

June 3, 2020

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7019 1640 0001 4464 5460

Dear Brian:

As a matter of general interest, the Postal Service is expanding the testing of the biometric capture of fingerprints for the Federal Bureau of Investigation's (FBI's) Identity History Summary Check (IdHSC) application by partnering with the Department of Defense (DoD) to provide fingerprinting for newly hired personnel.

The DoD has enlisted the assistance of the Postal Service with fingerprinting services during the hiring process as they are currently unable to conduct background checks as a result of state orders and the closing of military bases to visitors. The existing FBI fingerprinting equipment will be utilized.

The subject expansion is scheduled to begin no sooner than June 15. Enclosed is a copy of the Standup Talk and the Standard Fingerprinting Process for use at the retail sites listed below, by Area, District, and site:

- Capital Metro Area
 - Capital District, Friendship Post Office
 - Northern Virginia District, Merrifield Post Office
 - Northern Virginia District, Arlington Main Post Office
- Northeast Area
 - Greater Boston District, Milk Street Post Office
- Great Lakes Area
 - Chicago District, Pilsen Post Office
- Pacific Area
 - San Diego District, Carmel Mountain Postal Store

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

Sincerely,


for Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

Retail Service Talk

June 2, 2020

Department of Defense (DoD) Fingerprinting Proof of Concept

The Postal Service will launch an expanded fingerprinting service in partnership with the Department of Defense (DoD) beginning June 2020. The fingerprinting service will be launched as a Proof of Concept at select Postal sites currently providing FBI fingerprints, building off of existing processes and technology. This Proof of Concept will aim to address the DoD's backlog of background checks for newly hired applicants. In addition, it will enable USPS to utilize its existing infrastructure and expand its services to new Federal Agencies.

The DoD fingerprinting process will include the addition of "roll" fingerprints which require the customer to roll each finger from nailbed to nailbed to capture the print. Customers will be required to schedule appointments through RCAS, with transaction times projected to take 15 minutes for completion. The addition of "roll" fingerprints requires Retail Associates to become familiar with the new process so they can **verbally guide customers** to generate a successful fingerprint capture. Retail Associates will be trained on the new process, and supporting collateral will be provided to participating Retail locations prior to launch.

Retail Associates are to continue following recommended COVID-19 guidance and measures to limit the transfer of hazards from customer to employee, and from equipment to customer. Please refer to the **official source of USPS COVID-19 information is on the USPS Blue Page:**

<https://blue.usps.gov/blue/covid-19/welcome.htm>

--Digital Integration Business Team

Standard Fingerprinting Process

1

Infogrip Fingerprinting Solutions

Please select the customer for whom you wish to capture prints. A valid email address is required for all customers. A valid email address is required for all customers. A valid email address is required for all customers.

2

Please search for the customer in the search bar using the customer's name used on the scanner.

Search First Name Last Name Email Misc

First Prev Next Last Go to page: 50 Page Size: 50 Order Number M0000047

Capture Prints test test

3

Verify ID

Verify ID (You verified this customer's ID)

Yes No

Navigate to <https://ipsbio.usps.com/infogroweb> and search for customer via name or Order Number

Select Customer's Name

Complete visual check of customers ID
Verify customer's ID with name and address on screen.
Refer to list of DoD accepted forms of ID
www.usps.com/fingerprinting/acceptable-id.htm

Maintain Social Distancing – COVID 19 Guidelines throughout transaction.

4

Auto Capture Prints

Left Thumb Left Index Left Middle Left Ring Left Little Right Thumb Right Index Right Middle Right Ring Right Little

Slap Capture

5

Slap Left Four

2) Left Thumb

Slap Left Thumb

3) Right Thumb

Slap Right Thumb

4) Right Four

Slap Right Four

Select "Auto Capture Prints" to begin the scanning process
If customer has an amputated, bandaged, or scarred finger, refer to "amputee instructions"

Capture "slap" fingerprints

Wipe down the fingerprint scanner with alcohol wipes before prints are taken. Instruct customer to place the applicable fingers flat on the scanner, and wait for the scanner to beep to before removing their fingers from the scanner. Scan fingers in the following order: left four, left thumb, right thumb, and then right four. Retail Associates are not to touch customers.

Standard Fingerprinting Process

6

1) Right Thumb

2) Right Index

3) Right Middle

4) Right Ring

5) Right Little

6) Left Thumb

7) Left Index

8) Left Middle

9) Left Ring

10) Left Little

Capture "roll" fingerprints

Instruct customer to place the edge of the nailbed on the device, wait for the scanner to beep, and then roll the finger to the opposite nailbed. The scanner will sound a second beep when the customer removes their finger from the scanner. Customers can guide their fingers using their opposite hand to ensure even distribution of weight is applied. Scan fingers beginning with right thumb and working to right little finger. Then move to left thumb and working to left little finger. Retail Associates are not to touch customers.

Maintain Social Distancing – COVID 19 Guidelines throughout transaction.

7

Quality Scoring Key

- Acceptable
- Likely Acceptable
- Undesirable

Quality Check

Review the quality scores of the captured prints. Attempt to get a score of 1, 2 or 3. However, avoid taking a fingerprint more than 5 times. If the score box isn't green after 5 attempts, proceed with the rest of the transaction

8

Submit fingerprints

Do not let the customer leave before the fingerprints are submitted

Difficult to Fingerprint: Amputee, Bandage, Scar

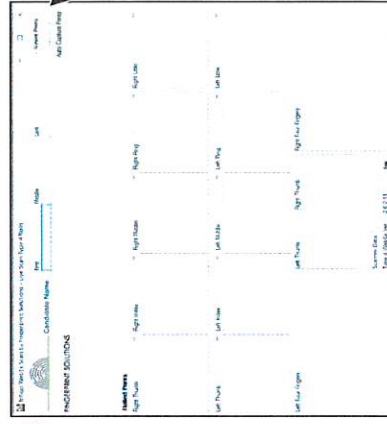
Finger Amputations, Bandages, or Scars **Maintain Social Distancing – COVID 19 Guidelines throughout transaction.**

1



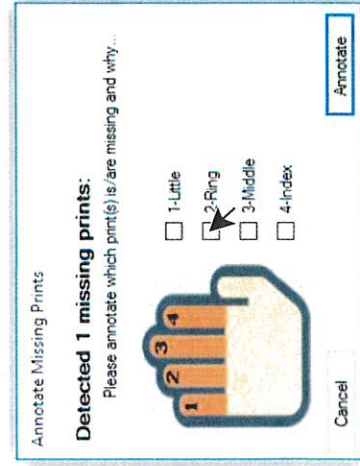
Identify "Amputee" or "Unable to Print" fingers
Identify fingers as an "Amputee" or "Unable to Print" due to amputation, bandage, or scar and note it in the drop down box next to the applicable fingers for "roll prints"

2



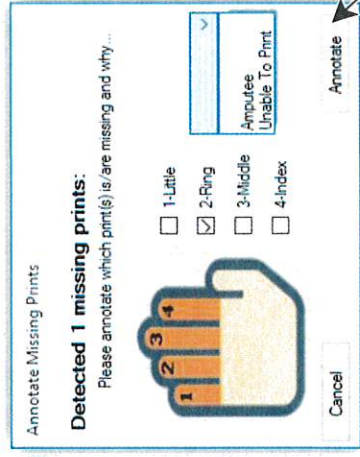
Select "Auto Capture Prints" to begin the scanning process
When conducting "roll" prints, the system will automatically skip over identified fingers that are unable to be scanned

3



Select all the fingerprints that are missing
When conducting "slap" prints, a pop-up box will appear notifying you the system has detected missing prints. Note which fingers cannot be captured

4



Select "Annotate" to identify the reason prints are missing
Select the reason prints are missing from the Annotate drop down. The system will then automatically proceed to capture the next print

Difficult to Fingerprint: Low Score Prints

1



Wipe down the scanner with an alcohol wipe

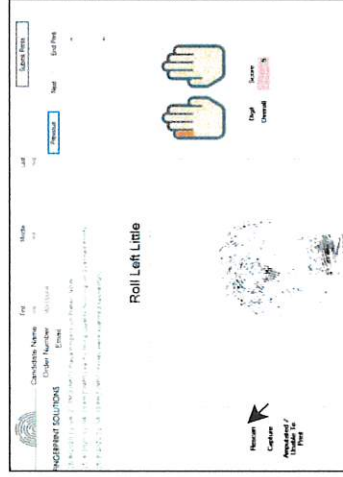
2



Give the customer Cornhusker Oil

Maintain Social Distancing
– COVID 19 Guidelines
throughout transaction.

3



Select "Rescan"

Do not conduct more than 3-5 attempts

4



"Submit Prints"

Docking Station Setup

Fingerprinting Equipment



1. Laptop



2. Docking Station



3. Power Cord



4. USB Mouse



5. Ethernet (Internet) Cable



6. Fingerprinting Device & USB Cord

1 Plug in accessories



Ethernet Port

Plug in Ethernet Port (5)

Plug the Ethernet cable into the wall

USB Ports

Plug in USB Mouse (4)

Plug in Fingerprinting Device (6)

Power Port

Plug in the Power Cord (3)

Plug the power cord into the wall

2 Place laptop on dock



Line up the dock connectors and place the laptop on the docking station

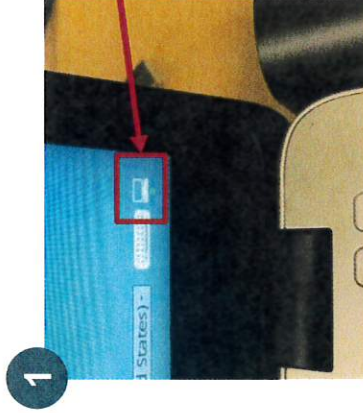
3 Lock the dock



Slide the locking mechanism into place to connect the laptop to the dock. It will light up when it's connected

SecureDoc Sign On

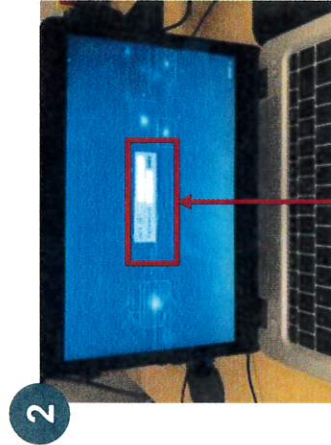
To turn the laptop on, you must sign on to SecureDoc before signing on to your ACE account



Internet Connection

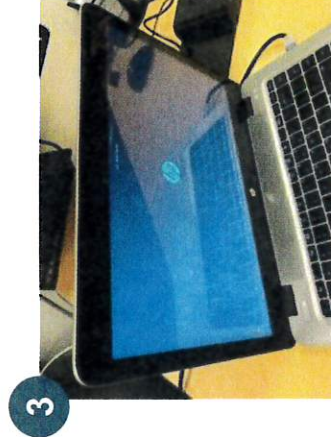
Make sure the Ethernet cord is plugged in before signing on to SecureDoc. If it is properly connected, this icon will be **green**. If the internet is not connected, the icon will be **red**

If the Ethernet cord is not plugged in, you may become locked out of the computer



SecureDoc Sign In

Sign in to SecureDoc using your ACE ID and Password



SecureDoc Success*

This screen will appear while SecureDoc is signing you in



Log In*

Once SecureDoc is finished, this screen will appear. Log in with your ACE ID and password again

*The first time you log on the SecureDoc or your account on the laptop, it will take extra time. Be patient!

DoD Approved Forms of Identification

The following are DoD Acceptable Forms of ID customers must present to Postal Retail Associates to conduct fingerprinting

Primary Forms of Identification

Secondary Forms of Identification

Secondary Identification Data Support Documents

Customer may provide 1 of the following primary forms of photo ID may be provided by the customer:

- State-issued Driver's License
- US Passport or US Passport Card
- Federal Government Personal ID Verification Card
- Department of Defense Common Access Card
- Foreign Passport w/ Appropriate Immigration Documents
- USCIS – Permanent Resident Card (I-551)
- USCIS – Employment Authorization Card (I-766)
- Federal, State, or Local Government Agency ID Card
- US Coast Guard Merchant Mariner Card
- Canadian Driver's License

In the absence of a primary ID, customers may provide at least 2 of the following secondary forms of ID:

- State Government Issued Certificate of Birth
- US Tribal or Bureau of Indian Affairs ID Card
- Native American Tribal Document
- Social Security Card
- Court Order for Name Change/Gender Change/Adoption/Divorce
- Marriage Certificate (Government Certificate Issued)
- US Government Issued Consular Report of Birth Abroad
- Draft Record
- School ID with Photograph
- Certificate of Citizenship (N-560)
- Replacement Certificate of Citizenship (N-561)
- Certificate of Naturalization (N-550)
- Replacement Certificate of Naturalization (N-570)

When validating the authenticity of secondary ID documents, information may be supported by at least 2 of the following current documents:

- Utility Bill (Address)
- Jurisdictional Voter Registration Card
- Vehicle Registration Card/Title
- Paycheck Stub with Name/Address (financial info may be redacted by customer)
- Jurisdictional Public Assistance Card
- Spouse/Parent Affidavit