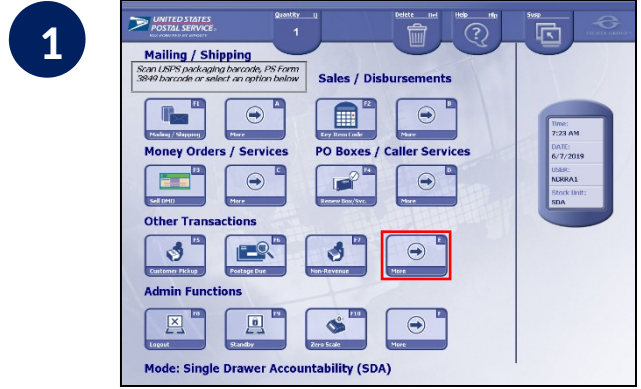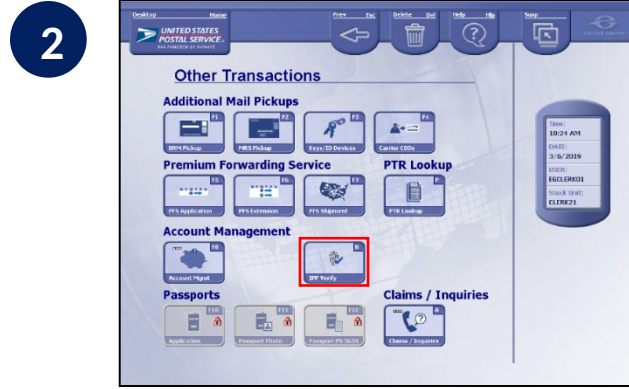# SSA RSS IPP Verify Process Flow
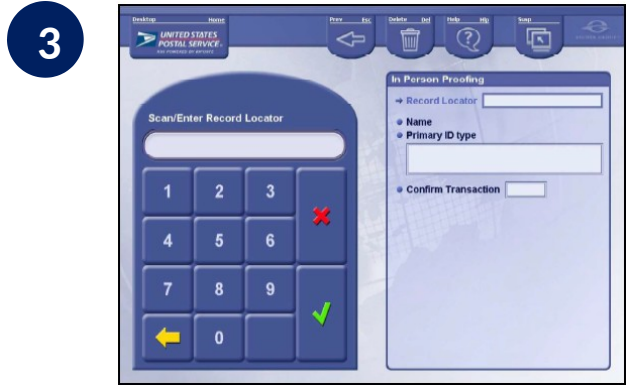
1

Find "IPP Verify" on RSS
Click "More" under "Other Transactions" from the Main Screen
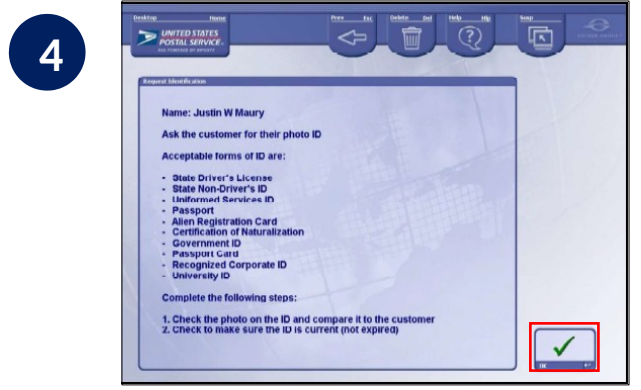
2

Select "IPP Verify"

3

Search for Customer Info
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.
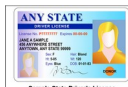
Primary ID (provide 1)
- US Government-issued ID with current address*
- State Driver's License
- State Non-Driver's ID
- Uniformed Services ID
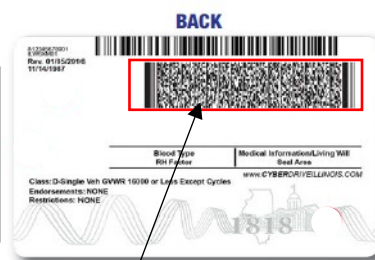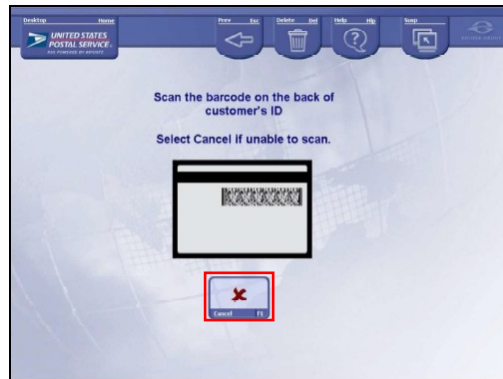- US Passport*
*requires secondary form of

Secondary ID
- Mortgage, Lease, or Dead of Trust
- Voter Registration
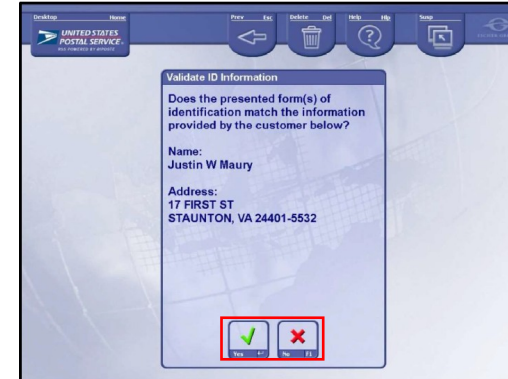- Vehicle Registration Card
- Home or Vehicle Insurance Policy

SSA RSS IPP Verify Process Flow

6

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

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

7

Validate Customer Info
Select "Yes" if customer ID matches. If "No" system will prompt you to enter secondary ID
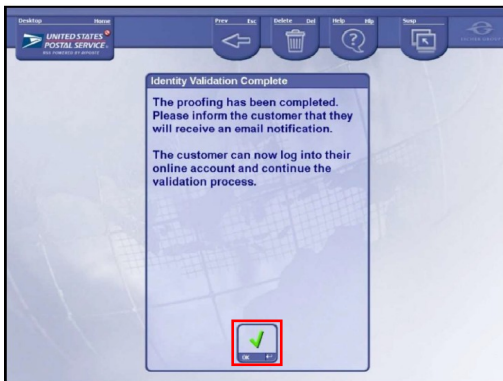
8
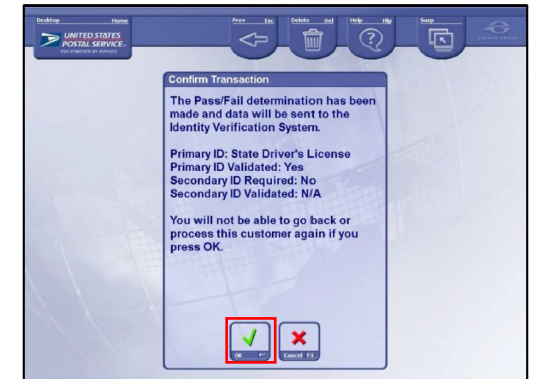
Confirm Transaction
Select "OK" to confirm transaction

9

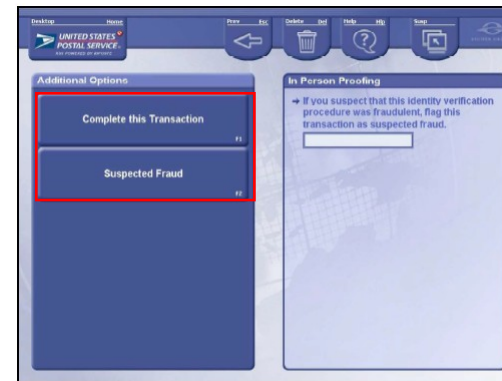### Complete Transaction
Select "OK" to complete transaction, and thank customer for their visit
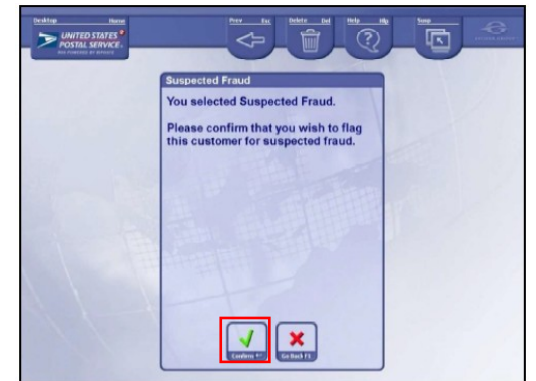
Optional

10

Determine if Fraud Suspected
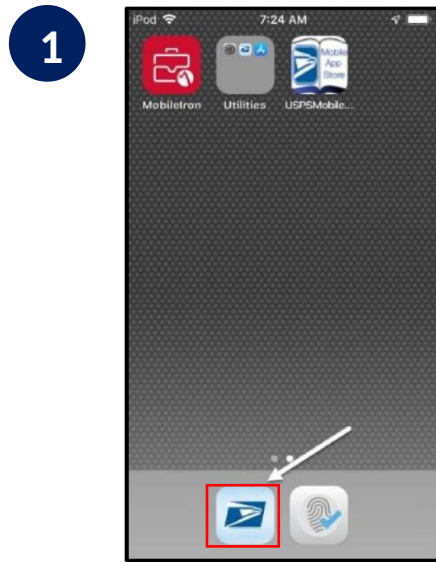*Select either "Complete the Transaction" or "Suspected Fraud"*
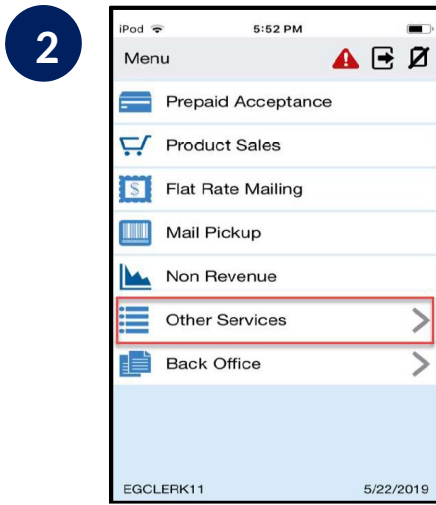
11

Confirm Fraud Suspected
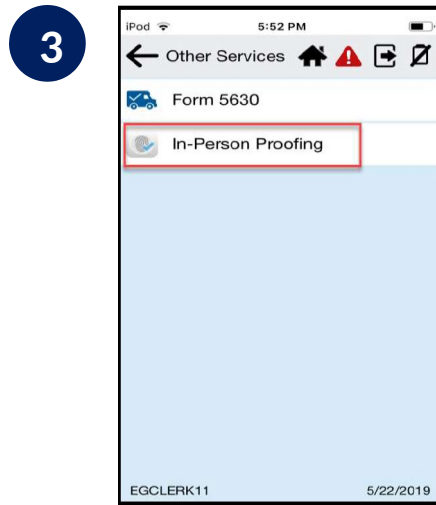*Select "Confirm" to flag and finalize transaction*
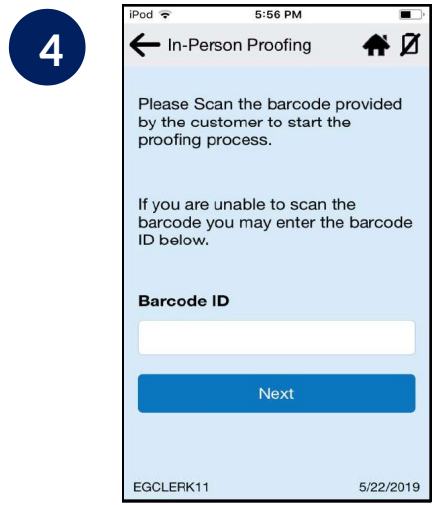
SSA RSS mPOS App Process Flow

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"
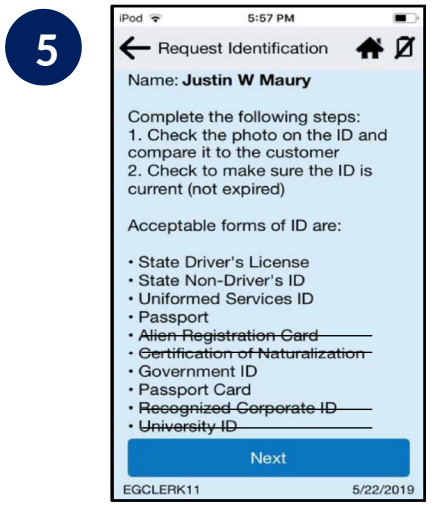
5 Request Customer's ID

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.

Primary ID (provide 1)
- US Government-issued ID with current address*
- State Driver's License
- State Non-Driver's ID
- Uniformed Services ID
- US Passport*

*requires secondary form of

Secondary ID
- Mortgage, Lease, or Dead of Trust
- Voter Registration
- Vehicle Registration Card
- Home or Vehicle Insurance Policy

SSA RSS mPOS App Process Flow

6

Select ID
Select the form of ID presented by customer, and scan it

7

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

8

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

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

9

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

Optional

10

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

11

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

SSA mPOS IVS App Process Flow
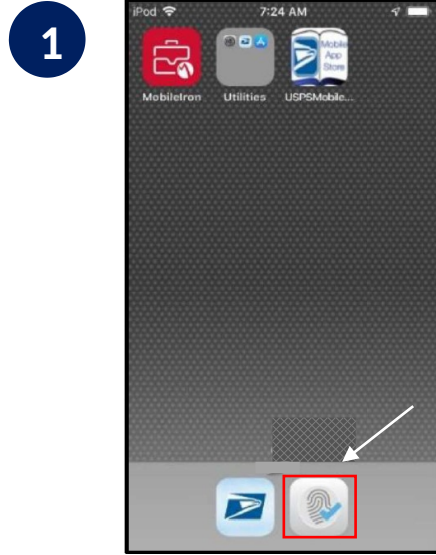
1

Find IVS Application on mPOS
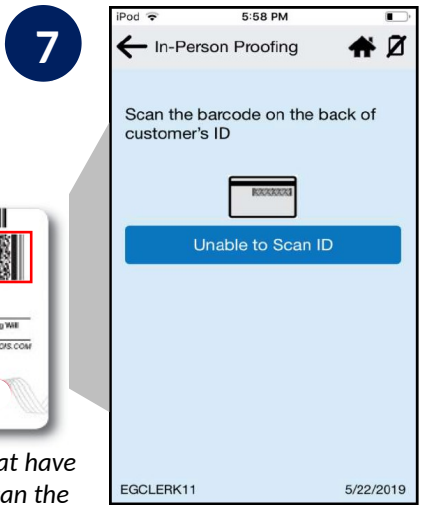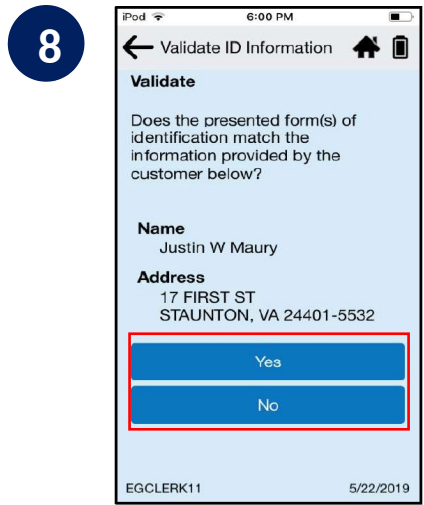*From the main screen of the mPOS, the IVS App is located on the bottom right*
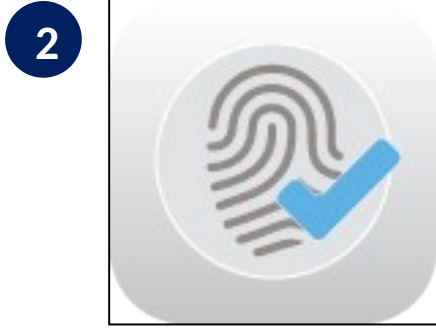
2

Select IVS Application
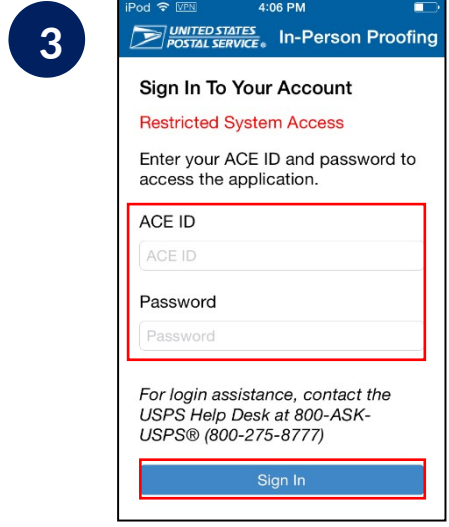
3

Sign In
Enter your ACE ID and Password, and then select "Sign In"
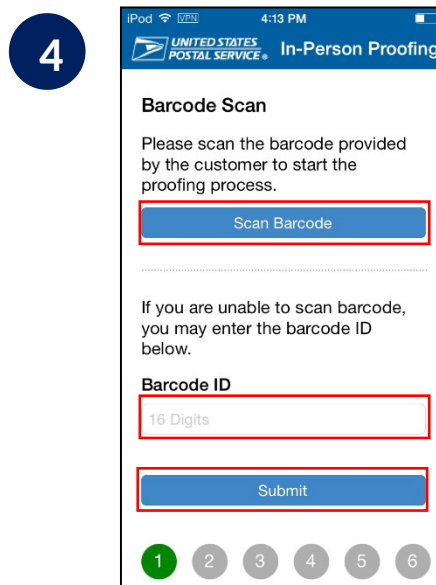
4

Scan Barcode
Scan customer's barcode (printed or on cell phone). If barcode will not scan, manually enter and click "Submit"
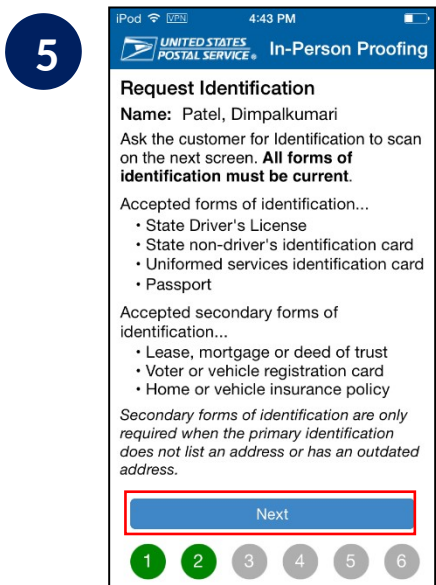
5

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:

Primary ID (provide 1)	• US Government-issued ID with current address* • State Driver's License • State Non-Driver's ID • Uniformed Services ID • US Passport* *requires secondary form of	
Secondary ID	• Mortgage, Lease, or Dead of Trust • Voter Registration • Vehicle Registration Card • Home or Vehicle Insurance Policy	

SSA mPOS IVS App Process Flow

6 **Select ID**
Select the form of ID presented by customer, and scan it

Scan ID
Select the form of identification to scan.

- State Driver's License
- State Non-Driver's Identification Card
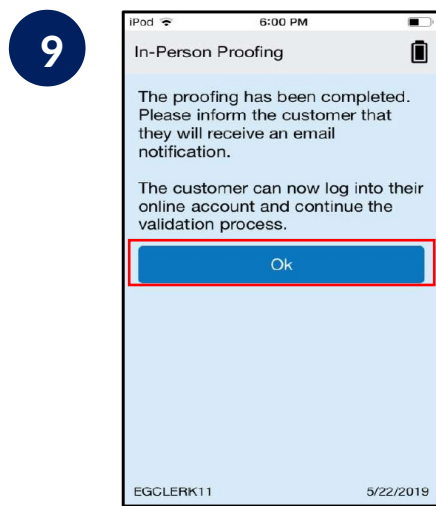- Uniformed Services Identification Card
- Passport
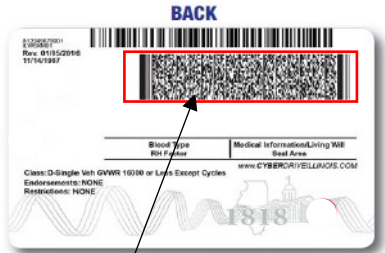
BACK

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

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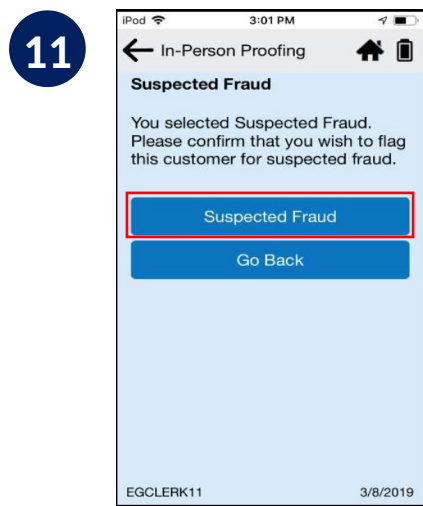*For State Driver's License, State Non-Driver's ID, and Military Issued ID scan barcode on back of ID. For other primary IDs, confirm photo matches customer and enter secondary ID*

Scan the ID by pressing the button on the right side of the device.

Unable to Scan ID

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

Validate
Does the presented form(s) of identification match the information provided by the customer below?

Name: Foley, Brian
Address: 462 Hammond St
Bangor, ME 04401

- Yes
- No, check address with secondary ID
- No, name and address don't match 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"

Identity Validation Complete
Please inform the customer that the proofing is finished and that they will receive an email.

Print the validation proofing confirmation code and give it to the customer for reference.

333000080328700

The customer can now log into the USPS application and continue the validation process.

Print Confirmation Code

Continue

Optional

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

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

- Suspected Fraud
- Complete This Transaction

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

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

You selected Suspected fraud. Please confirm that you wish to flag this customer for suspected fraud.

Go Back   Confirm