacturer Serial Number</b>, located on the back of the device.</p> <p>6. <u>Scroll to PROOFING_LOCATION</u> on the screen and enter the Facility's FDB# of the location the device will be utilized at to conduct participant transactions.</p>		<p>Note: For the Tablet configuration, the Device_ID is the Manufacturer Serial Number located on the back of the tablet. Use the Manufacturer Serial Number <u>not</u> the Tablet Serial Number.</p> 

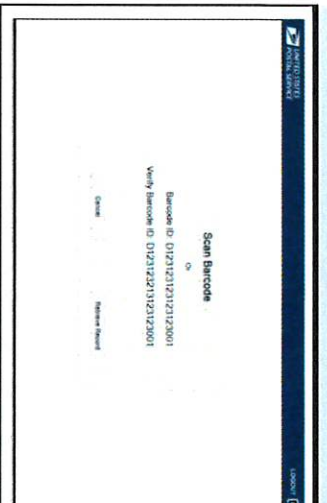
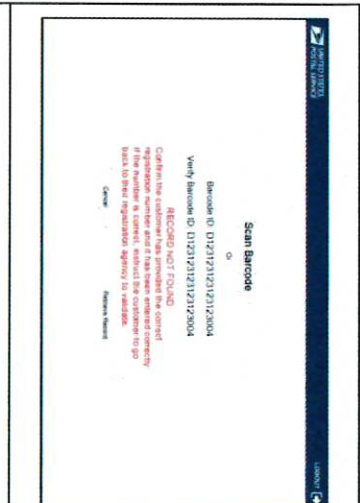

**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

	<p>7. <u>Select Save Changes</u> at the bottom of the screen</p>		
	<p>8. <u>Select the X</u> at the top right corner of the screen to close the Administration screen and return to the TPE home screen.</p>		
	<p>9. <u>Select Logout</u> at the top right corner of the main TPE application screen to logout of the application and reboot the workstation.</p>	<p>The EBIS workstation must be restarted following any change made to the Administration Page for changes to take effect.</p>	

## 5 PARTICIPANT LOOKUP

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

**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>4. If the barcode cannot be scanned, select <b>Cancel</b> and manually enter the <b>barcode number</b></p>	<ul style="list-style-type: none"> <li>The barcode ID must be entered twice.</li> </ul>	<ul style="list-style-type: none"> <li>To ensure manual barcode number is entered correctly.</li> </ul>
	<p>5. If a record is not available, <u>instruct</u> the participant to <u>contact</u> the organization from where they obtained their registration</p>	<ul style="list-style-type: none"> <li>If the following "Record Not Found" message continues, instruct the participant to go back to their registration agent to validate their information.</li> </ul>	
	<p>6. If an "Invalid Record Locator" prompt appears, an invalid order number has been entered. Review the order number and reenter the correct order number</p>	<ul style="list-style-type: none"> <li>If this issue persists, have the participant contact the organization from where they obtained their registration for a new order number.</li> </ul>	

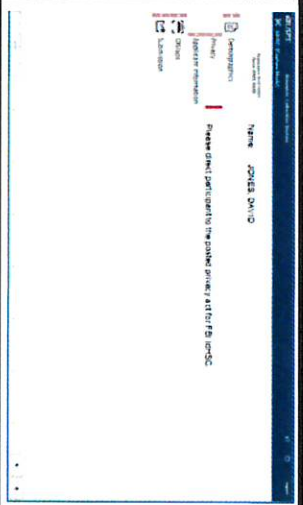
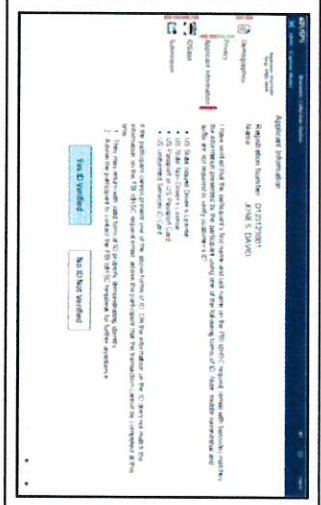


Enterprise Biometric Identity Services (EBIS) Standard Work Instructions

Relevant Photos	Important Steps	Key Points	Reason for Key Points
<p>Scan Barcode #####</p> <p>Manual ID Entry Barcode ID: D57562572622088 Verify Barcode ID: D57562572622088</p> <p><b>RECORD ALREADY PROCESSED</b> Confirm the customer has provided the correct registration number and it has been entered correctly. If the number is correct, instruct the customer to go back to their registration agency to evaluate.</p> <p>Cancel    Reset    Retrieve Record</p>	<p>7. If a record is already processed, inform the participant that the order number has already been submitted</p>	<ul style="list-style-type: none"> <li>If the participant wishes to perform a new transaction, inform the participant that they must re-register with the participating Agency to generate a new order number</li> </ul>	
<p>Scan Barcode #####</p> <p>Manual ID Entry Barcode ID: D80012768822088 Verify Barcode ID: D80012768822088</p> <p><b>PROOFING EVENT EXPIRED</b> Confirm the customer has provided the correct registration number and it has been entered correctly. If the number is correct, instruct the customer to go back to their registration agency to evaluate.</p> <p>Cancel    Reset    Retrieve Record</p>	<p>8. If the proofing event has expired, inform the participant that they must re-register with the participating Agency to generate a new order number</p>	<ul style="list-style-type: none"> <li>Order numbers are good for three years</li> </ul>	
<p>Scan Barcode #####</p> <p>Manual ID Entry Barcode ID: D800000000000000 Verify Barcode ID: D800000000000001</p> <p>Barcode ID and Verify Barcode ID must match to proceed. Correct entry and try again.</p> <p>Cancel    Reset    Retrieve Record</p>	<p>9. If a "Barcode ID and Verify Barcode ID must match" prompt appears, review the order number entries, and confirm the order number has been correctly entered twice</p>		

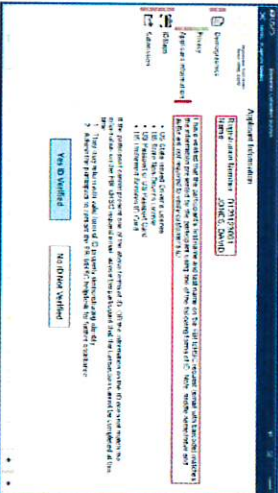
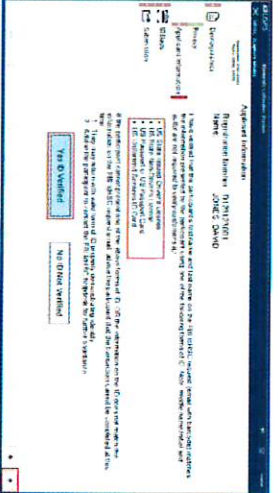


**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

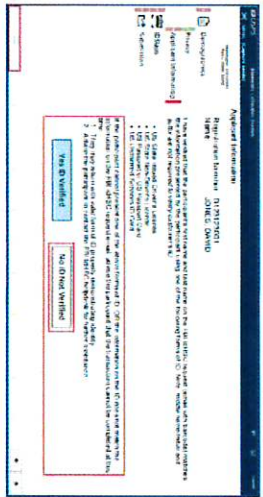
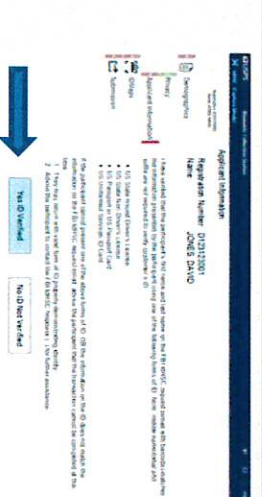
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>10. Direct the participant to the Privacy Act statement as instructed on the screen.</p>	<ul style="list-style-type: none"> <li>A hard copy should be displayed at the EBIS workstation for customers.</li> </ul>	
	<p>11. If the barcode is valid, the participant's information will appear on the screen.</p>	<ul style="list-style-type: none"> <li>Once you have looked up the applicant's information, verify their identification based on the list of acceptable forms.</li> </ul>	<ul style="list-style-type: none"> <li>Please note that the type of information which appears on the screen may vary based on the transaction type.</li> </ul>

## 6 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>	<ul style="list-style-type: none"> <li>• All forms of ID must be current. Expired IDs are not accepted.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• This measure is to reduce the possibility of fraud and reduce USPS' exposure to risk.</li> </ul>
	<p>2. Only accept the approved form(s) of identification listed on the <b>Applicant Information</b> page.</p>	<ul style="list-style-type: none"> <li>• Acceptable forms of ID vary by transaction type. Only accept forms of ID listed on the screen.</li> </ul> <p>Expired forms of ID are not accepted.</p>	


**Enterprise Biometric Identity Services (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 of ID displayed on the screen, or if the ID does not match the participant's information displayed on the screen, <b>Select No ID Not Verified</b> and <b>select Cancel</b>.</p>	<ul style="list-style-type: none"> <li>Inform the participant they can return with the same bar code when they return with a valid form of ID.</li> </ul>	<ul style="list-style-type: none"> <li>This measure is to reduce the risk of fingerprints being captured under the wrong customer's record.</li> </ul>
	<p>4. Confirm that you have verified the Customer's ID, <b>Select Yes ID Verified</b> and <b>select the right arrow at bottom right of page</b> to proceed.</p>		

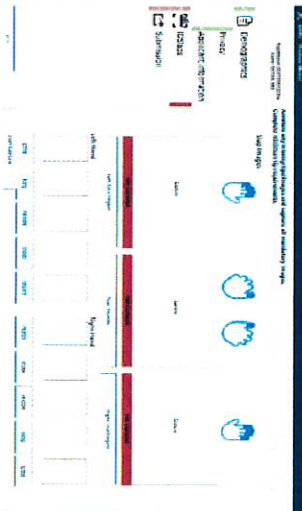
## 7 SLAP FINGERPRINTING

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<ol style="list-style-type: none"> <li>1. Prepare the fingerprint scanner for use.</li> </ol>	<p>Use the provided materials:</p> <ul style="list-style-type: none"> <li>• Wipe down the glass panel with the microfiber cleaning cloths.</li> <li>• Do not use alcohol wipes.</li> <li>• To sanitize fingerprint scanners, utilize the antibacterial wipes provided.</li> <li>• Limit the use of antibacterial wipes to 1-2 times per day</li> </ul>	<p><b>Do not use alcohol or alcohol wipes on any EBIS equipment; alcohol products will damage the glass plates.</b></p>

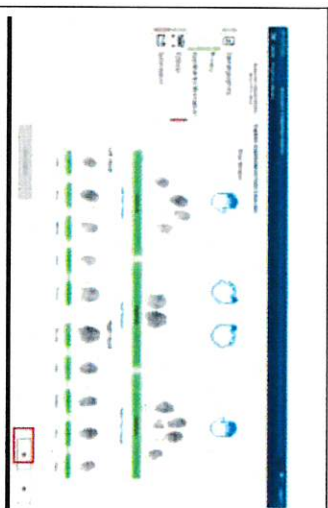
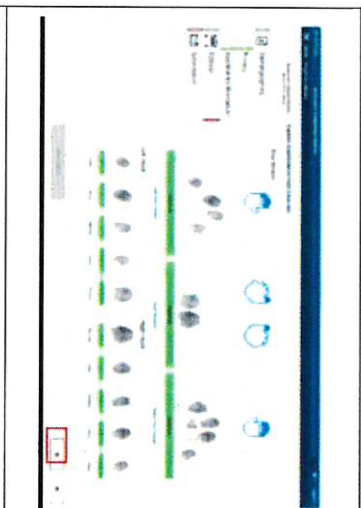
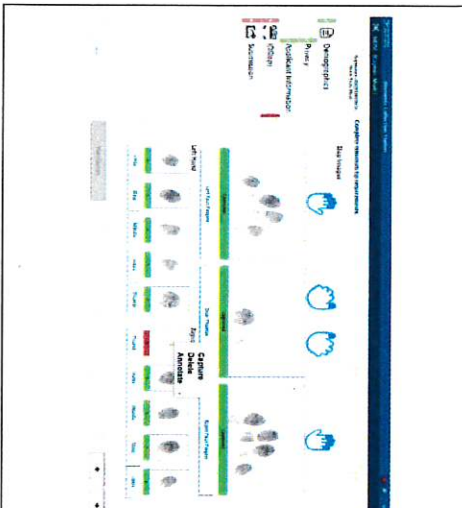
**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

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"> <li>• Should take 5 minutes to complete.</li> <li>• Hands must be clean and dry before fingerprints can be captured.</li> <li>• Wait to put fingers on the panel until instructed to do so.</li> <li>• Fingers are to be firmly placed flat on the scanner.</li> <li>• Fingers are to be left on the panel until instructed to remove them.</li> <li>• The order in which fingerprints will be captured is left four fingers, two thumbs, right four fingers.</li> </ul>	<ul style="list-style-type: none"> <li>• 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)</li> </ul>




**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>3. To capture prints:</p> <p>a) <u>Instruct</u> the participant to place their left four fingers on the panel. <u>Direct</u> the participant to remove their fingers once the prints are displayed on the screen, and a beep is heard confirming capture.</p> <p>b) Next, <u>instruct</u> 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, and a beep is heard confirming capture.</p> <p>c) Finally, <u>instruct</u> the participant to place their right four fingers on the panel. Direct the participant to</p>	<ul style="list-style-type: none"> <li>The system will automatically collect the participant's prints once they place their fingers on the scanner.</li> <li>After the fingerprints are complete, a score for each print will be displayed below each print.             <ul style="list-style-type: none"> <li>High quality score: 1 to 3 will be highlighted <b>green</b>.</li> <li>Poor quality score: 4 to 5 will be highlighted <b>red</b>.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Fingerprints with a poor quality should be rescanned to attempt to achieve a higher quality score.</li> <li>EBIS workstations are programmed to require either of the following two requirements be met before the system will allow fingerprints to be submitted:             <ul style="list-style-type: none"> <li>Capture 10 high quality prints (green scored prints)</li> </ul> </li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>Make 5 attempts to recapture any poor-quality prints to improve their score</li> </ul>

**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

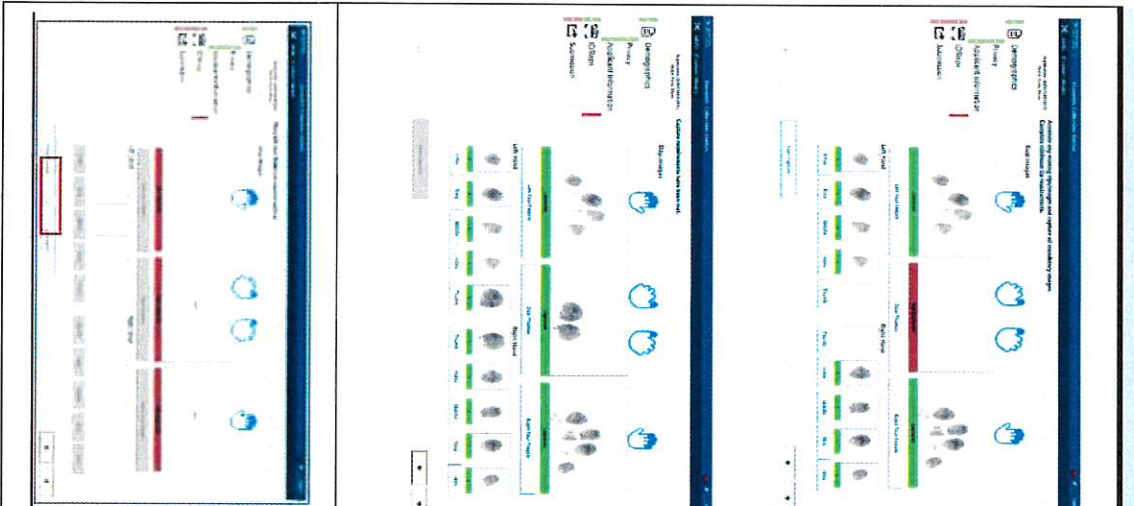
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>remove their fingers once the prints are displayed on the screen, and a beep is heard confirming capture</p>		
	<p>4. Once prints have successfully been captured, select the <b>Next</b> arrow on the lower right to proceed to the submission screen.</p>	<p>Conduct 5 full (left four fingers, dual thumbs, and right four fingers) fingerprint capture attempts</p>	
	<p>5. If prints need to be recaptured to improve a score, select the prints to be recaptured to display the Options Menu. You can select from Left Four Fingers, Dual Thumbs, or Right Four Fingers.</p>	<ul style="list-style-type: none"> <li>Fingerprints with a poor-quality score of 4 – 5 should be rescanned to attempt to achieve a higher quality score.</li> </ul>	

**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

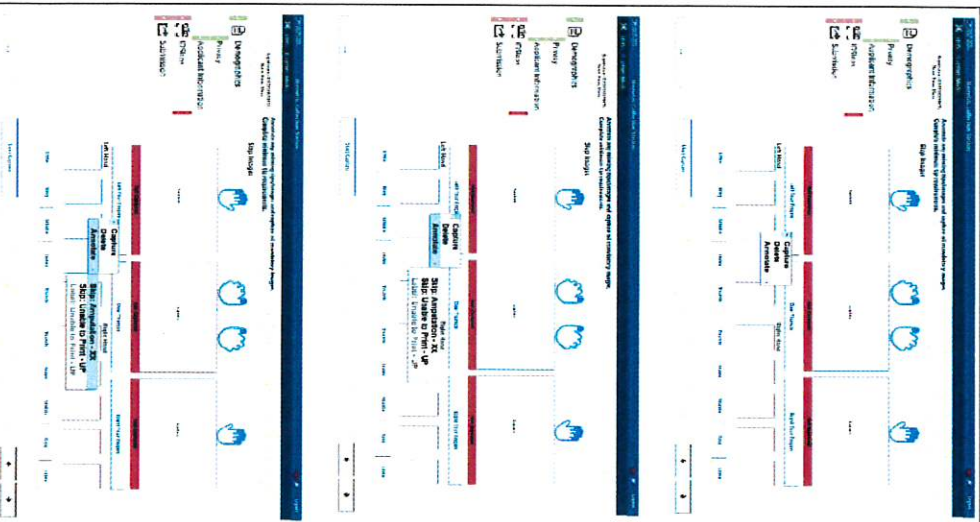
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>a) Select <b>Delete</b> from the Options Menu to clear the captured prints.</p>	<ul style="list-style-type: none"> <li>Do not make more than 5 attempts to recapture prints. Submit the best prints you can capture.</li> </ul>	
	<p>b) Select <b>Yes</b> from the pop-up box to confirm the prints are to be deleted.</p>		
	<p>c) Select <b>Start Capture</b> at the bottom left of the screen and <u>instruct</u> the participant to place their fingers on the scanner to recapture prints.</p>		


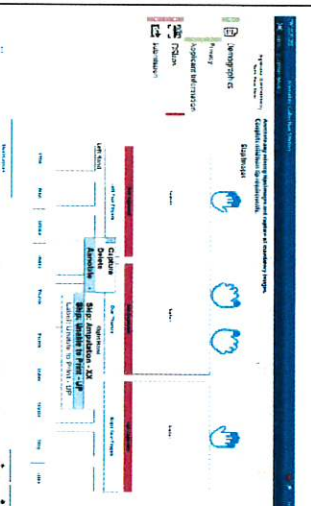



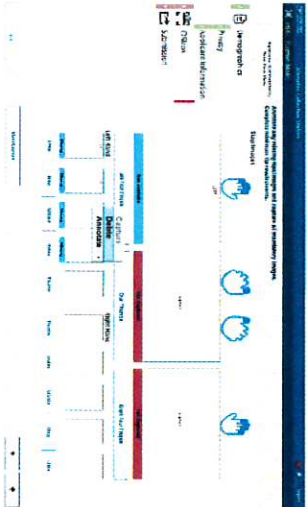
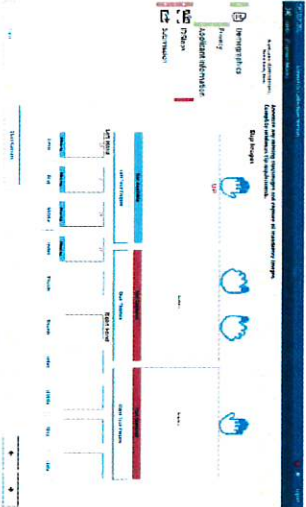
**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>6. If prints cannot be obtained due to amputation or bandaged fingers, <u>select Stop Capture</u> to pause the auto capture process</p>		

**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>7. <u>Select</u> the finger(s) to annotate to display the Options Menu. You may select "Left Four Fingers, Dual Thumbs, Right Four Fingers, or any of the individual fingers listed at the bottom of the screen</p> <p>a) Select <b>Annotate</b> to display options</p> <p>b) If the hand or finger is amputated, select <b>Skip: Amputation – XX</b>.</p>	<ul style="list-style-type: none"> <li>• Clerks may encounter participants with difficult to obtain fingerprints.</li> </ul>	<ul style="list-style-type: none"> <li>• Difficult to obtain fingerprints can include:             <ul style="list-style-type: none"> <li>• Amputated fingers or hands</li> <li>• Bandaged fingers or hands</li> <li>• Partial loss of fingerprints</li> </ul> </li> </ul>

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>c) The screen will display a red <b>XX</b> for the hand or finger that is annotated as amputated</p>		
	<p>d) If the hand or finger is bandaged or otherwise unable to be captured, <u>select Skip: Unable to Print – UP</u></p>		
	<p>e) The screen will display a red <b>UP</b> for the hand or finger that is annotated as amputated.</p>		

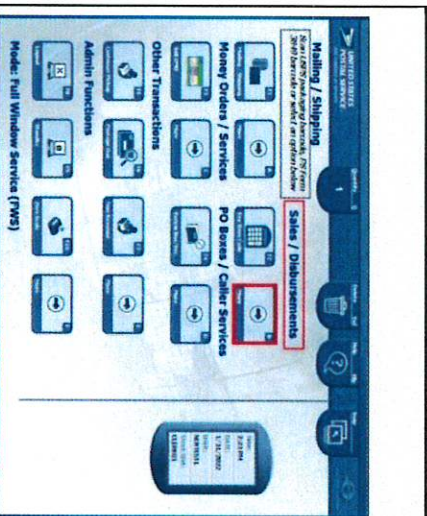
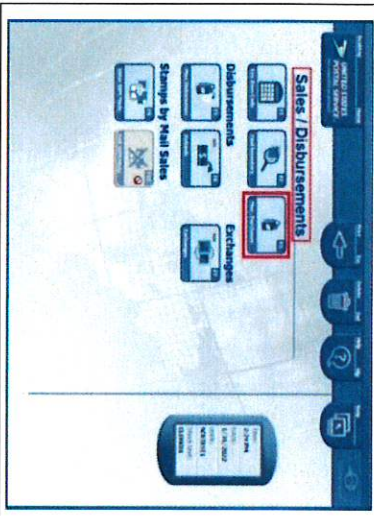
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>8. If a participant's hand or finger is annotated in error:</p> <p>a) <u>Select</u> the prints that were annotated to display the Options Menu. You may select "Left Four Fingers, Dual Thumbs, Right Four Fingers, or any of the individual fingers listed at the bottom of the screen.</p> <p>b) <u>Select Delete</u></p>		
	<p>9. Select Start Capture at the bottom of the screen once all missing or unable to capture fingers have been annotated.</p>	<ul style="list-style-type: none"> <li>Selecting Start Capture will turn the fingerprint auto capture feature back on.</li> </ul>	

**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

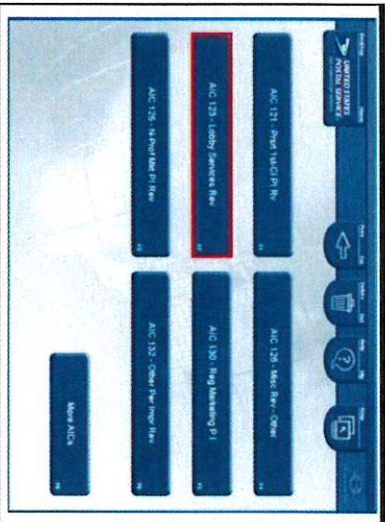
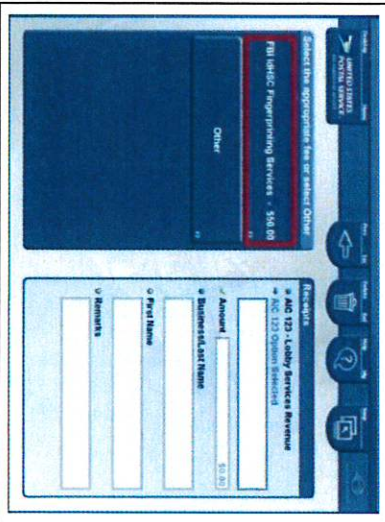
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>10. Inform the participant to place the applicable fingers on the panel and the system will proceed with auto capturing the participant's remaining fingerprints</p>	<ul style="list-style-type: none"> <li>• If using a laptop configuration, and the participant only has one finger to capture, inform the participant to place their finger on the panel, and <u>Select Capture Image</u> at the bottom of the screen. The laptop configuration will not auto capture a print if only one finger is placed on the panel.</li> </ul>	

## 8 PAYMENT COLLECTION

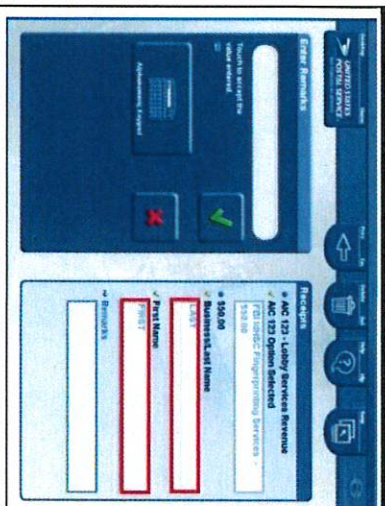
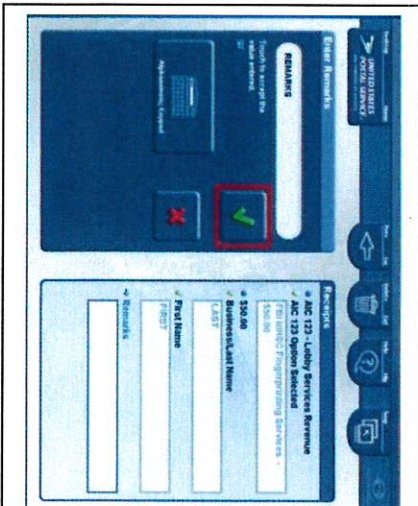
- Not all EBIS transactions require payment. If a payment is required, EBIS will prompt for a payment.
- Payments will be made using the Retail Systems Software (RSS) Terminal

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

**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

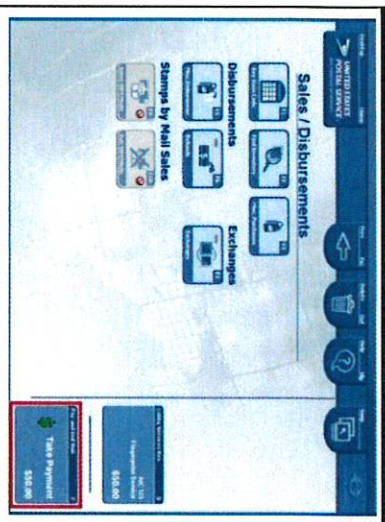
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>3. <b>Select AIC 123 – Lobby Services Rev.</b></p>	<ul style="list-style-type: none"> <li>Select the “AIC 123 – Lobby Services Rev” box, the furthest left-hand box in the second row.</li> </ul>	
	<p>4. <b>Select the fee option for the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

**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

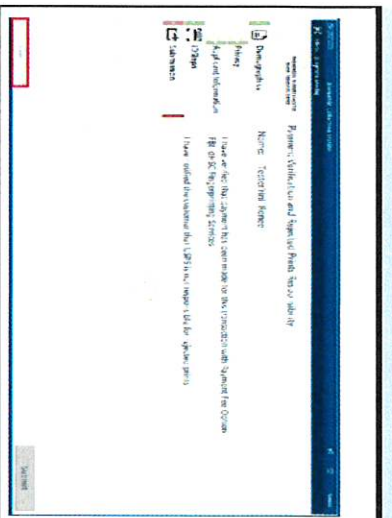
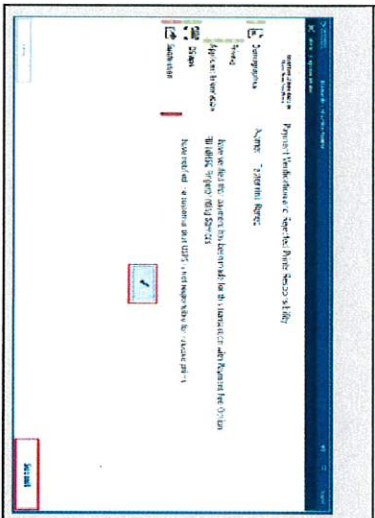
Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p>5. <u>Enter</u> the participant's <u>last name</u> and <u>select</u> the <u>green checkmark</u>.</p> <p>6. <u>Enter</u> the participant's <u>first name</u> and <u>select</u> the <u>green checkmark</u>.</p>	<ul style="list-style-type: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



Enterprise Biometric Identity Services (EBIS) Standard Work Instructions

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

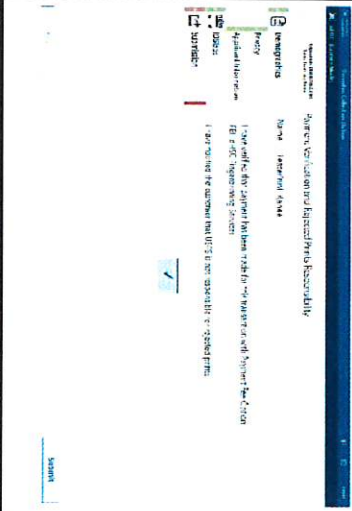
**Enterprise Biometric Identity Services (EBIS) Standard Work Instructions**

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



## 9 TRANSACTION SUBMISSION

- Prior to submitting a participant's information, verify that all of the submission requirements on the left of the screen show a green checkmark:
  - Only the submission requirement should show a red X
  - Select any requirement with a red X to complete the transaction
  - The participant must be present during the complete transaction

Relevant Photos	Important Steps	Key Points	Reason for Key Points
	<p><b>FBI IdHSC Submission</b></p> <ol style="list-style-type: none"> <li>1) <u>Click</u> to confirm the transaction is complete</li> <li>2) <u>Click</u> the <b>submit</b> button to complete the transaction</li> </ol>	<ul style="list-style-type: none"> <li>• If the submit button is not pressed within 15 minutes, the transaction will time out.</li> </ul>	<ul style="list-style-type: none"> <li>• This measure is to reduce the possibility of participant's prints not being submitted to organization where registration was obtained</li> </ul>