



American Postal Workers Union, AFL-CIO

1300 L Street, NW, Washington, DC 20005

June 22, 2020

Debby Szeredy

Executive Vice President

202-842-4250 (Office)

202-842-4297 (Fax)

National Executive Board

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President

Debby Szeredy
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Coordinator, Southern Region

Omar M. Gonzalez
Coordinator, Western Region

To: Lamont Brooks, Director, Clerk Division

From: Debby Szeredy, Executive Vice President

Subject: RCAS to Be Available on SSK Beginning Late June (Notification No. GCCC20200285)

Please find attached a copy of a letter dated 6/19/2020 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 7/17/2020.

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
Stephen Brooks, Director, Support Services Division
Michael Foster, Director, MVS Division

DS:jb



June 19, 2020

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

Certified Mail Tracking Number:
7019 2280 0001 7461 0116

Dear Mark:


This letter is in further reference to the enclosed Postal Service notice dated September 21, 2017, regarding USPS Retail Customer Appointment Scheduler (RCAS™). The RCAS will now be made available on the Self-Service Kiosk (SSK) beginning in late June.

As previously explained, the online passport appointment scheduler tool provides customers the ability to schedule, view, edit, and cancel appointments through a web-based system for first-time passport applicants. Customers using the SSK will only be able to schedule appointments, edits and cancellations must be done online. The ability to schedule a passport application appointment on the SSK will offer customers a more convenient and "contactless" option at a Post Office location near them.

Enclosed is an informative Retail Stand-Up Talk and an Internal Fact Sheet.

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



September 21, 2017

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

Certified Mail Tracking Number:
70161370000230141651

Dear Mark:

This letter is in further reference to the enclosed Postal Service notice dated September 8 regarding the implementation of the USPS Retail Customer Appointment Scheduler™.

The passport appointment scheduler tool will provide customers the ability to schedule, view, edit, and cancel appointments through a web-based system for first-time passport applicants.

Enclosed are the Retail Stand-Up Talk, the Training PowerPoint and the Standard Work Instructions.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "R. Dean", with a long horizontal flourish extending to the right.

 Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

Retail Stand-Up Talk

June 2020

Passport Application Appointment Functionality Coming to SSKs

This summer, customers will be able to schedule a Passport application appointment using the Self-Service Kiosk (SSK) at a Post Office® location convenient to them. This change gives customers one more option for “*contactless*” scheduling of Passport appointments without waiting in line. Appointments can be made up to 28 days in advance.

Please note: RCAS cannot be used for Passport renewals. To schedule an appointment on an SSK, users will select “New Passport Only” or “New Passport with Photo Services”, and then enter the number of adults and/or minors for the appointment. Available locations/appointments will be displayed based on their selection - with the closest location being listed first. *Please note: There are special requirements for appointments for minors.* Next, the customer selects a location from the list of choices and enters their name, phone number and email address. After reviewing the details of the appointment, the user confirms that all information is correct by selecting, “Schedule Appointment”. Customers receive a printed receipt listing the details of the appointment, a confirmation number and a confirmation email. SMS text notifications will also be offered.

These enhancements are part of an overall effort to provide customers with additional options to schedule their Passport application appointments and improve the overall customer experience.

USPS Retail Customer Appointment Scheduler™ Functionality On Self-Service Kiosk Internal Fact Sheet

Passport Application Appointment Functionality Will Soon Be Expanded!

The U.S. Postal Service processes millions of passport applications each year. In 2017, the USPS Retail Customer Appointment Scheduler was released on Usps.com® website. Since FY18, more than 11.4 Million Passports and 7.7 Million photos have been scheduled through the scheduling tool.

In an effort to make scheduling first-time passport application appointments easier and more convenient for customers, we are pleased to announce that the USPS Retail Customer Appointment Scheduler (RCAS™) will be expanded to Self-Service Kiosks (SSKs) in Post Office® locations nationwide. The enhancements are planned to be released this summer.

The RCAS function on the SSK will offer customers the option to schedule their first-time passport application appointment at a Post Office location based on a ZIP, City and State, or selected date. Appointments can be made up to 28 days in advance. Once the appointment is scheduled, customers will receive a printed receipt listing the details of the appointment, the confirmation number for the appointment, and a confirmation email. SMS text notifications will also be offered.

Below are a few frequently-asked questions and responses to about the new RCAS functionality on the SSK:

How will customers schedule a first-time passport application appointment using RCAS on an SSK?

Please note: RCAS cannot be used for Passport renewals.

Customers may schedule their first-time appointment by selecting "New Passport Only" or "New Passport with Photo Services", then entering the number of adults and/or minors for the appointment. Available locations for the appointment will be displayed with the closest location being listed first. *Please note: There are special requirements for appointments for minors.* Next, the customer selects the desired location from the list for their passport application appointment. The user enters their name, phone number and email address. On the next screen, details of the appointment are displayed. The customer confirms the information on the screen is correct by selecting, "Schedule Appointment", in order to schedule the appointment.

After the appointment is scheduled, a hardcopy receipt is provided by the SSK terminal. Customers will also receive a confirmation email and (if requested) an SMS text notification.

Why is the Postal Service adding USPS Retail Customer Appointment Scheduler functionality to the Self-Service Kiosk?

USPS would like to provide more convenience for customers scheduling their passport application appointments. Some customers regularly use the SSK for other USPS services such as purchasing postage for a package or buying a booklet of stamps. Adding the ability to schedule a passport application appointment offers customers the ability to do so without waiting in line. Using the SSK to schedule a passport application appointment also offers customers a "contactless" option to schedule an appointment at a Post Office location convenient to them.

Can customers make same-day appointments on the SSK?

Yes. Customers may make a same day appointment as long as the appointment time is available and is prior to 2am CST on the day of the appointment.

Will customers be able to change the time and/or location of an existing appointment using the SSK?

No. To change the time of a scheduled appointment, customers should use the link within their confirmation email. To change the location of a scheduled appointment, customers will first need to cancel their existing appointment online and then schedule another appointment for the desired Post Office location.

What do customers need to bring to their appointment?

Customers should be reminded to go to the Department of State website at travel.state.gov/content/passports/en/passports/forms.html to obtain the DS-11, Application For a U.S. Passport form. Here are a list of items that customers must bring to their appointment:

- ✓ Complete and print Form DS-11: Application For a U.S. Passport
- ✓ Proof of U.S. Citizenship, definition found on Form DS-11.
- ✓ Proof of Identity, definition found on Form DS-11.
- ✓ Bring **Photocopies** of U.S. Citizenship and Identification Document(s).
- ✓ Appropriate form of **payment, fees, and acceptable forms of payment** for fees can be found on the Department of State website at travel.state.gov/content/passports/en/passports/information/fees.html. *Please note: Credit cards are not an appropriate form of payment for the Department of State application fee. Advise customers that a debit card can be used to purchase a postal money order.*
- ✓ Appropriate **Passport Photo**. *Note: Passport photos can be taken at select USPS® locations for a \$15 fee.*

More information on the enhancements will be available closer to the release date.

