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LABOR RELATIONS



January 19, 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 1110

Dear Ivan:

This letter is in further reference to the correspondence dated June 24, 2022 (enclosed), regarding the Postal Service's partnership with the General Services Administration (GSA) to provide a single sign-on solution called "Login.gov", which allows the public to use the same username and password to access various federal government websites. The Postal Service plans to expand this program nationwide to all Retail Systems Software (RSS) sites beginning February 1.

As previously informed, many of the applications or services on federal government websites require the public to log in and register in order to visit the website. This partnership with GSA utilizes the existing In-Person Proofing (IPP) process for Login.gov registrants and allows them to use one login account for secure access to participating federal government agencies. Once the Postal Service provides IPP service to customers who seek to register on Login.gov, retail employees use the RSS terminal to enter and verify the customer's information. Upon completion of the IPP process, the customer will receive an email with information regarding accessing Login.gov.

Retail employees will be trained prior to the February 1 launch date.

Enclosed are the following documents:

- GSA Login.gov IPP Retail Service Talk
- GSA Login.gov IPP Learn and Grow training slide deck

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

Sincerely,

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

Shannon Richardson
Director
Contract Administration (APWU)

Enclosures



June 24, 2022

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

Certified Mail Tracking Number:
7020 3160 0002 0327 0830

Dear Ivan:

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

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

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

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

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

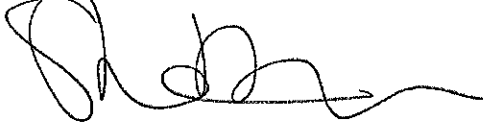
- Maryland District
 - Baltimore Post Office, Baltimore, Maryland
 - Bethesda Post Office, Chevy Chase, Maryland
 - Friendship Post Office, Washington, DC
 - Customs House Post Office, Washington, DC
 -
- Virginia District
 - Arlington Post Office, Arlington, Virginia
 - Ashburn Post Office, Dulles,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

Enclosed are the following documents:

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

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

Sincerely,

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

Shannon Richardson
Director
Contract Administration (APWU)

Enclosures

(CA2022-122)

Retail Service Talk

January 2023

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

Effective February 1, 2023, the USPS in collaboration with Login.gov will be providing In-Person Proofing (IPP) services for customers in 18,000 retail locations. IPP allows agencies to securely verify customer identities in person to provide access to services when identity cannot be substantiated with remote proofing approaches. This new service will allow USPS to become the trusted go-to provider for in-person proofing services.

Customers may receive In-Person Proofing at any USPS RSS retail location **with no appointment needed or transaction payment**. Customers are expected to provide one (1) original and non-expired acceptable form of Primary Identification (ID):

- Driver's License, or
- State Issued Identification

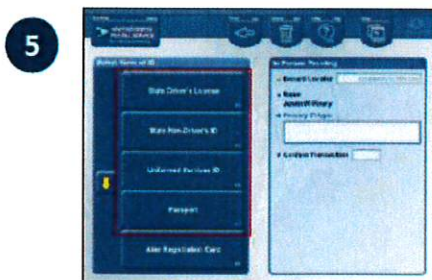
If the customer's acceptable form of primary ID address does not match Retail Software System (RSS) requirements, the customer must then provide one (1) acceptable form of secondary ID:

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

Users not familiar with the In-Person Proofing process, can refer to the [IPP RSS user guide](#) that includes step-by-step instructions.

Employees may access additional resources such as this Service Talk, Test Barcodes, and FAQs on the Chief Retail and Delivery Operations (CRDO) Resource Library. The Retail & Post Office Operations team will also offer four (4) Learn and Grow informational sessions in January 2023.

LOGIN.GOV Acceptable forms of ID



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

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

Primary ID (provide 1)

- State Driver's License
- State Non-Driver's ID



Secondary ID

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

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

**Learn & Grow
Retail Strategy and Optimization**

January 2023

Learn & Grow Objectives



Review Login.gov Pilot Background and Importance

- Partnership between the GSA and USPS to provide In-Person Proofing (IPP) for Login.gov registrants
- An extension of the existing USPS Informed Delivery IPP process



Communicate Login.gov Pilot Roles and Responsibilities

- Fully engaged Retail Support Specialists, Site Coordinators and Retail Associates, along with leadership buy-in, is critical to the success of this program



Learn How to Process Login.gov IPP Transactions

- Program Expansion:
 - February 1, 2023
 - Every RSS site nationwide
- Learn & Grow Overview
 - How to conduct a Login.gov IPP transaction
 - Guidance on preparing for program expansion

Coming Soon to a Retail Window Near You!

Login.gov Launch
Date
Feb 1, 2023

Primary ID:
State Driver's
License
State Non-Driver ID

Secondary ID:
Proof of Address

- Utilize test barcodes
- Share information about the new program with retail personnel
- **Customer Service Excellence!**

- **Valid & Non-expired**



- **Current Lease, Mortgage, or Deed of Trust**
- **Voter Registration**
- **Vehicle Registration Card**
- **Home or Vehicle Insurance Policy**

Login.gov Background

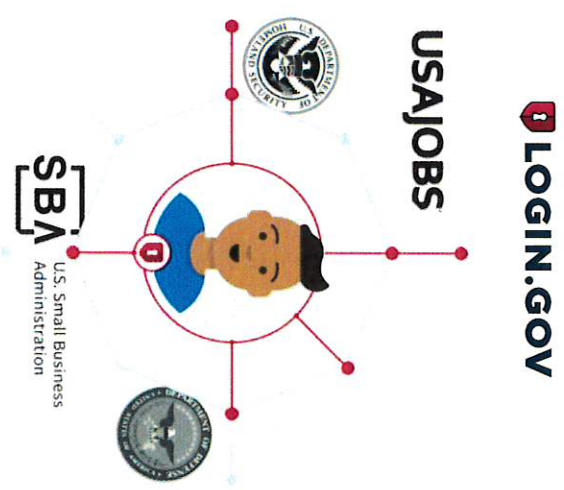
Login.gov Background

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

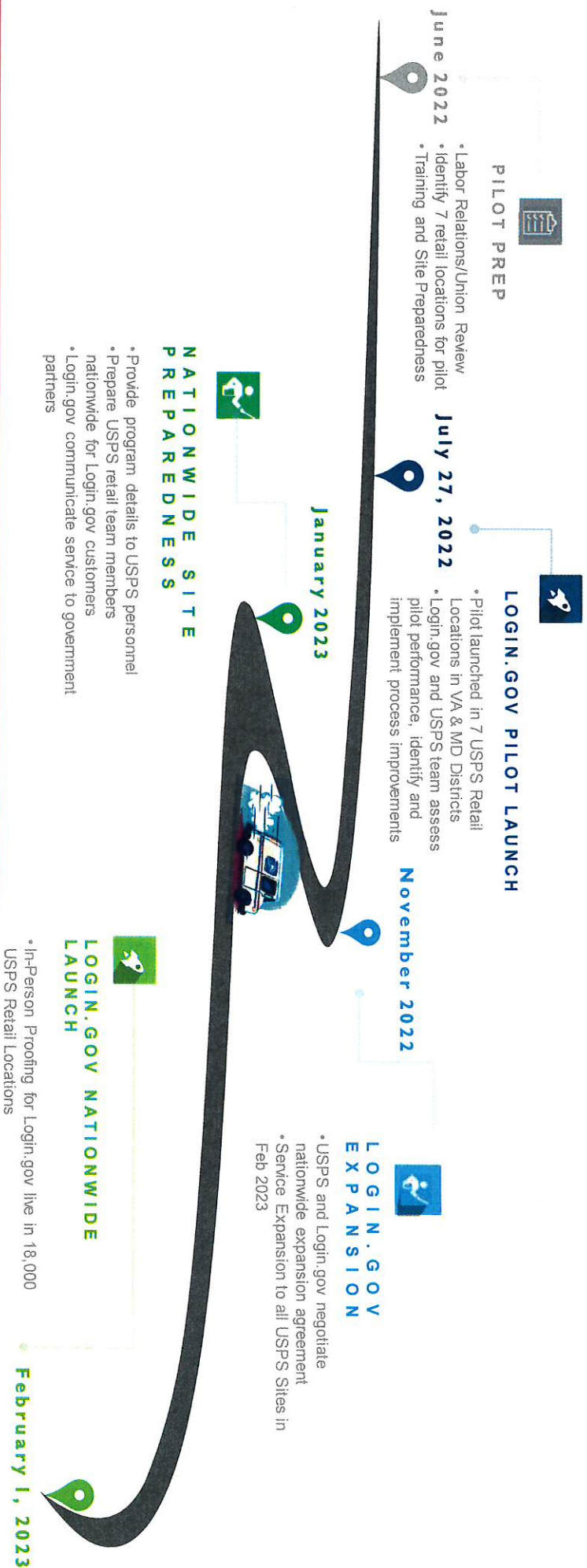
Hundreds of applications across government websites require visitors to log in. Many of these login systems use old technology or outdated encryption standards. As a result, visitors often have an inconsistent, confusing, or unreliable experience simply logging in to government websites. In addition,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

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

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



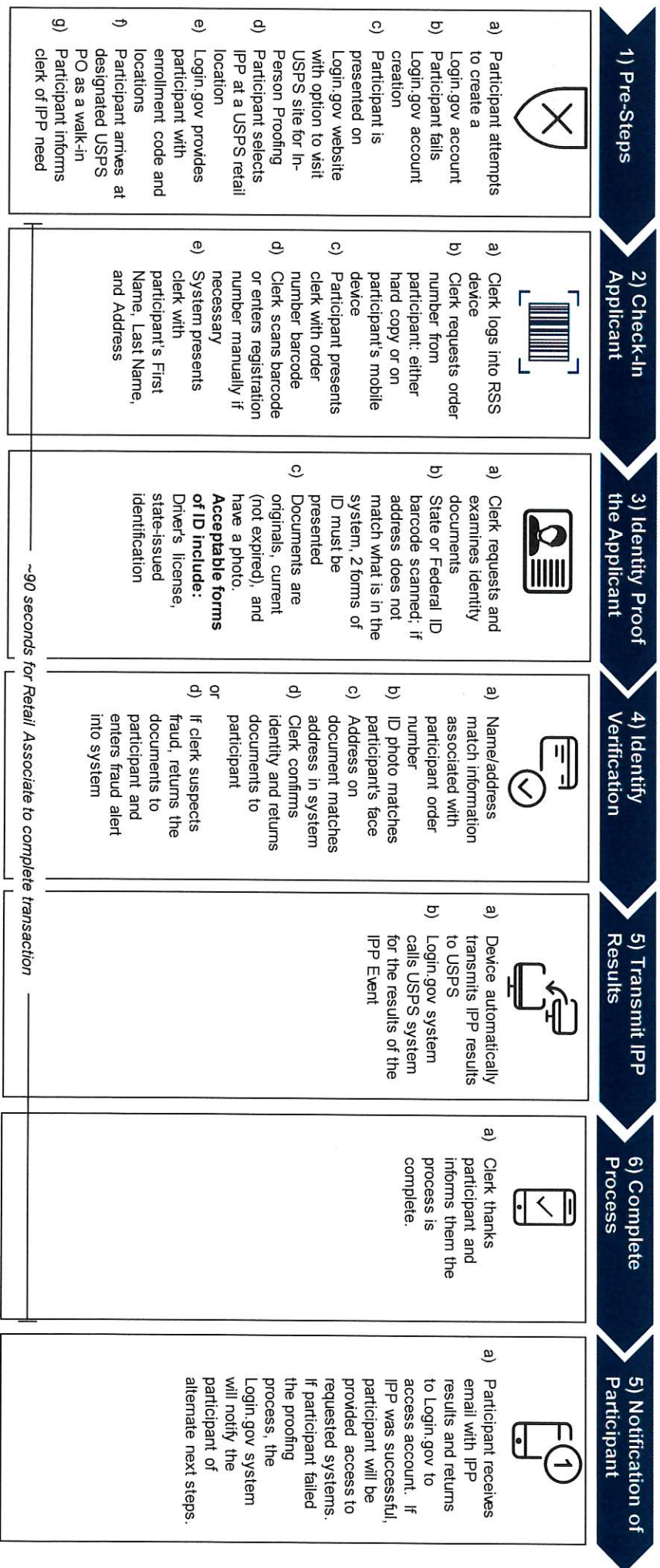
USPS Partnership with Login.gov



Login.gov In-Person Proofing (IPP) Roles and Responsibilities

Login.gov IPP Journey

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



How to Process Login.gov IPP Transactions on RSS

RSS Terminal (2 of 4)

5) CONFIRM PHOTO ID

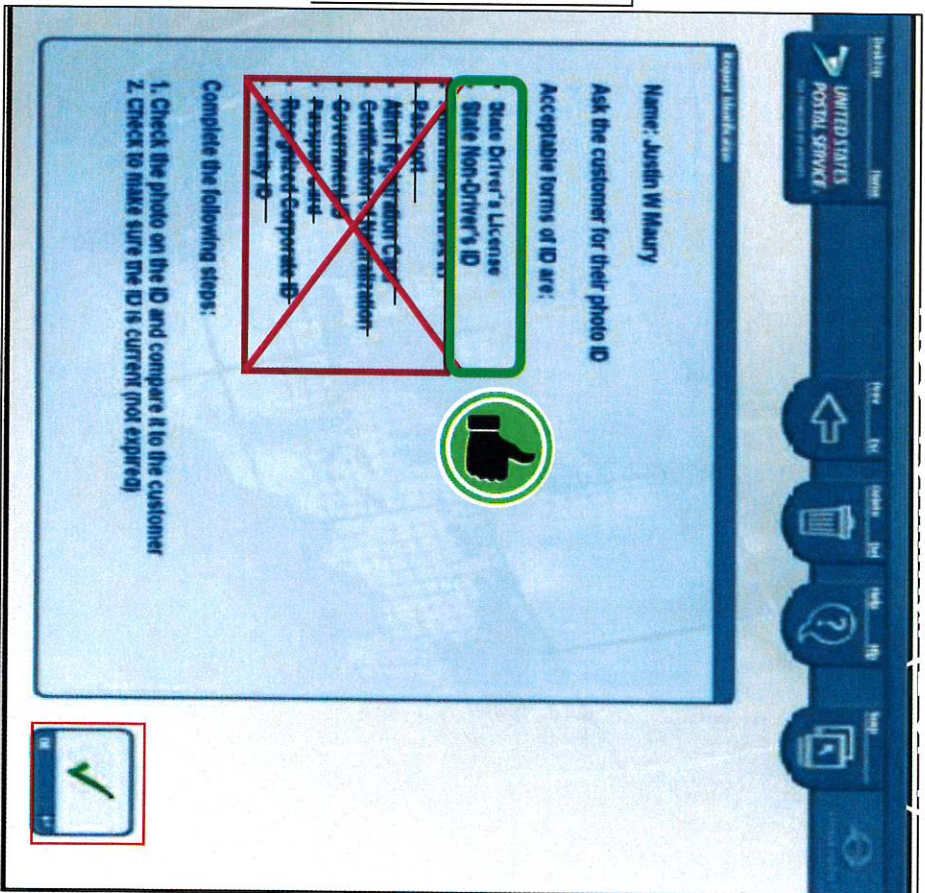
Ask customer for photo ID, confirm it is a Login.gov Approved ID, and select "OK"

Note: Photo ID must be current and picture resemble customer.
Login.gov IPP accepted IDs differ from the IDs accepted for USPS Informed Delivery



- Primary ID (provide 1)**
- Valid State Driver's License
 - Valid State Non-Driver's ID

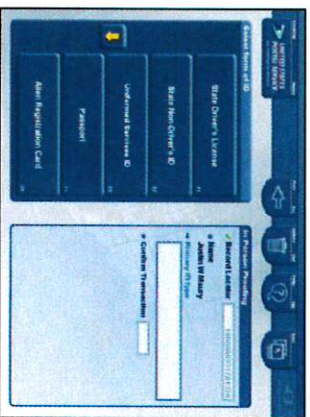
- Secondary ID (proof of address)**
- Current Lease, Mortgage, or Deed of Trust
 - Voter Registration
 - Vehicle Registration Card
 - Home or Vehicle Insurance Policy



RSS Terminal (3 of 4)

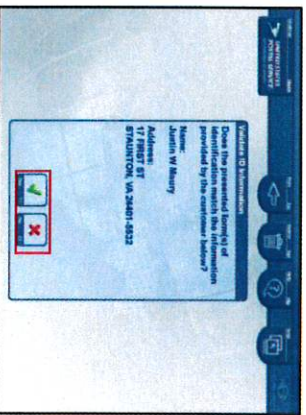
6) SELECT PRIMARY FORM OF ID

Click on the primary form of ID provided by customer



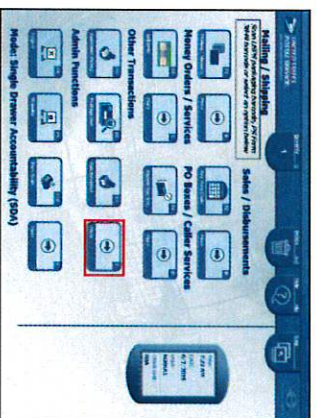
8) VALIDATE CUSTOMER INFO

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



7) ENTER CUSTOMER ID INFO

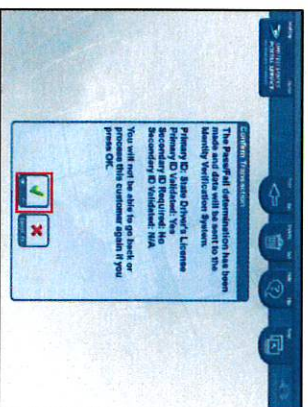
For State Driver's License, State Non-Driver's ID scan barcode on back of ID



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

9) CONFIRM TRANSACTION

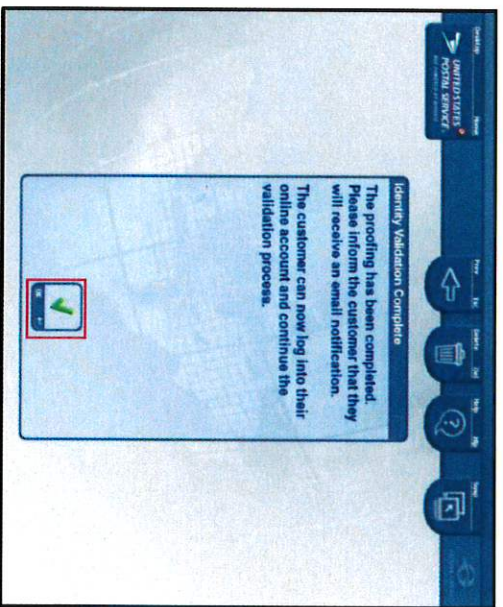
Select "OK" to confirm transaction



RSS Terminal (4 of 4)

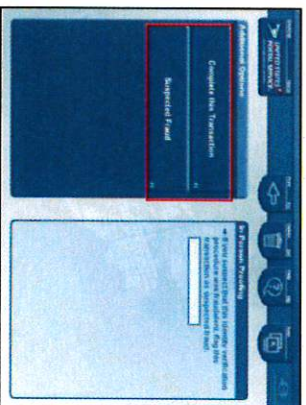
10) COMPLETE TRANSACTION

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



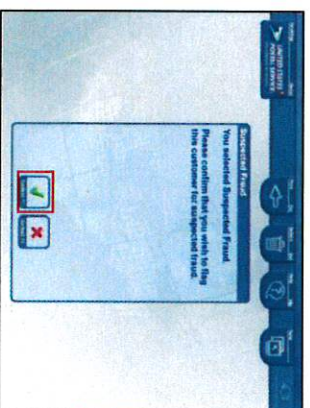
11) DETERMINE IF FRAUD SUSPECTED

Select either "Complete the Transaction" or Suspected Fraud



12) CONFIRM FRAUD SUSPECTED *if applicable*

Select "Confirm" to flag and finalize transaction



Communication & Next Steps

Login.gov Messaging

LOGIN.GOV
In-Person Proofing
Acceptable forms of ID

- Primary Photo ID (non-expired)
- State Driver's License
- State Non-Driver's ID

Secondary ID*

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

*required if address does not match what's in the system

RSS - "PP" Vpn* Data IDs that are not accepted by LOGIN.GOV. Clients are to only accept IDs from the following LOGIN.GOV approved list. Failure to do so may result in a failed IPP transaction.

**Visual Cue
Cards**

General Services Administration (GSA)
Login.gov In-Person Proofing (IPP)
Learn & Grow
Retail Strategy and Optimization
January 2023

**Learn & Grow
Sessions**

RETAIL DIGEST
Inform, Engage, Achieve.
Weekly Messages from Retail & Post Office Operations
December 6, 2022

Be sure to share/distribute a copy of this week's Retail Digest to all retail associates!

Fiscal Year (FY) 2023 National Retail Performance Update

**Retail Digest
Articles**

Retail Service Talk
January 2023

General Services Administration (GSA) LOGIN.gov In-Person Proofing (IPP)

Effective February 1, 2023, the USPS is collaborating with LOGIN.gov to be providing in-person proofing services to persons to provide access to services when they're unable to authenticate with their primary ID. This new service will allow USPS to become the trusted 2P to provider for customers, who access to In-Person Proofing, at any USPS ISS retail location service with no appointment needed or backstreet payment. Customers are expected to provide one (1) original copy of a acceptable form of Primary Identifier (ID).

- State Driver's License
- State Non-Driver's ID

If the customer's acceptable form of primary ID address does not match their Software System (SS) requirements, the customer must provide one (1) acceptable form of Secondary ID.

- Voter Registration
- Lease/Mortgage/Deed of Trust

Retail Service Talk

Mailbox / Shipping
Sales / Deliveries
Money Order / Savings
Other Transactions
Add-on Services
Mobile Post Windows Service (MWS)

RSS Memo Views



**MDD-10
Messaging**

Practice Activity

Sample Customer Email

LOGIN.GOV

You're ready to verify your identity in person

Hi Michael,
Here are the details to verify your identity in person at a United States Post Office near you.

1 Your deadline to verify your identity in person is June 1, 2022.

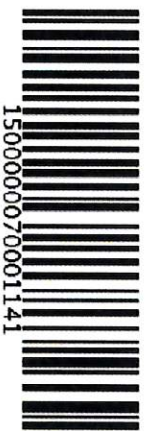
If you go after the deadline, your information will not be saved and you will need to restart the process.

Bring these items with you to the Post Office:

We have emailed this information to the email you used to log in.

1 A copy of your barcode

Test Barcodes



Scan the test barcodes using the RSS terminal peripheral scanner.

Try conducting an RSS transaction using these Test Barcodes.

These barcodes can be used multiple times to prepare for the first customer visit.

Deliver the Brand!

- **Review material provided throughout the month of January with every retail customer-facing employee**
 - Retail Stand Up Talk: Please ensure all retail employees are familiar
 - RSS Memo View Messaging: Weekly reminders through the month of January
 - Retail Digest Articles: January 10 and January 31 Editions
 - Visual Cue Cards: To be distributed for every RSS station when they arrive in your office
 - Mobile Delivery Device (MDD): Messages will be posted via RIMS Jan 10, Jan 20 and Jan 31
 - Attend one of the Learn & Grow Sessions – January 12 and/or January 31
- **Conduct practice transactions using the test barcodes provided with the Retail Stand Up Talk**

Recap / Highlights

Login.gov Launch
Date
Feb 1, 2023

Primary ID:
State Drivers
License
State Non-Driver ID

Secondary ID:
Proof of Address

- Utilize test barcodes
- Share information about the new program with retail personnel
- Customer Service Excellence!

- Valid & Non-expired



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



IT Service Desk

800-877-7435

- RSS Issues
- Customer Barcode won't scan
- Network Connectivity

Login.gov Help Desk

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

- Customers are concerned about rejected or delayed IPP results
- Customers don't agree with results

Retail / Program Questions

District Retail & Delivery Project Managers

Retail / Post Office Support Specialists

HQ Retail Strategy & Optimization Program Office



Questions?



Appendix

Frequently Asked Questions

Login.gov Participant FAQs (1 of 4)

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

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

QUESTION

ANSWER

What is Login.gov?

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

What is Identity Verification?

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

How do I sign into my Login.gov account?

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

Login.gov Participant FAQs (2 of 4)

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

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

QUESTION

How do I create a Login.gov account?

ANSWER

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

As an added layer of protection, Login.gov requires you set up a secondary authentication method (two-factor authentication) to keep your account secure. While we only require one secondary authentication method, we encourage you to add two methods to your account. That way you will have a backup if you lose access to your primary authentication method. You can choose from several authentication options.

More secure:

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

Less secure:

- Text message
- Phone call
- Backup codes

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

Login.gov Participant FAQs (3 of 4)

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

QUESTION

How do I change the email address associated with my Login.gov account?

ANSWER

Sign in to your Login.gov account <https://secure.Login.gov>, select "Add email address" from the menu of options under "Your Account", and follow the prompts

How do I change the phone number associated with my Login.gov account?

Sign in to your Login.gov account <https://secure.Login.gov>, select "Add phone number" from the menu of options under "Your Account", and follow the prompts

How do I change my Login.gov password?

- 1) Enter your email address at <https://secure.Login.gov>.
- 2) Enter your password.
- 3) Click the "Sign in" button.
- 4) Authenticate using one of the methods you set up. You will then be taken to your account page.
- 5) Select "Edit" next to the password field.
- 6) Enter your new password. Passwords must be at least 12 characters. You can use more than one word with spaces to get to 12 characters.
- 7) Click the "Change password" button.

Login.gov Participant FAQs (4 of 4)

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

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

QUESTION

What do I do if I have forgotten my Login.gov password?

ANSWER

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

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

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

Login.gov Retail Associate FAQs (1 of 4)

The following are Login.gov In-Person Proofing Frequently Asked Questions for USPS Retail Associates

QUESTION

What is In-Person Proofing (IPP)?

ANSWER

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

How is the Login.gov In-Person Proofing process different from the USPS Informed Delivery In-Person Proofing process?

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

Do we charge the customer for In-Person Proofing?

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

What happens once a customer completes the Login.gov IPP process?

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

Login.gov Retail Associate FAQs (2 of 4)

The following are Login.gov In-Person Proofing Frequently Asked Questions for USPS Retail Associates

QUESTION

What items are the participant required to present for Login.gov In-Person Proofing?

ANSWER

Participants must present the following items to the Retail Associate to complete a Login.gov IPP transaction:

1) A Copy of their Barcode

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

2) Primary ID

- Valid State Driver's License
- Valid State Non-Driver's Identification Card

3) Secondary ID (if primary ID address does not match)

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

Login.gov Retail Associate FAQs (3 of 4)

The following are Login.gov In-Person Proofing Frequently Asked Questions for USPS Retail Associates

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

Login.gov Retail Associate FAQs (4 of 4)

The following are Login.gov In-Person Proofing Frequently Asked Questions for USPS Retail Associates

QUESTION

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

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

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

Confirmation email will come from Login.gov.
Instruct the customer to check their junk/spam/other folders in their email box and search for email from Login.gov.

What happens if a customer shows up at post office for Login.gov IPP and does not have, never received, or lost their barcode?

If one is not received, the customer needs to contact Login.gov by visiting their website at: <https://login.gov/contact/>
A barcode is required to begin In-Person Proofing. If they do not have the barcode to display (from email on a mobile device or print copy), they must request a new one from Login.gov.
1.) Have customer double check their email box. It can be scanned from the email on a mobile device and/or print copy.
2.) If not found, the customer must request a new code through Login.gov.