

November 18, 2019

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

**Certified Mail Tracking Number:**  
7018 0360 0001 6256 8629

Dear Brian:

As a matter of general interest, the Postal Service is implementing scanning two-dimensional (2D) government identifications (IDs) for Hold Mail Requests, Hold Mail Pickup, and Change of Address Requests in retail locations using the Retail Systems Software (RSS) and mobile Point of Sales (mPOS) devices. The service will be available at all RSS sites by November 21.

The purpose of this initiative is to implement the ability to capture and store information provided in the 2D barcode for government issued photo IDs to mitigate fraud and to protect customer's mail. Scanning of 2D government IDs is not mandatory, but suggested for the protection of the customer's mail.

Enclosed for review are the following documents:

- Scanning 2D Government ID Standard Operating Procedure (SOP) RSS
- Scanning 2D Government ID SOP mPOS
- Scanning 2D Government ID Retail Service Talk
- Frequently Asked Questions (FAQ's)

Please contact April Cutchember at extension 6612, if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rickey R. Dean".

 Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosures

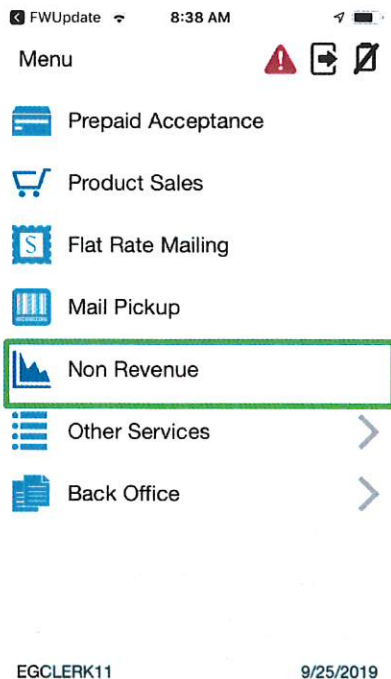
# Scanning Two-Dimensional (2D) Government ID

## Standard Operating Procedure (SOP)

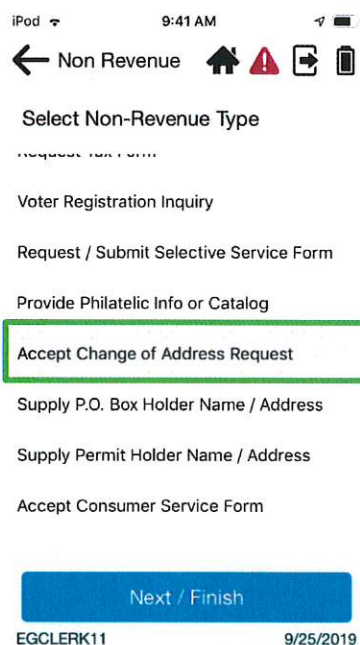
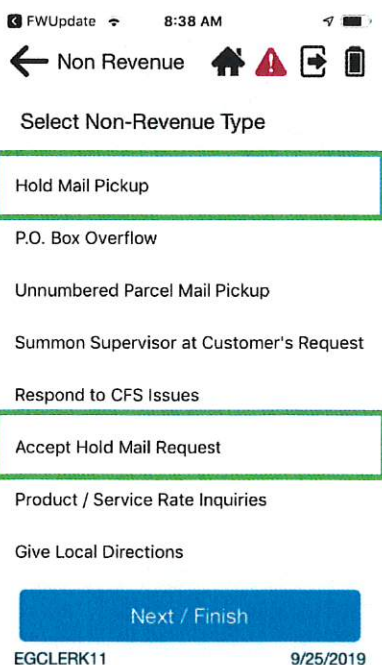
### Mobile Point of Sales (mPOS)



## 1. Select Non Revenue from the main menu.

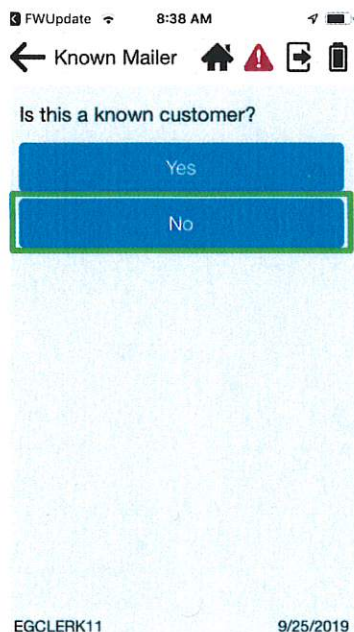


## 2. Select the option related to the type of customer request.





**3. Is this a known customer? Select “No”** (Note: Sales and Service Associate selecting “Yes” will be taken to the main menu and the ID verification transaction is completed).



FWUpdate 8:38 AM

← Known Mailer

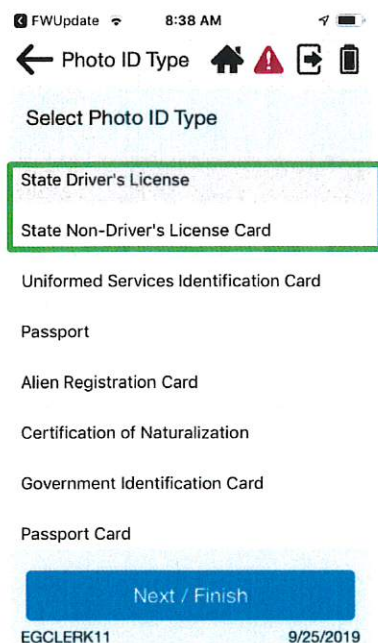
Is this a known customer?

Yes

No

EGCLERK11 9/25/2019

**4. Sales and Service Associate selects the correct Photo ID type from options based on what the customer is presenting.**



FWUpdate 8:38 AM

← Photo ID Type

Select Photo ID Type

State Driver's License

State Non-Driver's License Card

Uniformed Services Identification Card

Passport

Alien Registration Card

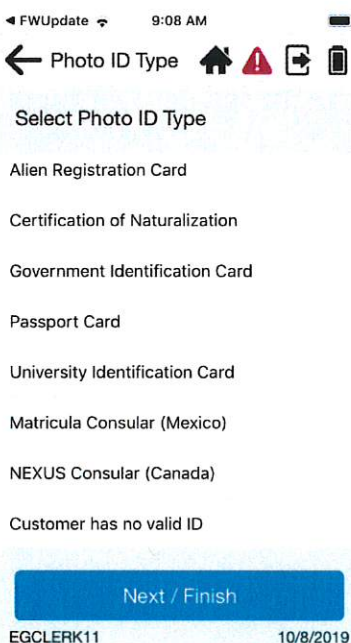
Certification of Naturalization

Government Identification Card

Passport Card

Next / Finish

EGCLERK11 9/25/2019



FWUpdate 9:08 AM

← Photo ID Type

Select Photo ID Type

Alien Registration Card

Certification of Naturalization

Government Identification Card

Passport Card

University Identification Card

Matricula Consular (Mexico)

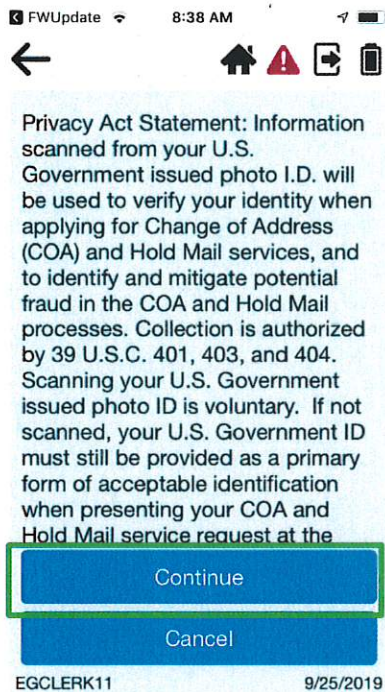
NEXUS Consular (Canada)

Customer has no valid ID

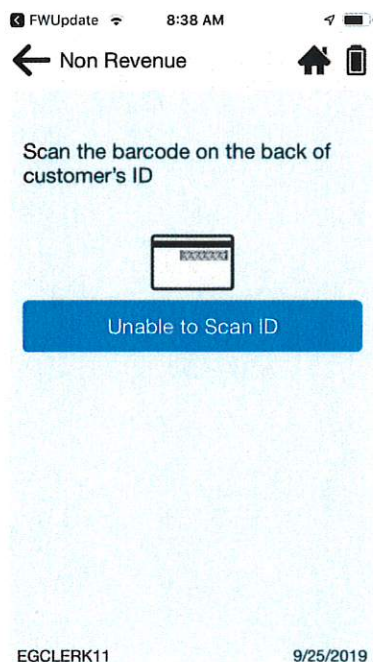
Next / Finish

EGCLERK11 10/8/2019

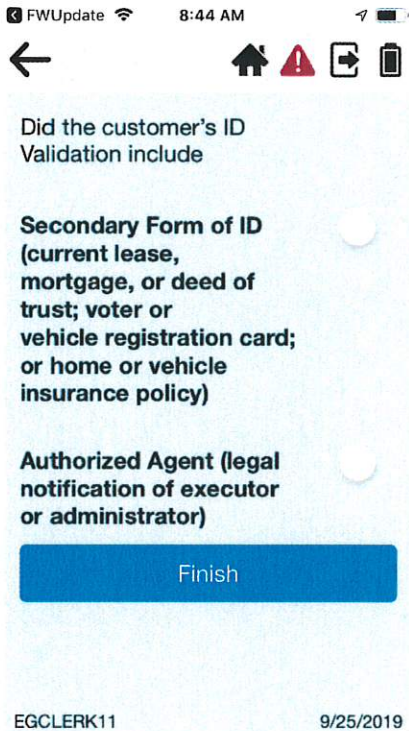
**5. If State Driver's License or State Non-Driver's License ID is selected, Privacy Act Statement is presented for customer to review. Customer selects continue on display. If customer or Sales and Service Associate selects cancel, Sales and Service Associate is taken to the main screen and transaction is complete). (Note: Select Cancel If customer does not wish for their ID to be scanned).**



**6. Sales and Service Associate is prompted to scan the barcode on the back of 2D Government ID.**



**7. Sales and Service Associate scans ID and selects if a secondary ID was used and/or if customer was an authorized agent.**



FWUpdate 8:44 AM

← Home ⚠️ ➡️ 📱

Did the customer's ID Validation include

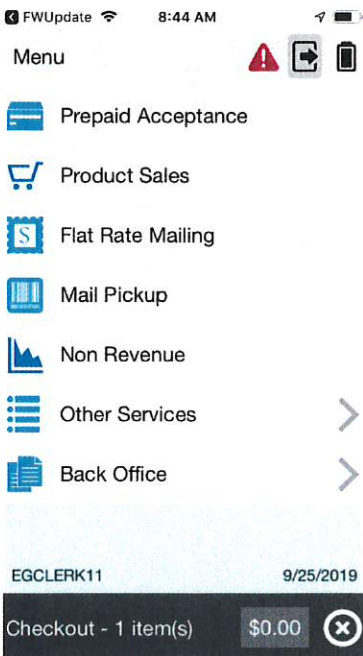
**Secondary Form of ID**  
(current lease, mortgage, or deed of trust; voter or vehicle registration card; or home or vehicle insurance policy)

**Authorized Agent** (legal notification of executor or administrator)

Finish








EGCLERK11 9/25/2019

**8. Selecting Finish will take the Sales and Service Associate back to the shopping basket.**



FWUpdate 8:44 AM

Menu ⚠️ ➡️ 📱

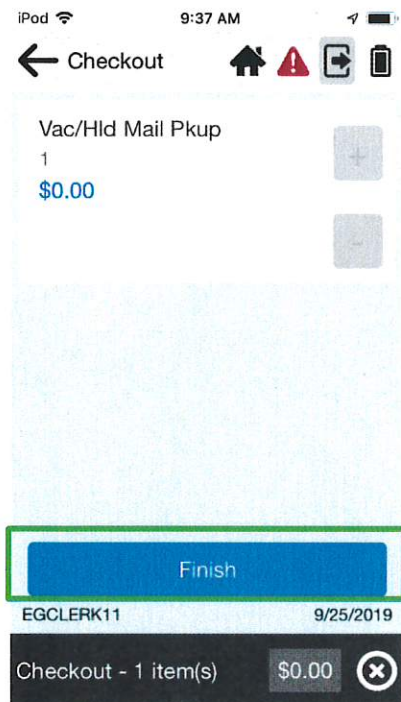
-  Prepaid Acceptance
-  Product Sales
-  Flat Rate Mailing
-  Mail Pickup
-  Non Revenue
-  Other Services >
-  Back Office >

EGCLERK11 9/25/2019

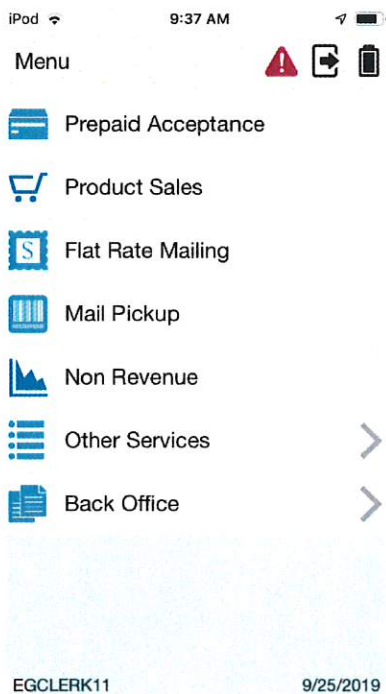
Checkout - 1 item(s) \$0.00 ✕



### 9. Sales and Service Associate selects finish.



### 10. Selecting Finish will take Sales and Service Associate back to the main menu, and transaction is complete.



# Scanning Two-Dimensional (2D) Government ID

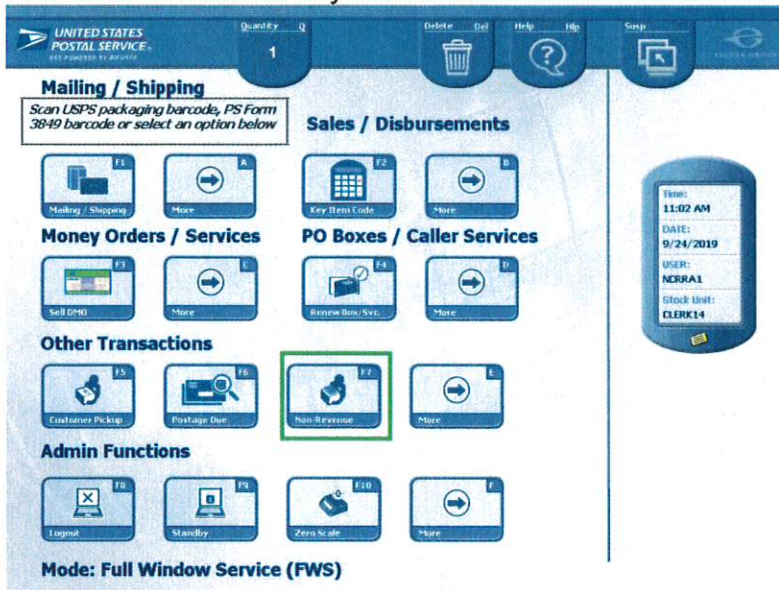
## Standard Operating Procedure (SOP)

### Retail Systems Software (RSS)

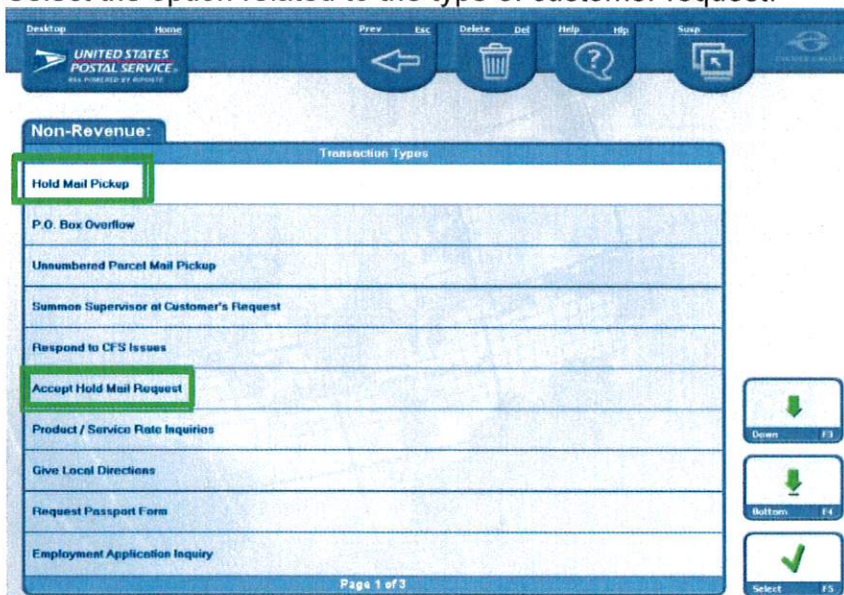




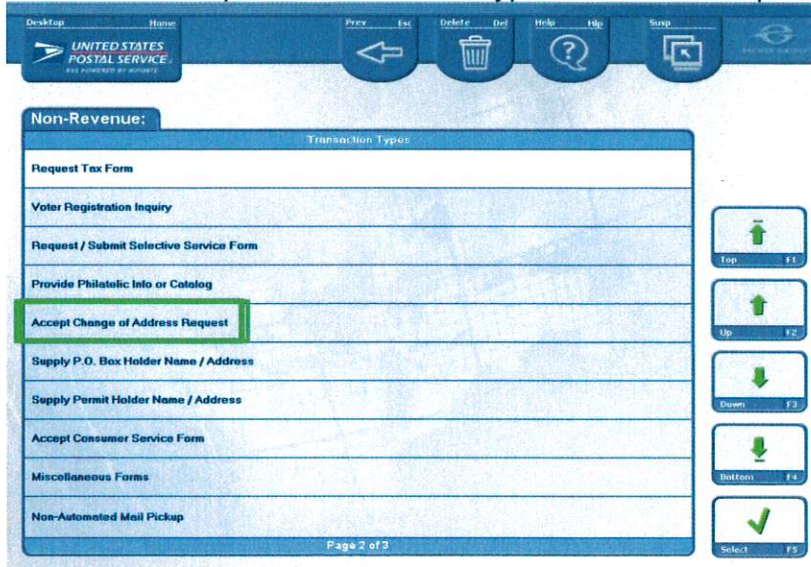
1. Select Non-Revenue key under Other Transactions from the Main Menu.



2. Select the option related to the type of customer request.



2A. Select the option related to the type of customer request.



**Non-Revenue:**

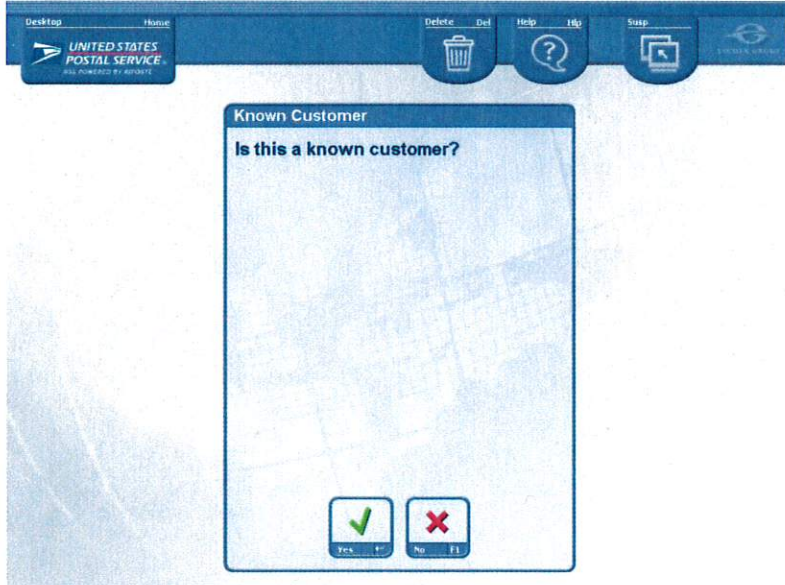
Transaction Types

|   |
|---|
| Request Tax Form                        |
| Voter Registration Inquiry              |
| Request / Submit Selective Service Form |
| Provide Philatelic Info or Catalog      |
| <b>Accept Change of Address Request</b> |
| Supply P.O. Box Holder Name / Address   |
| Supply Permit Holder Name / Address     |
| Accept Consumer Service Form            |
| Miscellaneous Forms                     |
| Non-Automated Mail Pickup               |

Page 2 of 3

Navigation buttons: Top (F1), Up (F2), Down (F3), Bottom (F4), Select (F5)

3. Is this a known customer? Sales and Service Associate selects appropriate key.



**Known Customer**

Is this a known customer?

Yes (F1) No (F2)



3A. Is this a known customer? If no, select NO and proceed to step 4.

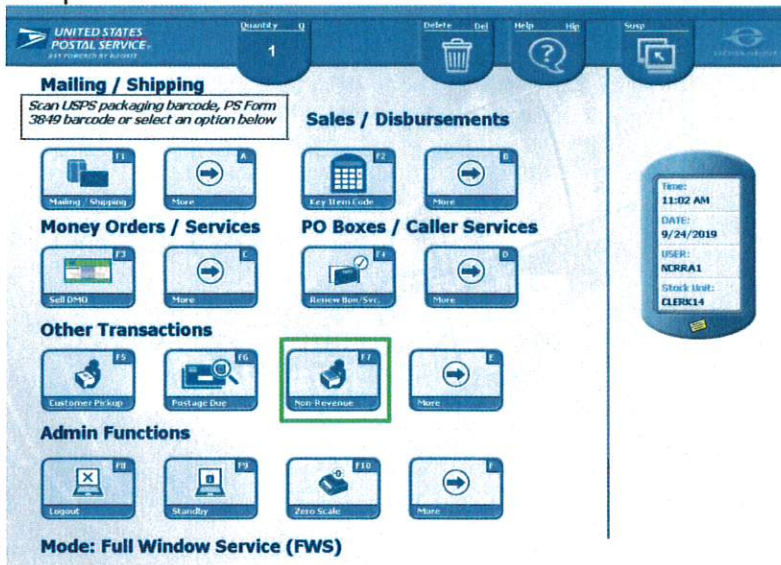
The screenshot shows a software interface for the United States Postal Service. At the top is a blue header bar with icons for Desktop, Home, Delete, Help, and Susp. Below the header is a window titled 'Known Customer' with the question 'Is this a known customer?'. At the bottom of the window are two buttons: 'Yes' with a green checkmark and 'No' with a red X. The 'No' button is highlighted with a green border.

3B. If this is a known customer, select YES. Proceed to 3C.

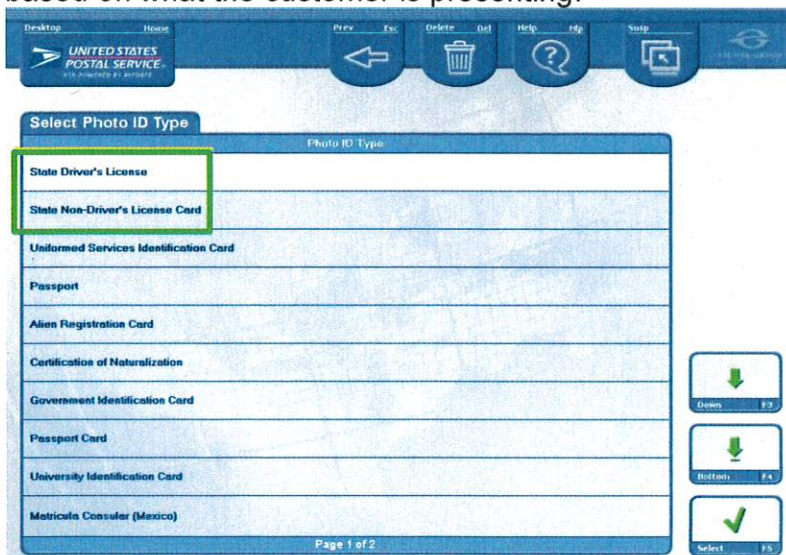
This screenshot is identical to the one above, showing the 'Known Customer' window with the question 'Is this a known customer?'. In this instance, the 'Yes' button, which features a green checkmark, is highlighted with a green border.



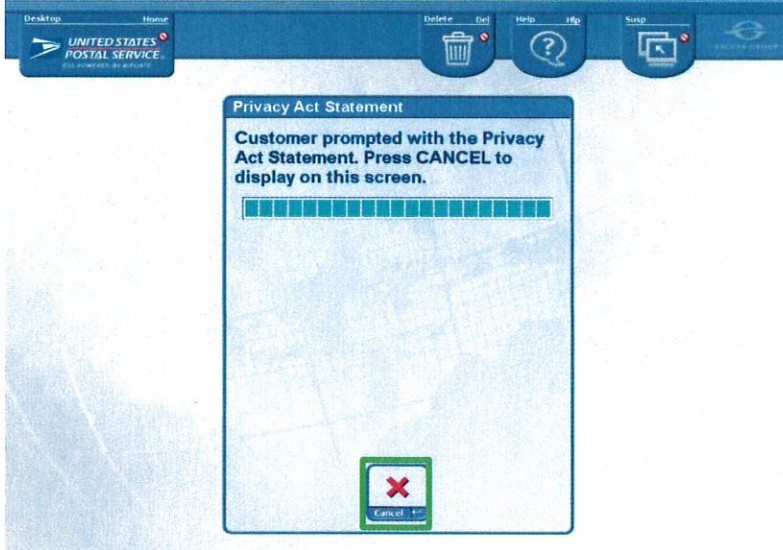
3C. Sales and Service Associate is taken to the Main Menu and the verification transaction is complete.



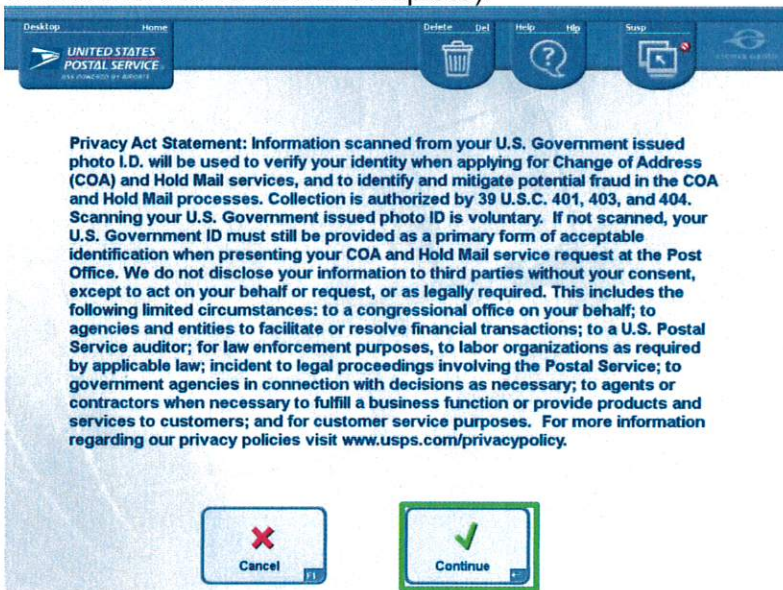
4. Sales and Service Associate selects the correct Photo ID type from the options provided based on what the customer is presenting.



5. The Privacy Act Statement is displayed on the Customer Display Unit (CDU). The below screenshot is displayed for Sales and Service Associate.

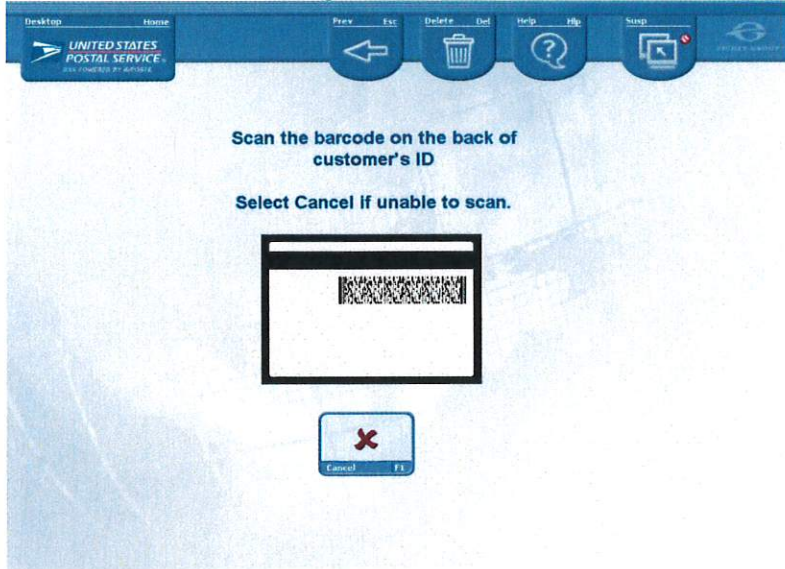


6. Customer selects continue on the CDU (NOTE: if the customer or Sales and Service Associate selects cancel, the Sales and Service Associate is taken to the Main Menu and the verification transaction is complete).

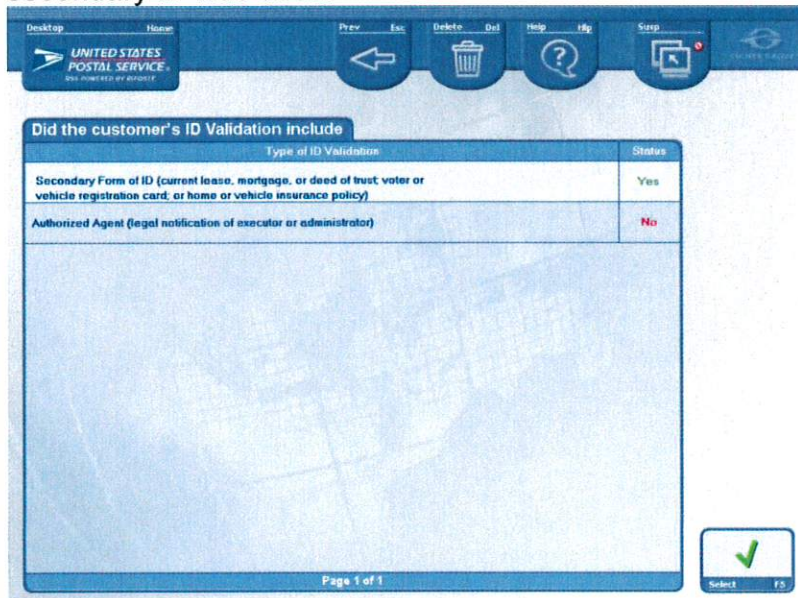




7. Sales and Service Associate is prompted to scan the two dimensional (2D) barcode on the back of the customer's government ID.

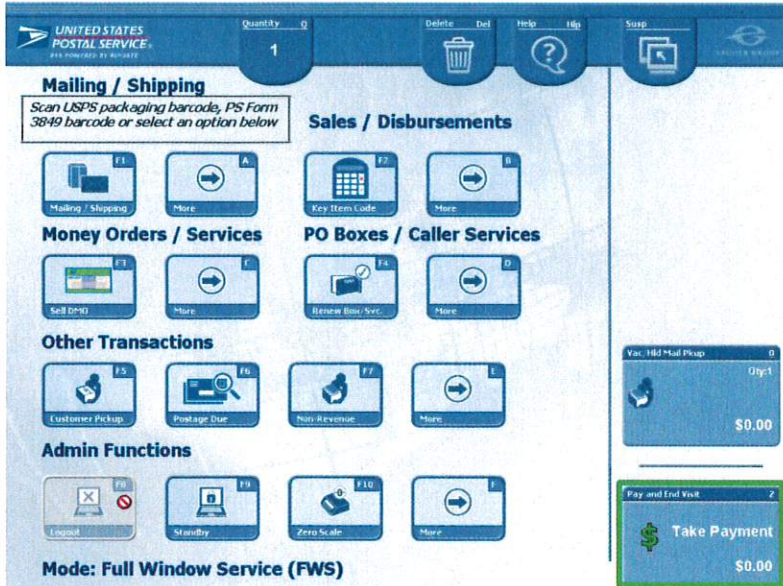


8. Sales and Service Associate scans ID and selects the appropriate validation ID type if a secondary ID was used.





9. Sales and Service Associate selects the Take Payment key to end the verification transaction.



The screenshot displays the USPS Full Window Service (FWS) interface. At the top, there is a header bar with the USPS logo, a 'Quantity' field set to '1', and buttons for 'Delete', 'Del', 'Help', 'File', and 'Susp'. Below the header, the interface is divided into several sections:

- Mailing / Shipping:** Includes a prompt to 'Scan USPS packaging barcode, PS Form 3849 barcode or select an option below' and buttons for 'Mailing / Shipping' (F1), 'More' (A), 'Key Item Code' (F2), and 'More' (B).
- Money Orders / Services:** Includes buttons for 'Sell DM0' (F3), 'More' (F), 'PO Boxes / Caller Services' (F4), and 'More' (D).
- Other Transactions:** Includes buttons for 'Customer Pickup' (F5), 'Postage Due' (F6), 'Non-Revenue' (F7), and 'More' (L).
- Admin Functions:** Includes buttons for 'Logout' (F8), 'Standby' (F9), 'Zero Scale' (F10), and 'More' (I).

At the bottom left, it says 'Mode: Full Window Service (FWS)'. On the right side, there are two transaction summary boxes:

- Var. Hdd Mail Pickup:** Qty: 1, Amount: \$0.00.
- Pay and End Visit:** 2, Amount: \$0.00. The 'Take Payment' button is highlighted in green.

## Scanning Two Dimensional (2D) Government ID Frequently Asked Questions (FAQs)

**Q1. Does scanning 2D government ID apply to manual locations?**

No. Manual locations do not have the technology to support scanning 2D government IDs.

**Q2. What data is captured from scanning 2D government IDs?**

The customer's full name and address is captured when scanning the 2D government ID.

**Q3. Is the customer's full name and address stored when it is captured?**

Yes, the information captured during the scanning of 2D government IDs is stored on a secured server.

**Q4. What does USPS do with the data captured?**

Information will be used in the event of a needed investigation by the USPS Inspection Service resulting from fraud, etc.

**Q5. How long is the data stored?**

Information that is captured during the scanning of 2D government ID is stored for a period of five (5) years.

**Q6. Does scanning apply to the Intelligent Mail Device (IMD) or Mobile Delivery Device (MDD)?**

Currently, the IMD and MDD are NOT used for scanning 2D government ID.

**Q7. What systems are used for scanning 2D government ID?**

Retail Systems Software (RSS) and Mobile Point of Sale (mPOS) are the systems that support scanning 2D government ID.

**Q8. Why is the Postal Service now scanning 2D government IDs?**

The Postal Service is scanning 2D government IDs in an effort to support the mitigation of fraud and to help protect our customers mail.

**Q9. What products and/or services does scanning 2D government ID apply to?**

Currently, the scanning 2D government ID applies to Hold Mail request, Hold Mail Pickup and Change of Address (COA) requests.

**Q10. What if the customer has privacy concerns or refuses the scanning option?**

The customer is presented with the privacy statement on the Customer Display Unit (CDU) and has the option of not having their ID scanned. Scanning 2D government ID is not mandatory.

**Q11. What if this is a known customer?**

If a known customer's ID is prompted for scanning 2D government ID, the Sales and Services Associate has an option to select "known customer" in the system and the ID will not be required to scan.

**Q12. Are we required to check IDs for in person Hold Mail Request at RSS locations?**

No, checking identification for in person requests is optional. Hold Mail Pickup and Change of Address Requests require ID verification.

**Q13. What if a customer does NOT present an ID?**

ID verification is currently not mandatory, however; we encourage verification for the protection of our customers mail.



## Scanning Two-Dimensional (2D) Government ID

The United States Postal Service will have the option of scanning the two-dimensional (2D) barcode on government IDs for Hold Mail Requests, Hold Mail Pickup and Change of Address requests at Retail Systems Software (RSS) / mobile Point of Sales (mPOS) locations starting November 15, 2019, with complete phase-in of RSS locations ending November 15, 2019. The purpose of this initiative is to implement the ability to capture and store information provided in the 2D barcode on government issued photo IDs (e.g. State-Issued Drivers Licenses or Non-Driver Licenses) to mitigate fraud and protect our customers mail. We will capture and store the full name and address of the customer when scanning 2D government photo IDs.



The valid product or service options for scanning the government issued ID and obtaining the required information are:

| Product or Service         | Name and Address Validation |
|----------------------------|-----------------------------|
| Change of Address Requests | ✓                           |
| Hold Mail Requests         | ✓                           |
| Hold Mail Pickup           | ✓                           |