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August 11, 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 8454

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 July 21 (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 August, the Postal Service plans to expand the GSA USAccess program to the following three additional sites listed below by Area, District and Facility:

Area	District	Facility
Atlantic	New York 1	Midtown Post Office New York, NY
Central	Illinois 1	Graceland Post Office Chicago, IL
WestPac	Arizona-New Mexico	Rio Rancho Post Office Rio Rancho, NM

Enclosed is the service talk that will be given 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)

Enclosure



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:

- Identify 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 black ink, appearing to read "Shannon Richardson".

Shannon Richardson  
Director  
Contract Administration (APWU)

Enclosures



# Retail Service Talk

August 2023

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

In November 2020, USPS launched a pilot program in partnership with the Government Services Administration (GSA) USAccess program to support personal identity verification (PIV) credentialing services in six (6) Washington, DC, region postal retail facilities. 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.

USPS sales and service associates (SSAs) are providing these services by operating GSA PIV equipment at selected retail locations in support of the GSA USAccess program. The program provides 120 federal agencies with identity credential solutions that consist of three primary PIV card service transactions:

1. **PIV enrollment**
2. **PIV card activation**
3. **PIV rekey**

GSA and USPS have expanded this partnership with the service now available in 12 postal retail locations nationwide.

GSA and USPS are seeking to further expand this partnership to additional retail locations. The next three (3) expansion sites listed below have been identified, and the service will expand to these retail locations soon. Site preparation and training will begin August 4, and sites will be active in the USAccess PIV program by September 30.

AREA	DISTRICT	Facility Name	FACILITY ADDRESS	City	State	Zip Code
ATLANTIC	NEW YORK 1	Midtown	223 W 38TH ST	New York	NY	10018
CENTRAL	ILLINOIS 1	Graceland	3024 N ASHLAND AVE	Chicago	IL	60657
WEST-PAC	AZ-NM	Rio Rancho	900 PINETREE RD SE	Rio Rancho	NM	87124

### Training

To prepare for this launch, the site's two identified Government Services SSAs with moderate risk background investigation (MBI) clearances will attend a two-day virtual training session facilitated by a GSA USAccess vendor, Peroton.

### Equipment and Payment

The site will be provided equipment from GSA USAccess for SSAs and government services clerks to process PIV transactions, and USPS will provide routers. The GSA USAccess provided equipment will **NOT** be integrated within the USPS network, and SSAs will **NOT** collect payment from the customer.

### Appointments

PIV applicants are required to register with GSA for an appointment aligned with the site's passport acceptance hours. Appointment information is available on the GSA equipment and made available for USPS and GSA management daily.