

July 17, 2020

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

Certified Mail Tracking Number:
7019 2280 0001 7461 1069

Dear Brian:

As a matter of general interest, the Postal Service is partnering with the Social Security Administration (SSA) to conduct in-person identity proofing for customers who cannot create online accounts due to identification validation failures.

The SSA In-person Proofing (IPP) pilot enables customers to bring in a barcoded document from the SSA and, at most, two valid forms of identification to Retail Systems Software (RSS) enabled post offices to verify the accuracy of the document(s) and to ensure it matches the customer's information in the system. The pilot will be conducted by the Clerk craft in the Capital Metro and Pacific Areas as identified below.

Capital Metro Area

Cleveland Park, Washington D.C.
Friendship, Washington D.C.
National Capitol, Washington D.C.
Washington Square, Washington D.C.
Aspen Hill- Silver Spring, Maryland
Bethesda- Chevy Chase, Maryland
Bladensburg- Bladensburg, Maryland
Burtonsville- Burtonsville, Maryland
Gaithersburg- Gaithersburg, Maryland
Harwood- Harwood, Maryland
Hughesville- Hughesville, Maryland
Indian Head- Indian Head, Maryland
Kensington- Kensington, Maryland
Lothian- Lothian, Maryland
Arlington- Arlington, Virginia
Baileys Crossroads- Falls Church, Virginia
Bealeton- Bealeton, Virginia
Falls Church Finance, Falls Church
Virginia
Preston King- Arlington, Virginia
South- Arlington, Virginia

Pacific Area

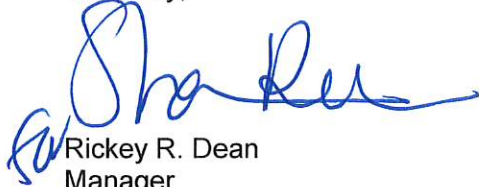
Barstow- Barstow, California
Buena Park- Buena Park, California
Carmel Mountain Postal Store- San
Diego, California
Corona- Corona, California
Costa Mesa- Costa Mesa, California
Fullerton- Fullerton, California
Harvest- Irvine, California
Huntington Beach- Huntington Beach,
California
Idyllwild- Idyllwild, California
Irvine- Irvine, California
Julian- Julian, California
La Habra- La Habra, California
La Puente- La Puente, California
Mentone- Mentone, California
Orange- Orange, California
Phelan, Phelan, California
Rancho Cucamonga- Rancho
Cucamonga, California
Santa Ana- Santa Ana, California
Santa Ana Window Services- Santa Ana,
California
Westminster- Westminster, California

The subject pilot is scheduled to begin August 22 and continue for a duration of three months. In preparation for implementation, train the trainer sessions will begin no sooner than August 1. The district coordinator(s) will train the retail offices identified above.

Enclosed for your review is the SSA In-Person Proofing Clerk FAQs Sheet and the SSA IPP Process Flow.

Please contact April Cutchember at 240-321-4768 if you have any questions concerning this matter.

Sincerely,



Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures



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

QUESTION

ANSWER

What is In-Person Proofing (IPP)?

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. This initiative will support in-person proofing via integration with existing RSS terminals and mPOS devices.

How is the SSA In-Person Proofing process different from the USPS Informed Delivery In-Person Proofing process?

The SSA In-Person Proofing process will initially be restricted to 40 pilot sites. In addition, SSA IPP approved documents are more limited than those accepted for USPS Informed Delivery. Training will be provided to retail associates to ensure only SSA 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 SSA IPP process?

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



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

QUESTION

What primary and secondary documents will be accepted for SSA In-Person Proofing?

ANSWER

Approved Identification Document (provide one)

- State Driver's License
- State Non-Driver's Identification Card
- Uniformed Services Identification Card (requires secondary form of ID)
- US Passport (requires secondary form of ID)

Acceptable secondary forms of identification:

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

Note: The address on the customer's photo ID must match the address displayed on the bar code document and the photo ID must be unexpired. If the address on the customer's photo ID does not match, or they are using an approved ID without an address, they must provide a secondary ID containing the address displayed on the bar code document in addition to their photo ID.



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SSA In-Person Proofing Retail Associate FAQs (3 of 6)

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

QUESTION	ANSWER
How do I get access to mPOS?	You can request access to mPOS in eAccess. Please consult with your manager/supervisor to request access to the application. Search for mPOS or Mobile Point of Sale on the RequestAccess tab in eAccess. Answer the two questions about your role with the mPOS devices. The available roles are: User role: You can utilize all of the functionality of the mPOS device EXCEPT initiating a stamp count. Supervisor role: You can initiate stamp counts; however, they must have the user role as well. Supervisor Role cannot be request without also having the User Role. For technical assistance with your mPOS devices, including printers, please contact USPS IT Service Desk 1-800-877-7435. At the voice prompt, say “mobile point of sale” or “mPOS”
Who should I contact for help with mPOS?	



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

QUESTION

ANSWER

Why won't the bar code for In-Person Proofing scan correctly?

If printed, it may not be fully readable (low ink levels, paper creased on bar code, etc.).

- Use the option to enter the bar code manually.
- If the bar code is still not valid, and, there's not an expiration warning, escalated to SDS IVS Assignment Group with the bar code number.
- If the bar code is expired, the customer must request a new one from SSA.

Why am I receiving the following error code when I scan the bar code?

- "The Applicant has failed In-Person Proofing and 30 days have not passed", "expirationDate": "01-JAN-20 03:30:22 PM",
Questions can be directed to the SSA directly: 1-800-772-1213 (TTY 1-800-325-0778), Monday through Friday from 8 a.m. to 5:30 p.m. At the voice prompt, say "help desk"

Why am I receiving the following error code when I scan the bar code?

The customer has already passed IPP within the past 60 days with that enrollment code. If additional services are required, they must re-enroll through the SSA.

- "Customer passed IPP in the last 60 days".

Questions can be directed to the SSA directly: 1-800-772-1213 (TTY 1-800-325-0778), Monday through Friday from 8 a.m. to 5:30 p.m. At the voice prompt, say "help desk"



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SSA In-Person Proofing Retail Associate FAQs (5 of 6)

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

QUESTION

Why am I receiving an error code when I scan the bar code?

- “Applicant SSA-2020-0003 has been successfully processed, however an error occurred when attempting to send the IPP email”
- “An internal error occurred processing the request”
- “Sponsor for sponsorID 5 not found”
- Errors referencing formatting of data (ex “zip code must 10 digits”, “state is more than 2 letters”, “City contains invalid characters”, 400 error, 500 error)

What if I suspect fraud?

ANSWER

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. EST

Much like IPP for Informed Delivery, there is an option at the end of the transaction, that will alert the USPS without the customer being aware this was selected.

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.)

Fraudulent transactions are flagged and monitored within IVS and notification relayed to the Postal Inspection Service.



SSA In-Person Proofing Retail Associate FAQs (6 of 6)

The following are 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?

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

What happens if I mistakenly hit the incorrect button that results in an incorrect In-Person Proofing event? (Ex. Primary ID does not match address, and user cannot provide alternate ID's to confirm the address, and I hit the 'Yes' button, that everything matches, instead of 'No')

What happens if a customer shows up at post office for SSA IPP and does have, never received, or lost their bar code?

ANSWER

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. EST, and provide them with the bar code number and name in the incident.

Confirmation email will come from the USPS ID Services.

Instruct the customer to check their junk/clutter/other folders in their email box and search for email from USPS ID Services.

If one is not received, 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. EST, and provide them with customer name and bar code number

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. EST, and provide them with customer name and bar code number

Bar code is required to begin In-Person Proofing. If they do not have the bar code to display (from email on a mobile device or print copy), they must request a new one from the SSA.

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 the SSA.

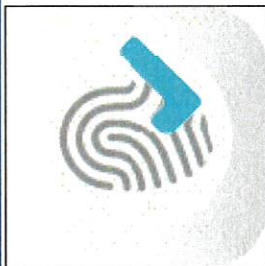
SSA mPOS IVS App Process Flow

1



Find IVS Application on mPOS
From the main screen of the mPOS, the IVS App is located on the bottom right

2



Select IVS Application

3

Sign In To Your Account
Restricted System Access
Enter your ACE ID and password to access the application.

ACE ID

Password

For login assistance, contact the USPS Help Desk at 800-ASK-USPS® (800-275-8777)

Sign In

Sign In

Enter your ACE ID and Password, and then select "Sign In"

4

Enter Customer Barcode
Please scan the barcode provided by the customer to start the proofing process.

Scan Barcode

If you are unable to scan barcode, you may enter the barcode ID below.

Barcode ID

Submit

Scan Barcode

Scan customer's barcode (printed or on cell phone). If barcode will not scan, manually enter and click "Submit"

5

Request Identification
Name: Dudley, Michael
Ask the customer for their photo ID

Accepted forms of identification:

- State Driver's License
- State non-driver's identification card
- Passport

Complete the following steps

1. Check the photo on the ID and compare it to the customer
2. Check to make sure the ID is current (not expired)

Next

Request Customer's ID

Customer presents one primary form of ID, and then select "Next"

Social Security Administration Acceptable forms of ID

Clerks are to only accept IDs from the following SSA approved list:



- State Driver's License
- State Non-Driver's ID
- Uniformed Services ID*
- US Passport*

*requires secondary form of ID

Primary ID (provide 1)

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

Secondary ID

SSA mPOS IVS App Process Flow

6

Select ID
Select the form of ID presented by customer

7



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

8

Validate Information
Select "Yes" to confirm customer ID matches info on screen. If "No" enter secondary ID information

Enter Customer ID Info
For State Driver's License, State Non-Driver's ID, and Military Issued ID scan barcode on back of ID. For other primary IDs, confirm photo matches customer and enter secondary ID

9

Complete Transaction
Inform the customer that the proofing is complete and that they will receive a confirmation email with their results. Select "Continue"

10

Determine if Fraud Suspected
Select either "Complete the Transaction" or "Suspected Fraud"

11

Confirm Fraud Suspected
If fraud suspected, select "Confirm" to flag and finalize transaction

Optional

SSA RSS mPOS App Process Flow

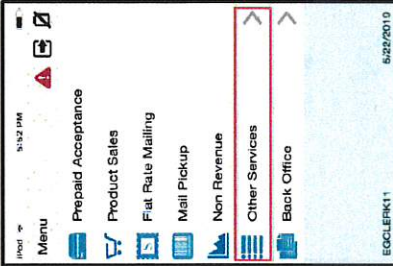
1

Find RSS Application on mPOS
From the main screen of the mPOS, select "RSS App" located on the bottom left



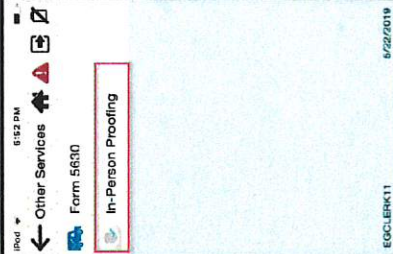
2

Select "Other Services"



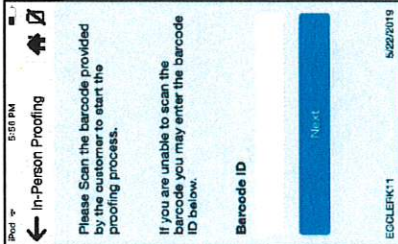
3

Select "In-Person Proofing"



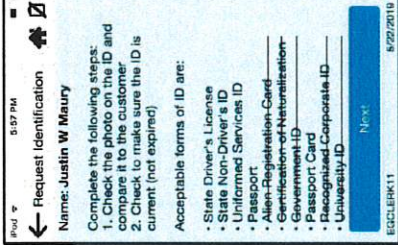
4

Scan Barcode
Scan customer's barcode (printed or on cell phone). If barcode will not scan, manually enter and click "Next"



5

Request Customer's ID
Customer presents one primary form of ID, and then select "Next"



Social Security Administration Acceptable forms of ID

The RSS mPOS App lists IDs that are not accepted by the SSA. Clerks are to only accept IDs from the following SSA approved list. Failure to do so will result in a failed IPP transaction.

- State Driver's License
- State Non-Driver's ID
- Uniformed Services ID*
- US Passport*

Primary ID (provide 1)

**requires secondary form of ID*

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

Secondary ID



[illegible]

6:32 PM In-Person Proofing

Select Primary form of ID

- State Driver's License
- State Manufacturer's ID
- Uniformed Services ID
- Passport
- None

5/22/2019

EQGLERK11

[illegible]

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

For State Driver's License, State Non-Driver's ID, and Military Issued ID scan barcode on back of ID. For other primary IDs, confirm photo matches customer and enter secondary ID





6:00 PM

← Validate ID Information

Validate

Does the presented (format) of
 identification match the
 information provided by the
 customer below?

Name: Justin W Naury

Address:
 17 FIRST ST
 STAUNTON, VA 24401-5502

Yes	No
-----	----

02/22/2019

EOCLEBK11

Select "Yes" to confirm customer ID matches info on screen. If "No" enter secondary ID information

The screenshot shows an email interface. At the top, the status bar displays '100%' zoom, a left arrow, and the time '8:00 AM'. The email header shows the sender as 'In-Person Proofing' with a profile icon. The subject line is 'The proofing has been completed, Please inform the customer that they will receive an email notification.' The body of the email contains the text: 'The customer can now log into their online account and continue the validation process.' A red rectangular box highlights a blue button with a white right-pointing arrow, located at the bottom of the email body.

Complete Transaction
Inform the customer that the proofing is complete and that they will receive a confirmation email with their results. Select "Continue"

6:00 PM It's-Person Proofing

Person Proofing

Additional Options

If you suspect that this identity verification procedure was fraudulent, flag this transaction as suspected fraud.

Suspected Fraud

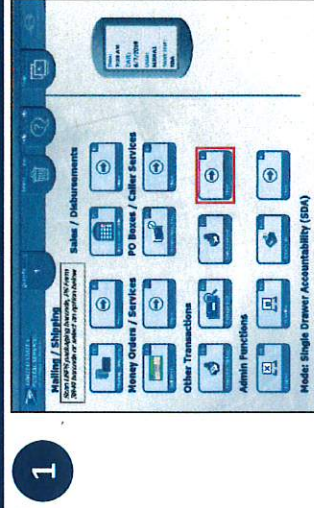
Complete this Tax section

Home Person Proofing

Select either
"Complete this
Transaction" or
"Suspected Fraud"

If fraud suspected, select "Suspected Fraud" to confirm and finalize transaction

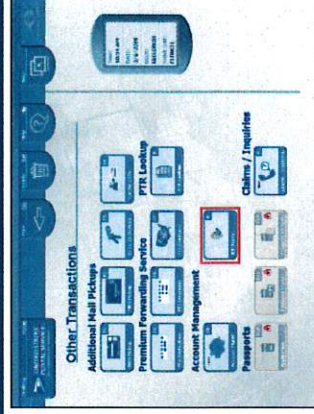
SSA RSS IPP Verify Process Flow



1

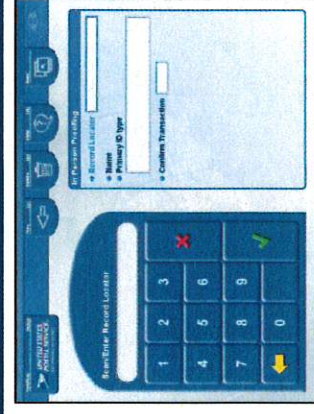
Find "IPP Verify" on RSS

Click "More" under "Other Transactions" from the Main Screen



2

Select "IPP Verify"



3

Scan Barcode

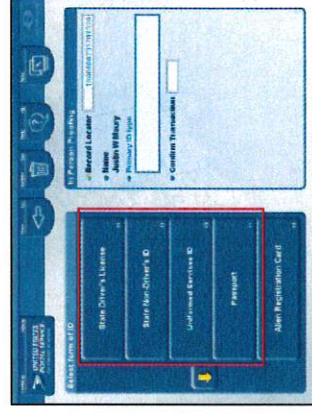
Scan Barcode (printed or on cell phone) presented by customer



4

Confirm Customer's Info

Follow instructions on screen to verify customer's photo ID and select "OK"



5

Select Primary Form of ID

Customer presents one primary form of ID

Social Security Administration Acceptable forms of ID

The RSS "IPP Verify" lists IDs that are not accepted by the SSA. Clerks are to only accept IDs from the following SSA 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
- Uniformed Services ID*
- US Passport*

*requires secondary form of ID

Secondary ID

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

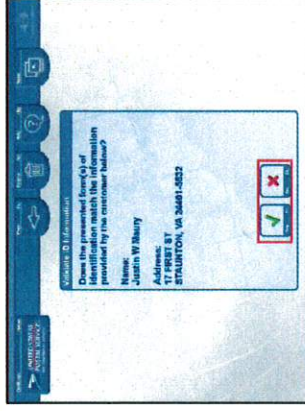
SSA RSS IPP Verify Process Flow



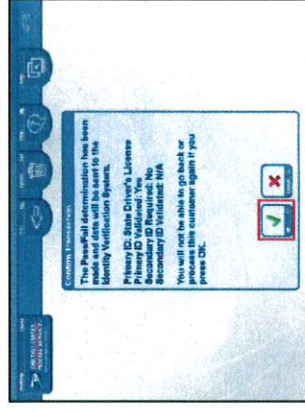
6



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



7



8

Enter Customer ID Info

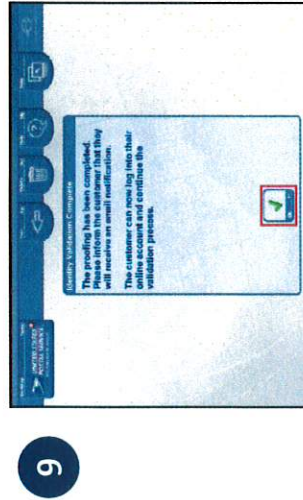
For State Driver's License, State Non-Driver's ID, and Military Issued ID scan barcode on back of ID. For other primary IDs, confirm photo matches customer and enter secondary ID

Validate Customer Info

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

Confirm Transaction

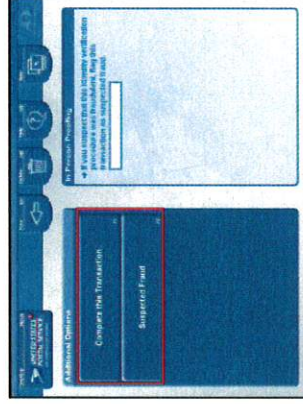
Select "OK" to confirm transaction



9

Complete Transaction

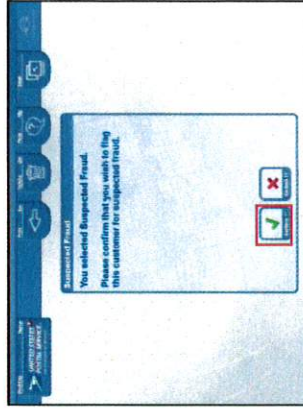
Select "OK" to complete transaction. Inform customer profiling is complete and they will receive a confirmation email with their results.



10

Determine if Fraud Suspected

Select either "Complete the Transaction" or "Suspected Fraud"



11

Confirm Fraud Suspected

Select "Confirm" to flag and finalize transaction

Optional