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September 18, 2023

Mr. Ivan D. Butts
President
National Association of Postal Supervisors
1727 King St., STE 400
Alexandria, VA 22314-2753

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Dear Ivan:

As a matter of general interest, the Postal Service is partnering with NextgenID to provide customers the ability to utilize self-service kiosks for identity proofing services for other federal agencies. The Postal Service intends to install the self-service kiosks in select Post Office lobbies in Maryland and Virginia.

Retail employees in the selected locations will be able to identify the kiosk, explain its purpose and provide customers with the technical support contact information if needed. Retail employees will not be involved with any transactions performed on the kiosks.

Enclosed is a copy of the Digital Business Services Stand-Up Talk for the identity service kiosk pilot program and the Digital Business Services Job Aid. The self-service kiosks are anticipated to be installed and operating by the beginning of October.

If you have any questions concerning this matter, please contact Dion Mealy at 202-507-0193.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Richardson", with a long, sweeping underline.

Shannon Richardson
Director
Contract Administration (APWU)

Enclosures

Digital Business Services Stand-Up Talk

Sept. 8, 2023

Identity Service Kiosk Pilot Program

The Postal Service is working with the company NextgenID to bring identity proofing self-service kiosks to select locations. The Postal Service is the nation's largest retail network, with more than 31,000 locations across the nation. The NextgenID identity proofing pilot aligns with the goals of Delivering for America, the Postal Service's 10-year plan to achieve financial stability and offer excellent service.

This Post Office is one of 10 sites in the Maryland and Virginia districts to participate in this pilot. The self-service kiosks will be installed and ready for use beginning in October. Retail employees will be provided a job aid with additional information on this program.

Through this pilot, the service hopes to generate revenue and better serve the needs of our customers.

Thank you for listening and for your support.

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Digital Business Services Job Aid

Sept. 8, 2023

Identity Service Kiosk Pilot Program

Post Office Employees

The Postal Service is working with the company NextgenID to bring identity proofing self-service kiosks to select Post Offices. NextgenID kiosks are being placed in 10 Post Offices in the Maryland and Virginia districts listed below:

District	Post Office	Address
Maryland	RANDALLSTOWN	3608 OFFUTT RD RANDALLSTOWN MD 21133
Maryland	SUBURBAN WINDOW SCV (Plant)	16501 SHADY GROVE RD GAITHERSBURG MD 20898
Maryland	LAUREL	324 MAIN ST LAUREL MD 20707
Maryland	WALKERSVILLE	7 E FREDERICK ST WALKERSVILLE MD 21793
Maryland	JOPPA	906 JOPPA FARM RD JOPPATOWNE MD21085
Maryland	ARNOLD	1521 RITCHIE HWY STE 100 ARNOLD MD 21012
Virginia	DOWNTOWN LEESBURG	15 E MARKET ST LEESBURG VA 20178
Virginia	DOWNTOWN MANASSAS	9108 CHURCH ST MANASSAS VA 20110
Virginia	MALL STATION	3102 PLANK RD STE 425 FREDERICKSBURG VA 22407
Virginia	LINCOLNIA	6137 LINCOLNIA RD ALEXANDRIA VA 22312

Retail employees will be able to identify the kiosk, explain its purpose and provide customers with the technical support contact information if needed. Retail employees will not be involved in any of the identity proofing transactions performed on the self-service kiosk.

- 1. What if customers ask about the NextgenID kiosk or what it does?** If someone asks what the kiosk does or what the Postal Service is doing, you can respond by saying: "The Nextgen ID self-service kiosk is used by individuals who have registered for remote identity proofing from selected federal agencies."
- 2. What if NextgenID kiosk customers ask for assistance with the kiosk or have technical questions?** NextgenID kiosk users may have questions about its functionality or may experience technical difficulties. If this occurs, you can respond by saying: "Please contact the customer or technical support phone number provided on the NextgenID kiosk for questions related to kiosk operations or technical issues."

Thank you for your assistance with this pilot, and please continue to provide excellent customer service.

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