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July 21, 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 5941

Dear Ivan:

This letter is in further reference to the Postal Service's previous correspondence regarding the partnership with the General Services Administration (GSA) to provide the biometric capture of fingerprints for the activation of Personal Identification Verification (PIV) cards for newly hired federal personnel. The most recent notice was dated March 9 (enclosed).

Postal Operations personnel will be collecting information by observing PIV transactions in designated offices to evaluate the average time spent on each transaction. This evaluation is to ensure that the office is receiving proper credit for the work being performed during each PIV transaction.

The evaluations will occur between July 27 through August 31 and will observe the three primary types of PIV transactions:

- Identity Verification PIV Enrollment
- PIV Card Activation
- PIV Rekey

Enclosed is the service talk that will be given regarding the evaluation.

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



March 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 4258

Dear Ivan:

This letter is in further reference to the Postal Service's previous correspondence regarding the Postal Service's partnership with the General Services Administration (GSA) to provide the biometric capture of fingerprints for the activation of Personal Identification Verification (PIV) cards for newly hired federal personnel. The most recent notice was dated November 10, 2022 (enclosed).

As previously informed, the GSA has enlisted the Postal Service's assistance with credential verification during the hiring process. The GSA USAccess is a program that provides federal government agencies with identity credential solutions. Retail employees will use the program to enter applicant data for verification processing and PIV card activation.

In April, the Postal Service plans to expand the GSA USAccess program to the following five additional sites listed below by Area, District and Facility:

- Southern Area Florida 2 District Lakeland Post Office, Lakeland, Florida
- Southern Area Texas 2 District University Post Office, Houston, Texas
- Southern Area Texas 3 District San Marcos Post Office, San Marcos, Texas
- Southern Area Texas 3 District Sandy Creek Post Office, El Paso, Texas
- Southern Area Atlanta District Atlanta Post Office, Atlanta, Georgia

Enclosed is the service talk that will be given at the above referenced sites regarding the expansion.

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

Sincerely,

Shannon Richardson  
Director  
Contract Administration (APWU)

Enclosures



# Retail Service Talk

July 2023

## Government Services Administration (GSA) USAccess Personal Identity Verification (PIV) Credentialing Pilot Expansion

In November 2020, the USPS launched a pilot program in partnership with the Government Services Administration (GSA) USAccess to support Personal Identity Verification (PIV) credentialing services in six (6) Washington, DC region offices. PIV credentialing services help to protect and keep government assets secure, including facilities, computers, and information systems. This is a fundamental responsibility of government employees.

Sales and Service Associates (SSAs) are providing these services by operating GSA PIV equipment at selected USPS retail locations in support of the GSA USAccess Program. The program provides 120 Federal Agencies with identity credential solutions which consists of three primary PIV Card service transactions:

1. Identity Verification PIV Enrollment
2. PIV Card Activation
3. PIV Rekey

USAccess and the USPS have expanded this partnership to additional USPS retail locations nationwide with the service now available in twelve (12) USPS retail locations nationwide.

FDB ID	Site Name	Street Address	City	State	ZIP Code
1354646	Ben Franklin	1200 Pennsylvania Ave NW	Washington	DC	20004
1366805	Herndon	590 Grove St	Herndon	VA	20170
1437347	Merrifield	8409 Lee Hwy	Merrifield	VA	22116
1437366	Reston	11110 Sunset Hills Rd	Reston	VA	20190
1434465	Suitland	4520 Suitland Rd	Suitland	MD	20746
1384404	Temple Hills	4806 Saint Barnabas Rd	Temple Hills	MD	20748
1358681	Colleyville	1501 Hall Johnson Rd	Colleyville	TX	76034
1438726	Lakeland	2800 Lakeland Hills Blvd	Lakeland	FL	33805
1436067	Atlanta	3900 Crown Rd SW	Atlanta	GA	30304
1385463	University	1319 Richmond Ave	Houston	TX	77006
1380634	San Marcos	900 Bugg Ln Ste 110A	San Marcos	TX	78666
1436054	Sandy Creek	2100 George Dieter Dr	El Paso	TX	79936

The USPS is planning to evaluate the various types of PIV transactions in the coming weeks. Operations will be visiting the above retail locations and observing the three (3) different types of PIV transactions. The evaluations will take place at each of the active GSA USAccess sites from July 24 through August 31, 2023.

Managers and supervisors must inform all retail team members of the upcoming review activities. Employees should be instructed to conduct business as usual to ensure an accurate reflection of the transactions. In addition, Personal Identifiable Information (PII) of PIV participants must always be protected, and PII should never be shared with any parties other than active registrars and PIV applicants.