



July 3, 2024

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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 0328 1720

Dear Ivan:

This letter is in further reference to the notice 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' that allows the public to use the same username and password to access various federal government websites. The Postal Service is expanding the In-Person Proofing (IPP) service for Identity Assurance Level 2 (IAL2) customers to select locations.

As previously informed, this partnership continues to provide an efficient, economical and secure structure to support 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 utilizes the existing IPP process for Login.gov registrants. Login.gov allows registrants to use one login account for secure access to participating federal government agencies.

The IPP IAL2 will allow participating federal government agencies to securely verify customer identities in person as an alternative when they cannot be verified through the online portal. Customers may opt for IPP IAL2 at select locations with no appointment or payment required. Customers will need to provide an acceptable primary and secondary form of identification.

The expansion is scheduled to begin July 29, retail employees will be trained prior to the launch date. Enclosed is the Retail Service Talk that includes the pilot site locations by Area, District and site.

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", written over a light blue horizontal line.

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:

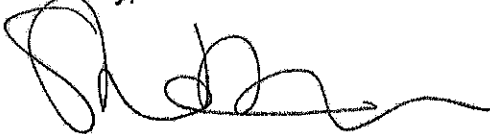
- Maryland District
  - Baltimore Post Office, Baltimore, Maryland
  - Bethesda Post Office, Chevy Chase, Maryland
  - Friendship Post Office, Washington, DC
  - Customs House Post Office, Washington, DC
  -
- Virginia District
  - Arlington Post Office, Arlington, Virginia
  - Ashburn Post Office, Dulles,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

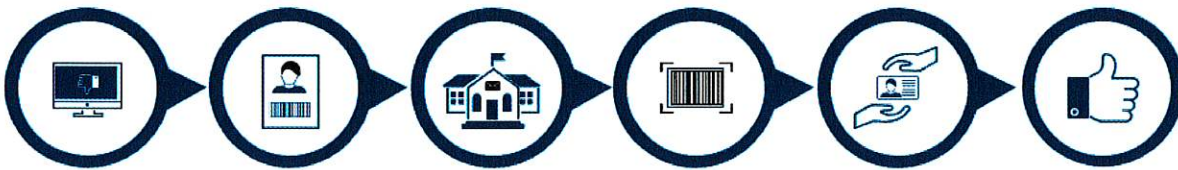
Enclosures

# Retail Service Talk

June 2024

## Enterprise Biometric Identity Services (EBIS)

### Login.gov In-Person Proofing (IPP) Identity Assurance Level 2 (IAL2) Pilot



In July, USPS — in collaboration with Login.gov — will expand In-Person Proofing (IPP) services for Identity Assurance Level 2 (IAL2) customers. The pilot will be available in 23 retail locations that use the Enterprise Biometric Identity Service (EBIS) tablet to process these types of transactions. This new service allows agencies to securely verify customer identities in person and provide an alternative when identity cannot be substantiated with remote proofing approaches. Offering this service will allow USPS to become a trusted “go-to” provider for in-person proofing IAL2 services.

Customers may receive In-Person Proofing IAL2 at any of the 23 USPS EBIS retail pilot locations **with no appointment needed or transaction payment**. Customers will be expected to provide two (2) acceptable non-expired Strong ID Types and up to two (2) Fair ID Types.

Here are the acceptable types:

#### **Strong ID Types**

- State Driver's License
- State Non-Driver's Identification Card
- Uniformed Services Identification Card
- Passport
- Passport Card

#### **Fair ID Types**

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

**The customer must also provide two (2) acceptable forms of Fair ID if any of the following is true:**

- The customer's acceptable form of Strong ID does not include the customer's address
- The address listed on the Strong ID is incorrect
- Only one (1) non-expired form of Strong ID has been presented

All EBIS resources can be found in the EBIS Toolkit:

[https://usps365.sharepoint.com/sites/RetailCapabilityandProficiency/SitePages/Enterprise-Biometric-Identity-Services-\(EBIS\).aspx](https://usps365.sharepoint.com/sites/RetailCapabilityandProficiency/SitePages/Enterprise-Biometric-Identity-Services-(EBIS).aspx)



To help educate retail associates about this the Retail Strategy and Optimization team will host a Learn and Grow informational sessions in July.

### IAL2 Pilot Locations

Area	District	Facility Name	Address	City	State	Zip Code
ATLANTIC	DE-PA 2	FOX CHASE	7232 RISING SUN AVE	Philadelphia	PA	19111
ATLANTIC	MA-RI	MILK STREET	31 MILK ST LBBY	Boston	MA	02109
ATLANTIC	MARYLAND	Baltimore	900 E FAYETTE ST RM 118	Baltimore	MD	21223
ATLANTIC	MARYLAND	Bethesda	6900 WISCONSIN AVE STE 100	Chevy Chase	MD	20815
ATLANTIC	MARYLAND	Washington MOW	900 BRENTWOOD RD NE	Washington	DC	20018
ATLANTIC	NEW YORK 1	KINGSBRIDGE	5517 BROADWAY	Bronx	NY	10463
ATLANTIC	NORTH CAROLINA	NORTHEAST	1820 HARRIS HOUSTON RD	Charlotte	NC	28262
ATLANTIC	VIRGINIA	Arlington	3118 WASHINGTON BLVD	Arlington	VA	22201
ATLANTIC	VIRGINIA	Ashburn	44715 PRENTICE DR	Dulles	VA	20166
ATLANTIC	VIRGINIA	Merrifield	8409 LEE HWY	Merrifield	VA	22031
CENTRAL	ILLINOIS	PILSEN (Cesar Chavez)	1859 S ASHLAND AVE	Chicago	IL	60608
CENTRAL	MN-ND	MINNEAPOLIS	100 S 1ST ST	Minneapolis	MN	55401
CENTRAL	WISCONSIN	MILWAUKEE	345 W SAINT PAUL AVE	Milwaukee	WI	53203
SOUTHERN	FLORIDA 1	PONTE VEDRA BEACH	130 CORRIDOR RD	Ponte Vedra Beach	FL	32082
SOUTHERN	TEXAS 1	MAIN OFFICE DALLAS	401 TOM LANDRY HWY	Dallas	TX	75260
SOUTHERN	TEXAS 2	Debora Sue Schatz	2909 ROGERDALE RD	Houston	TX	77042
SOUTHERN	TEXAS 3	GMF AUSTIN	8225 CROSS PARK DR	Austin	TX	78710
WESTPAC	AZ-NM	MARYVALE	4415 N MARYVALE PKWY	Phoenix	AZ	85031
WESTPAC	CALIFORNIA 1	Daly City	1100 SULLIVAN AVE	Daly City	CA	94015
WESTPAC	CALIFORNIA 2	Alameda	2201 SHORELINE DR	Alameda	CA	94501
WESTPAC	CALIFORNIA 5	EAGLE ROCK	7435 N FIGUEROA ST	Los Angeles	CA	90041
WESTPAC	CALIFORNIA 6	IMPERIAL BEACH	946 DONAX AVE	Imperial Beach	CA	91932
WESTPAC	CO-WY	ALTURA	15355 E COLFAX AVE UNIT A	Aurora	CO	80011