American Postal Workers Union, AFL-CIO

May 5, 2020

Debby Szeredy
Executive Vice President

202-842-4250 (Office)
202-842-4297 (Fax)

National Executive Board

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President

Debby Szeredy
Executive Vice President

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AJ Jones
Coordinator, Eastern Region

Tiffany Foster
Coordinator, Northeast Region

Kennith L. Beasley
Coordinator, Southern Region

Omar M. Gonzalez
Coordinator, Western Region

To: **Sam Lisenbe, Assistant Director, Clerk Division**

From: **Debby Szeredy, Executive Vice President**

Subject: **Further Reference to Notice on Acceptable Forms of ID
                for Mail Pick-up and Other Services
                (Notification No. GCCC20200193)**

Please find attached a copy of a letter dated 5/5/2020 from Rickey Dean, regarding the above referenced matter.

You are designated as the APWU contact person in this matter. Contact the USPS representative as soon as possible for discussion, if appropriate. Please provide notification of your review to me by 6/2/2020.

Please note: Your secretary should update the Notification Tracking Module in Step 4 CAS as necessary.

Attachment

cc: Vance Zimmerman, Director, Industrial Relations Department
       Idowu Balogun, Director, Maintenance Division
       Lamont Brooks, Director, Clerk Division
       Stephen Brooks, Director, Support Services Division
       Michael Foster, Director, MVS Division

DS:jb

UNITED STATES
POSTAL SERVICE

May 5, 2020

Mr. Mark Dimondstein
President
American Postal Workers Union, AFL-CIO
1300 L. Street, NW
Washington, DC 20005-4128

Certified Mail Tracking Number:
7018 1130 0000 0643 5184

Dear Mark:

This letter is in further reference to the Postal Service notice dated July 17, 2019 (enclosed), on acceptable forms of identification required for mail pickup and other services.

As previously informed, reference materials were provided to retail units to ensure retail personnel are accepting the appropriate forms of identification from customers at the time of service.

Retail Offices with Retail Systems Software (RSS) and Mobile Point of Sale (mPOS) devices will be updated effective May 22 to display a listing of the primary forms of acceptable identification for the applicable mail pickup and service transactions. The listings on the screens will assist retail clerks with expediting transactions requiring identity verification for mail pickup.

Enclosed are copies of the following:

- Retail Service Talk
- Frequently Asked Questions

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

(CA2019-206)

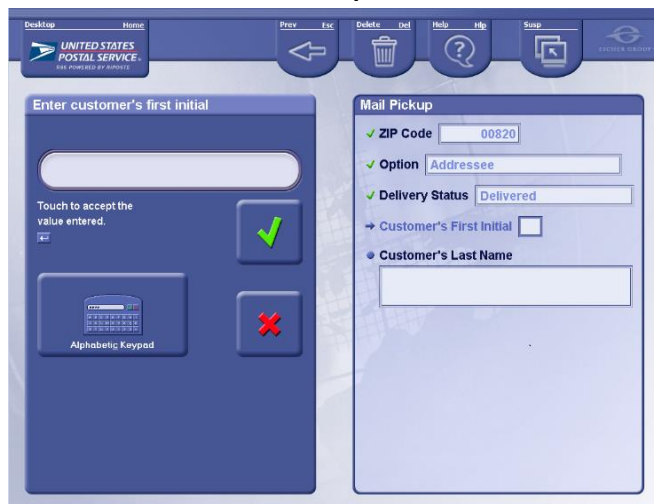## Acceptable Identification for Mail Pickup and Other Services

Effective May 22, 2020, Retail Systems Software (RSS) Full Window Service and RSS Mobile Point of Sales (mPOS) screens will be updated to indicate the primary forms of acceptable identification (see below) on the applicable mail pickup and service transaction screens. This change will assist the Sales and Services Associates (SSAs) / Sales, Service and Distribution Associates (SSDAs) with expediting transactions that require identity verification by providing the information directly on the RSS and mPOS screens.

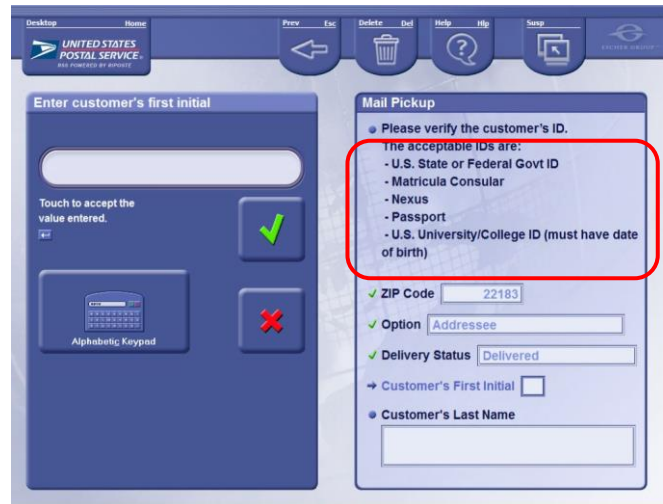**Acceptable Identification for Mail Pickup and Other Services - RSS and mPOS Updated Screens**

Products/Services	U.S. State or Federal Government ID	U.S. or Foreign Passports	Matricula Consular (Mexico)	NEXUS (Canada)	University / College ID	U.S. Corporate ID
Caller Service	✓	✓	✓	✓	✓	✓
Certified Mail Services	✓	✓	✓	✓	✓	
Collect on Delivery (COD)	✓	✓	✓	✓	✓	
Insurance Services	✓	✓	✓	✓	✓	
Notice Left (PS Form 3849)	✓	✓	✓	✓	✓	
Post Office Box (PO Box) Service	✓	✓	✓	✓	✓	✓
Premium Forwarding Services	✓	✓	✓	✓		
Priority Mail Express and Accountable Mail	✓	✓	✓	✓	✓	
Registered Mail Services	✓	✓	✓	✓	✓	
USPS Signature Services	✓	✓	✓	✓	✓	

The update will provide a list of the acceptable forms of identification by transaction type on the existing RSS and mPOS screens. See images below for the Mail Pickup screenshots before and after update.

Sample RSS Mail Pickup Screenshot Before Update

Sample RSS Mail Pickup Screenshot After Update

 For additional information please refer to the Domestic Mail Manual (DMM) section 608.10.0, *Forms of Identification.*

Service Talk, Reference Sheet, and FAQs are available online at:
http:// blue.usps.gov/marketing/newproducts-innovation/acceptable-id.htm.

Acceptable Forms of Identification (ID) for Mail Pickup and Other Services

Q1. Why are Retail Systems Software (RSS) and Mobile Point of Sale (mPOS) work flow screens being updated to provide a list of the acceptable forms of identification for mail pickup and other services?

A. To assist Sales and Services Associates (SSAs) / Sales, Service and Distribution Associates (SSDAs) with expediting mail pickup transactions that require identity verification by providing the acceptable ID types directly within the RSS and mPOS work flows.

Q2. Are there new Work Instructions needed with this update to RSS and mPOS?

A. No; Forms of Identifications for Mail Pickup and Other Services were added to the existing RSS and mPOS work flow screens, therefore new Work Instructions are not needed.

Q3. Why were the acceptable forms of identification updated and added to Domestic Mail Manual (DMM) and Postal Operations Manual (POM)?

A. To provide clarity and consistency on the standards regarding the acceptable forms of required identification required by customers for mail pickup and other services.

Q4. What ID information was updated for mail pickup and other services?

A. Postal Service will accept certain U.S. State or Federal Government IDs, U.S. or Foreign Passports, Matricula Consular (Mexico), or NEXUS (Canada). Also, U.S. corporate or university/college photo IDs in limited cases.

Q5. Where can I find information about the acceptable forms of identification required by customers?

A. Information can be found in the Domestic Mail Manual (DMM), 608.10.0, *Forms of Identification* and the Postal Operations Manual (POM), 131.3, *Forms of Identification*.

Q6. Are there any forms of ID that are not acceptable?

A. Yes! In the DMM section 608.10.5, *Forms of Unacceptable Identification* it states:
The Postal Service does not accept Social Security cards, birth certificates, credit cards and other similar items as primary or secondary forms of identification.

Q7. Is there a list that identifies the identification required for specific products and services?

A. Yes; The DMM has a chart listing the Acceptable Primary Forms of Photo Identification by Product and Service. You may also visit the following URL to view the list of acceptable IDs.
https://blue.usps.gov/marketing/newproducts-innovation/acceptable-id.htm.

Service Talk, Reference Sheet, and FAQs are available online at:
http:// blue.usps.gov/marketing/newproducts-innovation/acceptable-id.htm.

UNITED STATES
POSTAL SERVICE

July 17, 2019

Mr. Mark Dimondstein
President
American Postal Workers Union, AFL_CIO
1300 L Street, NW
Washington DC, 20005-4128

Certified Mail Tracking Number:
7018 0360 0001 9950 9947

Dear Mark:

As a matter of general interest, the Postal Service is providing retail units reference materials regarding acceptable forms of identification required for mail pickup and other services.
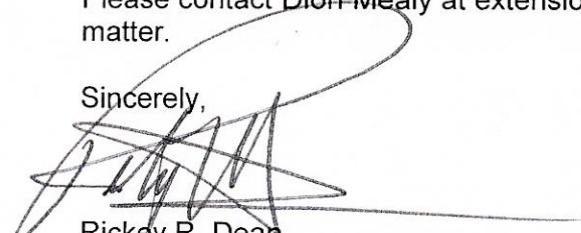
The materials are intended to ensure retail personnel are accepting the appropriate forms of identification from customers at the time of service. They should also assist retail clerks with expediting mail pickup in order to promote a better customer experience.

Enclosed are copies of the following:

- Retail Service Talk
- Frequently Asked Questions
- Poster
- Reference sheet

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures