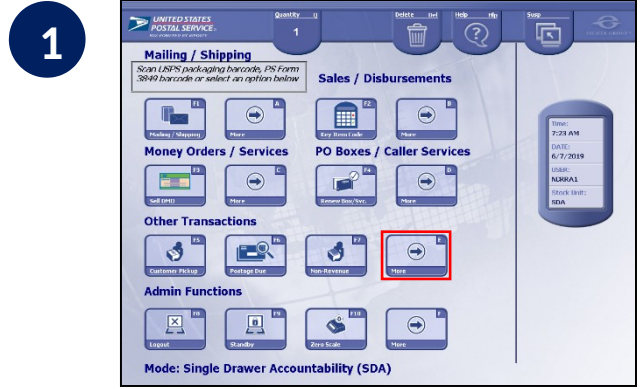
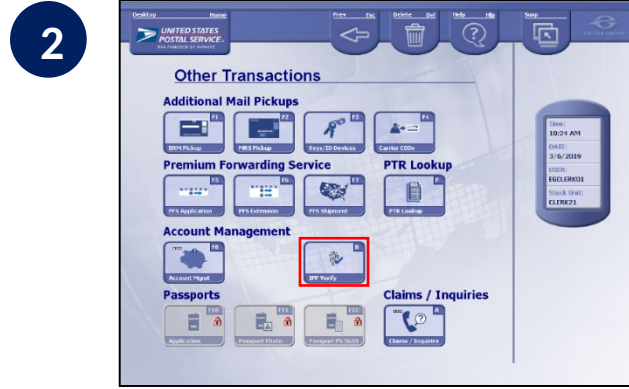


# SSA RSS IPP Verify Process Flow



1

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



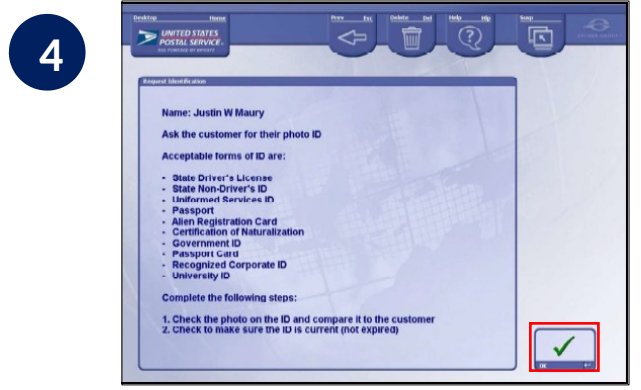
2

**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"

**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.*

5

**Select Primary Form of ID**  
Customer presents one primary form of ID

**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*

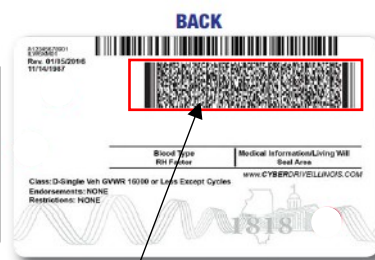
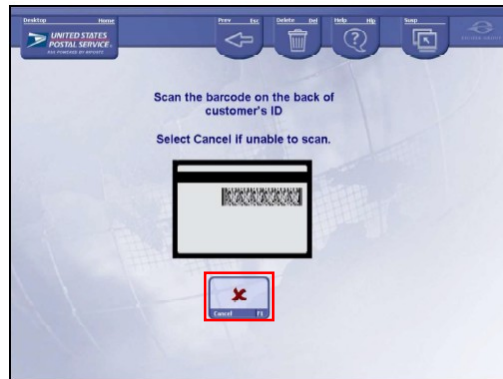
---

**Secondary ID**

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

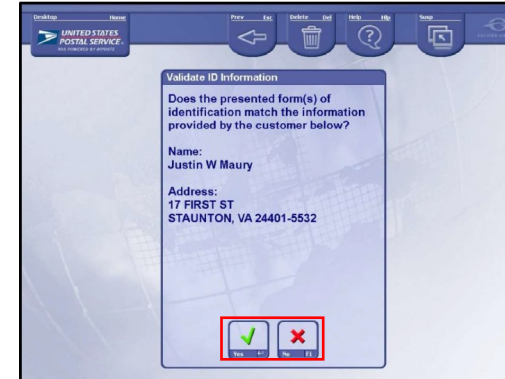
# SSA RSS IPP Verify Process Flow

6



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

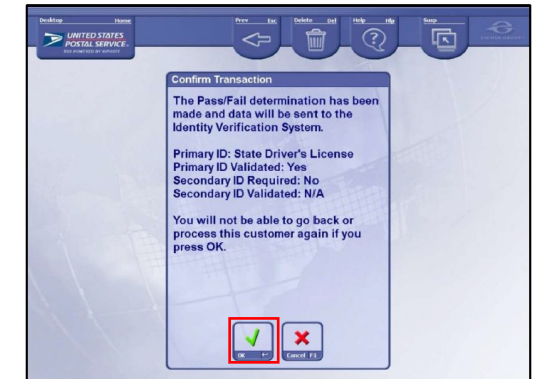
7



## Validate Customer Info

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

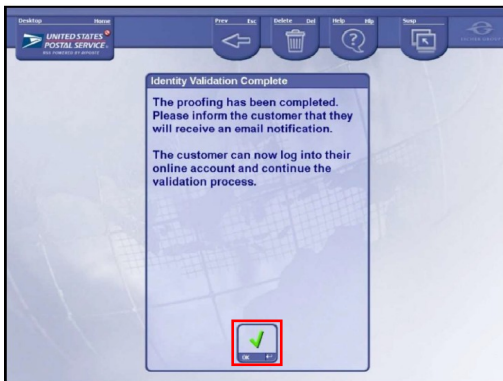
8



## Confirm Transaction

Select "OK" to confirm transaction

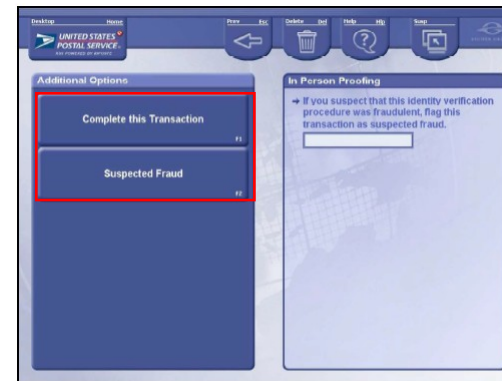
9



## Complete Transaction

Select "OK" to complete transaction, and thank customer for their visit

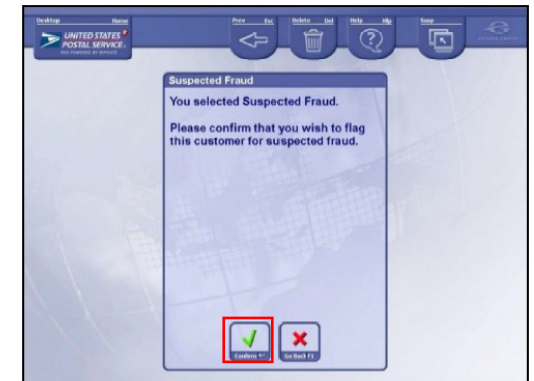
10



## Determine if Fraud Suspected

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

11

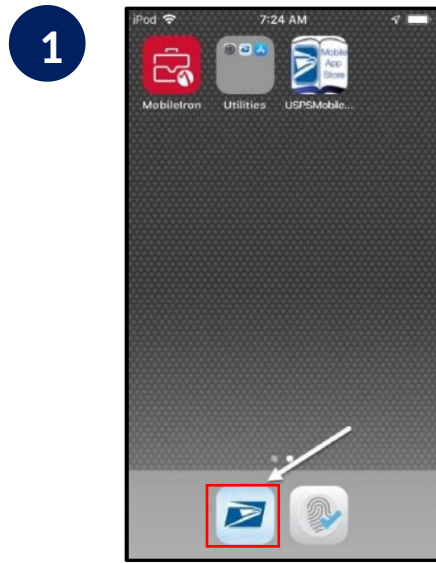


## Confirm Fraud Suspected

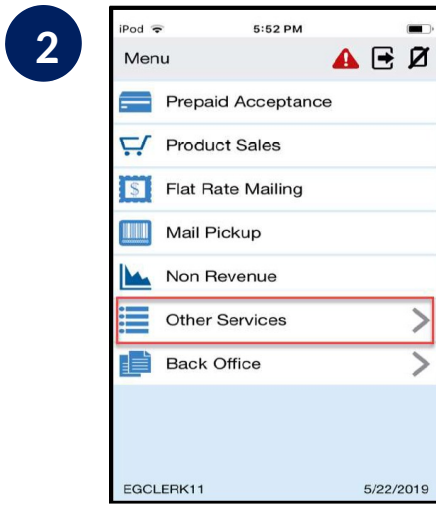
Select "Confirm" to flag and finalize transaction

Optional

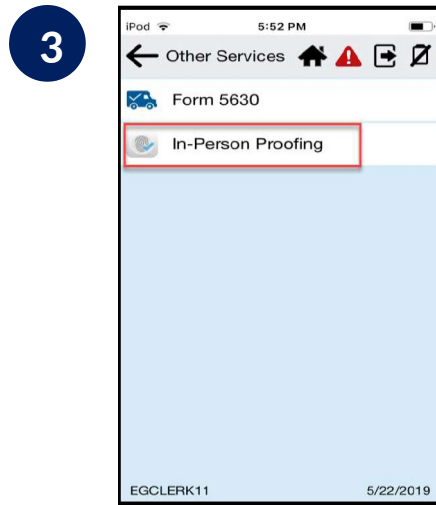
# SSA RSS mPOS App Process Flow



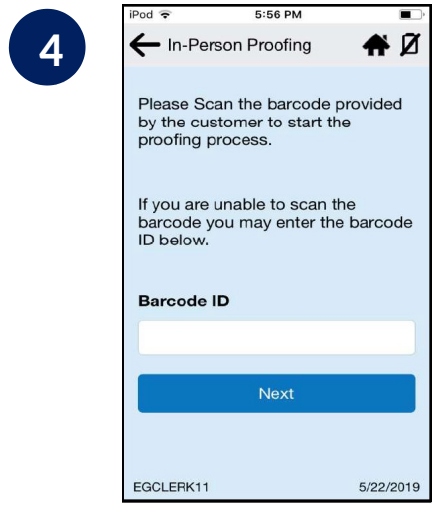
**1 Find RSS Application on mPOS**  
 From the main screen of the mPOS, select "RSS App" located on the bottom left



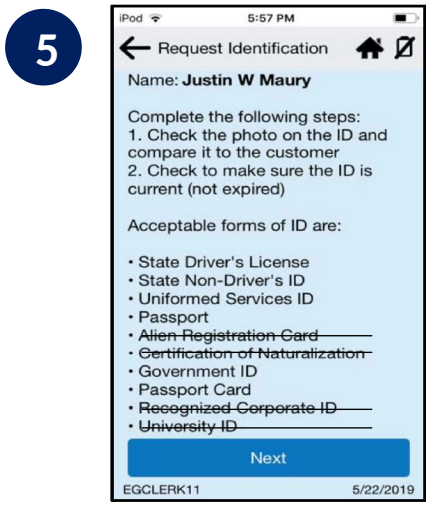
**2 Select "Other Services"**



**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**

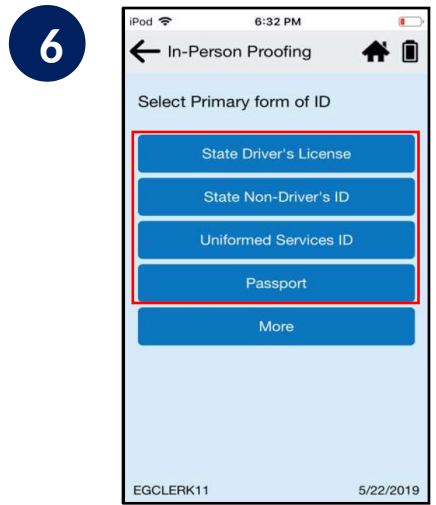
The RSS mPOS App lists IDs that are not accepted by the SSA. Clerks are to only accept IDs from the following SSA approved list. Failure to do so will result in a failed IPP transaction.

- 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

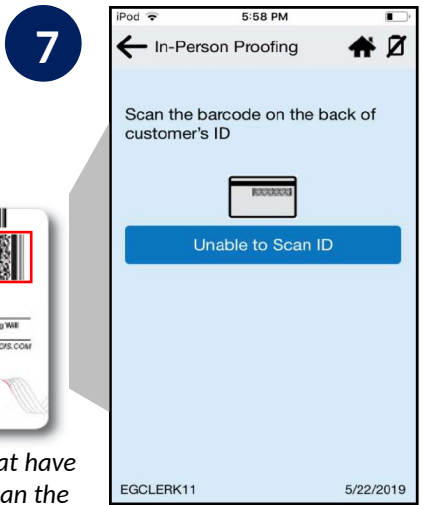
# SSA RSS mPOS App Process Flow



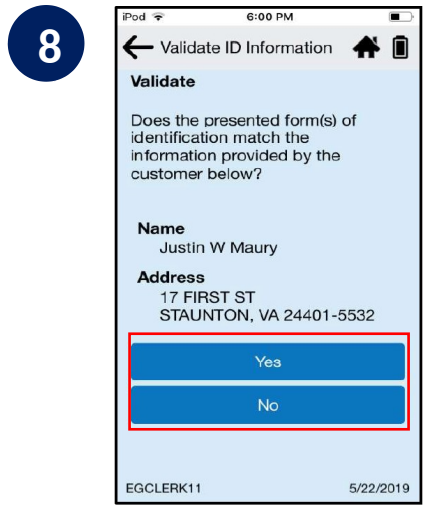
**Select ID**  
Select the form of ID presented by customer, and scan it



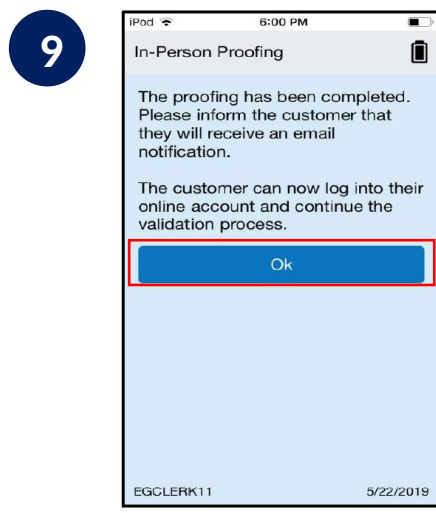
For State Driver's Licenses that have two barcodes on the back, scan the second barcode



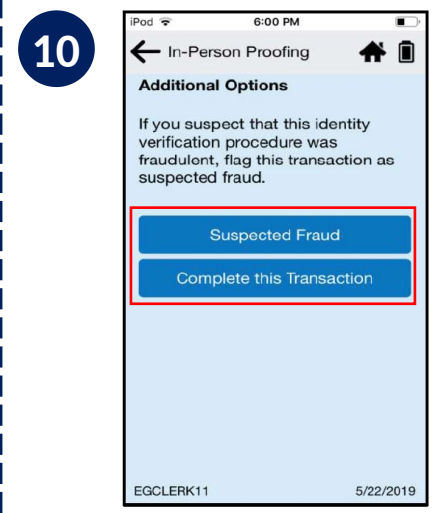
**Enter Customer ID Info**  
For State Driver's License, State Non-Driver's ID, and Military Issued ID scan barcode on back of ID. For other primary IDs, confirm photo matches customer and enter secondary ID



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

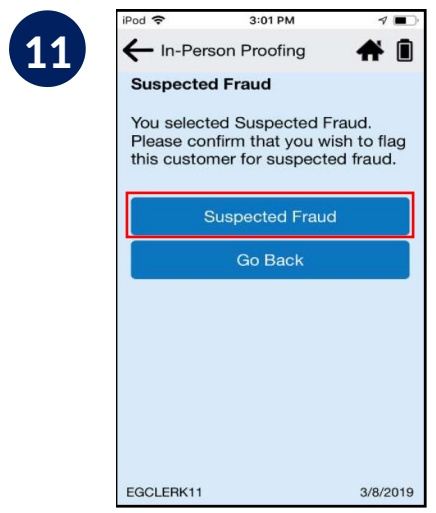


**Complete Transaction**  
Inform the customer that the proofing is complete and that they will receive a confirmation email with their results. Select "Continue"



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

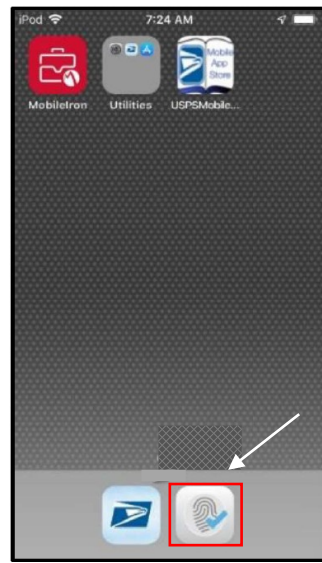
Optional



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

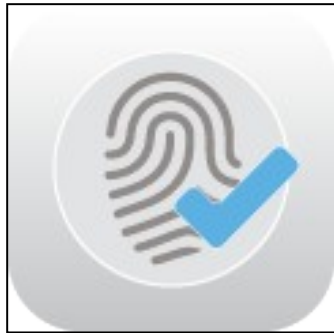
# SSA mPOS IVS App Process Flow

1



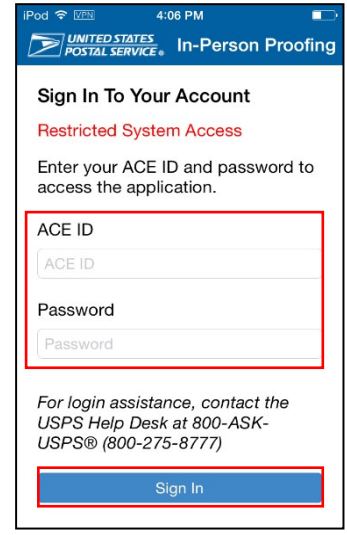
**Find IVS Application on mPOS**  
 From the main screen of the mPOS, the IVS App is located on the bottom right

2



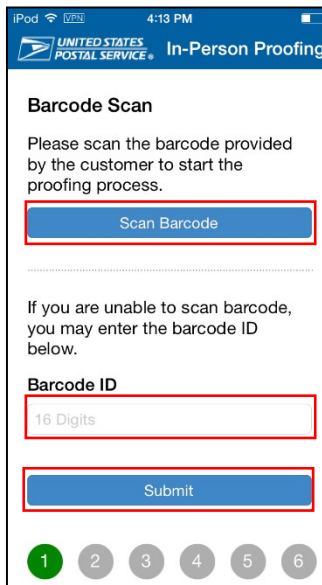
**Select IVS Application**

3



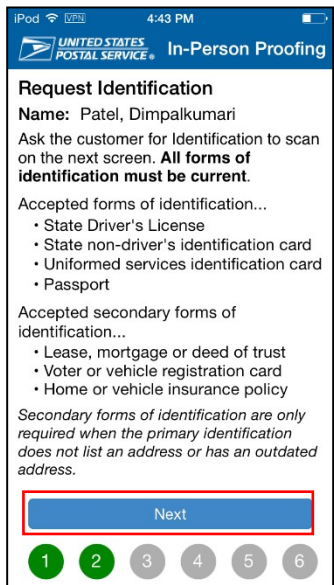
**Sign In**  
 Enter your ACE ID and Password, and then select "Sign In"

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:

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



# SSA mPOS IVS App Process Flow

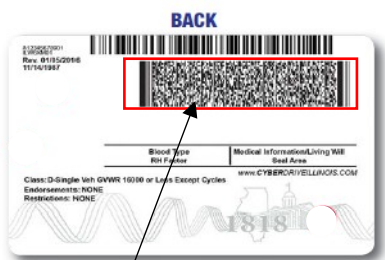
**6**

**Scan ID**  
Select the form of identification to scan.

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

1 2 3 4 5 6

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



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

**7**

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

Unable to Scan ID

1 2 3 4 5 6

**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**  
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

1 2 3 4 5 6

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

**9**

**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

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

**10**

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

Suspected Fraud  
Complete This Transaction

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

**Optional**

**11**

**Additional Options**  
If you suspect that this identity verification procedure was fraudulent, 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

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