

Gillespie, Christopher P - Washington, DC

From: Castorina, Janine - Washington, DC
Sent: Monday, January 10, 2022 8:57 AM
To: Gillespie, Christopher P - Washington, DC
Cc: Lind, Christopher W - Washington, DC
Subject: Re: 810

(b) (5)

Sent from my iPhone

On Jan 10, 2022, at 8:34 AM, Gillespie, Christopher P - Washington, DC

(b) (6) wrote:

(b) (5)

From: Castorina, Janine - Washington, DC (b) (6)

Sent: Monday, January 10, 2022 7:27 AM

To: Gillespie, Christopher P - Washington, DC (b) (6); Lind, Christopher W - Washington, DC (b) (6)

Subject: 810

(b) (5)

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
[REDACTED]
202.268.2049 fax

Gillespie, Christopher P - Washington, DC

From: Castorina, Janine - Washington, DC
Sent: Monday, January 10, 2022 4:43 PM
To: Gillespie, Christopher P - Washington, DC; Lind, Christopher W - Washington, DC
Subject: RE: 810

(b) (5)

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260

(b) (6)
202.268.2049 fax

From: Gillespie, Christopher P - Washington, DC (b) (6)
Sent: Monday, January 10, 2022 4:15 PM
To: Castorina, Janine - Washington, DC (b) (6); Lind, Christopher W - Washington, DC
(b) (6)
Subject: RE: 810

(b) (5)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: Castorina, Janine - Washington, DC (b) (6)
Sent: Monday, January 10, 2022 7:27 AM
To: Gillespie, Christopher P - Washington, DC (b) (6); Lind, Christopher W - Washington, DC
(b) (6)
Subject: 810

(b) (5)

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
[REDACTED]
202.268.2049 fax

Gillespie, Christopher P - Washington, DC

From: Castorina, Janine - Washington, DC
Sent: Tuesday, January 11, 2022 9:14 AM
To: Gillespie, Christopher P - Washington, DC; Lind, Christopher W - Washington, DC
Subject: RE: 810

Ok! I'll send this to Heather.
Thanks!

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
[REDACTED]
202.268.2049 fax

From: Gillespie, Christopher P - Washington, DC (b) (6) [REDACTED]
Sent: Tuesday, January 11, 2022 9:05 AM
To: Castorina, Janine - Washington, DC (b) (6) [REDACTED]; Lind, Christopher W - Washington, DC (b) (6) [REDACTED]
Subject: RE: 810

Good morning Janine,

Chris and I just reviewed the below version for a final quality check. We have made two minor revisions to align with the SOR, indicated in red text, otherwise we are good on our end.

(b) (5) [REDACTED]

From: Castorina, Janine - Washington, DC (b) (6) [REDACTED]
Sent: Tuesday, January 11, 2022 8:48 AM
To: Gillespie, Christopher P - Washington, DC (b) (6) [REDACTED]; Lind, Christopher W - Washington, DC (b) (6) [REDACTED]
Subject: RE: 810

Are we going to call this good? Heather needs it.

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Gillespie, Christopher P - Washington, DC (b) (6)
Sent: Monday, January 10, 2022 4:15 PM
To: Castorina, Janine - Washington, DC (b) (6); Lind, Christopher W - Washington, DC
(b) (6)
Subject: RE: 810

Here's a first run at the Privacy Act Statement for the COVID-19 ordering page:

(b) (5)

(b) (5)

(b) (5)

(b) (5)

From: Castorina, Janine - Washington, DC (b) (6)
Sent: Monday, January 10, 2022 7:27 AM
To: Gillespie, Christopher P - Washington, DC (b) (6); Lind, Christopher W - Washington, DC
(b) (6)
Subject: 810

(b) (5)

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)

202.268.2049 fax

From: [Workinger, Kimberly B - Washington, DC](#)
To: [Castorina, Janine - Washington, DC](#); [Karpenko, Christopher J - Washington, DC](#)
Subject: RE: Privacy Statement Updated
Date: Tuesday, January 11, 2022 9:29:51 AM
Attachments: [image001.png](#)

Thank you Janine!

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (202) 268-7971 | Cell: (b) (6)

(b) (6)

From: Castorina, Janine - Washington, DC (b) (6)
Sent: Tuesday, January 11, 2022 9:29 AM
To: Karpenko, Christopher J - Washington, DC (b) (6); Workinger, Kimberly B - Washington, DC (b) (6)
Subject: FW: Privacy Statement Updated

FYI

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Castorina, Janine - Washington, DC
Sent: Tuesday, January 11, 2022 9:16 AM
To: Dyer, Heather L - Washington, DC (b) (6)
Subject: RE: Privacy Statement Updated

Use this one:

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a

congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
[REDACTED]
202.268.2049 fax

From: Dyer, Heather L - Washington, DC (b) (6) [REDACTED]
Sent: Tuesday, January 11, 2022 7:15 AM
To: Castorina, Janine - Washington, DC (b) (6) [REDACTED]
Subject: Privacy Statement Updated

Janine-

Do you happen to have the updated privacy statement for the Postal Store, it's our understanding you are working that? (b) (5) [REDACTED]

Thanks

Heather L Dyer
A/ Chief Information Security Officer VP
(b) (6) [REDACTED]
[REDACTED]

From: [Castorina, Janine - Washington, DC](#)
To: [Dyer, Heather L - Washington, DC](#)
Subject: Re: Privacy Statement Updated
Date: Tuesday, January 11, 2022 7:37:20 AM

I think so. We were tweaking it yesterday. Let me check.

Sent from my iPhone

On Jan 11, 2022, at 7:15 AM, Dyer, Heather L - Washington, DC

(b) (6) wrote:

Janine-

Do you happen to have the updated privacy statement for the Postal Store, it's our understanding you are working that? (b) (5)

Thanks

Heather L Dyer
A/ Chief Information Security Officer VP

(b) (6)

From: [Rosner, Elliott](#)
To: [Workinger, Kimberly B - Washington, DC](#); [Dykes, Claire \[USA\]](#); [Loong, Joseph \[USA\]](#); [Ross, Mark A - Washington, DC - Contractor](#); [Ross, Mark A.](#)
Cc: [Hung, Andrew](#); [Lilley, Maya](#); [Lazarte, Solana - Washington, DC - Contractor](#); [Hodges, Brittnee \[USA\]](#); [Chukka, Shilpa](#); [Lazarte, Solana \[USA\]](#); [Freytes, Gabriel J - Washington, DC - Contractor](#); [Freytes, Gabriel](#)
Subject: RE: [EXTERNAL] RE: TEST KIT WEB INFO - PRIVACY CONCERN
Date: Thursday, January 27, 2022 4:45:57 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Acknowledged on the OTK app side.

Elliott Rosner

(b) (6)

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Thursday, January 27, 2022 4:43 PM
To: Dykes, Claire [USA] (b) (6); Loong, Joseph [USA] (b) (6); Ross, Mark A - Washington, DC - Contractor (b) (6); Rosner, Elliott (b) (6); Ross, Mark A. (b) (6)
Cc: Hung, Andrew (b) (6); Lilley, Maya (b) (6); Lazarte, Solana - Washington, DC - Contractor (b) (6); Hodges, Brittnee [USA] (b) (6); Chukka, Shilpa (b) (6); Lazarte, Solana [USA] (b) (6); Freytes, Gabriel J - Washington, DC - Contractor (b) (6); Freytes, Gabriel (b) (6)
Subject: RE: [EXTERNAL] RE: TEST KIT WEB INFO - PRIVACY CONCERN

Yes, let's make it.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (202) 268-7971 | (b) (3) 410(c)(2), (b) (6)
(b) (6)



From: Dykes, Claire [USA] (b) (6)
Sent: Thursday, January 27, 2022 4:42 PM
To: Loong, Joseph [USA] (b) (6); Ross, Mark A - Washington, DC - Contractor

(b) (6); Rosner, Elliott (b) (6); Worker, Kimberly B - Washington, DC (b) (6); Ross, Mark A.

(b) (6)
Cc: Hung, Andrew (b) (6); Lilley, Maya (b) (6); Lazarte, Solana - Washington, DC - Contractor (b) (6); Hodges, Brittnee [USA] (b) (6); Chukka, Shilpa (b) (6); Lazarte, Solana [USA] (b) (6) Freytes, Gabriel J - Washington, DC - Contractor (b) (6); Freytes, Gabriel (b) (6)

Subject: Re: [EXTERNAL] RE: TEST KIT WEB INFO - PRIVACY CONCERN

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Kim, do you want all sides to make Joe's edit?

From: "Loong, Joseph [USA]" (b) (6)
Date: Thursday, January 27, 2022 at 4:41 PM
To: "Ross, Mark A - Washington, DC - Contractor" (b) (6), "Dykes, Claire [USA]" (b) (6), "Rosner, Elliott" (b) (6), "Worker, Kimberly B - Washington, DC" (b) (6), "Ross, Mark A." (b) (6)
Cc: "Hung, Andrew" (b) (6), "Lilley, Maya" (b) (6), "Lazarte, Solana - Washington, DC - Contractor" (b) (6), "Hodges, Brittnee [USA]" (b) (6), "Chukka, Shilpa" (b) (6), "Lazarte, Solana [USA]" (b) (6), "Freytes, Gabriel J - Washington, DC - Contractor" (b) (6), "Freytes, Gabriel" (b) (6)
Subject: Re: [EXTERNAL] RE: TEST KIT WEB INFO - PRIVACY CONCERN

Hey folks -- I'm going blind against the fine print, but I think there's a comma that needs to be a semicolon, right after the changed text -- "...against the Postal Service; to labor organizations...":

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes involving crimes or fraud against the **Postal Service, to labor organizations** as required by applicable law; incident to legal proceedings involving the Postal Service; to

government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

--

Booz | Allen | Hamilton

Joseph Loong

(b) (6)

BoozAllen.com

(b) (6)

From: "Ross, Mark A - Washington, DC - Contractor" (b) (6)

Date: Thursday, January 27, 2022 at 4:36 PM

To: "Dykes, Claire [USA]" (b) (6), "Rosner, Elliott"

(b) (6), "Workinger, Kimberly B - Washington, DC"

(b) (6), "Ross, Mark A." (b) (6)

Cc: "Hung, Andrew" (b) (6), "Lilley, Maya"

(b) (6), "Lazarte, Solana - Washington, DC - Contractor"

(b) (6), "Hodges, Brittnee [USA]" (b) (6) "Loong,

Joseph [USA]" (b) (6), "Chukka, Shilpa"

(b) (6), "Lazarte, Solana [USA]" (b) (6),

"Freytes, Gabriel J - Washington, DC - Contractor" (b) (6) "Freytes,

Gabriel" (b) (6)

Subject: RE: [EXTERNAL] RE: TEST KIT WEB INFO - PRIVACY CONCERN

Adding Gabriel so he can update our prototype pages below to ensure everything stays aligned.

(b) (5)

Regards,

Mark

Mark Ross

USPS.com

Phone: (b) (6)

Email: (b) (6)

From: Dykes, Claire [USA] (b) (6)

Sent: Thursday, January 27, 2022 4:30 PM

To: Rosner, Elliott (b) (6); Worker, Kimberly B - Washington, DC (b) (6); Ross, Mark A - Washington, DC - Contractor (b) (6); Ross, Mark A. (b) (6)
Cc: Hung, Andrew (b) (6); Lilley, Maya (b) (6); Lazarte, Solana - Washington, DC - Contractor (b) (6); Hodges, Brittnee [USA] (b) (6); Loong, Joseph [USA] (b) (6); Chukka, Shilpa (b) (6); Lazarte, Solana [USA] (b) (6)
Subject: Re: [EXTERNAL] RE: TEST KIT WEB INFO - PRIVACY CONCERN

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Yes! We're updating now.

From: "Rosner, Elliott" (b) (6)
Date: Thursday, January 27, 2022 at 4:28 PM
To: "Worker, Kimberly B - Washington, DC" (b) (6), "Dykes, Claire [USA]" (b) (6), "Ross, Mark A - Washington, DC - Contractor" (b) (6), "Ross, Mark A." (b) (6)
Cc: "Hung, Andrew" (b) (6), "Lilley, Maya" (b) (6), "Lazarte, Solana - Washington, DC - Contractor" (b) (6), "Hodges, Brittnee [USA]" (b) (6), "Loong, Joseph [USA]" (b) (6), "Chukka, Shilpa" (b) (6)
Subject: RE: [EXTERNAL] RE: TEST KIT WEB INFO - PRIVACY CONCERN

Kim – Thanks for the update. When removing the strikeout and re-coloring the addition, this is what we will be using.

Claire – I assume this will match your designs and what Maya will use to validate in CAT.

USPS Privacy Statement on Website

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes involving crimes or fraud against the Postal Service, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Thanks all,
Elliott

Elliott Rosner

(b) (6)

From: Workinger, Kimberly B - Washington, DC (b) (6) >
Sent: Thursday, January 27, 2022 4:24 PM
To: Rosner, Elliott (b) (6); Dykes, Claire [USA]
(b) (6); Ross, Mark A - Washington, DC - Contractor (b) (6);
Ross, Mark A. (b) (6)
Cc: Hung, Andrew (b) (6); Lilley, Maya
(b) (6); Lazarte, Solana - Washington, DC - Contractor
(b) (6); Hodges, Brittnee [USA] (b) (6); Loong, Joseph
[USA] (b) (6)
Subject: RE: [EXTERNAL] RE: TEST KIT WEB INFO - PRIVACY CONCERN

Chris has said to move forward (b) (5). See the changes below (strikethrough and the additional red text). Let's move forward.

USPS Privacy Statement on Website

(b)(5)

[Redacted content]

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (202) 268-7971 | (b) (3) 410(c)(2), (b) (6)
(b) (6)



From: Rosner, Elliott (b) (6)
Sent: Thursday, January 27, 2022 4:17 PM
To: Workinger, Kimberly B - Washington, DC (b) (6); Dykes, Claire [USA] (b) (6); Ross, Mark A - Washington, DC - Contractor (b) (6); Ross, Mark A. (b) (6)
Subject: RE: [EXTERNAL] RE: TEST KIT WEB INFO - PRIVACY CONCERN

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

I'll hang tight – I might be getting confused but it's all just one paragraph we are talking about?

If you get it to us by 10pm, assuming Maya is available to test from 10:00 – 10:30, and someone on your team and Garrett's approves subsequently, we can deploy at 12am.

Thanks,
Elliott

Elliott Rosner

(b) (6)

From: Workinger, Kimberly B - Washington, DC (b) (3) 410(c)(2), (b) (6)
Sent: Thursday, January 27, 2022 4:11 PM
To: Rosner, Elliott (b) (6); Dykes, Claire [USA] (b) (6); Ross, Mark A - Washington, DC - Contractor (b) (6); Ross, Mark A. (b) (6)
Subject: RE: [EXTERNAL] RE: TEST KIT WEB INFO - PRIVACY CONCERN

Yeah, waiting to hear back on the part that Tom Marshall just questioned. What is cut off... we can always make that change next release. The first one that I sent is the hotter item.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (202) 268-7971 | (b) (3) 410(c)(2), (b) (6)
(b) (6)



From: Rosner, Elliott (b) (6)
Sent: Thursday, January 27, 2022 4:10 PM
To: Workinger, Kimberly B - Washington, DC (b) (6); Dykes, Claire [USA] (b) (6); Ross, Mark A - Washington, DC - Contractor (b) (6)

Ross, Mark A. (b) (6)

Subject: [EXTERNAL] RE: TEST KIT WEB INFO - PRIVACY CONCERN

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Understood. We're prepared to (b)(5) would just need to the update ASAP.

Thanks,
Elliott

Elliott Rosner

(b) (6)

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Thursday, January 27, 2022 4:09 PM
To: Dykes, Claire [USA] (b) (6); Ross, Mark A - Washington, DC - Contractor (b) (6); >; Ross, Mark A. (b) (6); Rosner, Elliott (b) (6)
Subject: FW: TEST KIT WEB INFO - PRIVACY CONCERN

This email contains a reference to coronavirus or COVID-19. Please be aware of coronavirus-themed active phishing campaigns, and use extra vigilance when responding or clicking.

Hang tight...they may make one more change.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (202) 268-7971 | (b) (3) 410(c)(2), (b) (6)
(b) (6)



From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Thursday, January 27, 2022 4:07 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: FW: TEST KIT WEB INFO - PRIVACY CONCERN

Standby.....

From: Marshall, Thomas J - Washington, DC <(b) (6)>
Sent: Thursday, January 27, 2022 4:05 PM
To: Adams, Jeffery A - Washington, DC <(b) (6)>; DeJoy, Louis - Washington, DC <(b) (6)>; Pastre, Peter R - Washington, DC <(b) (6)>; Castorina, Janine - Washington, DC <(b) (6)>; Barksdale, Gary R <(b) (6)>; Clarke, Heather A - Washington, DC <(b) (6)>; Karpenko, Christopher J - Washington, DC <(b) (6)>
Subject: RE: TEST KIT WEB INFO - PRIVACY CONCERN

See the highlighted language below in our Privacy Act statement. (b) (5)
[Redacted]

(b) (5)
[Redacted]

Thomas J. Marshall
General Counsel and Executive Vice President
United States Postal Service

From: Adams, Jeffery A - Washington, DC <(b) (6)>
Sent: Thursday, January 27, 2022 2:57 PM
To: DeJoy, Louis - Washington, DC <(b) (6)>; Marshall, Thomas J - Washington, DC <(b) (6)>; Pastre, Peter R - Washington, DC <(b) (6)>; Castorina, Janine - Washington, DC <(b) (6)>; Barksdale, Gary R <(b) (6)>; Clarke, Heather A - Washington, DC <(b) (6)>; Karpenko, Christopher J - Washington, DC <(b) (6)>
Subject: RE: TEST KIT WEB INFO - PRIVACY CONCERN

All,
Please see positive email below from WH Comms regarding our (b)(5)
[Redacted]

Thanks to all for your assistance on this item.
Jeff

USPS Privacy Statement on Website
(b)(5)
[Redacted]

(b)(5)

Jeff

From: Cheema, Subhan (b) (6)
Sent: Thursday, January 27, 2022 2:40 PM
To: Adams, Jeffery A - Washington, DC (b) (6)
Cc: Pastre, Peter R - Washington, DC <(b) (6)>
Subject: [EXTERNAL] RE: A few items...

CAUTION: This email originated from outside USPS. STOP and CONSIDER before responding, clicking on links, or opening attachments.

Jeff – Looks great to us – of course, defer to you all and your expertise. We appreciate your consideration. Please update the website as soon as possible, please!

Subhan

From: Adams, Jeffery A - Washington, DC
Sent: Wednesday, January 26, 2022 8:38 PM
To: DeJoy, Louis - Washington, DC <(b) (6)>
Cc: Marshall, Thomas J - Washington, DC <(b) (6)>; Pastre, Peter R - Washington, DC (b) (6); Castorina, Janine - Washington, DC (b) (6); Barksdale, Gary R (b) (6); Clarke, Heather A - Washington, DC (b) (6)
Subject: RE: TEST KIT WEB INFO - PRIVACY CONCERN

Louis,

I shared with WH Comms our draft response (b)(5)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

A string of email correspondence regarding this issue is pasted below.

Thanks,

Jeff

USPS Privacy Statement on Website

(b)(5)
[Redacted]

Email Correspondence on Privacy Item

From: Marshall, Thomas J - Washington, DC (b) (6)
Sent: Wednesday, January 26, 2022 6:23 PM
To: Castorina, Janine - Washington, DC (b) (6); Adams, Jeffery A - Washington, DC (b) (6)
Cc: Barksdale, Gary R (b) (6); Pastre, Peter R - Washington, DC (b) (6)
Subject: RE: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO - PRIVACY CONCERN

I have a few minor edits on the attached, but otherwise I am good.

Thomas J. Marshall
General Counsel and Executive Vice President
United States Postal Service

From: Castorina, Janine - Washington, DC (b) (6)
Sent: Wednesday, January 26, 2022 5:50 PM
To: Marshall, Thomas J - Washington, DC (b) (6); Adams, Jeffery A - Washington, DC (b) (6)
Cc: Barksdale, Gary R (b) (6); Pastre, Peter R - Washington, DC (b) (6)
Subject: RE: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO - PRIVACY CONCERN

Re-edited with comments.

Thoughts?

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
202.268.3069
202.268.2049 fax

From: Marshall, Thomas J - Washington, DC (b) (6)
Sent: Wednesday, January 26, 2022 4:33 PM
To: Castorina, Janine - Washington, DC (b) (6); Adams, Jeffery A -
Washington, DC (b) (6)
Cc: Barksdale, Gary R (b) (6); Pastre, Peter R - Washington, DC
(b) (6)
Subject: RE: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO - PRIVACY CONCERN

(b) (5)
[Redacted]

-Tom

Thomas J. Marshall
General Counsel and Executive Vice President
United States Postal Service

From: Castorina, Janine - Washington, DC (b) (6)
Sent: Wednesday, January 26, 2022 4:27 PM
To: Marshall, Thomas J - Washington, DC (b) (6); Adams, Jeffery A -
Washington, DC (b) (6)
Cc: Barksdale, Gary R (b) (6); Pastre, Peter R - Washington, DC
(b) (6)
Subject: RE: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO - PRIVACY CONCERN

Just talked to Gary and he made an excellent point. (b)(7)(C); (b)(5)
[Redacted]

Please correct me if I've misstated your concern.

(b) (5)
[Redacted]

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Marshall, Thomas J - Washington, DC (b) (6)
Sent: Wednesday, January 26, 2022 3:57 PM
To: Adams, Jeffery A - Washington, DC (b) (6)
Cc: Castorina, Janine - Washington, DC (b) (6); Barksdale, Gary R (b) (6); Pastre, Peter R - Washington, DC (b) (6)
Subject: RE: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO - PRIVACY CONCERN

Janine, please give me your thoughts on these items. At first blush, the edits look okay to me, although the one that gives me some pause is to specifically say that (b) (5)

From: Adams, Jeffery A - Washington, DC (b) (6)
Sent: Wednesday, January 26, 2022 3:37 PM
To: Marshall, Thomas J - Washington, DC (b) (6)
Cc: Castorina, Janine - Washington, DC (b) (6); Barksdale, Gary R (b) (6); Pastre, Peter R - Washington, DC (b) (6)
Subject: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO - PRIVACY CONCERN
Importance: High

Tom,
FYI...there were some concerns (b)(5)
That said....they asked us to look at their edits in the attached...and proposed edits to the to the privacy notice on our ordering website (see below). Look forward to your thoughts.

Jeff

From: Cheema, Subhan (b) (6)
Sent: Wednesday, January 26, 2022 2:38 PM
To: 'Adams, Jeffery A - Washington, DC' (b) (6)

Subject: RE: TEST KIT WEB INFO - PRIVACY CONCERN

OK, back to you here with two things – 1) can your team live with our edits to the response to Wyden (SEE ATTACHED). 2) Perhaps more importantly, to pre-empt other similar concerns, can your side live with the following edits in red for clarity to the privacy notice on the ordering website:

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes **involving crimes or fraud against the Postal Service**, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. **U.S. Immigration and Customs Enforcement (ICE) and U.S. Customs and Border Protection will not receive any personal information obtained in connection with this program to conduct enforcement operations.** For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Call if easier to discuss.

Thanks,
Subhan

From: Adams, Jeffery A - Washington, DC
Sent: Tuesday, January 25, 2022 2:12 PM
To: Cheema, Subhan (b) (6)
Subject: TEST KIT WEB INFO - PRIVACY CONCERN

Subhan,
A heads-up....a staffer from Sen Ron Wyden office (Madison Moskowitz) and a social worker who works on immigration issues (b) (6) sent questions through our USPS Privacy Office (see below) regarding concerns about how personal information inputted into our Covid Test Kit website could potentially be used/shared for law enforcement and Immigration and Customs Enforcement (ICE) purposes. Please note the attached response we plan to send to them. Giving you a heads up as this privacy item could potentially expand in the media given the requestors concerns.

Jeff

From: (b) (6)
Sent: Wednesday, January 19, 2022 12:28 PM
To: PRIVACY OFFICE <Privacy@usps.gov>
Cc: Mark Kosnoff (b) (6)

Subject: [EXTERNAL] Privacy concerns

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Dear USPS employee,

I am a (b) (6). There is concern about ordering the free Covid tests. Will this information (name and address) be shared with any government agency which will try to find and deport immigrants who don't have legal status?

The privacy statement on the application for tests reads that information is private except as legally required. Are any of the government agencies or law enforcement purposes have the goal of identifying immigrants for deportation? This is a huge concern that may result in immigrants who already are vulnerable to Covid to NOT apply for the Covid tests. Here is the statement of concern:

This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411.

Please reply as soon as possible as people are holding off on requesting tests out of fear.

Thank you,

(b) (6)

From: Moskowitz, Madison (Wyden) (b) (6)
Sent: Wednesday, January 19, 2022 3:14 PM
To: Brown, Cory D - Washington, DC (b) (6)
Cc: Wu, Kevin (Wyden) (b) (6); Sridharan, Lavanya (Wyden) (b) (6); Katzman, Jenni (Wyden) (b) (6)
Subject: [EXTERNAL] Connecting ASAP on covid tests
Importance: High

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hi Cory, hope you are well.

I'm writing with some serious issues regarding USPS' test distribution effort. My boss appreciates USPS' speed in deploying this effort, but he is deeply concerned about these matters so we would appreciate a timely response. Though I'm sure you're slammed right now, we very much appreciate

the attention.

1. The “fine print” on the test-ordering site says that information gathered by ordering tests, obviously including name and address, can be used for law enforcement and ICE purposes. However, on USPS’ FAQ [page](#) regarding this effort, USPS states “Your information will only be used to send you your free COVID-19 test order.” Can USPS confirm it will not be sharing test-ordering data with law enforcement and/or ICE? My colleague Lavanya Sridharan, cc’ed, handles immigration policy for Senator Wyden and may weigh in with the impacts of collecting that data on public health measures such as test distribution and combatting the pandemic more broadly.

2. Many people in rural areas receive mail at business Post Office Boxes or contract POBs, as they live outside of address delivery range. Unfortunately, USPS is not sending tests to Commercial Mail Receiving Agency, General Delivery addresses, or business POBs. Further it’s unclear if contract POBs can receive tests. Such a policy quite successfully excludes a wide swath of Americans from this test delivery effort—and these are Americans already likely to live farther from public testing sites that USPS points folks to when they are unable to receive tests.
 - a. Why is USPS unable to deliver to business PO Boxes when it can deliver tests to normal POBs?
 - b. How will USPS rectify this issue to ensure rural Americans are not unfairly excluded from this testing program?

I understand that many of the contours of this program were guided by the White House. If you believe these questions are better addressed to them, please let me know. Thanks very much for your prompt attention to these concerns. I am available to hop on the phone at any point if a call would be easier for you.

Best,
Madison

MADISON MOSKOWITZ | DOMESTIC ECONOMIC POLICY ADVISOR | U.S. SENATOR RON WYDEN
SHE/HER/HERS | [REDACTED] [REDACTED] [REDACTED] [REDACTED]

From: [Castorina, Janine - Washington, DC](#)
To: [Pastre, Peter R - Washington, DC](#); [Marshall, Thomas J - Washington, DC](#)
Cc: [Adams, Jeffery A - Washington, DC](#); [Barksdale, Gary R](#)
Subject: RE: TEST KIT WEB INFO - PRIVACY CONCERN
Date: Thursday, January 27, 2022 7:46:00 AM

Right, (b)(5)
[Redacted]
[Redacted]
[Redacted]

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Pastre, Peter R - Washington, DC (b) (6)
Sent: Wednesday, January 26, 2022 10:31 PM
To: Marshall, Thomas J - Washington, DC (b) (6)
Cc: Adams, Jeffery A - Washington, DC (b) (6); Castorina, Janine - Washington, DC (b) (6); Barksdale, Gary R (b) (6)
Subject: Re: TEST KIT WEB INFO - PRIVACY CONCERN

(b)(5)
[Redacted]
[Redacted]
[Redacted]
[Redacted]

On Jan 26, 2022, at 8:47 PM, Marshall, Thomas J - Washington, DC (b) (6) wrote:

(b) (5)
[Redacted]
[Redacted]
[Redacted]

Sent from my iPhone

On Jan 26, 2022, at 8:38 PM, Adams, Jeffery A - Washington, DC (b) (6) wrote:

Louis,

I shared with WH Comms our (b)(5)

[Redacted]

A string of email correspondence regarding this issue is pasted below.

Thanks,

Jeff

USPS Privacy Statement on Website

(b) (5)

[Redacted]

Email Correspondence on Privacy Item

From: Marshall, Thomas J - Washington, DC

(b) (6)

Sent: Wednesday, January 26, 2022 6:23 PM
To: Castorina, Janine - Washington, DC (b) (6)
Adams, Jeffery A - Washington, DC (b) (6)
Cc: Barksdale, Gary R <(b) (6)>; Pastre, Peter R -
Washington, DC (b) (6)
Subject: RE: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO -
PRIVACY CONCERN

I have a few minor edits on the attached, but otherwise I am good.

Thomas J. Marshall
General Counsel and Executive Vice President
United States Postal Service

From: Castorina, Janine - Washington, DC (b) (6)
Sent: Wednesday, January 26, 2022 5:50 PM
To: Marshall, Thomas J - Washington, DC (b) (6)
Adams, Jeffery A - Washington, DC (b) (6)
Cc: Barksdale, Gary R (b) (6)>; Pastre, Peter R -
Washington, DC <(b) (6)>
Subject: RE: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO -
PRIVACY CONCERN

Re-edited with comments.

Thoughts?

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Marshall, Thomas J - Washington, DC
(b) (6)
Sent: Wednesday, January 26, 2022 4:33 PM
To: Castorina, Janine - Washington, DC (b) (6)
Adams, Jeffery A - Washington, DC (b) (6)
Cc: Barksdale, Gary R <(b) (6)>; Pastre, Peter R -
Washington, DC <(b) (6)>
Subject: RE: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO -
PRIVACY CONCERN

(b) (5)
[Redacted]

-Tom

Thomas J. Marshall
General Counsel and Executive Vice President
United States Postal Service

From: Castorina, Janine - Washington, DC (b) (6)
Sent: Wednesday, January 26, 2022 4:27 PM
To: Marshall, Thomas J - Washington, DC <(b) (6)>
Adams, Jeffery A - Washington, DC <(b) (6)>
Cc: Barksdale, Gary R (b) (6); Pastre, Peter R -
Washington, DC <(b) (6)>
Subject: RE: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO -
PRIVACY CONCERN

Just talked to Gary and he made an excellent point. (b) (5)
[Redacted]

Please correct me if I've misstated your concern.

(b) (5)
[Redacted]

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Marshall, Thomas J - Washington, DC
(b) (6)
Sent: Wednesday, January 26, 2022 3:57 PM
To: Adams, Jeffery A - Washington, DC <(b) (6)>

Cc: Castorina, Janine - Washington, DC (b) (6); Barksdale, Gary R (b) (6); Pastre, Peter R - Washington, DC (b) (6)
Subject: RE: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO - PRIVACY CONCERN

Janine, please give me your thoughts on these items. At first blush, the edits look okay to me, although the one that gives me some pause is to specifically say that (b) (5)

[REDACTED]

From: Adams, Jeffery A - Washington, DC <(b) (6)>
Sent: Wednesday, January 26, 2022 3:37 PM
To: Marshall, Thomas J - Washington, DC <(b) (6)>
Cc: Castorina, Janine - Washington, DC <(b) (6)>; Barksdale, Gary R (b) (6); Pastre, Peter R - Washington, DC <(b) (6)>
Subject: WHITE HOUSE SUGGESTED EDITS: TEST KIT WEB INFO - PRIVACY CONCERN
Importance: High

Tom,
FYI...there were some concerns (b)(5)
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] That said...they asked us to look at their edits in the attached... and proposed edits to the to the privacy notice on our ordering website (see below). Look forward to your thoughts.

Jeff

From: Cheema, Subhan (b) (6)
Sent: Wednesday, January 26, 2022 2:38 PM
To: 'Adams, Jeffery A - Washington, DC' (b) (6)
Subject: RE: TEST KIT WEB INFO - PRIVACY CONCERN

OK, back to you here with two things – 1) can your team live with our edits to the response to Wyden (SEE ATACHED). 2) Perhaps more

importantly, to pre-empt other similar concerns, can your side live with the following edits in red for clarity to the privacy notice on the ordering website:

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes involving crimes or fraud against the Postal Service, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. U.S. Immigration and Customs Enforcement (ICE) and U.S. Customs and Border Protection will not receive any personal information obtained in connection with this program to conduct enforcement operations. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Call if easier to discuss.

Thanks,
Subhan

From: Adams, Jeffery A - Washington, DC
Sent: Tuesday, January 25, 2022 2:12 PM
To: Cheema, Subhan N. (b) (6)
Subject: TEST KIT WEB INFO - PRIVACY CONCERN

Subhan,
A heads-up....a staffer from Sen Ron Wyden office (Madison Moskowitz) and a social worker who works on immigration issues (b) (6) sent questions through our USPS Privacy Office (see below) regarding concerns about how personal information inputted into our Covid Test Kit website could potentially be used/shared for law enforcement and Immigration and Customs Enforcement (ICE) purposes. Please note the attached response we plan to send to them. Giving you a heads up as this privacy item could potentially expand in the media given the requestors concerns.

Jeff

From: (b) (6)
Sent: Wednesday, January 19, 2022 12:28 PM
To: PRIVACY OFFICE <Privacy@usps.gov>
Cc: Mark Kosnoff (b) (6)
Subject: [EXTERNAL] Privacy concerns

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Dear USPS employee,

I am a (b) (6). There is concern about ordering the free Covid tests. Will this information (name and address) be shared with any government agency which will try to find and deport immigrants who don't have legal status?

The privacy statement on the application for tests reads that information is private except as legally required. Are any of the government agencies or law enforcement purposes have the goal of identifying immigrants for deportation? This is a huge concern that may result in immigrants who already are vulnerable to Covid to NOT apply for the Covid tests. Here is the statement of concern: This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411.

Please reply as soon as possible as people are holding off on requesting tests out of fear.

Thank you,

(b) (6)

From: Moskowitz, Madison (Wyden)
(b) (6)
Sent: Wednesday, January 19, 2022 3:14 PM
To: Brown, Cory D - Washington, DC (b) (6)
Cc: Wu, Kevin (Wyden) (b) (6); Sridharan, Lavanya (Wyden) (b) (6); Katzman, Jenni (Wyden) (b) (6)

Subject: [EXTERNAL] Connecting ASAP on covid tests

Importance: High

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hi Cory, hope you are well.

I'm writing with some serious issues regarding USPS' test distribution effort. My boss appreciates USPS' speed in deploying this effort, but he is deeply concerned about these matters so we would appreciate a timely response. Though I'm sure you're slammed right now, we very much appreciate the attention.

1. The "fine print" on the test-ordering site says that information gathered by ordering tests, obviously including name and address, can be used for law enforcement and ICE purposes. However, on USPS' FAQ [page](#) regarding this effort, USPS states "Your information will only be used to send you your free COVID-19 test order." Can USPS confirm it will not be sharing test-ordering data with law enforcement and/or ICE? My colleague Lavanya Sridharan, cc'ed, handles immigration policy for Senator Wyden and may weigh in with the impacts of collecting that data on public health measures such as test distribution and combatting the pandemic more broadly.
2. Many people in rural areas receive mail at business Post Office Boxes or contract POBs, as they live outside of address delivery range. Unfortunately, USPS is not sending tests to Commercial Mail Receiving Agency, General Delivery addresses, or business POBs. Further it's unclear if contract POBs can receive tests. Such a policy quite successfully excludes a wide swath of Americans from this test delivery effort—and these are Americans already likely to live farther from public testing sites that USPS points folks to when they are unable to receive tests.
 - a. Why is USPS unable to deliver to business PO Boxes when it can deliver tests to normal POBs?
 - b. How will USPS rectify this issue to ensure rural Americans are not unfairly excluded from this testing program?

I understand that many of the contours of this program were guided by the White House. If you believe these questions are better addressed to them, please let me know. Thanks very much for your prompt attention to these concerns. I am available to hop on the phone at any point if a call would be easier for you.

Best,
Madison

MADISON MOSKOWITZ | DOMESTIC ECONOMIC POLICY ADVISOR | U.S. SENATOR RON WYDEN
SHE/HER/HERS | [REDACTED] [REDACTED] [REDACTED]

From: [Karpenko, Christopher J - Washington, DC](#)
To: [Castorina, Janine - Washington, DC](#); [Votsch, Maria W - Washington, DC](#); [Workinger, Kimberly B - Washington, DC](#); [Dykes, Margaret C - Washington, DC - Contractor](#); [Colon, David - Washington, DC](#)
Cc: [McCrery, Marc D - Washington, DC](#)
Subject: RE: TEST KIT WEB INFO - PRIVACY CONCERN
Date: Thursday, January 27, 2022 4:43:28 PM

Thx!

From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Thursday, January 27, 2022 4:36 PM
To: Votsch, Maria W - Washington, DC <(b) (6)>; Karpenko, Christopher J - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)>; Dykes, Margaret C - Washington, DC - Contractor <(b) (6)>; Colon, David - Washington, DC <(b) (6)>
Cc: McCrery, Marc D - Washington, DC <(b) (6)>
Subject: RE: TEST KIT WEB INFO - PRIVACY CONCERN

Update away!

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Votsch, Maria W - Washington, DC <(b) (6)>
Sent: Thursday, January 27, 2022 4:14 PM
To: Karpenko, Christopher J - Washington, DC <(b) (6)>; Workinger, Kimberly B - Washington, DC <(b) (6)>; Dykes, Margaret C - Washington, DC - Contractor <(b) (6)>; Colon, David - Washington, DC <(b) (6)>
Cc: Castorina, Janine - Washington, DC <(b) (6)>; McCrery, Marc D - Washington, DC <(b) (6)>
Subject: RE: TEST KIT WEB INFO - PRIVACY CONCERN

No comments on my end. Will defer to Janine if she has feedback.

Maria

From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Thursday, January 27, 2022 3:55 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)>; Dykes, Margaret C -

Washington, DC - Contractor (b) (6); Colon, David - Washington, DC (b) (6)

Cc: Castorina, Janine - Washington, DC <(b) (6)>; Votsch, Maria W - Washington, DC <(b) (6)> McCrery, Marc D - Washington, DC (b) (6) >

Subject: FW: TEST KIT WEB INFO - PRIVACY CONCERN

Importance: High

Can we update? This has been concurred on.

I'll let Alex and Natalie know.

From: Adams, Jeffery A - Washington, DC <(b) (6)>
Sent: Thursday, January 27, 2022 2:57 PM
To: DeJoy, Louis - Washington, DC <(b) (6)>; Marshall, Thomas J - Washington, DC (b) (6); Pastre, Peter R - Washington, DC <(b) (6)>
Castorina, Janine - Washington, DC <(b) (6)>; Barksdale, Gary R (b) (6); Clarke, Heather A - Washington, DC <(b) (6)>;
Karpenko, Christopher J - Washington, DC <(b) (6)>
Subject: RE: TEST KIT WEB INFO - PRIVACY CONCERN

All,
Please see positive email below from WH Comms regarding our (b) (5)
[Redacted]

Thanks to all for your assistance on this item.
Jeff

USPS Privacy Statement on Website

(b) (5)
[Redacted]

Jeff

From: [Karpenko, Christopher J - Washington, DC](#)
To: [Colon, David - Washington, DC](#)
Cc: [McCrery, Marc D - Washington, DC](#); [Workinger, Kimberly B - Washington, DC](#)
Subject: RE: Privacy Statement Updated
Date: Thursday, January 13, 2022 10:03:00 AM

This is the new one that we've been asked to now incorporate. It literally just came out.

From: Colon, David - Washington, DC <(b) (6)>
Sent: Thursday, January 13, 2022 10:02 AM
To: Karpenko, Christopher J - Washington, DC <(b) (6)>
Cc: McCrery, Marc D - Washington, DC <(b) (6)>; Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: RE: Privacy Statement Updated

Thanks I didn't realize there was a specific one for this effort, will it be posted somewhere?

From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Thursday, January 13, 2022 9:39 AM
To: Colon, David - Washington, DC <(b) (6)>
Cc: McCrery, Marc D - Washington, DC <(b) (6)>; Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: FW: Privacy Statement Updated

From: Castorina, Janine - Washington, DC <(b) (7)(A), (b) (6)>
Sent: Tuesday, January 11, 2022 9:29 AM
To: Karpenko, Christopher J - Washington, DC <(b) (6)>; Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: FW: Privacy Statement Updated

FYI

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
202.268.3069
202.268.2049 fax

From: Castorina, Janine - Washington, DC
Sent: Tuesday, January 11, 2022 9:16 AM

To: Dyer, Heather L - Washington, DC <(b) (6)>
Subject: RE: Privacy Statement Updated

Use this one:

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
202.268.3069
202.268.2049 fax

From: Dyer, Heather L - Washington, DC <(b) (6)>
Sent: Tuesday, January 11, 2022 7:15 AM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: Privacy Statement Updated

Janine-

Do you happen to have the updated privacy statement for the Postal Store, it's our understanding you are working that? We are trying to finalize everything for a live test tomorrow.

Thanks

Heather L Dyer
A/ Chief Information Security Officer VP
202-268-8437
(b) (6)

From: [Workinger, Kimberly B - Washington, DC](#)
To: [Colon, David - Washington, DC](#); [Karpenko, Christopher J - Washington, DC](#)
Cc: [McCrery, Marc D - Washington, DC](#)
Subject: RE: Privacy Statement Updated
Date: Thursday, January 13, 2022 10:02:10 AM
Attachments: [image001.png](#)

It will be at the time of ordering.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (202) 268-7971 | Cell: (b) (6)
Telecommute Day: Friday



From: Colon, David - Washington, DC (b) (6) >
Sent: Thursday, January 13, 2022 10:02 AM
To: Karpenko, Christopher J - Washington, DC (b) (6) >
Cc: McCrery, Marc D - Washington, DC (b) (6) >; Workinger, Kimberly B - Washington, DC (b) (6) >
Subject: RE: Privacy Statement Updated

Thanks I didn't realize there was a specific one for this effort, will it be posted somewhere?

From: Karpenko, Christopher J - Washington, DC (b) (6) >
Sent: Thursday, January 13, 2022 9:39 AM
To: Colon, David - Washington, DC (b) (6) >
Cc: McCrery, Marc D - Washington, DC (b) (6) >; Workinger, Kimberly B - Washington, DC (b) (6) >
Subject: FW: Privacy Statement Updated

From: Castorina, Janine - Washington, DC (b) (6) >
Sent: Tuesday, January 11, 2022 9:29 AM
To: Karpenko, Christopher J - Washington, DC (b) (6) >; Workinger, Kimberly B - Washington, DC (b) (6) >
Subject: FW: Privacy Statement Updated

FYI

Janine Castorina
Chief Privacy and Records Officer

United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
202.268.3069
202.268.2049 fax

From: Castorina, Janine - Washington, DC
Sent: Tuesday, January 11, 2022 9:16 AM
To: Dyer, Heather L - Washington, DC <(b) (6)>
Subject: RE: Privacy Statement Updated

Use this one:

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
202.268.3069
202.268.2049 fax

From: Dyer, Heather L - Washington, DC <(b) (6)>
Sent: Tuesday, January 11, 2022 7:15 AM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: Privacy Statement Updated

Janine-

Do you happen to have the updated privacy statement for the Postal Store, it's our understanding you are working that? We are trying to finalize everything for a live test tomorrow.

Thanks

Heather L Dyer

A/ Chief Information Security Officer VP

202-268-8437

(b) (6)

From: [Workinger, Kimberly B - Washington, DC](#)
To: [Karpenko, Christopher J - Washington, DC](#)
Subject: RE: Privacy Statement Updated
Date: Tuesday, January 11, 2022 9:37:12 AM
Attachments: [image003.png](#)
[image001.png](#)

I would assume they could use the same code we handed off for the AWS version ... can you ask at the meeting?

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (202) 268-7971 | Cell: (b) (6)
Telecommute Day: Friday



From: Karpenko, Christopher J - Washington, DC (b) (6) >
Sent: Tuesday, January 11, 2022 9:36 AM
To: Workinger, Kimberly B - Washington, DC (b) (6) >
Subject: RE: Privacy Statement Updated

Who would like to be a POC for the AZURE effort

From: Workinger, Kimberly B - Washington, DC (b) (6) >
Sent: Tuesday, January 11, 2022 9:35 AM
To: Karpenko, Christopher J - Washington, DC (b) (6) >; Castorina, Janine - Washington, DC (b) (6) >
Subject: RE: Privacy Statement Updated

Yes we will... I've already sent it to the teams... ECP and my CM team.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (202) 268-7971 | Cell: (b) (6)
Telecommute Day: Friday



From: Karpenko, Christopher J - Washington, DC (b) (6) >
Sent: Tuesday, January 11, 2022 9:30 AM
To: Castorina, Janine - Washington, DC (b) (6) >; Workinger, Kimberly B - Washington, DC (b) (6) >
Subject: RE: Privacy Statement Updated

Thank you.

Kim, will we need to Code?

From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Tuesday, January 11, 2022 9:29 AM
To: Karpenko, Christopher J - Washington, DC <(b) (6)>; Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: FW: Privacy Statement Updated

FYI

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
202.268.3069
202.268.2049 fax

From: Castorina, Janine - Washington, DC
Sent: Tuesday, January 11, 2022 9:16 AM
To: Dyer, Heather L - Washington, DC <(b) (6)>
Subject: RE: Privacy Statement Updated

Use this one:

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Janine Castorina
Chief Privacy and Records Officer

United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
202.268.3069
202.268.2049 fax

From: Dyer, Heather L - Washington, DC (b) (6) >
Sent: Tuesday, January 11, 2022 7:15 AM
To: Castorina, Janine - Washington, DC (b) (6) >
Subject: Privacy Statement Updated

Janine-

Do you happen to have the updated privacy statement for the Postal Store, it's our understanding you are working that? We are trying to finalize everything for a live test tomorrow.

Thanks

Heather L Dyer
A/ Chief Information Security Officer VP
202-268-8437
(b) (6)

From: [Workinger, Kimberly B - Washington, DC](#)
To: [Castorina, Janine - Washington, DC](#); [Karpenko, Christopher J - Washington, DC](#)
Subject: RE: Privacy Statement Updated
Date: Tuesday, January 11, 2022 9:29:51 AM
Attachments: [image001.png](#)

Thank you Janine!

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (202) 268-7971 | Cell: (b) (6)
Telecommute Day: Friday



From: Castorina, Janine - Washington, DC (b) (6) >
Sent: Tuesday, January 11, 2022 9:29 AM
To: Karpenko, Christopher J - Washington, DC (b) (6) >; Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: FW: Privacy Statement Updated

FYI

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
202.268.3069
202.268.2049 fax

From: Castorina, Janine - Washington, DC
Sent: Tuesday, January 11, 2022 9:16 AM
To: Dyer, Heather L - Washington, DC (b) (6) >
Subject: RE: Privacy Statement Updated

Use this one:

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a

congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
202.268.3069
202.268.2049 fax

From: Dyer, Heather L - Washington, DC <(b) (6)>
Sent: Tuesday, January 11, 2022 7:15 AM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: Privacy Statement Updated

Janine-

Do you happen to have the updated privacy statement for the Postal Store, it's our understanding you are working that? We are trying to finalize everything for a live test tomorrow.

Thanks

Heather L Dyer
A/ Chief Information Security Officer VP
202-268-8437
(b) (6)

From: [Dykes, Claire \[USA\]](#)
To: [Workinger, Kimberly B - Washington, DC](#)
Subject: Re: [External] FW: Privacy Statement Updated
Date: Tuesday, January 11, 2022 9:46:53 AM
Attachments: [image002.png](#)
[image003.png](#)

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

I'll send that along to everyone for Flow A and B that needs it.

From: "Workinger, Kimberly B - Washington, DC" <(b) (6)>
Date: Tuesday, January 11, 2022 at 9:46 AM
To: "Dykes, Claire [USA]" <(b) (6)>
Subject: RE: [External] FW: Privacy Statement Updated

Here is the url for the FAQ link to the section they will have... it's not published yet and Marissa will send an email about it.

<https://faq.usps.com/s/article/At-Home-COVID-19-Test-Kits>

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (202) 268-7971 | Cell: (b) (6)
Telecommute Day: Friday



From: Dykes, Claire [USA] <(b) (6)>
Sent: Tuesday, January 11, 2022 9:34 AM
To: Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: Re: [External] FW: Privacy Statement Updated

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

I'll pass to our team, CM, and ECP.

From: "Workinger, Kimberly B - Washington, DC" <(b) (6)>
Date: Tuesday, January 11, 2022 at 9:33 AM
To: "Dykes, Claire [USA]" <(b) (6)>
Subject: [External] FW: Privacy Statement Updated

We need to update the code again.... Let me know if you have any questions.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (202) 268-7971 | Cell: (b) (6)

Telecommute Day: Friday



From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Tuesday, January 11, 2022 9:29 AM
To: Karpenko, Christopher J - Washington, DC <(b) (6)>; Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: FW: Privacy Statement Updated

FYI

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
202.268.3069
202.268.2049 fax

From: Castorina, Janine - Washington, DC
Sent: Tuesday, January 11, 2022 9:16 AM
To: Dyer, Heather L - Washington, DC <(b) (6)>
Subject: RE: Privacy Statement Updated

Use this one:

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer

service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
202.268.3069
202.268.2049 fax

From: Dyer, Heather L - Washington, DC <(b) (6)>
Sent: Tuesday, January 11, 2022 7:15 AM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: Privacy Statement Updated

Janine-

Do you happen to have the updated privacy statement for the Postal Store, it's our understanding you are working that? We are trying to finalize everything for a live test tomorrow.

Thanks

Heather L Dyer
A/ Chief Information Security Officer VP
202-268-8437
(b) (6)

From: [Workinger, Kimberly B - Washington, DC](#)
To: [Castorina, Janine - Washington, DC](#)
Cc: [Karpenko, Christopher J - Washington, DC](#)
Subject: New Privacy Statement
Date: Sunday, January 9, 2022 9:35:33 AM
Attachments: [image001.png](#)

Good morning Janine,

I wanted to check back on the new privacy policy that you mentioned in our meeting last week. Is the new statement final yet? We need to provide final copy for the Project T screens and that is one of the outstanding items. Please let me know. Thank you.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (202) 268-7971 | Cell: (b) (6)
Telecommute Day: Friday



From: [Workinger, Kimberly B - Washington, DC](#)
To: [Votsch, Maria W - Washington, DC](#); [Dobson, Tracy A - Washington, DC](#)
Cc: [Karpenko, Christopher J - Washington, DC](#); [Vance, Karren D - Washington, DC](#); [Castorina, Janine - Washington, DC](#)
Subject: RE: Project T Privacy Policy Questions
Date: Wednesday, January 5, 2022 12:12:09 PM
Attachments: [image004.png](#)
[Plan B- Desktop-Mobile.pdf](#)
[Email 1-2-Order-Shipping.pdf](#)
[image001.png](#)

Well..... we are working on the final designs to show USDS today and to be perfectly frank, this is changing every 5 minutes. So it's going to be best to have you all review what we show them after we show it and will let them know that you all will be reviewing. We don't have everything to send in advance of the meeting we are hoping to have with them today.

What I can share right now is Plan B... those screens are in a better place than plan A because of some decisions made last night. I am also sharing the emails that we have updated (from the base transactional emails) for the Order Confirmation and the second email.

(b) (5)
[Redacted]

[Redacted]

I can set something up for first thing tomorrow to review everything if you like, though it does depend on how this meeting goes today. Let me know. Thanks.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (b) (6) Cell: (b) (6)
(b) (6)



From: Votsch, Maria W - Washington, DC <(b) (6)>
Sent: Wednesday, January 05, 2022 11:10 AM

To: Workinger, Kimberly B - Washington, DC <(b) (6)> Dobson, Tracy A - Washington, DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)> Vance, Karren D - Washington, DC <(b) (6)> Castorina, Janine - Washington, DC <(b) (6)>
Subject: RE: Project T Privacy Policy Questions

Hi Kim, I am looped in to this effort, since Karren Vance and I are leads on the interagency agreement that will help make it happen. Janine has also been looped in and is working on the privacy aspects. I'm copying Karren and Janine here as a heads up.

(b) (5)
[Redacted]

[Redacted]

Maria

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 5, 2022 11:02 AM
To: Votsch, Maria W - Washington, DC <(b) (6)> Dobson, Tracy A - Washington, DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)>
Subject: Project T Privacy Policy Questions

Hi Maria and Tracy,
Happy New Year. All work has stopped on the Shipping Local Directory because my team has been pulled into a high priority project for the PMG. You are probably aware of the project but let me know if you need more details. We have been working very closely with the US Digital Services team on this project and all content was provided to us by them. We did usability on the content and have made some tweaks based on the user input and USDS has signed off on it.

(b) (5)
[Redacted]

[Redacted]

(b) (5)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

(b) (5)

[Redacted]

I am happy to set up a meeting to discuss. Let me know. Thanks.
Kim

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)
(b) (6)



From: [Vance, Karren D - Washington, DC](#)
To: [Workinger, Kimberly B - Washington, DC](#); [Castorina, Janine - Washington, DC](#); [Votsch, Maria W - Washington, DC](#); [Dobson, Tracy A - Washington, DC](#)
Cc: [Karpenko, Christopher J - Washington, DC](#)
Subject: RE: Project T Privacy Policy Questions
Date: Wednesday, January 5, 2022 12:37:44 PM
Attachments: [image001.png](#)
[image002.png](#)

Very nice job issue spotting, Kim. We all know this project has been very fast moving and ever changing. We will support you as best we can so please keep bringing us in, as you spot those issues related to our areas.

Karren D. Vance
Attorney
United States Postal Service
Business and Finance Law

(b) (6)

(b) (6)

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 5, 2022 12:35 PM
To: Castorina, Janine - Washington, DC <(b) (6)> Votsch, Maria W - Washington, DC <(b) (6)> Dobson, Tracy A - Washington, DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)> Vance, Karren D - Washington, DC <(b) (6)>
Subject: RE: Project T Privacy Policy Questions

Thank you Janine for getting back to me so quickly (b) (5)

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Wednesday, January 05, 2022 12:34 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Votsch, Maria W - Washington, DC <(b) (6)> Dobson, Tracy A - Washington, DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)> Vance, Karren D - Washington, DC <(b) (6)>
Subject: RE: Project T Privacy Policy Questions

(b) (5)
[Redacted]

[Redacted]

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 5, 2022 12:12 PM
To: Votsch, Maria W - Washington, DC <(b) (6)> Dobson, Tracy A - Washington, DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)> Vance, Karren D - Washington, DC <(b) (6)> Castorina, Janine - Washington, DC <(b) (6)>
Subject: RE: Project T Privacy Policy Questions

Well.... we are working on the final designs to show USDS today and to be perfectly frank, this is changing every 5 minutes. So it's going to be best to have you all review what we show them after we show it and will let them know that you all will be reviewing. We don't have everything to send in advance of the meeting we are hoping to have with them today.

What I can share right now is Plan B... those screens are in a better place than plan A because of some decisions made last night. I am also sharing the emails that we have updated (from the base transactional emails) for the Order Confirmation and the second email.

(b) (5)
[Redacted]

[Redacted]

(b) (5)

I can set something up for first thing tomorrow to review everything if you like, though it does depend on how this meeting goes today. Let me know. Thanks.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Votsch, Maria W - Washington, DC <(b) (6)>
Sent: Wednesday, January 05, 2022 11:10 AM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Dobson, Tracy A - Washington, DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)> Vance, Karren D - Washington, DC <(b) (6)> Castorina, Janine - Washington, DC <(b) (6)>
Subject: RE: Project T Privacy Policy Questions

Hi Kim, I am looped in to this effort, since Karren Vance and I are leads on the interagency agreement that will help make it happen. Janine has also been looped in and is working on the privacy aspects. I'm copying Karren and Janine here as a heads up.

(b) (5)

Maria

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 5, 2022 11:02 AM
To: Votsch, Maria W - Washington, DC <(b) (6)> Dobson, Tracy A - Washington, DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)>

Subject: Project T Privacy Policy Questions

Hi Maria and Tracy,

Happy New Year. All work has stopped on the Shipping Local Directory because my team has been pulled into a high priority project for the PMG. You are probably aware of the project but let me know if you need more details. We have been working very closely with the US Digital Services team on this project and all content was provided to us by them. We did usability on the content and have made some tweaks based on the user input and USDS has signed off on it.

(b) (5) [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

(b) (5)

I am happy to set up a meeting to discuss. Let me know. Thanks.
Kim

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (b) (6) Cell: (b) (6)
(b) (6)



From: [Karpenko, Christopher J - Washington, DC](#)
To: [Workinger, Kimberly B - Washington, DC](#)
Subject: RE: Project T Privacy Policy Questions
Date: Wednesday, January 5, 2022 12:51:34 PM
Attachments: [image002.png](#)
[image003.png](#)

Sure! I think we'll be in range. And we'll need to see what we have to change is required vs a suggestion.

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 5, 2022 11:39 AM
To: Karpenko, Christopher J - Washington, DC <(b) (6)>
Subject: FW: Project T Privacy Policy Questions

FYI,

I will have to send them the screens when we are done preparing them so there may be changes and we need to let USDS know that.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Votsch, Maria W - Washington, DC <(b) (6)>
Sent: Wednesday, January 05, 2022 11:10 AM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Dobson, Tracy A - Washington, DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)> Vance, Karren D - Washington, DC <(b) (6)> Castorina, Janine - Washington, DC <(b) (6)>
Subject: RE: Project T Privacy Policy Questions

Hi Kim, I am looped in to this effort, since Karren Vance and I are leads on the interagency agreement that will help make it happen. Janine has also been looped in and is working on the privacy aspects. I'm copying Karren and Janine here as a heads up.

(b) (5)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

(b) (5) [Redacted]

Maria

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 5, 2022 11:02 AM
To: Votsch, Maria W - Washington, DC <(b) (6)> Dobson, Tracy A - Washington, DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)>
Subject: Project T Privacy Policy Questions

Hi Maria and Tracy,
Happy New Year. All work has stopped on the Shipping Local Directory because my team has been pulled into a high priority project for the PMG. You are probably aware of the project but let me know if you need more details. We have been working very closely with the US Digital Services team on this project and all content was provided to us by them. We did usability on the content and have made some tweaks based on the user input and USDS has signed off on it.

(b) (5) [Redacted]

[Redacted]

[Redacted]

(b) (5)

[Redacted]

[Redacted]

[Redacted]

I am happy to set up a meeting to discuss. Let me know. Thanks.
Kim

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: (b) (6)
To: [Marshall, Thomas J - Washington, DC](#)
Subject: Re: 810 Finals
Date: Thursday, January 6, 2022 4:33:52 PM

(b) (5) Just viewed it twice. From IT and Brand.

Sent from my iPhone

On Jan 6, 2022, at 4:17 PM, Marshall, Thomas J - Washington, DC
<(b) (6)> wrote:

By the way, at the moment (b) (5)

(b) (5)

(b) (5)

(b) (5)

Thomas J. Marshall
General Counsel and Executive Vice President
United States Postal Service

From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Thursday, January 6, 2022 2:57 PM
To: Marshall, Thomas J - Washington, DC <(b) (6)>
Subject: FW: 810 Finals

Redline version and the final version (hopefully) ready for clearance.

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Gillespie, Christopher P - Washington, DC <(b) (6)>
Sent: Thursday, January 6, 2022 2:55 PM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: 810 Finals

Good afternoon Janine,

Attached are the final versions of the two 810 drafts.

Thank you,
Chris Gillespie
Privacy & Records Compliance Specialist

(b) (6)

From: Votsch, Maria W - Washington, DC
Subject: RE: [EXTERNAL] RE: Dream Team
To: Karpenko, Christopher J - Washington, DC
Cc: Workinger, Kimberly B - Washington, DC; Vance, Karren D - Washington, DC
Sent: January 9, 2022 11:08 AM (UTC-05:00)
Attached: For Expedited Ad Review_ Project T Flow A & B Screen Review .eml

Here are my comments from review of the Flow A and Flow B copy that Kim sent on Friday (see attached). The same comments apply here, as I don't think the copy has changed in ways that are relevant to my comments. Where I saw something that looked new I commented in #6 below.

(b) (5)



Note, this is a preliminary review. No one else on the ad review team has looked at it yet, with the possible exception of Privacy (and I'm not sure they saw the latest, although it looks like some of their feedback on the earlier round was incorporated). I can't promise we won't have any other feedback when everyone has had a chance to review, in which case folks might recommend more changes. But I looked for show-stoppers and did not see any.

Maria

From: Karpenko, Christopher J - Washington, DC (b) (6)
Sent: Sunday, January 9, 2022 10:29 AM
To: Votsch, Maria W - Washington, DC (b) (6)
Subject: FW: [EXTERNAL] RE: Dream Team

From: Dykes, Claire [USA] (b) (6)
Sent: Sunday, January 9, 2022 10:11 AM
To: Karpenko, Christopher J - Washington, DC (b) (6) Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: Re: [EXTERNAL] RE: Dream Team

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Attached are the revised copy decks that include the rapid antigen test language. We also removed any reference to the Landing Page since that has been eliminated.

Let me know what else we can provide ahead of the 1pm meeting. Would it be helpful to include USDS on that if they're working today so we can go ahead and get their buy in?

Claire

From: "Dykes, Claire [USA]" (b) (6)
Date: Sunday, January 9, 2022 at 9:30 AM
To: "Karpenko, Christopher J - Washington, DC" (b) (6) "Workinger, Kimberly B - Washington, DC" (b) (6)
Subject: Re: [EXTERNAL] RE: Dream Team

1:00pm should work for our team.

I'm getting the updated copy into the deck now and will send it in just a few min.

Kim, I believe privacy said we were all set with the language we're currently using from Guest Checkout, but let me know if that's incorrect.

We do have the appeal process going to FAQs (faq.usps.com) throughout now. But we do need a deeper link once there is content available to link to.

From: "Karpenko, Christopher J - Washington, DC" (b) (6)
Date: Sunday, January 9, 2022 at 9:25 AM
To: "Dykes, Claire [USA]" (b) (6) "Workinger, Kimberly B - Washington, DC" (b) (6)
Subject: RE: [EXTERNAL] RE: Dream Team

Also, do e need the updated privacy language? And does the "contact us" put the right context in place if someone can't get an order?

From: Dykes, Claire [USA] (b) (6)
Sent: Sunday, January 9, 2022 9:14 AM
To: Workinger, Kimberly B - Washington, DC (b) (6) Karpenko, Christopher J - Washington, DC (b) (6)
Subject: Re: [EXTERNAL] RE: Dream Team

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

USDS has not provided feedback on copy and has not seen any adjustments we made in the last week.

The doc Britnee sent Friday needs to have at least one tweak to it; we realized yesterday the short description didn't mention anything about this being a rapid antigen test so we made that update.

Chris- per the January 24 language, what's the best way for you to review that and let us know what needs to change on that?

I have a note out to the team for times today but I can always meet and get them filled in afterward.

-
M. Claire Dykes

(b) (6)

Lead Associate | USPS.com Designer
Booz | Allen | Hamilton

From: Workinger, Kimberly B - Washington, DC (b) (6)
Sent: Sunday, January 9, 2022 8:52 AM
To: Karpenko, Christopher J - Washington, DC (b) (6); Dykes, Claire [USA]
(b) (6)
Subject: RE: [EXTERNAL] RE: Dream Team

Let us know what time you might want to meet on this so we can round people up to make whatever changes we need to.

Claire, did USDS ever give us feedback on the copy?

Chris, Karren Vance is the lead attorney on this. The good news is both Maria and Karren saw it when we went through it for Privacy so they are familiar with it. Though IP has not reviewed. If we are pushed to provide final copy today, then we will have to make updates from Legal's feedback in production (which could be code changes). You'll have to determine if you want to take the risk.

A few other points.... We do not know where we will link to the "denial of service" part of the error messaging for the three scenarios I told you about. For now, we could have them just go to the FAQ homepage (for purpose of testing). I have set up a meeting to discuss with them tomorrow.

Translations is behind the curve on this right now. They have the inversion links but I requested a meeting with Jerry Wheeler on this but haven't heard back (and maybe he isn't the right person but if not, I need him to tell me who is). Front end coding was to be provided by our team by end of day Monday. Pritha needs to know that we can't change that. I doubt she knows that our team provides it (Garrett had no idea).

Let me know so I can get something set up. Claire, please advise if anyone that should be on the call has commitments today and there are times to stay away from. I'd like to minimize the disruptions as much as possible. Thanks.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)

From: Karpenko, Christopher J - Washington, DC (b) (6)
Sent: Sunday, January 09, 2022 7:45 AM
To: Workinger, Kimberly B - Washington, DC (b) (6); Dykes, Claire [USA]
(b) (6)
Subject: Re: [EXTERNAL] RE: Dream Team

I will look at this morning. Is this our most recent? Seems a bunch of commitments were made to 10th floor yesterday.

USPS_077

This was not supposed to happen this way. I spoke with USDS and we aren't required to use the Jan 24 language everywhere.

Chris
+confidential

Get [Outlook for iOS](#)

From: Workinger, Kimberly B - Washington, DC (b) (6)
Sent: Saturday, January 8, 2022 11:15:45 PM
To: Dykes, Claire [USA] (b) (6); Karpenko, Christopher J - Washington, DC (b) (6)
Subject: Fwd: [EXTERNAL] RE: Dream Team

Claire — Pritha wants final copy tomorrow. Am I able to send this? If they want code I think they do it rather than us. We can't have it until end of day Monday.
Chris, your thoughts?

Get [Outlook for iOS](#)

From: Hodges, Brittnee [USA] (b) (6)
Sent: Friday, January 7, 2022 9:07 PM
To: Dykes, Claire [USA]; Workinger, Kimberly B - Washington, DC; Buesser, Bonnie A - Washington, DC - Contractor; Lodholz, Jennifer N - Washington, DC - Contractor; Sponaugle, Omer J - Washington, DC - Contractor; Creamean, Gregory J - Washington, DC - Contractor; Ross, Mark A - Washington, DC - Contractor; Freytes, Gabriel J - Washington, DC - Contractor; Freytes, Gabriel; Oliver, Jamon M - Washington, DC - Contractor
Cc: Alford, Brittnee S - Washington, DC - Contractor; Lazarte, Solana [USA]; Loong, Joseph [USA]; Coleman, Joi [USA]; Pass, Jeffrey [USA]; Turgeon, Alexander [USA]
Subject: [EXTERNAL] RE: Dream Team

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

All,

Based on our 4:15 walkthrough today, here are all of the content updates pulled into one place for Flow A, Flow B, and the confirmation email.

- Pull what you need to do your piece of the puzzle.
- Please note that I mainly included screenshots for reference so you would know what screen the copy changes are referring to. Please pull exact copy from what's highlighted below the screenshots.

Let me know if you have any questions or if I missed anything.

Thanks,
Brittnee

From: Dykes, Claire [USA] (b) (6)
Sent: Friday, January 7, 2022 6:21 PM
To: Workinger, Kimberly B - (b) (6); Buesser, Bonnie A - Washington, DC - Contractor (b) (6); Lodholz, Jennifer N - Washington, DC - Contractor (b) (6); Sponaugle, Omer J - Washington,

DC - Contractor (b) (6); Creamean, Gregory J - Washington, DC - Contractor (b) (6); Ross, Mark A - Washington, DC - Contractor (b) (6); Freytes, Gabriel J - Washington, DC - Contractor (b) (6); Freytes, Gabriel (b) (6); Oliver, Jamon M - Washington, DC - Contractor (b) (6)
Cc: Alford, Brittnee S - Washington, DC - Contractor (b) (6); Lazarte, Solana [USA] (b) (6); Loong, Joseph [USA] (b) (6); Coleman, Joi [USA] (b) (6); Pass, Jeffrey [USA] (b) (6); Turgeon, Alexander [USA] (b) (6)

Subject: Re: [EXTERNAL] RE: Dream Team

Thanks, Kim and everyone!

And I should have noted, for the Store team, we know there's issues in CAT so just get the changes in as soon as you can.

From: "Workinger, Kimberly B - Washington, DC" (b) (6)
Date: Friday, January 7, 2022 at 6:17 PM
To: "Hodges, Brittnee [USA]" (b) (6), "Dykes, Claire [USA]" (b) (6), "Buesser, Bonnie A - Washington, DC - Contractor" (b) (6), "Lodholz, Jennifer N - Washington, DC - Contractor" (b) (6), "Sponaugle, Omer J - Washington, DC - Contractor" (b) (6), "Creamean, Gregory J - Washington, DC - Contractor" (b) (6), "Ross, Mark A - Washington, DC - Contractor" (b) (6), "Freytes, Gabriel J - Washington, DC - Contractor" (b) (6), "Freytes, Gabriel" (b) (6), "Oliver, Jamon M - Washington, DC - Contractor" (b) (6)
Cc: "Alford, Brittnee S - Washington, DC - Contractor" (b) (6), "Lazarte, Solana [USA]" (b) (6), "Loong, Joseph [USA]" (b) (6), "Coleman, Joi [USA]" (b) (6), "Pass, Jeffrey [USA]" (b) (6), "Turgeon, Alexander [USA]" (b) (6)
Subject: RE: [EXTERNAL] RE: Dream Team

Claire wasn't kidding when she said Dream Team... USPS and I are very lucky! Thank you all.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) | Cell: (b) (6)

(b) (6)



From: Hodges, Brittnee [USA] (b) (6)
Sent: Friday, January 07, 2022 6:15 PM
To: Dykes, Claire [USA] (b) (6); Buesser, Bonnie A - Washington, DC - Contractor (b) (6); Lodholz, Jennifer N - Washington, DC - Contractor (b) (6); Sponaugle, Omer J - Washington, DC - Contractor (b) (6); Creamean, Gregory J - Washington, DC - Contractor (b) (6); Ross, Mark A - Washington, DC - Contractor (b) (6); Freytes, Gabriel J - Washington, DC - Contractor (b) (6); Freytes, Gabriel (b) (6); Oliver, Jamon M - Washington, DC - Contractor (b) (6)
Cc: Alford, Brittnee S - Washington, DC - Contractor (b) (6); Lazarte, Solana [USA]

(b) (6) Loong, Joseph [USA] <Loong_Joseph@bah.com>; Coleman, Joi [USA]
(b) (6) ; Pass, Jeffrey [USA] (b) (6) ; Turgeon, Alexander [USA]
(b) (6) ; Workinger, Kimberly B - Washington, DC (b) (6)
Subject: [EXTERNAL] RE: Dream Team

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

For my piece, I will have the highlighted copy updates across all screens done before EOD today. I'll send them out here when complete.

-Brittnee

From: Dykes, Claire [USA] (b) (6)
Sent: Friday, January 7, 2022 6:13 PM
To: Buesser, Bonnie A - Washington, DC - Contractor (b) (6); Lodholz, Jennifer N - Washington, DC - Contractor (b) (6); Sponaugle, Omer J - Washington, DC - Contractor (b) (6); Creamean, Gregory J - Washington, DC - Contractor (b) (6); Ross, Mark A - Washington, DC - Contractor (b) (6); Freytes, Gabriel J - Washington, DC - Contractor (b) (6); Freytes, Gabriel (b) (6); Oliver, Jamon M - Washington, DC - Contractor (b) (6)
Cc: Alford, Brittnee S - Washington, DC - Contractor (b) (6); Hodges, Brittnee [USA] (b) (6); Lazarte, Solana [USA] (b) (6); Loong, Joseph [USA] (b) (6); Coleman, Joi [USA] (b) (6); Pass, Jeffrey [USA] (b) (6); Turgeon, Alexander [USA] (b) (6); Workinger, Kimberly B - Washington, DC (b) (6)
Subject: Re: Dream Team

Everyone,

Does having all of this new code out by 5pm Monday seem feasible?

Claire

From: "Dykes, Claire [USA]" (b) (6)
Date: Friday, January 7, 2022 at 3:51 PM
To: "Buesser, Bonnie A - Washington, DC - Contractor" (b) (6); "Lodholz, Jennifer N - Washington, DC - Contractor" (b) (6); "Sponaugle, Omer J - Washington, DC - Contractor" (b) (6); "Creamean, Gregory J - Washington, DC - Contractor" (b) (6); "Ross, Mark A - Washington, DC - Contractor" (b) (6); "Freytes, Gabriel J - Washington, DC - Contractor" (b) (6); "Freytes, Gabriel" (b) (6); "Oliver, Jamon M - Washington, DC - Contractor" (b) (6)
Cc: "Alford, Brittnee S - Washington, DC - Contractor" (b) (6); "Hodges, Brittnee [USA]" (b) (6); "Lazarte, Solana [USA]" (b) (6); "Loong, Joseph [USA]" (b) (6); "Coleman, Joi [USA]" (b) (6); "Pass, Jeffrey [USA]" (b) (6); "Turgeon, Alexander [USA]" (b) (6); "Workinger, Kimberly B - Washington, DC" (b) (6)
Subject: Dream Team

Hello, Dream Team!

Kim (cc'd here so she knows where everything is) and Chris have asked that move forward updating all that we can with the latest content we have in Invision. We have a lot of small changes that have happened based on meetings with stakeholders from across the project.

Brittnee will be sending more, but overall, this includes...

Flow A:

- Postal Store team (Bonnie & Jenn), we have a lot of copy changes throughout that need updating on your side.
- CM Team (Jamon & Gabriel), we have updates that are needed to the Order Confirmation page copy

Flow B:

- CM Team (Gabriel mostly, maybe Jamon and Mark), we have updated significantly since sending. Form fields, required fields, confirmations, errors, and flows have updated.

If you all have time at 4:15 to walk through what's changed I would love to do that. Sorry, I know it's Friday afternoon. We're continuously updating everything as exec leadership makes more changes. It's been a long couple of weeks, and you all are doing an amazing job.

Claire

(b) (5)

From: (b) (6)
To: [Karpenko, Christopher J - Washington, DC](#)
Cc: [Workinger, Kimberly B - Washington, DC](#); [Vance, Karren D - Washington, DC](#)
Subject: Re: [EXTERNAL] RE: Dream Team
Date: Sunday, January 9, 2022 12:36:21 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

If anyone outside USPS needs to be involved in approving copy, we might want to flag periodic updates to shop page copy as a discussion point for working group meetings. (I'm not saying they need to and I'd rather we kept control, but...).

Sent from my iPhone

On Jan 9, 2022, at 12:21 PM, Karpenko, Christopher J - Washington, DC
<(b) (6)> wrote:

agree

From: Votsch, Maria W - Washington, DC <(b) (6)>
Sent: Sunday, January 9, 2022 12:17 PM
To: Karpenko, Christopher J - Washington, DC <(b) (6)>
Cc: Workinger, Kimberly B - Washington, DC <(b) (6)>
Vance, Karren D - Washington, DC <(b) (6)>
Subject: Re: [EXTERNAL] RE: Dream Team

Seems like a few updates will be needed over time, which to me makes sense based on dynamic nature of the effort...

Sent from my iPhone

On Jan 9, 2022, at 11:59 AM, Karpenko, Christopher J - Washington, DC
<(b) (6)> wrote:

Ok...some updates....

Privacy statement will need to be updated. We can use the current one with the intention that it be replaced. The updated one will probable be available Mon/Tues. If copy is locked tonight, we go with the original knowing we will need to update.

The starting week of January 24 was provided by USDS. It is not a lock on the language. I'd like to think of a possible solve to put it out there as

available, available soon, while supplies last etc. or something. Part of me thinks that this will be up and live and the “starting jan x” will be from WH site. Maybe I’m getting too in the weeds on it. Besides we can adjust or think about this closer to Jan 24/end of jan.

From: Workinger, Kimberly B - Washington, DC

<(b) (6)>

Sent: Sunday, January 9, 2022 11:23 AM

To: Votsch, Maria W - Washington, DC <(b) (6)>

Karpenko, Christopher J - Washington, DC

<(b) (6)>

Cc: Vance, Karren D - Washington, DC <(b) (6)>

Subject: RE: [EXTERNAL] RE: Dream Team

Thank you Maria,

(b) (5)

We have not yet received the new Privacy Statement.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Votsch, Maria W - Washington, DC <(b) (6)>

Sent: Sunday, January 09, 2022 11:08 AM

To: Karpenko, Christopher J - Washington, DC

<(b) (6)>

Cc: Workinger, Kimberly B - Washington, DC

<(b) (6)> Vance, Karren D - Washington, DC

<(b) (6)>

Subject: RE: [EXTERNAL] RE: Dream Team

Here are my comments from review of the Flow A and Flow B copy that Kim sent on Friday (see attached). The same comments apply here, as I don't think the copy has changed in ways that are relevant to my comments. Where I saw something that looked new I commented in #6 below.

(b) (5)

(b) (5)

[Redacted text block]

Note, this is a preliminary review. No one else on the ad review team has looked at it yet, with the possible exception of Privacy (and I'm not sure they saw the latest, although it looks like some of their feedback on the earlier round was incorporated). I can't promise we won't have any other feedback when everyone has had a chance to review, in which case folks might recommend more changes. But I looked for show-stoppers and did not see any.

Maria

From: Karpenko, Christopher J - Washington, DC

<(b) (6)>

Sent: Sunday, January 9, 2022 10:29 AM

To: Votsch, Maria W - Washington, DC <(b) (6)>

Subject: FW: [EXTERNAL] RE: Dream Team

From: Dykes, Claire [USA] <(b) (6)>

Sent: Sunday, January 9, 2022 10:11 AM

To: Karpenko, Christopher J - Washington, DC

<(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)>

Subject: Re: [EXTERNAL] RE: Dream Team

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Attached are the revised copy decks that include the rapid antigen test language. We also removed any reference to the Landing Page since that has been eliminated.

Let me know what else we can provide ahead of the 1pm meeting. Would it be helpful to include USDS on that if they're working today so we can go ahead and get their buy in?

Claire

From: "Dykes, Claire [USA]" <(b) (6)>

Date: Sunday, January 9, 2022 at 9:30 AM

To: "Karpenko, Christopher J - Washington, DC"

<(b) (6)> "Workinger, Kimberly B - Washington, DC" <(b) (6)>

Subject: Re: [EXTERNAL] RE: Dream Team

1:00pm should work for our team.

I'm getting the updated copy into the deck now and will send it in just a few min.

Kim, I believe privacy said we were all set with the language we're currently using from Guest Checkout, but let me know if that's incorrect.

We do have the appeal process going to FAQs (faq.usps.com) throughout now. But we do need a deeper link once there is content available to link to.

From: "Karpenko, Christopher J - Washington, DC" <(b) (6)>
Date: Sunday, January 9, 2022 at 9:25 AM
To: "Dykes, Claire [USA]" <(b) (6)> "Workinger, Kimberly B - Washington, DC" <(b) (6)>
Subject: RE: [EXTERNAL] RE: Dream Team

Also, do e need the updated privacy language? And does the "contact us" put the right context in place if someone can't get an order?

From: Dykes, Claire [USA] <(b) (6)>
Sent: Sunday, January 9, 2022 9:14 AM
To: Workinger, Kimberly B - Washington, DC
<(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>
Subject: Re: [EXTERNAL] RE: Dream Team

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

USDS has not provided feedback on copy and has not seen any adjustments we made in the last week.

The doc Britnee sent Friday needs to have at least one tweak to it; we realized yesterday the short description didn't mention anything about this being a rapid antigen test so we made that update.

Chris- per the January 24 language, what's the best way for you to review that and let us know what needs to change on that?

I have a note out to the team for times today but I can always meet and get them filled in afterward.

-

M. Claire Dykes
[912-659-7667](tel:912-659-7667)
Lead Associate | USPS.com Designer
Booz | Allen | Hamilton

From: Workinger, Kimberly B - Washington, DC

<(b) (6)>

Sent: Sunday, January 9, 2022 8:52 AM

To: Karpenko, Christopher J - Washington, DC

<(b) (6)> Dykes, Claire [USA]

<(b) (6)>

Subject: RE: [EXTERNAL] RE: Dream Team

Let us know what time you might want to meet on this so we can round people up to make whatever changes we need to.

Claire, did USDS ever give us feedback on the copy?

Chris, Karren Vance is the lead attorney on this. The good news is both Maria and Karren saw it when we went through it for Privacy so they are familiar with it. Though IP has not reviewed. If we are pushed to provide final copy today, then we will have to make updates from Legal's feedback in production (which could be code changes). You'll have to determine if you want to take the risk.

A few other points.... We do not know where we will link to the "denial of service" part of the error messaging for the three scenarios I told you about. For now, we could have them just go to the FAQ homepage (for purpose of testing). I have set up a meeting to discuss with them tomorrow.

Translations is behind the curve on this right now. They have the invasion links but I requested a meeting with Jerry Wheeler on this but haven't heard back (and maybe he isn't the right person but if not, I need him to tell me who is).

Front end coding was to be provided by our team by end of day Monday. Pritha needs to know that we can't change that. I doubt she knows that our team provides it (Garrett had no idea).

Let me know so I can get something set up. Claire, please advise if anyone that should be on the call has commitments today and there are times to stay away from. I'd like to minimize the disruptions as much as possible. Thanks.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Karpenko, Christopher J - Washington, DC
<(b) (6)>
Sent: Sunday, January 09, 2022 7:45 AM
To: Workinger, Kimberly B - Washington, DC
<(b) (6)> Dykes, Claire [USA]
<(b) (6)>
Subject: Re: [EXTERNAL] RE: Dream Team

I will look at this morning. Is this our most recent? Seems a bunch of commitments were made to 10th floor yesterday. This was not supposed to happen this way. I spoke with USDS and we aren't required to use the Jan 24 language everywhere.

Chris
+confidential

Get [Outlook for iOS](#)

From: Workinger, Kimberly B - Washington, DC
<(b) (6)>
Sent: Saturday, January 8, 2022 11:15:45 PM
To: Dykes, Claire [USA] <(b) (6)> Karpenko,
Christopher J - Washington, DC <(b) (6)>
Subject: Fwd: [EXTERNAL] RE: Dream Team

Claire — Pritha wants final copy tomorrow. Am I able to send this? If they want code I think they do it rather than us. We can't have it until end of day Monday.
Chris, your thoughts?

Get [Outlook for iOS](#)

From: Hodges, Brittnee [USA] <(b) (6)>
Sent: Friday, January 7, 2022 9:07 PM
To: Dykes, Claire [USA]; Workinger, Kimberly B - Washington, DC; Buesser, Bonnie A - Washington, DC - Contractor; Lodholz, Jennifer N - Washington, DC - Contractor; Sponaugle, Omer J - Washington, DC - Contractor; Creamean, Gregory J - Washington, DC - Contractor; Ross, Mark A - Washington, DC - Contractor; Freytes, Gabriel J - Washington, DC - Contractor; Freytes, Gabriel; Oliver, Jamon M - Washington, DC - Contractor
Cc: Alford, Brittnee S - Washington, DC - Contractor; Lazarte, Solana [USA]; Loong, Joseph [USA]; Coleman, Joi [USA]; Pass, Jeffrey [USA]; Turgeon, Alexander [USA]
Subject: [EXTERNAL] RE: Dream Team

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

All,

Based on our 4:15 walkthrough today, here are all of the content updates pulled into one place for Flow A, Flow B, and the confirmation email.

- Pull what you need to do your piece of the puzzle.
- Please note that I mainly included screenshots for reference so you would know what screen the copy changes are referring to. Please pull exact copy from what's highlighted below the screenshots.

Let me know if you have any questions or if I missed anything.

Thanks,
Brittnee

From: Dykes, Claire [USA] <(b) (6)>
Sent: Friday, January 7, 2022 6:21 PM
To: Workinger, Kimberly B - Washington, DC
<(b) (6)> Hodges, Brittnee [USA]
<(b) (6)> Buesser, Bonnie A - Washington, DC - Contractor <Bonnie.A.Buesser@usps.gov>; Lodholz, Jennifer N - Washington, DC - Contractor <Jennifer.N.Lodholz@usps.gov>; Sponaugle, Omer J - Washington, DC - Contractor <Omer.J.Sponaugle@usps.gov>; Creamean, Gregory J - Washington, DC - Contractor <Gregory.J.Creamean@usps.gov>; Ross, Mark A - Washington, DC - Contractor <(b) (6)> Freytes, Gabriel J - Washington, DC - Contractor <(b) (6)> Freytes, Gabriel <(b) (6)> Oliver, Jamon M - Washington, DC - Contractor <Jamon.M.Oliver@usps.gov>
Cc: Alford, Brittnee S - Washington, DC - Contractor <Brittnee.S.Alford@usps.gov>; Lazarte, Solana [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)> Coleman, Joi [USA] <Coleman_Joi@bah.com>; Pass, Jeffrey [USA] <Pass_Jeffrey@bah.com>; Turgeon, Alexander [USA] <Turgeon_Alexander@bah.com>
Subject: Re: [EXTERNAL] RE: Dream Team

Thanks, Kim and everyone!

And I should have noted, for the Store team, we know there's issues in

CAT so just get the changes in as soon as you can.

From: "Workinger, Kimberly B - Washington, DC"

<(b) (6)>

Date: Friday, January 7, 2022 at 6:17 PM

To: "Hodges, Brittnee [USA]" <(b) (6)> "Dykes, Claire [USA]" <(b) (6)> "Buesser, Bonnie A - Washington, DC - Contractor" <Bonnie.A.Buesser@usps.gov>, "Lodholz, Jennifer N - Washington, DC - Contractor" <Jennifer.N.Lodholz@usps.gov>, "Sponaugle, Omer J - Washington, DC - Contractor" <Omer.J.Sponaugle@usps.gov>, "Creamean, Gregory J - Washington, DC - Contractor" <Gregory.J.Creamean@usps.gov>, "Ross, Mark A - Washington, DC - Contractor" <(b) (6)> "Freytes, Gabriel J - Washington, DC - Contractor" <(b) (6)> "Freytes, Gabriel" <(b) (6)> "Oliver, Jamon M - Washington, DC - Contractor" <Jamon.M.Oliver@usps.gov>

Cc: "Alford, Brittnee S - Washington, DC - Contractor" <Brittnee.S.Alford@usps.gov>, "Lazarte, Solana [USA]" <(b) (6)> "Loong, Joseph [USA]" <(b) (6)> "Coleman, Joi [USA]" <Coleman_Joi@bah.com>, "Pass, Jeffrey [USA]" <Pass_Jeffrey@bah.com>, "Turgeon, Alexander [USA]" <Turgeon_Alexander@bah.com>

Subject: RE: [EXTERNAL] RE: Dream Team

Claire wasn't kidding when she said Dream Team... USPS and I are very lucky! Thank you all.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Hodges, Brittnee [USA] <(b) (6)>

Sent: Friday, January 07, 2022 6:15 PM

To: Dykes, Claire [USA] <(b) (6)> Buesser, Bonnie A - Washington, DC - Contractor <Bonnie.A.Buesser@usps.gov>; Lodholz, Jennifer N - Washington, DC - Contractor <Jennifer.N.Lodholz@usps.gov>;

Sponaugle, Omer J - Washington, DC - Contractor
<Omer.J.Sponaugle@usps.gov>; Creamean, Gregory J - Washington, DC - Contractor <Gregory.J.Creamean@usps.gov>; Ross, Mark A - Washington, DC - Contractor <(b) (6)> Freytes, Gabriel J - Washington, DC - Contractor <(b) (6)> Freytes, Gabriel <(b) (6)> Oliver, Jamon M - Washington, DC - Contractor <Jamon.M.Oliver@usps.gov>
Cc: Alford, Brittnee S - Washington, DC - Contractor <Brittnee.S.Alford@usps.gov>; Lazarte, Solana [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)> Coleman, Joi [USA] <Coleman_Joi@bah.com>; Pass, Jeffrey [USA] <Pass_Jeffrey@bah.com>; Turgeon, Alexander [USA] <Turgeon_Alexander@bah.com>; Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: [EXTERNAL] RE: Dream Team

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

For my piece, I will have the highlighted copy updates across all screens done before EOD today. I'll send them out here when complete.

-Brittnee

From: Dykes, Claire [USA] <(b) (6)>
Sent: Friday, January 7, 2022 6:13 PM
To: Buesser, Bonnie A - Washington, DC - Contractor <Bonnie.A.Buesser@usps.gov>; Lodholz, Jennifer N - Washington, DC - Contractor <Jennifer.N.Lodholz@usps.gov>; Sponaugle, Omer J - Washington, DC - Contractor <Omer.J.Sponaugle@usps.gov>; Creamean, Gregory J - Washington, DC - Contractor <Gregory.J.Creamean@usps.gov>; Ross, Mark A - Washington, DC - Contractor <(b) (6)> Freytes, Gabriel J - Washington, DC - Contractor <(b) (6)> Freytes, Gabriel <(b) (6)> Oliver, Jamon M - Washington, DC - Contractor <Jamon.M.Oliver@usps.gov>
Cc: Alford, Brittnee S - Washington, DC - Contractor <Brittnee.S.Alford@usps.gov>; Hodges, Brittnee [USA] <(b) (6)> Lazarte, Solana [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)> Coleman, Joi [USA] <Coleman_Joi@bah.com>; Pass, Jeffrey [USA] <Pass_Jeffrey@bah.com>; Turgeon, Alexander [USA] <Turgeon_Alexander@bah.com>; Workinger,

Kimberly B - Washington, DC <(b) (6)>

Subject: Re: Dream Team

Everyone,

Does having all of this new code out by 5pm Monday seem feasible?

Claire

From: "Dykes, Claire [USA]" <(b) (6)>

Date: Friday, January 7, 2022 at 3:51 PM

To: "Buesser, Bonnie A - Washington, DC - Contractor"

<Bonnie.A.Buesser@usps.gov>, "Lodholz, Jennifer N - Washington, DC - Contractor" <Jennifer.N.Lodholz@usps.gov>, "Sponaugle, Omer J - Washington, DC - Contractor" <Omer.J.Sponaugle@usps.gov>, "Creamean, Gregory J - Washington, DC - Contractor"

<Gregory.J.Creamean@usps.gov>, "Ross, Mark A - Washington, DC - Contractor" <(b) (6)> "Freytes, Gabriel J -

Washington, DC - Contractor" <(b) (6)>

"Freytes, Gabriel" <(b) (6)> "Oliver, Jamon M - Washington, DC - Contractor"

<Jamon.M.Oliver@usps.gov>

Cc: "Alford, Brittnee S - Washington, DC - Contractor"

<Brittnee.S.Alford@usps.gov>, "Hodges, Brittnee [USA]"

<(b) (6)> "Lazarte, Solana [USA]"

<(b) (6)> "Loong, Joseph [USA]"

<(b) (6)> "Coleman, Joi [USA]"

<Coleman_Joi@bah.com>, "Pass, Jeffrey [USA]"

<Pass_Jeffrey@bah.com>, "Turgeon, Alexander [USA]"

<Turgeon_Alexander@bah.com>, "Workinger, Kimberly B - Washington, DC" <(b) (6)>

Subject: Dream Team

Hello, Dream Team!

Kim (cc'd here so she knows where everything is) and Chris have asked that move forward updating all that we can with the latest content we have in Invision. We have a lot of small changes that have happened based on meetings with stakeholders from across the project.

Brittnee will be sending more, but overall, this includes...

Flow A:

- Postal Store team (Bonnie & Jenn), we have a lot of copy changes throughout that need updating on your side.
- CM Team (Jamon & Gabriel), we have updates that are needed to the Order Confirmation page copy

Flow B:

- CM Team (Gabriel mostly, maybe Jamon and Mark), we have updated significantly since sending. Form fields, required fields, confirmations, errors, and flows have updated.

If you all have time at 4:15 to walk through what's changed I would love to do that. Sorry, I know it's Friday afternoon. We're continuously updating everything as exec leadership makes more changes. It's been a long couple of weeks, and you all are doing an amazing job.

Claire

From: [Karpenko, Christopher J - Washington, DC](#)
To: [Wheeler, Jerry L - Eagan, MN](#)
Cc: [Mouli, Venkat - Memphis, TN](#); [Olson, Brian D - Eagan, MN](#); [Hoyt, Garrett M - Washington, DC](#)
Subject: RE: Plan B web content?
Date: Monday, January 10, 2022 1:04:00 PM

Working though, looks like late afternoon.....some WH copy asks and hopefully the new privacy statement.

From: Wheeler, Jerry L - Eagan, MN <(b) (6)>
Sent: Monday, January 10, 2022 1:02 PM
To: Karpenko, Christopher J - Washington, DC <(b) (6)>
Cc: Mouli, Venkat - Memphis, TN <(b) (6)>; Olson, Brian D - Eagan, MN <(b) (6)>; Hoyt, Garrett M - Washington, DC <(b) (6)>
Subject: Plan B web content?

Chris – how is the code coming? Any ETA?

Jerry Wheeler
Exec Dir CIO Architecture and Strategy
651-406-2486 – desk
763-350-7785 – cell

From: [Karpenko, Christopher J - Washington, DC](#)
To: [Workinger, Kimberly B - Washington, DC](#); [Vance, Karren D - Washington, DC](#); [Law Department Ad Review - Washington DC](#)
Cc: [Mace, Ann M - Washington, DC](#); [Votsch, Maria W - Washington, DC](#); [How2Recycle](#); [Strayer, Teresa - Washington, DC - Contractor](#); [Gillespie, Christopher P - Washington, DC](#); [Franklin-Whetts, Tonya L - Washington, DC](#)
Subject: RE: Attorney Client Privileged Ad Review: EXPEDITE: LD22-157 Project T Flow A & B Screen Review
Date: Monday, January 10, 2022 3:08:49 PM
Attachments: [image001.png](#)
[image002.png](#)

Waiting for the privacy folks to send over.

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Monday, January 10, 2022 2:54 PM
To: Vance, Karren D - Washington, DC <(b) (6)> Law Department Ad Review - Washington DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>
Cc: Mace, Ann M - Washington, DC <(b) (6)> Votsch, Maria W - Washington, DC <(b) (6)> How2Recycle <HOW2RECYCLE@usps.gov>; Strayer, Teresa - Washington, DC - Contractor <(b) (6)> Gillespie, Christopher P - Washington, DC <(b) (6)> Franklin-Whetts, Tonya L - Washington, DC <(b) (6)>
Subject: RE: Attorney Client Privileged Ad Review: EXPEDITE: LD22-157 Project T Flow A & B Screen Review

Thank you Karren and all that have helped on this and expediting it.

Chris, is the new privacy policy available for us? I don't believe I have seen it yet. Thank you!

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (b) (6) Cell: (b) (6)
(b) (6)



From: Vance, Karren D - Washington, DC <(b) (6)>
Sent: Monday, January 10, 2022 2:35 PM
To: Law Department Ad Review - Washington DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>
Cc: Mace, Ann M - Washington, DC <(b) (6)> Votsch, Maria W - Washington, DC <(b) (6)> How2Recycle <HOW2RECYCLE@usps.gov>; Strayer, Teresa - Washington, DC - Contractor <(b) (6)> Gillespie, Christopher P - Washington, DC <(b) (6)> Franklin-Whetts, Tonya L - Washington, DC <(b) (6)>
Subject: Attorney Client Privileged Ad Review: EXPEDITE: LD22-157 Project T Flow A & B Screen

Review

Importance: High

(b) (5)
[Redacted]

[Redacted]

[Redacted]

[Redacted]

Karren D. Vance
Attorney
United States Postal Service
Business and Finance Law

(b) (6)
[Redacted]
(b) (6)
[Redacted]

(b) (5)
[Redacted]

From: Law Department Ad Review - Washington DC <(b) (6)>
Sent: Monday, January 10, 2022 12:02 PM
To: Dobson, Tracy A - Washington, DC <(b) (6)> Gillespie, Christopher P - Washington, DC <(b) (6)> Lind, Christopher W - Washington, DC <christopher.w.lind@usps.gov>; Lyle, Tanya - Washington, DC <(b) (6)> Pullen-Wilkes, Briana C - Washington, DC <(b) (6)> Hamilton, Kathleen M - Washington, DC <(b) (6)> Yoerger, Yvonne F - Washington, DC <(b) (6)> Meyerson, Christopher C - Washington, DC <(b) (6)> Sporgitas, John - Washington, DC <(b) (6)> Franklin-Whetts, Tonya L - Washington, DC <(b) (6)> Strayer, Teresa - Washington, DC - Contractor <(b) (6)>
Cc: Law Department Ad Review - Washington DC <(b) (6)> Riley, Sandra A -

Washington, DC <(b) (6)> Paine-Powell, Linda S - Washington, DC <linda.s.paine-powell@usps.gov>; Lewis, Michael A - Washington, DC <Michael.A.Lewis@usps.gov>; Moderow, Virginia X - San Antonio, TX <(b) (6)> Boblick, Jeffrey J - Washington, DC <(b) (6)> Hale, Tyler - Washington, DC <(b) (6)> Mace, Ann M - Washington, DC <(b) (6)> How2Recycle <HOW2RECYCLE@usps.gov>; Dietz, Robert J - Washington, DC <(b) (6)> Vance, Karren D - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>

Subject: EXPEDITE: LD22-157 Project T Flow A & B Screen Review
Importance: High

The lead attorney for this Ad Review is **Karren Vance**. Please copy the Law Department and assigned attorney on all comments and edits regarding this Ad Review.

***Please note the client has requested the ad review be expedited. Expedition has been approved therefore:**

We request your comments by **January 11, 2022**.

(b)(3); 39 U.S.C. 410(c)(2)
[Redacted]
[Redacted]
[Redacted]

Thank you,

Monica Surratt
Corporate and Postal Business Law
(b) (6)

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Friday, January 7, 2022 6:07 PM
To: Law Department Ad Review - Washington DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)> Votsch, Maria W - Washington, DC <(b) (6)> Vance, Karren D - Washington, DC <(b) (6)>
Subject: For Expedited Ad Review: Project T Flow A & B Screen Review
Importance: High

Good evening,
(b) (5)
[Redacted]

(b) (5)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Please let me know if you have any questions. Maria is aware that we are asking for an expedited review. If we need to do another walk through, we'll be happy to do so. Thank you.

Kim

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: [Gillespie, Christopher P - Washington, DC](#)
To: [Workinger, Kimberly B - Washington, DC](#); [Vance, Karren D - Washington, DC](#); [Law Department Ad Review - Washington DC](#); [Karpenko, Christopher J - Washington, DC](#)
Cc: [Mace, Ann M - Washington, DC](#); [Votsch, Maria W - Washington, DC](#); [How2Recycle](#); [Strayer, Teresa - Washington, DC - Contractor](#); [Franklin-Whetts, Tonya L - Washington, DC](#)
Subject: RE: Attorney Client Privileged Ad Review: EXPEDITE: LD22-157 Project T Flow A & B Screen Review
Date: Monday, January 10, 2022 3:08:59 PM
Attachments: [image001.png](#)
[image002.png](#)

Good afternoon Kim,

I am still in the process of drafting the Privacy Act Statement. I will send it over once we have a finalized version.

Thank you,
Chris Gillespie

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Monday, January 10, 2022 2:54 PM
To: Vance, Karren D - Washington, DC <(b) (6)> Law Department Ad Review - Washington DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>
Cc: Mace, Ann M - Washington, DC <(b) (6)> Votsch, Maria W - Washington, DC <(b) (6)> How2Recycle <HOW2RECYCLE@usps.gov>; Strayer, Teresa - Washington, DC - Contractor <(b) (6)> Gillespie, Christopher P - Washington, DC <(b) (6)> Franklin-Whetts, Tonya L - Washington, DC <(b) (6)>
Subject: RE: Attorney Client Privileged Ad Review: EXPEDITE: LD22-157 Project T Flow A & B Screen Review

Thank you Karren and all that have helped on this and expediting it.

Chris, is the new privacy policy available for us? I don't believe I have seen it yet. Thank you!

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (b) (6) Cell: (b) (6)
(b) (6)



From: Vance, Karren D - Washington, DC <(b) (6)>
Sent: Monday, January 10, 2022 2:35 PM
To: Law Department Ad Review - Washington DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>

Cc: Mace, Ann M - Washington, DC <(b) (6)> Votsch, Maria W - Washington, DC
<(b) (6)> How2Recycle <HOW2RECYCLE@usps.gov>; Strayer, Teresa -
Washington, DC - Contractor <(b) (6)> Gillespie, Christopher P - Washington, DC
<(b) (6)> Franklin-Whetts, Tonya L - Washington, DC
<(b) (6)>

Subject: Attorney Client Privileged Ad Review: EXPEDITE: LD22-157 Project T Flow A & B Screen Review

Importance: High

(b) (5)
[Redacted]

[Redacted]

[Redacted]

[Redacted]

Karren D. Vance
Attorney
United States Postal Service
Business and Finance Law

(b) (6)
(b) (6)

(b) (5)
[Redacted]

From: Law Department Ad Review - Washington DC <(b) (6)>
Sent: Monday, January 10, 2022 12:02 PM
To: Dobson, Tracy A - Washington, DC <(b) (6)> Gillespie, Christopher P -
Washington, DC <(b) (6)> Lind, Christopher W - Washington, DC
<(b) (6)>; Lyle, Tanya - Washington, DC <(b) (6)> Pullen-
Wilkes, Briana C - Washington, DC <(b) (6)> Hamilton, Kathleen M -
Washington, DC <(b) (6)> Yoerger, Yvonne F - Washington, DC

<(b) (6)> Meyerson, Christopher C - Washington, DC
<(b) (6)> Sporgitas, John - Washington, DC
<(b) (6)> Franklin-Whetts, Tonya L - Washington, DC
<(b) (6)> Strayer, Teresa - Washington, DC - Contractor
<(b) (6)>

Cc: Law Department Ad Review - Washington DC <(b) (6)> Riley, Sandra A - Washington, DC <(b) (6)> Paine-Powell, Linda S - Washington, DC <(b) (6)> Lewis, Michael A - Washington, DC <(b) (6)> Moderow, Virginia X - San Antonio, TX <(b) (6)> Boblick, Jeffrey J - Washington, DC <(b) (6)> Hale, Tyler - Washington, DC <(b) (6)> Mace, Ann M - Washington, DC <(b) (6)> How2Recycle <HOW2RECYCLE@usps.gov>; Dietz, Robert J - Washington, DC <(b) (6)> Vance, Karren D - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>

Subject: EXPEDITE: LD22-157 Project T Flow A & B Screen Review

Importance: High

The lead attorney for this Ad Review is **Karren Vance**. Please copy the Law Department and assigned attorney on all comments and edits regarding this Ad Review.

***Please note the client has requested the ad review be expedited. Expedition has been approved therefore:**

We request your comments by **January 11, 2022**.

File Number: LD22-157
File Name: Project T Flow A & B Screen Review
Client: Kimberly Workinger
Due: January 11, 2022

Thank you,

Monica Surratt
Corporate and Postal Business Law
<(b) (6)>

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Friday, January 7, 2022 6:07 PM
To: Law Department Ad Review - Washington DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)> Votsch, Maria W - Washington, DC <(b) (6)> Vance, Karren D - Washington, DC <(b) (6)>

Subject: For Expedited Ad Review: Project T Flow A & B Screen Review

Importance: High

Good evening,

(b) (5)
[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Please let me know if you have any questions. Maria is aware that we are asking for an expedited review. If we need to do another walk through, we'll be happy to do so. Thank you.

Kim

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: [Gillespie, Christopher P - Washington, DC](#)
To: [Vance, Karren D - Washington, DC](#); [Law Department Ad Review - Washington DC](#); [Workinger, Kimberly B - Washington, DC](#); [Karpenko, Christopher J - Washington, DC](#)
Cc: [Mace, Ann M - Washington, DC](#); [Votsch, Maria W - Washington, DC](#); [How2Recycle](#); [Strayer, Teresa - Washington, DC - Contractor](#); [Franklin-Whetts, Tonya L - Washington, DC](#); [Castorina, Janine - Washington, DC](#)
Subject: RE: Attorney Client Privileged Ad Review: EXPEDITE: LD22-157 Project T Flow A & B Screen Review
Date: Monday, January 10, 2022 4:28:32 PM
Attachments: [image001.png](#)

Good afternoon,

(b) (5)
[Redacted]

Thank you,
Chris Gillespie

From: Vance, Karren D - Washington, DC <(b) (6)>
Sent: Monday, January 10, 2022 2:35 PM
To: Law Department Ad Review - Washington DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>
Cc: Mace, Ann M - Washington, DC <(b) (6)> Votsch, Maria W - Washington, DC <(b) (6)> How2Recycle <HOW2RECYCLE@usps.gov>; Strayer, Teresa - Washington, DC - Contractor <(b) (6)> Gillespie, Christopher P - Washington, DC <(b) (6)> Franklin-Whetts, Tonya L - Washington, DC <(b) (6)>
Subject: Attorney Client Privileged Ad Review: EXPEDITE: LD22-157 Project T Flow A & B Screen Review
Importance: High

(b) (5)
[Redacted]

Karren D. Vance
Attorney
United States Postal Service
Business and Finance Law

(b) (6)

(b) (6)

(b) (5)

From: Law Department Ad Review - Washington DC <(b) (6)>

Sent: Monday, January 10, 2022 12:02 PM

To: Dobson, Tracy A - Washington, DC <(b) (6)> Gillespie, Christopher P - Washington, DC <(b) (6)> Lind, Christopher W - Washington, DC <(b) (6)>; Lyle, Tanya - Washington, DC <(b) (6)> Pullen-Wilkes, Briana C - Washington, DC <(b) (6)> Hamilton, Kathleen M - Washington, DC <(b) (6)> Yoerger, Yvonne F - Washington, DC <(b) (6)> Meyerson, Christopher C - Washington, DC <(b) (6)> Sporgitas, John - Washington, DC <(b) (6)> Franklin-Whetts, Tonya L - Washington, DC <(b) (6)> Strayer, Teresa - Washington, DC - Contractor <(b) (6)>

Cc: Law Department Ad Review - Washington DC <(b) (6)> Riley, Sandra A - Washington, DC <(b) (6)> Paine-Powell, Linda S - Washington, DC <(b) (6)>; Lewis, Michael A - Washington, DC <(b) (6)>; Moderow, Virginia X - San Antonio, TX <(b) (6)> Boblick, Jeffrey J - Washington, DC <(b) (6)> Hale, Tyler - Washington, DC <(b) (6)> Mace, Ann M - Washington, DC <(b) (6)> How2Recycle <HOW2RECYCLE@usps.gov>; Dietz, Robert J - Washington, DC <(b) (6)> Vance, Karren D - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>

Subject: EXPEDITE: LD22-157 Project T Flow A & B Screen Review

Importance: High

The lead attorney for this Ad Review is **Karren Vance**. Please copy the Law Department and assigned attorney on all comments and edits regarding this Ad Review.

***Please note the client has requested the ad review be expedited.**

Expedition has been approved therefore:

We request your comments by **January 11, 2022**.

File Number: LD22-157
File Name: Project T Flow A & B Screen Review
Client: Kimberly Workinger
Due: January 11, 2022

Thank you,

Monica Surratt
Corporate and Postal Business Law

(b) (6)

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Friday, January 7, 2022 6:07 PM
To: Law Department Ad Review - Washington DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)> Votsch, Maria W
- Washington, DC <(b) (6)> Vance, Karren D - Washington, DC
<(b) (6)>
Subject: For Expedited Ad Review: Project T Flow A & B Screen Review
Importance: High

Good evening,

(b) (5)
[Redacted]

[Redacted]

[Redacted]

(b) (5) [Redacted]

[Redacted]

[Redacted]

Please let me know if you have any questions. Maria is aware that we are asking for an expedited review. If we need to do another walk through, we'll be happy to do so. Thank you.

Kim

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: [Bandukwala, Farah A - Washington, DC](#)
To: [Dyer, Heather L - Washington, DC](#)
Date: Monday, January 10, 2022 11:03:17 PM

Heather - is there anything you can do to push the Privacy team to respond back with any updates on the privacy act statement? (b) (5)

. I have included you on an email with the brand marketing team.

From: [Dyer, Heather L - Washington, DC](#)
To: [Workinger, Kimberly B - Washington, DC](#); [Bandukwala, Farah A - Washington, DC](#); [Karpenko, Christopher J - Washington, DC](#); [Wheeler, Jerry L - Eagan, MN](#); [Rosner, Elliott](#)
Cc: [Dykes, Margaret \[USA\]](#); [Petrowski, Matthew J - Washington, DC](#); [Ross, Mark A - Washington, DC - Contractor](#); [\(b\) \(6\)](#); [Freytes, Gabriel](#); [Hoyt, Garrett M - Washington, DC](#)
Subject: RE: Privacy Act Statement - RE: Flow B Code Handoff
Date: Tuesday, January 11, 2022 7:20:41 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

I have reached out to Janine this morning Kim. Will let you know.

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Tuesday, January 11, 2022 7:20 AM
To: Bandukwala, Farah A - Washington, DC <(b) (6)>; Karpenko, Christopher J - Washington, DC <(b) (6)>; Wheeler, Jerry L - Eagan, MN <(b) (6)>; Rosner, Elliott <(b) (6)>
Cc: Dykes, Margaret [USA] <(b) (6)>; Petrowski, Matthew J - Washington, DC <(b) (6)>; Ross, Mark A - Washington, DC - Contractor <(b) (6)>; Freytes, Gabriel <(b) (6)>; Dyer, Heather L - Washington, DC <(b) (6)>; Hoyt, Garrett M - Washington, DC <(b) (6)>
Subject: RE: Privacy Act Statement - RE: Flow B Code Handoff

Farah,
I have been on Privacy every day since they told me we would have a new one last week. Are we not able to update the code later when they come back with it? They know the high priority this project is. Chris, maybe you could check on the status with Janine?

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (b) (6) Cell: (b) (6)
(b) (6)



From: Bandukwala, Farah A - Washington, DC <(b) (6)>
Sent: Monday, January 10, 2022 11:02 PM
To: Karpenko, Christopher J - Washington, DC <(b) (6)>; Workinger, Kimberly B - Washington, DC <(b) (6)>; Wheeler, Jerry L - Eagan, MN <(b) (6)>; Rosner, Elliott <(b) (6)>
Cc: Dykes, Margaret [USA] <(b) (6)>; Petrowski, Matthew J - Washington, DC <(b) (6)>; Ross, Mark A - Washington, DC - Contractor <(b) (6)>; Freytes, Gabriel <(b) (6)>; Dyer, Heather L - Washington, DC <(b) (6)>; Hoyt, Garrett M - Washington, DC <(b) (6)>
Subject: Privacy Act Statement - RE: Flow B Code Handoff

[@Workinger, Kimberly B - Washington, DC](#) – thanks so much for your team effort in turning around on the web artifacts. Its been very helpful.

Very are concerned about not having the latest Privacy statement since it is displayed in full on the 1st page (see below). We hope that this can be updated by no later than COB tomorrow so we can include it in our GO-LIVE on Wednesday. Appreciate your help and support on that. Thanks.

*City <input type="text"/> <small>Please enter a valid city.</small>	*State or Province <input type="text" value="Select a State"/> <small>Please enter a valid state or province.</small>	*ZIP Code™ <input type="text"/> <small>Please enter a valid ZIP Code™.</small>	Subtotal Shipping & Handling Total <input type="button" value="Check"/>
--	---	--	--

Privacy Act Statement

Your information will be used to enable guest customer checkout via usps.com to fulfill orders for Postal products and services, and to provide online ordering and payment capabilities. Collection is authorized by 39 U.S.C. 401, 403, and 404. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your order or process your transaction. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; and for customer service purposes. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Farah Bandukwala, PMP ©
Director, Enterprise Architecture
USPS CI re, Strat ti
Office: (b) (6) | Mobile: (b) (5), (b) (6) | (b) (6)

From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Monday, January 10, 2022 8:04 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Wheeler, Jerry L - Eagan, MN <(b) (6)> Bandukwala, Farah A - Washington, DC <(b) (6)> Rosner, Elliott <(b) (6)>
Cc: Dykes, Margaret [USA] <(b) (6)> Petrowski, Matthew J - Washington, DC <(b) (6)> Ross, Mark A - Washington, DC - Contractor <(b) (6)> <(b) (6)> <(b) (6)> Freytes, Gabriel <(b) (6)>
Subject: RE: Flow B Code Handoff

Great work, thank you for all the effort.

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Monday, January 10, 2022 8:01 PM
To: Wheeler, Jerry L - Eagan, MN <(b) (6)> Bandukwala, Farah A - Washington, DC <(b) (6)> Rosner, Elliott <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)> Dykes, Margaret [USA] <(b) (6)> Petrowski, Matthew J - Washington, DC <(b) (6)> Ross, Mark A - Washington, DC - Contractor <(b) (6)> <(b) (6)> <(b) (6)> Freytes, Gabriel <(b) (6)>
Subject: Flow B Code Handoff
Importance: High

All,
The Flow B pages have been updated with the latest round of content updates for Flow-B & Emails. The assets, along the prototype pages are up to date and in staging, accessible through the below URL. Sorry for the delay this evening – we had some last minute updates that came in.

(b)(3); 39 U.S.C. 410(c)(2)

A few notes:
We do not have the URL from the FAQ team for the FAQ links.
We do not have the new Privacy Statement – we expect that any day
Please disregard the Shipping Confirmation Email. That is now going to be the one that PTR will generate with the Expected Delivery Date

If you have any questions, please let me know. I wasn't sure who should all be on this email so please forward if I forgot someone. I have cc'd Gabriel and Mark on this in case you need a demo with them on the assets though I think Elliott has been working pretty closely with them to this point.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (b) (6) Cell: (b) (6)
(b) (6)



From: [Freytes, Gabriel J - Washington, DC - Contractor](#)
To: [Chukka, Shilpa](#)
Cc: [Ross, Mark A.](#)
Subject: Flow B Privacy Act Statement and FAQs Updates
Date: Tuesday, January 11, 2022 10:35:00 AM

Hi Shilpa,

We just got an email with the content update for the Privacy Act Statement (for the Form page) and the FAQs (red banner on Form page, Duplicate Address page, and Business Address page). I made the changes to the prototype page for reference.

(b)(3); 39 U.S.C. 410(c)(2)

New Privacy Act Statement Code:

<p>Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.</p>

New FAQs Link (for red alert banner on the Form page, Duplicate Address page, and Business Address page):

<https://faq.usps.com/s/article/At-Home-COVID-19-Test-Kits>

Let me know if you have any questions.

Regards,
Gabriel

From: [Loong, Joseph \[USA\]](#)
To: [Workinger, Kimberly B - Washington, DC](#); [Hodges, Brittnee \[USA\]](#)
Cc: [Petrowski, Matthew J - Washington, DC](#); [Dykes, Claire \[USA\]](#)
Subject: Re: [EXTERNAL] Questions about the test kit program
Date: Wednesday, January 12, 2022 2:09:11 PM
Attachments: [image001.png](#)
[Central FAQ for 500m Test Kits-static-edits.docx](#)

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hi folks -- Please see attached. We took a pass through the questions; I left a few open comments around if/how we need verbiage/links around security and the USPS Privacy Policy.

Also note that we don't have a great answer to the 2nd half of the 2nd to last bullet ("What happens if they don't arrive?"). David Colon's FAQ draft has items addressing damaged/stolen test kits); can we remove or do we need to address, and if so, how?

Thanks -- Joe

--

Booz | Allen | Hamilton

Joseph Loong
Lead Associate
Mobile: (b) (6)
BoozAllen.com
Twitter: (b) (6)

From: "Workinger, Kimberly B - Washington, DC" <(b) (6)>
Date: Wednesday, January 12, 2022 at 7:44 AM
To: "Loong, Joseph [USA]" <(b) (6)> "Hodges, Brittnee [USA]" <(b) (6)>
Cc: "Petrowski, Matthew J - Washington, DC" <(b) (6)> "Dykes, Claire [USA]" <(b) (6)>
Subject: FW: [EXTERNAL] Questions about the test kit program

Good morning Joe and Brittnee,

We are trying to find out who is asking these questions... Congress, another agency etc. While I think Alex got everything right ... I think the responses could be wordsmithed a bit. Such as you will be blocked by USPS... I really don't like that "We" will be blocking them (granted we will run the check and not allow it) – I think there is a better way to say it as well as say that there will be a way to "appeal" (though I don't think I'd want to say that word necessarily... David's FAQs might have better verbiage) it.

He is looking for feedback by 6 pm today though I'd prefer it earlier if possible. Let me know. Thanks.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6)

Cell: (b) (6)

(b) (6)



From: Hoover, Alexander (b) (6) <(b) (6)>

Sent: Wednesday, January 12, 2022 7:27 AM

To: Karpenko, Christopher J - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)>

Cc: Kates, Natalie M. EOP/OMB <(b) (6)>

Subject: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Chris, Kim,

I am sorry to put yet another thing on your plate. The WH has been talking to some organizations who have some detailed questions about the USPS store. I took a first pass at answering the questions. Can you have a look and confirm my answers **by 6pm ET today?**

Feel free to pass me off to someone else who might be better suited to answer some of the questions. Again, I am very sorry about the last minute request.

Best,

Alex Hoover

- What will my information be used for? What won't it be used for?
 - Your information will only be used to send you 4 at free, at-home rapid antigen COVID-19 test kits. You won't be prompted to sign up for anything or receive promotional emails from USPS afterwards. ~~Nothing like that.~~ (For more information, see the USPS Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/>)
- Will the government use this information for my social benefits or immigration status?
 - No.
- Is my information secure or publicly accessible?
 - Your information is secured according to industry standards and will not be publicly accessible. (For more information, see the USPS Full Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/full-privacy-policy.htm>)
- What should I expect after signing up? (entering email vs. not entering)
 - All we need is your name and a valid residential address to send the tests to.
 - ~~No sign up is necessary. We don't even need your email address if you do not have one or do not want to provide one.~~ (though it's recommended so you can receive confirmation emails). All we need is a valid residential address to send the tests to.
 - If you do provide an email address, you will receive a confirmation email soon after you place your order. ~~and a~~ Once your order ships, you'll receive separate a tracking number and delivery updates email with a tracking number once the tests actually ship.
 - If you do not provide an email address, you will still be given an order number once you place ~~submit~~ your order. However, you will not receive any ~~any~~ follow-up confirmation or tracking number from USPS.
- Can I enter my information more than once?
 - ~~Once someone has successfully placed an order for a valid residential address, they won't be able to submit duplicate orders for that same address to increase the opportunity for others to access these free tests, they will be blocked by the USPS store if they try to send another order to the identical residential address.~~
 - You may enter some information (name and email) more than once if you are sending to different residential addresses.
- When should I expect to receive my tests? ~~What happens if they don't arrive?~~
 - ~~Orders will start shipping (as supplies come in) in late January. If you provide your email address, you'll receive delivery updates to track your order. Once shipped, they should take [5-8] business days to arrive.~~
- Which brand of test will I receive?
 - Tests currently available (subject to change):
 - ☞ ACON Flowflex COVID-19 Antigen Test
 - ☞ iHealth COVID-19 Antigen Rapid Test
 - ☞ Source: Test Kit OPT Slides on 1/11/2022, Pg. 3

(b) (5)

Commented [H5]: Remove "What happens if they don't arrive"

Commented [H6]: Based on the latest guidance, I don't think we're able to commit to a specific number of days

Formatted

Formatted

From: [Workinger, Kimberly B - Washington, DC](#)
To: [Loong, Joseph \[USA\]](#); [Hodges, Brittnee \[USA\]](#)
Cc: [Petrowski, Matthew J - Washington, DC](#); [Dykes, Claire \[USA\]](#); [Karpenko, Christopher J - Washington, DC](#)
Subject: RE: [EXTERNAL] Questions about the test kit program
Date: Wednesday, January 12, 2022 2:48:30 PM
Attachments: [Central FAQ for 500m Test Kits-static-edits.docx](#)
[image004.png](#)
[image001.png](#)

My edits and questions are attached. Also looping in Chris.

Chris there was a question on how to handle "what happens if they don't arrive" ... how should we handle that? The FAQs address damaged/stolen test kits such as the link to Mail Theft and we can't replace damaged kits...

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Loong, Joseph [USA] <(b) (6)>
Sent: Wednesday, January 12, 2022 2:07 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)>
Subject: Re: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hi folks -- Please see attached. We took a pass through the questions; I left a few open comments around if/how we need verbiage/links around security and the USPS Privacy Policy.

Also note that we don't have a great answer to the 2nd half of the 2nd to last bullet ("What happens if they don't arrive?"). David Colon's FAQ draft has items addressing damaged/stolen test kits); can we remove or do we need to address, and if so, how?

Thanks -- Joe

--

Booz | Allen | Hamilton

Joseph Loong

Lead Associate

Mobile: (b) (6)

BoozAllen.com

Twitter: (b) (6)

From: "Workinger, Kimberly B - Washington, DC" <(b) (6)>

Date: Wednesday, January 12, 2022 at 7:44 AM

To: "Loong, Joseph [USA]" <(b) (6)> "Hodges, Brittnee [USA]" <(b) (6)>

Cc: "Petrowski, Matthew J - Washington, DC" <(b) (6)> "Dykes, Claire [USA]" <(b) (6)>

Subject: FW: [EXTERNAL] Questions about the test kit program

Good morning Joe and Brittnee,

We are trying to find out who is asking these questions... Congress, another agency etc. While I think Alex got everything right ... I think the responses could be wordsmithed a bit. Such as you will be blocked by USPS... I really don't like that "We" will be blocking them (granted we will run the check and not allow it) – I think there is a better way to say it as well as say that there will be a way to "appeal" (though I don't think I'd want to say that word necessarily... David's FAQs might have better verbiage) it.

He is looking for feedback by 6 pm today though I'd prefer it earlier if possible. Let me know. Thanks.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Hoover, Alexander (b) (6) <(b) (6)>

Sent: Wednesday, January 12, 2022 7:27 AM

To: Karpenko, Christopher J - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)>

Cc: Kates, Natalie M. EOP/OMB <(b) (6)>

Subject: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. STOP and CONSIDER before responding, clicking on links, or opening attachments.

Chris, Kim,

I am sorry to put yet another thing on your plate. The WH has been talking to some organizations who have some detailed questions about the USPS store. I took a first pass at answering the questions. Can you have a look and confirm my answers **by 6pm ET today?**

Feel free to pass me off to someone else who might be better suited to answer some of the questions. Again, I am very sorry about the last minute request.

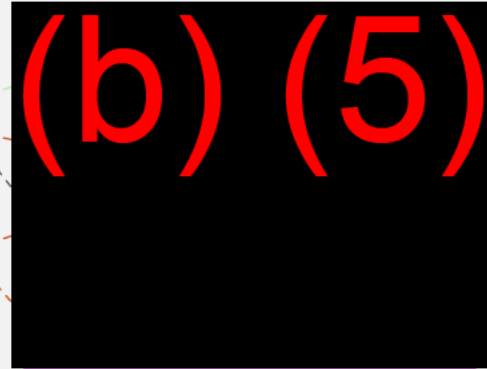
Best,

Alex Hoover

What will my information be used for? What won't it be used for?

Your information will only be used to send you 4 free, at-home rapid antigen COVID-19 tests kits. You won't be prompted to sign up for anything or receive promotional emails from USPS afterwards. ~~Nothing like that.~~ (For more information, see the USPS Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/>)

- Will the government use this information for my social benefits or immigration status?
 - No.
- Is my information secure or publicly accessible?
 - Your information is secured according to industry standards and will not be publicly accessible. (For more information, see the USPS Full Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/full-privacy-policy.htm>)
- What should I expect after signing up? (entering email vs. not entering)
 - All we need is your name and a valid residential address to send the tests to.
 - No sign up is necessary. We don't even need your email address if you do not have one or do not want to provide one. (though it's recommended so you can receive confirmation emails). All we need is a valid residential address to send the tests to.
 - If you do provide an email address, you will receive a confirmation email soon after you place your order, and a separate tracking number and delivery updates email with a tracking number once the tests actually ship.
 - If you do not provide an email address, you will still be given an order number once you place your order. However, you will not receive any follow-up confirmation or tracking number from USPS.
- Can I enter my information more than once?
 - Once someone has successfully placed an order for a valid residential address, they won't be able to submit duplicate orders for that same address to increase the opportunity for others to access these free tests, they will be blocked by the USPS store if they try to send another order to the identical residential address.
 - You may enter some information (name and email) more than once if you are sending to different residential addresses.
- When should I expect to receive my tests? (What happens if they don't arrive?)
 - Orders will start shipping (as supplies come in) in late January. If you provide your email address, you'll receive delivery updates to track your order.
 - Once shipped, they should take 5-8 business days to arrive.
- Which brand of test will I receive?
 - Tests currently available (subject to change):
 - ACON Flowflex COVID-19 Antigen Test
 - iHealth COVID-19 Antigen Rapid Test
 - Source: Test Kit OPT Slides on 1/11/2022, Pg. 3



Commented [WKB-WD5]: Shouldn't we say first and last name? As far as I know we did not relax the requirements for this.

Commented [WKB-WD6]: Emails regarding your order?

Commented [WKB-WD7]: If you are ordering on behalf of someone else? This sort of concerns me because I could place orders for my whole neighborhood – which I could – but some could be doing that to get them and then sell them. Should we include this?

Commented [H[8]: Remove "What happens if they don't arrive"

Formatted

Commented [H[9]: Based on the latest guidance, I don't think we're able to commit to a specific number of days

Formatted

Formatted

From: [Hodges, Brittnee \[USA\]](#)
To: [Karpenko, Christopher J - Washington, DC](#); [Workinger, Kimberly B - Washington, DC](#); [Dykes, Claire \[USA\]](#); [Loong, Joseph \[USA\]](#)
Cc: [Petrowski, Matthew J - Washington, DC](#)
Subject: RE: [EXTERNAL] Questions about the test kit program
Date: Wednesday, January 12, 2022 3:49:25 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[Central FAQ for 500m Test Kits-static-edits-KW_Clean.docx](#)

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Kim & Chris,

See the attached cleaned up doc. Let us know if we need to add/edit anything else. I left the question Joe had about privacy/legal review—if you’re good with those additions, we can resolve the comment.

On the lost orders: I think there would be a loop with the customers who try to get help with a lost package even if they have a tracking number because in the CCC FAQs David provided for review, we still tell them USPS is unable to replace tests. Right now, it only speaks to “damaged” tests but if USPS is not replacing damaged ones, I’d presume USPS also can’t replace lost ones. The stolen ones go down a separate mail theft Postal Inspection Service path.

Thinking we may want to ask CCC/David to include “damaged or lost” (or figure that solution out internally) in their FAQs and leave it off of the White House FAQs.

-Brittnee

From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 3:28 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

Agree, let’s note that.

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 3:12 PM
To: Dykes, Claire [USA] <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)> Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>

Subject: RE: [EXTERNAL] Questions about the test kit program

Then maybe we address that way but kick that back over to the WH team to address... we can't.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Dykes, Claire [USA] <(b) (6)>
Sent: Wednesday, January 12, 2022 3:11 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)> Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: Re: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Just FYI, I believe you do have to have a tracking number (so you would've had to enter an email address) to use our lost/stolen route. So that wouldn't be available to anyone who didn't have an email address or decided not to provide it.

From: "Workinger, Kimberly B - Washington, DC" <(b) (6)>
Date: Wednesday, January 12, 2022 at 3:09 PM
To: "Karpenko, Christopher J - Washington, DC" <(b) (6)> "Loong, Joseph [USA]" <(b) (6)> "Hodges, Brittnee [USA]" <(b) (6)>
Cc: "Petrowski, Matthew J - Washington, DC" <(b) (6)> "Dykes, Claire [USA]" <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

Thanks Chris,
Joe, can you clean up the document with my updates and Chris' input? Thank you.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 2:59 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

I think we suggest if it doesn't arrive we follow the lost/stolen route. As far as refilling we need to have it flagged as a "what to do" options that Administration will need to weigh in on.

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 2:47 PM
To: Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

My edits and questions are attached. Also looping in Chris.

Chris there was a question on how to handle "what happens if they don't arrive" ... how should we handle that? The FAQs address damaged/stolen test kits such as the link to Mail Theft and we can't replace damaged kits...

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Loong, Joseph [USA] <(b) (6)>
Sent: Wednesday, January 12, 2022 2:07 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)>
Subject: Re: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hi folks -- Please see attached. We took a pass through the questions; I left a few open comments around if/how we need verbiage/links around security and the USPS Privacy Policy.

Also note that we don't have a great answer to the 2nd half of the 2nd to last bullet ("What happens if they don't arrive?"). David Colon's FAQ draft has items addressing damaged/stolen test kits); can we remove or do we need to address, and if so, how?

Thanks -- Joe

--

Booz | Allen | Hamilton

Joseph Loong

Lead Associate

Mobile: (b) (6)

BoozAllen.com

Twitter: (b) (6)

From: "Workinger, Kimberly B - Washington, DC" <(b) (6)>

Date: Wednesday, January 12, 2022 at 7:44 AM

To: "Loong, Joseph [USA]" <(b) (6)> "Hodges, Brittnee [USA]" <(b) (6)>

Cc: "Petrowski, Matthew J - Washington, DC" <(b) (6)> "Dykes, Claire [USA]" <(b) (6)>

Subject: FW: [EXTERNAL] Questions about the test kit program

Good morning Joe and Brittnee,

We are trying to find out who is asking these questions... Congress, another agency etc. While I think Alex got everything right ... I think the responses could be wordsmithed a bit. Such as you will be blocked by USPS... I really don't like that "We" will be blocking them (granted we will run the check and not allow it) – I think there is a better way to say it as well as say that there will be a way to "appeal" (though I don't think I'd want to say that word necessarily... David's FAQs might have better verbiage) it.

He is looking for feedback by 6 pm today though I'd prefer it earlier if possible. Let me know. Thanks.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Hoover, Alexander (b) (6) <(b) (6)>
Sent: Wednesday, January 12, 2022 7:27 AM
To: Karpenko, Christopher J - Washington, DC <(b) (6)> Worker,
Kimberly B - Washington, DC <(b) (6)>
Cc: Kates, Natalie M. EOP/OMB <(b) (6)>
Subject: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Chris, Kim,

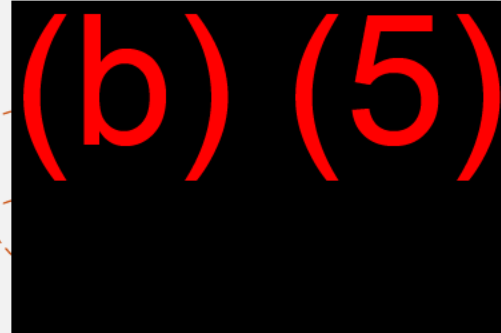
I am sorry to put yet another thing on your plate. The WH has been talking to some organizations who have some detailed questions about the USPS store. I took a first pass at answering the questions. Can you have a look and confirm my answers **by 6pm ET today?**

Feel free to pass me off to someone else who might be better suited to answer some of the questions. Again, I am very sorry about the last minute request.

Best,

Alex Hoover

- What will my information be used for? What won't it be used for?
 - Your information will only be used to send you 4 free, at-home rapid antigen COVID-19 tests. You won't be prompted to sign up for anything or receive promotional emails from USPS afterwards. (For more information, see the USPS Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/>)
- Will the government use this information for my social benefits or immigration status?
 - No.
- Is my information secure or publicly accessible?
 - Your information is secured according to industry standards and will not be publicly accessible. (For more information, see the USPS Full Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/full-privacy-policy.htm>)
- What should I expect after signing up? (entering email vs. not entering)
 - All we need is your first and last name and a valid residential address to send the tests to. No sign up is necessary. We don't even need your email address if you do not have one or do not want to provide one (though it's recommended so you can receive emails about your order).
 - If you do provide an email address, you will receive a confirmation email soon after you place your order. Once your order ships, you'll receive a tracking number and delivery updates .
 - If you do not provide an email address, you will still be given an order number once you place your order. However, you will not receive a follow-up confirmation or tracking number from USPS.
- Can I enter my information more than once?
 - Once someone has successfully placed an order for a valid residential address, they won't be able to submit duplicate orders for that same address to increase the opportunity for others to access these free tests.
- When should I expect to receive my tests?
 - Orders will start shipping (as supplies come in) in late January. If you provide your email address, you'll receive delivery updates to track your order.
- Which brand of test will I receive?
 - Tests currently available (subject to change):
 - ACON Flowflex COVID-19 Antigen Test
 - iHealth COVID-19 Antigen Rapid Test
 - Source: Test Kit OPT Slides on 1/11/2022, Pg. 3



From: [Workinger, Kimberly B - Washington, DC](#)
To: [Hodges, Brittnee \[USA\]](#); [Karpenko, Christopher J - Washington, DC](#); [Dykes, Claire \[USA\]](#); [Loong, Joseph \[USA\]](#)
Cc: [Petrowski, Matthew J - Washington, DC](#)
Subject: RE: [EXTERNAL] Questions about the test kit program
Date: Wednesday, January 12, 2022 3:51:00 PM
Attachments: [image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

I think having a link to the Privacy Policy for those asking about this is fine. Not sure we need to involve them... Chris, your thoughts?

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Hodges, Brittnee [USA] <(b) (6)>
Sent: Wednesday, January 12, 2022 3:48 PM
To: Karpenko, Christopher J - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Kim & Chris,

See the attached cleaned up doc. Let us know if we need to add/edit anything else. I left the question Joe had about privacy/legal review—if you're good with those additions, we can resolve the comment.

On the lost orders: I think there would be a loop with the customers who try to get help with a lost package even if they have a tracking number because in the CCC FAQs David provided for review, we still tell them USPS is unable to replace tests. Right now, it only speaks to "damaged" tests but if USPS is not replacing damaged ones, I'd presume USPS also can't replace lost ones. The stolen ones go down a separate mail theft Postal Inspection Service path.

Thinking we may want to ask CCC/David to include "damaged or lost" (or figure that solution out internally) in their FAQs and leave it off of the White House FAQs.

-Brittnee

From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 3:28 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Dykes, Claire [USA]
<(b) (6)> Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee
[USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

Agree, let's note that.

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 3:12 PM
To: Dykes, Claire [USA] <(b) (6)> Karpenko, Christopher J - Washington, DC
<(b) (6)> Loong, Joseph [USA] <(b) (6)> Hodges,
Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

Then maybe we address that way but kick that back over to the WH team to address... we can't.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (b) (6) Cell: (b) (6)
(b) (6)



From: Dykes, Claire [USA] <(b) (6)>
Sent: Wednesday, January 12, 2022 3:11 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Karpenko,
Christopher J - Washington, DC <(b) (6)> Loong, Joseph [USA]
<(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: Re: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Just FYI, I believe you do have to have a tracking number (so you would've had to enter an email address) to use our lost/stolen route. So that wouldn't be available to anyone who didn't have an email address or decided not to provide it.

From: "Workinger, Kimberly B - Washington, DC" <(b) (6)>
Date: Wednesday, January 12, 2022 at 3:09 PM
To: "Karpenko, Christopher J - Washington, DC" <(b) (6)> "Loong, Joseph [USA]" <(b) (6)> "Hodges, Brittnee [USA]" <(b) (6)>
Cc: "Petrowski, Matthew J - Washington, DC" <(b) (6)> "Dykes, Claire [USA]" <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

Thanks Chris,
Joe, can you clean up the document with my updates and Chris' input? Thank you.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (b) (6) Cell: (b) (6)
(b) (6)



From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 2:59 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

I think we suggest if it doesn't arrive we follow the lost/stolen route. As far as refilling we need to have it flagged as a "what to do" options that Administration will need to weigh in on.

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 2:47 PM
To: Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

My edits and questions are attached. Also looping in Chris.

Chris there was a question on how to handle "what happens if they don't arrive" ... how should we

handle that? The FAQs address damaged/stolen test kits such as the link to Mail Theft and we can't replace damaged kits...

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (b) (6) Cell: (b) (6)
(b) (6)



From: Loong, Joseph [USA] <(b) (6)>
Sent: Wednesday, January 12, 2022 2:07 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)>
Subject: Re: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. STOP and CONSIDER before responding, clicking on links, or opening attachments.

Hi folks -- Please see attached. We took a pass through the questions; I left a few open comments around if/how we need verbiage/links around security and the USPS Privacy Policy.

Also note that we don't have a great answer to the 2nd half of the 2nd to last bullet ("What happens if they don't arrive?"). David Colon's FAQ draft has items addressing damaged/stolen test kits); can we remove or do we need to address, and if so, how?

Thanks -- Joe

--
Booz | Allen | Hamilton

Joseph Loong
Lead Associate
Mobile (b) (6)
BoozAllen.com
Twitter: (b) (6)

From: "Workinger, Kimberly B - Washington, DC" <(b) (6)>
Date: Wednesday, January 12, 2022 at 7:44 AM
To: "Loong, Joseph [USA]" <(b) (6)> "Hodges, Brittnee [USA]" <(b) (6)>
Cc: "Petrowski, Matthew J - Washington, DC" <(b) (6)> "Dykes,

Claire [USA]" <(b) (6)>

Subject: FW: [EXTERNAL] Questions about the test kit program

Good morning Joe and Brittnee,

We are trying to find out who is asking these questions... Congress, another agency etc. While I think Alex got everything right ... I think the responses could be wordsmithed a bit. Such as you will be blocked by USPS... I really don't like that "We" will be blocking them (granted we will run the check and not allow it) – I think there is a better way to say it as well as say that there will be a way to "appeal" (though I don't think I'd want to say that word necessarily... David's FAQs might have better verbiage) it.

He is looking for feedback by 6 pm today though I'd prefer it earlier if possible. Let me know. Thanks.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Hoover, Alexander (b) (6) <(b) (6)>

Sent: Wednesday, January 12, 2022 7:27 AM

To: Karpenko, Christopher J - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)>

Cc: Kates, Natalie M. EOP/OMB <(b) (6)>

Subject: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. STOP and CONSIDER before responding, clicking on links, or opening attachments.

Chris, Kim,

I am sorry to put yet another thing on your plate. The WH has been talking to some organizations who have some detailed questions about the USPS store. I took a first pass at answering the questions. Can you have a look and confirm my answers **by 6pm ET today?**

Feel free to pass me off to someone else who might be better suited to answer some of the questions. Again, I am very sorry about the last minute request.

Best,

Alex Hoover

From: [Hodges, Brittnee \[USA\]](#)
To: [Workinger, Kimberly B - Washington, DC](#); [Karpenko, Christopher J - Washington, DC](#); [Dykes, Claire \[USA\]](#); [Loong, Joseph \[USA\]](#)
Cc: [Petrowski, Matthew J - Washington, DC](#)
Subject: RE: [EXTERNAL] Questions about the test kit program
Date: Wednesday, January 12, 2022 4:16:44 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[Central FAQ for 500m Test Kits-static-edits-KW_Clean.docx](#)

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Kim and Chris,

Updated doc to send back to Alex attached. I added back in the question about what if they don't receive it and noted that **if they provide their email**, 1) they can track their order and 2) they can submit a help request form online if they think it's missing.

Let me know if any other changes needed.

-Brittnee

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 4:04 PM
To: Karpenko, Christopher J - Washington, DC <(b) (6)> Hodges, Brittnee [USA] <(b) (6)> Dykes, Claire [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: Re: [EXTERNAL] Questions about the test kit program

Yes

Get [Outlook for iOS](#)

From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 4:03:25 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Hodges, Brittnee [USA] <(b) (6)> Dykes, Claire [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

From his end right?

From: Workinger, Kimberly B - Washington, DC <(b) (6)>

Sent: Wednesday, January 12, 2022 4:03 PM

To: Karpenko, Christopher J - Washington, DC <(b) (6)> Hodges, Brittnee [USA] <(b) (6)> Dykes, Claire [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)>

Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>

Subject: Re: [EXTERNAL] Questions about the test kit program

This is the doc that Alex had from questions he got from others that he needed to respond to

Get [Outlook for iOS](#)

From: Karpenko, Christopher J - Washington, DC <(b) (6)>

Sent: Wednesday, January 12, 2022 3:58:22 PM

To: Workinger, Kimberly B - Washington, DC <(b) (6)> Hodges, Brittnee [USA] <(b) (6)> Dykes, Claire [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)>

Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>

Subject: RE: [EXTERNAL] Questions about the test kit program

I don't think we want to have on our end. They could change.

From: Workinger, Kimberly B - Washington, DC <(b) (6)>

Sent: Wednesday, January 12, 2022 3:57 PM

To: Karpenko, Christopher J - Washington, DC <(b) (6)> Hodges, Brittnee [USA] <(b) (6)> Dykes, Claire [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)>

Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>

Subject: RE: [EXTERNAL] Questions about the test kit program

Alex had that in the answers. So I think we keep.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Karpenko, Christopher J - Washington, DC <(b) (6)>

Sent: Wednesday, January 12, 2022 3:54 PM

To: Hodges, Brittnee [USA] <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)>

Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>

Subject: RE: [EXTERNAL] Questions about the test kit program

I am not sure we'll say which manufacturer.

From: Hodges, Brittnee [USA] <(b) (6)>
Sent: Wednesday, January 12, 2022 3:48 PM
To: Karpenko, Christopher J - Washington, DC <(b) (6)> Worker, Kimberly B - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Kim & Chris,

See the attached cleaned up doc. Let us know if we need to add/edit anything else. I left the question Joe had about privacy/legal review—if you're good with those additions, we can resolve the comment.

On the lost orders: I think there would be a loop with the customers who try to get help with a lost package even if they have a tracking number because in the CCC FAQs David provided for review, we still tell them USPS is unable to replace tests. Right now, it only speaks to "damaged" tests but if USPS is not replacing damaged ones, I'd presume USPS also can't replace lost ones. The stolen ones go down a separate mail theft Postal Inspection Service path.

Thinking we may want to ask CCC/David to include "damaged or lost" (or figure that solution out internally) in their FAQs and leave it off of the White House FAQs.

-Brittnee

From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 3:28 PM
To: Worker, Kimberly B - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)> Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

Agree, let's note that.

From: Worker, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 3:12 PM

To: Dykes, Claire [USA] <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)> Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

Then maybe we address that way but kick that back over to the WH team to address... we can't.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)

(b) (6)



From: Dykes, Claire [USA] <(b) (6)>
Sent: Wednesday, January 12, 2022 3:11 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)> Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)>
Subject: Re: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Just FYI, I believe you do have to have a tracking number (so you would've had to enter an email address) to use our lost/stolen route. So that wouldn't be available to anyone who didn't have an email address or decided not to provide it.

From: "Workinger, Kimberly B - Washington, DC" <(b) (6)>
Date: Wednesday, January 12, 2022 at 3:09 PM
To: "Karpenko, Christopher J - Washington, DC" <(b) (6)> "Loong, Joseph [USA]" <(b) (6)> "Hodges, Brittnee [USA]" <(b) (6)>
Cc: "Petrowski, Matthew J - Washington, DC" <(b) (6)> "Dykes, Claire [USA]" <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

Thanks Chris,

Joe, can you clean up the document with my updates and Chris' input? Thank you.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6)

Cell: (b) (6)

(b) (6)



From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 2:59 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

I think we suggest if it doesn't arrive we follow the lost/stolen route. As far as refilling we need to have it flagged as a "what to do" options that Administration will need to weigh in on.

From: Workinger, Kimberly B - Washington, DC <(b) (6)>
Sent: Wednesday, January 12, 2022 2:47 PM
To: Loong, Joseph [USA] <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>
Cc: Petrowski, Matthew J - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] Questions about the test kit program

My edits and questions are attached. Also looping in Chris.

Chris there was a question on how to handle "what happens if they don't arrive" ... how should we handle that? The FAQs address damaged/stolen test kits such as the link to Mail Theft and we can't replace damaged kits...

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6)

Cell: (b) (6)

(b) (6)



From: Loong, Joseph [USA] <(b) (6)>
Sent: Wednesday, January 12, 2022 2:07 PM
To: Workinger, Kimberly B - Washington, DC <(b) (6)> Hodges, Brittnee [USA] <(b) (6)>

Cc: Petrowski, Matthew J - Washington, DC <(b) (6)> Dykes, Claire [USA] <(b) (6)>

Subject: Re: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hi folks -- Please see attached. We took a pass through the questions; I left a few open comments around if/how we need verbiage/links around security and the USPS Privacy Policy.

Also note that we don't have a great answer to the 2nd half of the 2nd to last bullet ("What happens if they don't arrive?"). David Colon's FAQ draft has items addressing damaged/stolen test kits); can we remove or do we need to address, and if so, how?

Thanks -- Joe

--

Booz | Allen | Hamilton

Joseph Loong
Lead Associate

Mobile (b) (6)

BoozAllen.com

Twitter: (b) (6)

From: "Workinger, Kimberly B - Washington, DC" <(b) (6)>

Date: Wednesday, January 12, 2022 at 7:44 AM

To: "Loong, Joseph [USA]" <(b) (6)> "Hodges, Brittnee [USA]" <(b) (6)>

Cc: "Petrowski, Matthew J - Washington, DC" <(b) (6)> "Dykes, Claire [USA]" <(b) (6)>

Subject: FW: [EXTERNAL] Questions about the test kit program

Good morning Joe and Brittnee,

We are trying to find out who is asking these questions... Congress, another agency etc. While I think Alex got everything right ... I think the responses could be wordsmithed a bit. Such as you will be blocked by USPS... I really don't like that "We" will be blocking them (granted we will run the check and not allow it) – I think there is a better way to say it as well as say that there will be a way to "appeal" (though I don't think I'd want to say that word necessarily... David's FAQs might have better verbiage) it.

He is looking for feedback by 6 pm today though I'd prefer it earlier if possible. Let me know. Thanks.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing

Office: (b) (6) Cell: (b) (6)
(b) (6)



From: Hoover, Alexander (b) (6) <(b) (6)>
Sent: Wednesday, January 12, 2022 7:27 AM
To: Karpenko, Christopher J - Washington, DC <(b) (6)> Worker,
Kimberly B - Washington, DC <(b) (6)>
Cc: Kates, Natalie M. EOP/OMB <(b) (6)>
Subject: [EXTERNAL] Questions about the test kit program

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Chris, Kim,

I am sorry to put yet another thing on your plate. The WH has been talking to some organizations who have some detailed questions about the USPS store. I took a first pass at answering the questions. Can you have a look and confirm my answers **by 6pm ET today?**

Feel free to pass me off to someone else who might be better suited to answer some of the questions. Again, I am very sorry about the last minute request.

Best,

Alex Hoover

- What will my information be used for? What won't it be used for?
 - Your information will only be used to send you 4 free, at-home rapid antigen COVID-19 tests. You won't be prompted to sign up for anything or receive promotional emails from USPS afterwards. (For more information, see the USPS Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/>)
- Will the government use this information for my social benefits or immigration status?
 - No.
- Is my information secure or publicly accessible?
 - Your information is secured according to industry standards and will not be publicly accessible. (For more information, see the USPS Full Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/full-privacy-policy.htm>)
- What should I expect after signing up? (entering email vs. not entering)
 - All we need is your first and last name and a valid residential address to send the tests to. No sign up is necessary. We don't even need your email address if you do not have one or do not want to provide one (though it's recommended so you can receive emails about your order).
 - If you do provide an email address, you will receive a confirmation email soon after you place your order. Once your order ships, you'll receive a tracking number and delivery updates .
 - If you do not provide an email address, you will still be given an order number once you place your order. However, you will not receive a follow-up confirmation or tracking number from USPS.
- Can I enter my information more than once?
 - Once someone has successfully placed an order for a valid residential address, they won't be able to submit duplicate orders for that same address to increase the opportunity for others to access these free tests.
- When should I expect to receive my tests? What happens if they don't arrive?
 - Orders will start shipping (as supplies come in) in late January.
 - If you provide your email address:
 - You'll receive delivery updates to track your order.
 - You can submit a help request form online to let USPS know if you think your order is missing.
- Which brand of test will I receive?
 - Tests currently available (subject to change):
 - ACON Flowflex COVID-19 Antigen Test
 - iHealth COVID-19 Antigen Rapid Test
 - **Source: Test Kit OPT Slides on 1/11/2022, Pg. 3**

From: [Colon, David - Washington, DC](#)
To: [Rosen, Melissa D - Wichita, KS](#); [White, Gartrell D - Washington, DC - Contractor](#)
Cc: [Decastro, Shannon W - Washington, DC](#)
Subject: RE: [EXTERNAL] FAQs
Date: Thursday, January 13, 2022 9:34:00 AM

Let's add them to the FAQ, refer to the second email. They're pretty basic questions.

From: Rosen, Melissa D - Wichita, KS <(b) (6)>
Sent: Thursday, January 13, 2022 8:58 AM
To: Colon, David - Washington, DC <(b) (6)> White, Gartrell D - Washington, DC - Contractor <(b) (6)>
Cc: Decastro, Shannon W - Washington, DC <(b) (6)>
Subject: RE: [EXTERNAL] FAQs

Thanks, I'll start taking a look at his edits. Do we really want USPS call center agents answering questions about data privacy? That's not a usual topic for them to handle. A reference to another agency website or an offer to email the FAQ with a link to privacy info might be good and help steer them away from political discussions.

From: Colon, David - Washington, DC <(b) (6)>
Sent: Thursday, January 13, 2022 6:52 AM
To: Rosen, Melissa D - Wichita, KS <(b) (6)> White, Gartrell D - Washington, DC - Contractor <(b) (6)>
Cc: Decastro, Shannon W - Washington, DC <(b) (6)>
Subject: FW: [EXTERNAL] FAQs

FYI with Alex's edits, very minor but he did include the phone number to call for assistance with ordering.

I'm also following up on his comments regarding the privacy policy and process, etc. Maybe Kim and team can help fill in some of the gaps this morning on that piece.

From: Hoover, Alexander <(b) (6)> <(b) (6)>
Sent: Wednesday, January 12, 2022 11:29 PM
To: Colon, David - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>
Cc: McCrery, Marc D - Washington, DC <(b) (6)> Kates, Natalie M. EOP/OMB <(b) (6)>
Subject: Re: [EXTERNAL] FAQs

CAUTION: This email originated from outside USPS. STOP and CONSIDER before responding, clicking on links, or opening attachments.

David,

Attached is a doc with some edits (with tracked changes) I made. Let me know if you have any questions about the changes. Happy to discuss.

Chris, Kim,

Let me know what you think about the scope of the questions the USPS call center can answer. We have those questions and answers that you helped me put together about data privacy, process, etc. I wanted to get your thoughts on adding those questions and answers to this call center document. The current questions in the FAQ document have more of a troubleshooting nature. The others are more general information. Probably not a bad idea to give call center agents canned answers on data privacy, etc. What do you think?

Best,

Alex Hoover

On Jan 11, 2022, at 7:33 PM, Colon, David - Washington, DC <(b) (6)> wrote:

Alex, et al,

Please see attached.

For proper context, this draft was created in MS Word for editability, I ask if any changes are made, please utilize track changes.

The article for public facing content starts in earnest on page 3, with the exception of the summary section on page 2. The items in yellow still need some gaps filled in or additional clarification/information (contact numbers, appropriate agency name, etc.).

Please let me know if you have any questions. Our goal was to contain all of the related questions into a one stop shop FAQ.

Best,
Dave

David Colon | Mgr. Customer Contact Internal & Contracts

Desk: (b) (6) | **Mobile:** (b) (6) | **eFax: (651) 456-6008**

"Capabilities can be extended indefinitely when everyone begins to think" -Taiichi Ohno

Out of Office Alert :

From: Hoover, Alexander (b) (6) <(b) (6)>

Sent: Tuesday, January 11, 2022 6:42 PM

To: Colon, David - Washington, DC <(b) (6)>

Cc: Karpenko, Christopher J - Washington, DC <(b) (6)>
Workinger, Kimberly B - Washington, DC <(b) (6)> McCrery,
Marc D - Washington, DC <(b) (6)> Kates, Natalie M. EOP/OMB
<(b) (6)>

Subject: [EXTERNAL] Re: FAQs

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hey David,

Any update on the FAQs? Thanks in advance.

Best,

Alex Hoover

On Jan 11, 2022, at 10:48 AM, Hoover, Alexander <(b) (6)>
<(b) (6)> wrote:

Wonderful David. Looking forward to seeing what the team pulls together. Thanks for all your work!

Best,

Alex Hoover

On Jan 11, 2022, at 9:56 AM, Colon, David - Washington, DC
<(b) (6)> wrote:

Thanks for making the connection Chris.

We are expecting to have a draft version of the FAQs available for circulation this afternoon.

Dave

David Colon | Mgr. Customer Contact Internal & Contracts

Desk: (b) (6) | **Mobile:** (b) (6) | **eFax:**
(651) 456-6008

"Capabilities can be extended indefinitely when everyone begins to think" -Taiichi Ohno

Out of Office Alert :

From: Karpenko, Christopher J - Washington, DC
<(b) (6)>

Sent: Tuesday, January 11, 2022 9:56 AM

To: Hoover, Alexander (b) (6)

<(b) (6)>

Cc: Workinger, Kimberly B - Washington, DC

<(b) (6)> Colon, David -

Washington, DC <(b) (6)> McCrery, Marc D

- Washington, DC

<(b) (6)> Natalie.M.Kates@omb.eop.go

[v](#)

Subject: FAQs

Alex, David Colon is taking the lead on our call center efforts for Marc and his team is looking at the flow and FAQs. Kim's team is also a part of this. Wanted to connect so all sides can flush out the materials and be consistent. The teams have been meeting on this end.

Chris

<1.11.2022_Project T FAQ.docx>

From: [Colon, David - Washington, DC](#)
To: [Karpenko, Christopher J - Washington, DC](#); [Workinger, Kimberly B - Washington, DC](#)
Cc: [McCrery, Marc D - Washington, DC](#)
Subject: RE: [EXTERNAL] FAQs
Date: Thursday, January 13, 2022 9:35:40 AM

Removing external, I did not receive a copy of the new Privacy Policy. We generally refer to the aforementioned link on About in lieu of keeping a copy in our content.

From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Thursday, January 13, 2022 9:03 AM
To: Colon, David - Washington, DC <(b) (6)> Hoover, Alexander <(b) (6)>
<(b) (6)> Workinger, Kimberly B - Washington, DC
<(b) (6)>
Cc: McCrery, Marc D - Washington, DC <(b) (6)> Kates, Natalie M. EOP/OMB
<(b) (6)>
Subject: RE: [EXTERNAL] FAQs

David, did you get the newest Privacy Statement? It just came out this week.

From: Colon, David - Washington, DC <(b) (6)>
Sent: Thursday, January 13, 2022 7:47 AM
To: Karpenko, Christopher J - Washington, DC <(b) (6)> Hoover, Alexander <(b) (6)> <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)>
Cc: McCrery, Marc D - Washington, DC <(b) (6)> Kates, Natalie M. EOP/OMB
<(b) (6)>
Subject: RE: [EXTERNAL] FAQs

If this is related to general privacy statement for the Postal Service, every caller will hear a general statement about that if they call the IVR.

“Thank you for calling the United States Postal Service Customer Care Center. Para continuar en español, oprima 1. To hear our privacy policy Press 2.”

If they Press @, they will hear the full Privacy Policy, USPS Care Center Agents have no additional information about the Privacy Policy and would refer customers to USPS.com

https://about.usps.com/who/legal/privacy-policy/?_gl=1*i29w9b*_ga*OTg5NTUwMTg1LjE2NDEyNTA0MTk.*_ga_3NXP3C8S9V*MTY0MjA3Nzk0Ny4zOC4wLjE2NDIwNzc5NDkuMA..

If this is something different, we'll need a call put together so I can understand the ask.

Dave

From: Karpenko, Christopher J - Washington, DC <(b) (6)>

Sent: Thursday, January 13, 2022 7:22 AM

To: Hoover, Alexander (b) (6) <(b) (6)> Colon, David - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)>

Cc: McCrery, Marc D - Washington, DC <(b) (6)> Kates, Natalie M. EOP/OMB <(b) (6)>

Subject: Re: [EXTERNAL] FAQs

Yes. The privacy questions could arise and we'd want to have that information available for the call agents/centers. I suspect we'd get some percentage of the calls about this. Maybe we consider having it in the ivr routing. We'd have to think through the thought process of responding proactively and does it cause more questions on privacy yet still make it available.

Get [Outlook for iOS](#)

From: Hoover, Alexander (b) (6) <(b) (6)>

Sent: Wednesday, January 12, 2022 11:28:30 PM

To: Colon, David - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)> Karpenko, Christopher J - Washington, DC <(b) (6)>

Cc: McCrery, Marc D - Washington, DC <(b) (6)> Kates, Natalie M. EOP/OMB <(b) (6)>

Subject: Re: [EXTERNAL] FAQs

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

David,

Attached is a doc with some edits (with tracked changes) I made. Let me know if you have any questions about the changes. Happy to discuss.

Chris, Kim,

Let me know what you think about the scope of the questions the USPS call center can answer. We have those questions and answers that you helped me put together about data privacy, process, etc. I wanted to get your thoughts on adding those questions and answers to this call center document. The current questions in the FAQ document have more of a troubleshooting nature. The others are more general information. Probably not a bad idea to give call center agents canned answers on data privacy, etc. What do you think?

Best,

Alex Hoover

On Jan 11, 2022, at 7:33 PM, Colon, David - Washington, DC <(b) (6)> wrote:

Alex, et al,

Please see attached.

For proper context, this draft was created in MS Word for editability, I ask if any changes are made, please utilize track changes.

The article for public facing content starts in earnest on page 3, with the exception of the summary section on page 2. The items in yellow still need some gaps filled in or additional clarification/information (contact numbers, appropriate agency name, etc.).

Please let me know if you have any questions. Our goal was to contain all of the related questions into a one stop shop FAQ.

Best,
Dave

David Colon | Mgr. Customer Contact Internal & Contracts

Desk: (b) (6) | **Mobile:** (b) (6) | **eFax: (651) 456-6008**

"Capabilities can be extended indefinitely when everyone begins to think" -Taiichi Ohno

Out of Office Alert :

From: Hoover, Alexander (b) (6) <(b) (6)>
Sent: Tuesday, January 11, 2022 6:42 PM
To: Colon, David - Washington, DC <(b) (6)>
Cc: Karpenko, Christopher J - Washington, DC <(b) (6)>
Workinger, Kimberly B - Washington, DC <(b) (6)> McCrery,
Marc D - Washington, DC <(b) (6)> Kates, Natalie M. EOP/OMB
<(b) (6)>
Subject: [EXTERNAL] Re: FAQs

CAUTION: This email originated from outside USPS. STOP and CONSIDER before responding, clicking on links, or opening attachments.

Hey David,
Any update on the FAQs? Thanks in advance.

Best,

Alex Hoover

On Jan 11, 2022, at 10:48 AM, Hoover, Alexander (b) (6) <(b) (6)> wrote:

Wonderful David. Looking forward to seeing what the team pulls together. Thanks for all your work!

Best,

Alex Hoover

On Jan 11, 2022, at 9:56 AM, Colon, David - Washington, DC
<(b) (6)> wrote:

Thanks for making the connection Chris.

We are expecting to have a draft version of the FAQs available for circulation this afternoon.

Dave

David Colon | Mgr. Customer Contact Internal & Contracts

Desk: (b) (6) | **Mobile:** (b) (6) | **eFax:** (651) 456-6008

"Capabilities can be extended indefinitely when everyone begins to think" -Taiichi Ohno

Out of Office Alert :

From: Karpenko, Christopher J - Washington, DC

<(b) (6)>

Sent: Tuesday, January 11, 2022 9:56 AM

To: Hoover, Alexander (b) (6)

<(b) (6)>

Cc: Workinger, Kimberly B - Washington, DC

<(b) (6)> Colon, David -

Washington, DC <(b) (6)> McCrery, Marc D
- Washington, DC

<(b) (6)> Natalie.M.Kates@omb.eop.go

[v](#)

Subject: FAQs

Alex, David Colon is taking the lead on our call center efforts for Marc and his team is looking at the flow and FAQs. Kim's team is also a part of this. Wanted to connect so all sides can flush out the materials and be consistent. The teams have been meeting on this end.

Chris

<1.11.2022_Project T FAQ.docx>

From: [Colon, David - Washington, DC](#)
To: [Karpenko, Christopher J - Washington, DC](#)
Cc: [McCrery, Marc D - Washington, DC](#); [Workinger, Kimberly B - Washington, DC](#)
Subject: RE: Privacy Statement Updated
Date: Thursday, January 13, 2022 10:01:46 AM

Thanks I didn't realize there was a specific one for this effort, will it be posted somewhere?

From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Thursday, January 13, 2022 9:39 AM
To: Colon, David - Washington, DC <(b) (6)>
Cc: McCrery, Marc D - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: FW: Privacy Statement Updated

From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Tuesday, January 11, 2022 9:29 AM
To: Karpenko, Christopher J - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: FW: Privacy Statement Updated

FYI

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Castorina, Janine - Washington, DC
Sent: Tuesday, January 11, 2022 9:16 AM
To: Dyer, Heather L - Washington, DC <(b) (6)>
Subject: RE: Privacy Statement Updated

Use this one:

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit.

We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Dyer, Heather L - Washington, DC <(b) (6)>
Sent: Tuesday, January 11, 2022 7:15 AM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: Privacy Statement Updated

Janine-

Do you happen to have the updated privacy statement for the Postal Store, it's our understanding you are working that? We are trying to finalize everything for a live test tomorrow.

Thanks

Heather L Dyer
A/ Chief Information Security Officer VP
(b) (6)
(b) (6)

From: [Colon, David - Washington, DC](#)
To: [Decastro, Shannon W - Washington, DC](#); [Rosen, Melissa D - Wichita, KS](#); [White, Gartrell D - Washington, DC - Contractor](#)
Subject: RE: Privacy Statement Updated
Date: Thursday, January 13, 2022 10:17:00 AM

I think we need to provide the link to the “regular” privacy policy as well as the one specific to COVID. The COVID one needs to be prominent or if we need to just include one go with the COVID one

From: Decastro, Shannon W - Washington, DC <(b) (6)>
Sent: Thursday, January 13, 2022 10:06 AM
To: Colon, David - Washington, DC <(b) (6)> Rosen, Melissa D - Wichita, KS <(b) (6)> White, Gartrell D - Washington, DC - Contractor <(b) (6)>
Subject: RE: Privacy Statement Updated

Dave,

We're on a zoom and was just discussing the privacy statement since there are two different links provided in the FAQ document. One is to the main privacy page and the other states, “for the full privacy statement”. We're keeping them both, so if they adjust the statement we shouldn't need to make any adjustments since links are provided to the privacy statement.

Shannon DeCastro

Program Manager, Training & Content | Enterprise Customer Care | Washington, DC 20260-4201 | work 202-268-7176 | work cell 202-210-6850

From: Colon, David - Washington, DC <(b) (6)>
Sent: Thursday, January 13, 2022 10:03 AM
To: Rosen, Melissa D - Wichita, KS <(b) (6)> White, Gartrell D - Washington, DC - Contractor <(b) (6)>
Cc: Decastro, Shannon W - Washington, DC <(b) (6)>
Subject: FW: Privacy Statement Updated

Trying to find out if this will be posted somewhere, I don't want to keep this in our “catalog”, we need to be able to link the customer somewhere

From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Thursday, January 13, 2022 9:39 AM
To: Colon, David - Washington, DC <(b) (6)>

Cc: McCrery, Marc D - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: FW: Privacy Statement Updated

From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Tuesday, January 11, 2022 9:29 AM
To: Karpenko, Christopher J - Washington, DC <(b) (6)> Workinger, Kimberly B - Washington, DC <(b) (6)>
Subject: FW: Privacy Statement Updated

FYI

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Castorina, Janine - Washington, DC
Sent: Tuesday, January 11, 2022 9:16 AM
To: Dyer, Heather L - Washington, DC <(b) (6)>
Subject: RE: Privacy Statement Updated

Use this one:

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Dyer, Heather L - Washington, DC <(b) (6)>
Sent: Tuesday, January 11, 2022 7:15 AM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: Privacy Statement Updated

Janine-

Do you happen to have the updated privacy statement for the Postal Store, it's our understanding you are working that? We are trying to finalize everything for a live test tomorrow.

Thanks

Heather L Dyer
A/ Chief Information Security Officer VP
(b) (6)
(b) (6)

From: [Colon, David - Washington, DC](#)
To: [Karpenko, Christopher J - Washington, DC](#)
Cc: [McCrery, Marc D - Washington, DC](#); [Ferrow, Salina A - Wichita, KS](#); [Daniels, Wendy K - Washington, DC](#)
Subject: RE: Flow Diagrams_w_CX Flow(006).pptx
Date: Thursday, January 13, 2022 1:57:05 PM
Attachments: [1.13.2022 Project T FAQ.docx](#)

Here you are Chris,

We've incorporated the feedback from Kim's team and Alex's feedback as well. Waiting for one more point of clarification from Alex regarding the "Additional Information" section.

From: Karpenko, Christopher J - Washington, DC <(b) (6)>
Sent: Thursday, January 13, 2022 1:46 PM
To: Colon, David - Washington, DC <(b) (6)>
Cc: McCrery, Marc D - Washington, DC <(b) (6)> Ferrow, Salina A - Wichita, KS <(b) (6)> Daniels, Wendy K - Washington, DC <(b) (6)>
Subject: RE: Flow Diagrams_w_CX Flow(006).pptx

Thx

Is the word doc been updated? (attached)

From: Colon, David - Washington, DC <(b) (6)>
Sent: Thursday, January 13, 2022 1:41 PM
To: Karpenko, Christopher J - Washington, DC <(b) (6)>
Cc: McCrery, Marc D - Washington, DC <(b) (6)> Ferrow, Salina A - Wichita, KS <(b) (6)> Daniels, Wendy K - Washington, DC <(b) (6)>
Subject: Flow Diagrams_w_CX Flow(006).pptx

Chris-

Per your request, attached is the CCC flow based on our understanding last night which does not account for the Cloud Solution. We are on the phone now flowing out how this work would work in a cloud structure.

Dave

David Colon | Mgr. Customer Contact Internal & Contracts

Desk: (b) (6) | **Mobile:** (b) (6) | **eFax: (651) 456-6008**

"Capabilities can be extended indefinitely when everyone begins to think" -Taiichi Ohno

Out of Office Alert :

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

Content & Quality Team	Completion Date	Comments
Melissa Rosen/Gartrell White	1/11/22	Submitted to client 1/11/22

Client/SME Review Name	Completion Date	Comments / Updates Needed
Walter Alesovich		

DIRECTIONS:

- Text highlighted in yellow needs verification.

Definition of FAQ/article fields:

- **Attachments:** Do you have any relevant documents to attach to the article?
- **Summary:** An external, customer-facing 2- to 3-sentence overview of the article.
- **Agent Tips:** Internal field only; not viewable by customers. Used to provide additional or temporary information to agents for call handling.
- **Customer Information:** External field; viewable by customers and agents.
- **Agent Information:** Internal field for Customer Care agents; not viewable by customers.

Project: insert project title or topic
Article Type: Customer and Agent Content
Search Terms: insert search terms used to pull articles

Data Pulled: insert date

Table of Contents

1. At-Home COVID-19 Tests

At-Home COVID-19 Tests

Commented [RMD-WK1]: The word "kits" was removed from the FAQ title. However, the URL will remain the same as previously provided, with "test kits".

Summary [EXTERNAL]

Free at-home COVID-19 tests provided by [the Department of Health and Human Services](#) and delivered by USPS. Limit of 1 order per household. Each order contains 4 individual tests.

Agent Tips [INTERNAL]

USPS is hosting the site for ordering at-home COVID-19 tests, assisting in order fulfillment and will be handling the final delivery of at-home tests. Each order will contain a maximum of 4 tests. There is a limit of 1 order per residential address and that number cannot be increased regardless of the size of the household. Tests cannot be ordered for business addresses.

All Agents	<ul style="list-style-type: none">• Provide basic tracking and troubleshooting information only. We have no information on the type, brand, expiration date, etc. of the tests.• Service Requests can be created for the same reasons that you would create an SR for other Package Inquiries.• Do not transfer to IC3 or provide C&IC contact information for issues ordering tests.• Do not transfer to IC3 if the customer received a "Page Too Busy" error message.<ul style="list-style-type: none">◦ Advise the customer to try again later as the page is experiencing heavy traffic due to high demand.
IC3 Agents	<ul style="list-style-type: none">• If standard website troubleshooting measures do not work, you can create a USPS.com technical inquiry SR.• Do not create a technical inquiry SR if the customer received a "Page Too Busy" error message.<ul style="list-style-type: none">◦ Advise the customer to try again later as the page is experiencing heavy traffic due to high demand.

Commented [RK2]: Need exact case path

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

Avoid political discussions regarding this service. See the knowledge article *Quality: Responding to political and media-related inquiries*.

Customer Information [EXTERNAL]

Free at-home rapid antigen COVID-19 tests provided by the Department of Health and Human Services (HHS) can be ordered and shipped through the United States Postal Service®. Each order will contain a maximum of 4 tests. There is a limit of 1 order per residential address. Additional tests cannot be ordered regardless of the size of the household.

This effort is part of a federal program to provide free at-home COVID-19 tests with free shipping to every residential address in the United States. Orders cannot be shipped outside of the United States, but we do ship to APO/FPO/DPO addresses and U.S. territories and possessions. Tests cannot be ordered for business addresses. Orders will ship free starting in late January.

These free at-home COVID-19 tests can be ordered online or by phone.

- To complete the order online, click here <https://www.usps.com/covidtests>
 - To receive order confirmation and tracking information, please provide an email address. USPS Customer Care agents will not be able to retrieve your tracking number and cannot assist you without it.
 - If you complete your order without an email address, you will not have any access to tracking information or be able to receive any assistance locating your order.
 - Service Requests and Missing Mail searches cannot be submitted without a tracking number.
- If you are unable to complete your order online, please call 1-800-232-0233

NOTE: Test orders cannot be placed through the USPS® Customer Care Centers over the phone or in person at Post Office™ locations.

Online Ordering

When ordering your free rapid antigen COVID-19 at-home tests:

- Please confirm that your shipping address is correct before you complete your order. Once you place your order, you cannot change your shipping address.
- Please provide your email address so you will receive:

Commented [RMD-WK3]: All colors and font families will be style guide compliant in the published version of the public-facing sections.

Commented [RMD-WK4]: Should we add this piece? Do most people understand that these are all rapid tests and not PCR?

Commented [WC5]: Link to "What US Possessions, US Territories, and Freely Associated States are Considered Domestic?" And update the article

Commented [RMD-WK6]: Verify final URL prior to publish. Need vanity URLs for Spanish and Chinese usps.com/covidtests-es usps.com/covidtests-zh

Commented [RMD-WK7]: Need URL

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

- A confirmation email of your order and order number.
- Delivery updates once the package ships that will include your tracking number and an expected delivery date.
- You can sign up for tracking emails or text notifications by entering your tracking number at [USPS.com/tracking](https://usps.com/tracking).
- You can only place a single order of 4 at-home COVID-19 tests.
- You are not required to create or log in to a USPS.com account to place an order.
- **The tests and shipping are free.** No credit card or payment information is needed.
- Tests will not require your signature for delivery.

Additional Support

To find additional information on this government-sponsored initiative, please see:

- <https://www.COVIDtest.gov>

To find additional information or resources on COVID-19, please see:

- <https://www.cdc.gov>
- <https://www.cdc.gov/coronavirus/2019-ncov/testing/self-testing.html>
- <https://www.hhs.gov>

To find additional information from your state or local health departments regarding COVID-19 testing, please see:

- <https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html>.

For those unable to order online, you may search for other free COVID-19 testing sites at:

- <https://www.hhs.gov/coronavirus/testing/index.html>.

If	Then
You need assistance placing an order	Please refer to: https://www.usps.com/covidtests - Or Call - 1-800-232-0233 USPS Customer Care is unable to assist customers with the ordering process or place orders for customers.
You are experiencing difficulty on the website	Try switching to a different browser or clearing your web browser cache and/or cookies.

Commented [RMD-WK8]: Verify final URL prior to publish

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

	<ul style="list-style-type: none">• Windows/PC users: Press Ctrl > Shift > Delete simultaneously• Mac/Apple users: Press Command > Shift > Delete simultaneously <p>If you are uncertain on how to clear your browser cache/cookies, use your favorite search engine to locate assistance and instructions specific to your device.</p> <p>For further information and other common browser troubleshooting, see the FAQ USPS.com@ Website Support - Browser and Download Issues.</p>
You cannot order tests online	<p>These free at-home tests can be ordered by phone at 1-800-232-0233.</p> <p>For other testing options, you may search for COVID-19 testing sites at:</p> <ul style="list-style-type: none">• https://findahealthcenter.hrsa.gov/• https://www.hhs.gov/coronavirus/testing/index.html• or by contacting your local or state health department.
I want my order shipped as quickly as possible.	<p>Orders will be shipped as:</p> <ul style="list-style-type: none">• First-Class Package Service® if the address is in the contiguous United States (lower 48 states)• Priority Mail® if the address is: Alaska, Hawaii, a U.S. Territory, Possession or APO/FPO/DPO <p>No other shipping options are available.</p>
My order was damaged during shipping	<p>We apologize, but we cannot replace lost or damaged orders.</p>
My order was stolen	<p>Please see Mail Theft to submit a report to the United States Postal Inspection Service®.</p>
I see the error message "At-home COVID-19 tests have already been ordered for this address. We are unable to process duplicate orders for the same address. If you think this is incorrect, please double-check the address and try placing your order again."	<p>We apologize; only 1 order of 4 individual at-home tests can be placed for each residential address regardless of the number of residents in the household.</p> <p>Please check with others in the household to determine if someone else placed an order.</p> <p>For other testing options, you may search for COVID-19 testing sites at https://www.hhs.gov/coronavirus/testing/index.html or by contacting your local or state health department.</p>

Formatted Table

Formatted Table

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

I see the error message "The address you've entered is invalid or incomplete."	The address you entered is not a recognized delivery address. To confirm proper formatting of your address, please refer to USPS.com Look Up a ZIP Code™ . Once you validate your address, you may attempt ordering your tests again.
I see the error message "The address you entered is listed as a business address in our system. Currently, we can only ship at-home COVID-19 tests to residential addresses."	The Free At-Home COVID-19 tests are only available to residential addresses.
Is my information secure?	Your information will only be used to send you your free COVID-19 test order. You will also receive order confirmation and shipping information if you provided your email address. You will not receive promotional emails or be prompted to sign up for any services or features. View our Privacy Policy here: Privacy Policy - Who We Are - About.usps.com

Commented [RK9]: Still waiting for info from AMS on handling

Commented [RMD-WK10]: Should this also say "and PO Boxes"?

Commented [RMD-WK11]: Add to public facing content?

Additional Information

What will my information be used for? What won't it be used for?

- Your information will only be used to send you 4 free, at-home rapid antigen COVID-19 tests. You won't be prompted to sign up for anything or receive promotional emails from USPS afterwards. (For more information, see the USPS Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/>)
- Will the government use this information for my social benefits or immigration status?
 - No.
- Is my information secure or publicly accessible?
 - Your information is secured according to industry standards and will not be publicly accessible. (For more information, see the USPS Full Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/full-privacy-policy.htm>)
- What should I expect after signing up? (entering email vs. not entering)
 - All we need is your first and last name and a valid residential address to send the tests to. No sign up is necessary. We don't even need your email address if you do not have one or do not want to provide one (though it's recommended so you can receive emails about your order).
 - If you do provide an email address, you will receive a confirmation email soon after you place your order. Once your order ships, you'll receive a tracking number and delivery updates.

Commented [RMD-WK12]: Is this to be internal or external?
Internal

Commented [RMD-WK13]: Confirm URL

Commented [RMD-WK14]: Confirm URL. Also need URL for COVID test privacy policy

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

- If you do not provide an email address, you will still be given an order number once you place your order. However, you will not receive a follow-up confirmation or tracking number from USPS.
- Can I enter my information more than once?
 - Once someone has successfully placed an order for a valid residential address, they won't be able to submit duplicate orders for that same address to increase the opportunity for others to access these free tests.
- When should I expect to receive my tests? What happens if they don't arrive?
 - Orders will start shipping (as supplies come in) in late January.
 - If you provide your email address:
 - You'll receive delivery updates to track your order.
 - You can submit a help request form online to let USPS know if you think your order is missing.

Commented [RMD-WK15]: Suggest changing this to "email USPS if you think your order is missing" and link it to Email Us page.

Agent Information [INTERNAL]

Our role in the HHS at-home test order process is to facilitate ordering and deliver the tests. We can only provide basic tracking assistance for customers.

If customers provide an email address when they order, they will receive:

- An initial email confirming that the order was accepted. An order number is provided in the email and on-screen after submitting the order.
- A second email with the tracking number and expected delivery date. Additional emails will be sent if there is a change in the expected delivery date.

Agents will be able to use both the tracking number and order number within MyTools.

Commented [RK16]: Verify

Do not provide C&IC contact information for issues ordering tests.

If	Then
Customer is calling for ordering assistance	Direct them to: https://www.usps.com/covidtest - OR - Call 1-800-232-0233

Commented [RMD-WK17]: Is this the correct URL, or should we use covidtest.gov?

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

	USPS Customer Care is unable to assist customers with the ordering process or place orders for customers.
The customer is experiencing difficulty on the website	<p>Suggest that the customer switch to a different browser or clear their web browser cache and/or cookies.</p> <ul style="list-style-type: none">• Windows/PC users: Press Ctrl > Shift > Delete simultaneously• Mac/Apple users: Press Command > Shift > Delete simultaneously <p>If the customer is uncertain on how to clear their browser cache/cookies, advise that they use their favorite search engine to locate assistance and instructions specific to their device.</p> <ul style="list-style-type: none">• Do not transfer to IC3.• Do not complete a Service Request.
The customer is receiving an error message that the website is unavailable	<p>The website is experiencing heavy volume. Suggest that they try accessing the site again later.</p> <ul style="list-style-type: none">• Do not transfer to IC3.• Do not complete a Service Request.
Customer is unable to place an order online	<p>Refer customer to their state or local health department resources for test information. Customers may also be referred to public internet access locations such as their local library.</p> <p>Signing into a USPS.com account is not required to order tests. Customers can ask someone to order online on their behalf. However, only 1 order can be placed per address.</p>
The customer is inquiring about the status of their order and does not have a tracking number	<p>We are unable to retrieve your order status. However, when you placed your order you would have received an email from auto-reply@usps.com if you provided an email address. You may need to check your spam folder for that email.</p>

Commented [RMD-WK18]: Is this the correct email address?

SMS Agent [INTERNAL]

Project: insert project title or topic
Article Type: Customer and Agent Content
Search Terms: insert search terms used to pull articles

Data Pulled: insert date

SMS agent content TBD

Formatted: Left

From: [Karpenko, Christopher J - Washington, DC](#)
To: [DeJoy, Louis - Washington, DC](#); [Mehra, Pritha N - Washington, DC](#); [Bombaugh, Scott R - Merrifield, VA](#); [Monteith, Steven W - Washington, DC](#)
Cc: [Adams, Jeffery A - Washington, DC](#); [Clarke, Heather A - Washington, DC](#); [McCrery, Marc D - Washington, DC](#)
Subject: Flow and questions and answers on call center and website
Date: Thursday, January 13, 2022 3:00:30 PM
Attachments: [1.13.2022 Project T FAO.docx](#)

Louis, we've been working with the dotcom and call center teams to flush out the questions someone might have in ordering the tests. These are more technical in nature and different from the FAQs Jeff has been leading with the WH. They relate to technical issues in the ordering and the customer experience. We probably need to rename this from "FAQs" to avoid confusion with what Jeff is doing. These are a work in progress but wanted to get this in front of you. Would appreciate your thoughts. The language and terminology will be aligned with what Jeff is putting together from the Comms language and with the WH.

Here is an example below:

Customer

USPS Response

I see the error message "At-home COVID-19 tests have already been ordered for this address. We are unable to process duplicate orders for the same address. If you think this is incorrect, please double-check the address and try placing your order again."	We apologize; only 1 order of 4 individual at-home tests can be placed for each residential address regardless of the number of residents in the household. Please check with others in the household to determine if someone else placed an order. For other testing options, you may search for COVID-19 testing sites at https://www.hhs.gov/coronavirus/testing/index.html or by contacting your local or state health department.
--	---

Chris

+confidential

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

Content & Quality Team	Completion Date	Comments
Melissa Rosen/Gartrell White	1/11/22	Submitted to client 1/11/22

Client/SME Review Name	Completion Date	Comments / Updates Needed
Walter Alesovich		

DIRECTIONS:

- Text highlighted in yellow needs verification.

Definition of FAQ/article fields:

- **Attachments:** Do you have any relevant documents to attach to the article?
- **Summary:** An external, customer-facing 2- to 3-sentence overview of the article.
- **Agent Tips:** Internal field only; not viewable by customers. Used to provide additional or temporary information to agents for call handling.
- **Customer Information:** External field; viewable by customers and agents.
- **Agent Information:** Internal field for Customer Care agents; not viewable by customers.

Project: insert project title or topic
Article Type: Customer and Agent Content
Search Terms: insert search terms used to pull articles

Data Pulled: insert date

Table of Contents

1. At-Home COVID-19 Tests

At-Home COVID-19 Tests

Commented [RMD-WK1]: The word "kits" was removed from the FAQ title. However, the URL will remain the same as previously provided, with "test kits".

Summary [EXTERNAL]

Free at-home COVID-19 tests provided by **the Department of Health and Human Services** and delivered by USPS. Limit of 1 order per household. Each order contains 4 individual tests.

Agent Tips [INTERNAL]

USPS is hosting the site for ordering at-home COVID-19 tests, assisting in order fulfillment and will be handling the final delivery of at-home tests. Each order will contain a maximum of 4 tests. There is a limit of 1 order per residential address and that number cannot be increased regardless of the size of the household. Tests cannot be ordered for business addresses.

All Agents	<ul style="list-style-type: none">• Provide basic tracking and troubleshooting information only. We have no information on the type, brand, expiration date, etc. of the tests.• Service Requests can be created for the same reasons that you would create an SR for other Package Inquiries.• Do not transfer to IC3 or provide C&IC contact information for issues ordering tests.• Do not transfer to IC3 if the customer received a "Page Too Busy" error message.<ul style="list-style-type: none">◦ Advise the customer to try again later as the page is experiencing heavy traffic due to high demand.
IC3 Agents	<ul style="list-style-type: none">• If standard website troubleshooting measures do not work, you can create a USPS.com technical inquiry SR.• Do not create a technical inquiry SR if the customer received a "Page Too Busy" error message.<ul style="list-style-type: none">◦ Advise the customer to try again later as the page is experiencing heavy traffic due to high demand.

Commented [RK2]: Need exact case path

Project: insert project title or topic
Article Type: Customer and Agent Content
Search Terms: insert search terms used to pull articles

Data Pulled: insert date

Avoid political discussions regarding this service. See the knowledge article *Quality: Responding to political and media-related inquiries*.

Customer Information [EXTERNAL]

Free at-home rapid antigen COVID-19 tests provided by the Department of Health and Human Services (HHS) can be ordered and shipped through the United States Postal Service®. Each order will contain a maximum of 4 tests. There is a limit of 1 order per residential address. Additional tests cannot be ordered regardless of the size of the household.

This effort is part of a federal program to provide free at-home COVID-19 tests with free shipping to every residential address in the United States. Orders cannot be shipped outside of the United States, but we do ship to APO/FPO/DPO addresses and U.S. territories and possessions. Tests cannot be ordered for business addresses. Orders will ship free starting in late January.

These free at-home COVID-19 tests can be ordered online or by phone.

- To complete the order online, click here <https://www.usps.com/covidtests>
 - **To receive order confirmation and tracking information, please provide an email address.** USPS Customer Care agents will not be able to retrieve your tracking number and cannot assist you without it.
 - If you complete your order without an email address, you will not have any access to tracking information or be able to receive any assistance locating your order.
 - Service Requests and Missing Mail searches cannot be submitted without a tracking number.
- If you are unable to complete your order online, please call **1-800-232-0233**

NOTE: Test orders cannot be placed through the USPS® Customer Care Centers over the phone or in person at Post Office™ locations.

Online Ordering

When ordering your free rapid antigen COVID-19 at-home tests:

- **Please confirm that your shipping address is correct before you complete your order. Once you place your order, you cannot change your shipping address.**
- Please provide your email address so you will receive:

Commented [RMD-WK3]: All colors and font families will be style guide compliant in the published version of the public-facing sections.

Commented [RMD-WK4]: Should we add this piece? Do most people understand that these are all rapid tests and not PCR?

Commented [WC5]: Link to "What US Possessions, US Territories, and Freely Associated States are Considered Domestic?" And update the article

Commented [RMD-WK6]: Verify final URL prior to publish. Need vanity URLs for Spanish and Chinese usps.com/covidtests-es usps.com/covidtests-zh

Commented [RMD-WK7]: Need URL

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

- A confirmation email of your order and order number.
- Delivery updates once the package ships that will include your tracking number and an expected delivery date.
- You can sign up for tracking emails or text notifications by entering your tracking number at [USPS.com/tracking](https://usps.com/tracking).
- You can only place a single order of 4 at-home COVID-19 tests.
- You are not required to create or log in to a USPS.com account to place an order.
- **The tests and shipping are free.** No credit card or payment information is needed.
- Tests will not require your signature for delivery.

Additional Support

To find additional information on this government-sponsored initiative, please see:

- <https://www.COVIDtest.gov>

To find additional information or resources on COVID-19, please see:

- <https://www.cdc.gov>
- <https://www.cdc.gov/coronavirus/2019-ncov/testing/self-testing.html>
- <https://www.hhs.gov>

To find additional information from your state or local health departments regarding COVID-19 testing, please see:

- <https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html>.

For those unable to order online, you may search for other free COVID-19 testing sites at:

- <https://www.hhs.gov/coronavirus/testing/index.html>.

If	Then
You need assistance placing an order	Please refer to: https://www.usps.com/covidtests - Or Call - 1-800-232-0233 USPS Customer Care is unable to assist customers with the ordering process or place orders for customers.
You are experiencing difficulty on the website	Try switching to a different browser or clearing your web browser cache and/or cookies.

Commented [RMD-WK8]: Verify final URL prior to publish

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

	<ul style="list-style-type: none">• Windows/PC users: Press Ctrl > Shift > Delete simultaneously• Mac/Apple users: Press Command > Shift > Delete simultaneously <p>If you are uncertain on how to clear your browser cache/cookies, use your favorite search engine to locate assistance and instructions specific to your device.</p> <p>For further information and other common browser troubleshooting, see the FAQ USPS.com@ Website Support - Browser and Download Issues.</p>
You cannot order tests online	<p>These free at-home tests can be ordered by phone at 1-800-232-0233.</p> <p>For other testing options, you may search for COVID-19 testing sites at:</p> <ul style="list-style-type: none">• https://findahealthcenter.hrsa.gov/• https://www.hhs.gov/coronavirus/testing/index.html• or by contacting your local or state health department.
I want my order shipped as quickly as possible.	<p>Orders will be shipped as:</p> <ul style="list-style-type: none">• First-Class Package Service® if the address is in the contiguous United States (lower 48 states)• Priority Mail® if the address is: Alaska, Hawaii, a U.S. Territory, Possession or APO/FPO/DPO <p>No other shipping options are available.</p>
My order was damaged during shipping	<p>We apologize, but we cannot replace lost or damaged orders.</p>
My order was stolen	<p>Please see Mail Theft to submit a report to the United States Postal Inspection Service®.</p>
I see the error message "At-home COVID-19 tests have already been ordered for this address. We are unable to process duplicate orders for the same address. If you think this is incorrect, please double-check the address and try placing your order again."	<p>We apologize; only 1 order of 4 individual at-home tests can be placed for each residential address regardless of the number of residents in the household.</p> <p>Please check with others in the household to determine if someone else placed an order.</p> <p>For other testing options, you may search for COVID-19 testing sites at https://www.hhs.gov/coronavirus/testing/index.html or by contacting your local or state health department.</p>

Formatted Table

Formatted Table

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

I see the error message "The address you've entered is invalid or incomplete."	The address you entered is not a recognized delivery address. To confirm proper formatting of your address, please refer to USPS.com Look Up a ZIP Code™ . Once you validate your address, you may attempt ordering your tests again.
I see the error message "The address you entered is listed as a business address in our system. Currently, we can only ship at-home COVID-19 tests to residential addresses."	The Free At-Home COVID-19 tests are only available to residential addresses.
Is my information secure?	Your information will only be used to send you your free COVID-19 test order. You will also receive order confirmation and shipping information if you provided your email address. You will not receive promotional emails or be prompted to sign up for any services or features. View our Privacy Policy here: Privacy Policy - Who We Are - About.usps.com

Commented [RK9]: Still waiting for info from AMS on handling

Commented [RMD-WK10]: Should this also say "and PO Boxes"?

Commented [RMD-WK11]: Add to public facing content?

Additional Information

What will my information be used for? What won't it be used for?

- Your information will only be used to send you 4 free, at-home rapid antigen COVID-19 tests. You won't be prompted to sign up for anything or receive promotional emails from USPS afterwards. (For more information, see the USPS Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/>)
- Will the government use this information for my social benefits or immigration status?
 - No.
- Is my information secure or publicly accessible?
 - Your information is secured according to industry standards and will not be publicly accessible. (For more information, see the USPS Full Privacy Policy: <https://about.usps.com/who/legal/privacy-policy/full-privacy-policy.htm>)
- What should I expect after signing up? (entering email vs. not entering)
 - All we need is your first and last name and a valid residential address to send the tests to. No sign up is necessary. We don't even need your email address if you do not have one or do not want to provide one (though it's recommended so you can receive emails about your order).
 - If you do provide an email address, you will receive a confirmation email soon after you place your order. Once your order ships, you'll receive a tracking number and delivery updates.

Commented [RMD-WK12]: Is this to be internal or external?
Internal

Commented [RMD-WK13]: Confirm URL

Commented [RMD-WK14]: Confirm URL. Also need URL for COVID test privacy policy

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

- If you do not provide an email address, you will still be given an order number once you place your order. However, you will not receive a follow-up confirmation or tracking number from USPS.
- Can I enter my information more than once?
 - Once someone has successfully placed an order for a valid residential address, they won't be able to submit duplicate orders for that same address to increase the opportunity for others to access these free tests.
- When should I expect to receive my tests? What happens if they don't arrive?
 - Orders will start shipping (as supplies come in) in late January.
 - If you provide your email address:
 - You'll receive delivery updates to track your order.
 - You can submit a help request form online to let USPS know if you think your order is missing.

Commented [RMD-WK15]: Suggest changing this to "email USPS if you think your order is missing" and link it to Email Us page.

Agent Information [INTERNAL]

Our role in the HHS at-home test order process is to facilitate ordering and deliver the tests. We can only provide basic tracking assistance for customers.

If customers provide an email address when they order, they will receive:

- An initial email confirming that the order was accepted. An order number is provided in the email and on-screen after submitting the order.
- A second email with the tracking number and expected delivery date. Additional emails will be sent if there is a change in the expected delivery date.

Agents will be able to use both the tracking number and order number within MyTools.

Commented [RK16]: Verify

Do not provide C&IC contact information for issues ordering tests.

If	Then
Customer is calling for ordering assistance	Direct them to: https://www.usps.com/covidtest - OR - Call 1-800-232-0233

Commented [RMD-WK17]: Is this the correct URL, or should we use covidtest.gov?

Project: insert project title or topic

Data Pulled: insert date

Article Type: Customer and Agent Content

Search Terms: insert search terms used to pull articles

	USPS Customer Care is unable to assist customers with the ordering process or place orders for customers.
The customer is experiencing difficulty on the website	<p>Suggest that the customer switch to a different browser or clear their web browser cache and/or cookies.</p> <ul style="list-style-type: none">Windows/PC users: Press Ctrl > Shift > Delete simultaneouslyMac/Apple users: Press Command > Shift > Delete simultaneously <p>If the customer is uncertain on how to clear their browser cache/cookies, advise that they use their favorite search engine to locate assistance and instructions specific to their device.</p> <ul style="list-style-type: none">Do not transfer to IC3.Do not complete a Service Request.
The customer is receiving an error message that the website is unavailable	<p>The website is experiencing heavy volume. Suggest that they try accessing the site again later.</p> <ul style="list-style-type: none">Do not transfer to IC3.Do not complete a Service Request.
Customer is unable to place an order online	<p>Refer customer to their state or local health department resources for test information. Customers may also be referred to public internet access locations such as their local library.</p> <p>Signing into a USPS.com account is not required to order tests. Customers can ask someone to order online on their behalf. However, only 1 order can be placed per address.</p>
The customer is inquiring about the status of their order and does not have a tracking number	<p>We are unable to retrieve your order status. However, when you placed your order you would have received an email from auto-reply@usps.com if you provided an email address. You may need to check your spam folder for that email.</p>

Commented [RMD-WK18]: Is this the correct email address?

SMS Agent [INTERNAL]

Project: insert project title or topic
Article Type: Customer and Agent Content
Search Terms: insert search terms used to pull articles

Data Pulled: insert date

SMS agent content TBD

Formatted: Left

From: [Workinger, Kimberly B - Washington, DC](#)
To: [Christopher Karpenko \(b\) \(6\)](#)
Cc: [Francheska S - Washington DC Jackson \(Francheska.S.Jackson@usps.gov\)](#)
Subject: 1/19
Date: Wednesday, January 19, 2022 7:31:00 AM
Attachments: [image001.png](#)

It's all test kits all the time today.

Mostly backlog, translations and this apartment thing is still causing issues.

Your thoughts on the Privacy Statement? I think it's best after yesterday for you to reach out to Janine. Let me know your thoughts.

Kimberly Workinger

USPS.com | Manager | Digital Brand Marketing
Office: (b) (6) Cell: (b) (6)
(b) (6)



From: [Marshall, Thomas J - Washington, DC](#)
To: [Castorina, Janine - Washington, DC](#)
Subject: RE: [EXTERNAL] Privacy concerns
Date: Wednesday, January 19, 2022 12:54:18 PM

(b) (5)

Thomas J. Marshall
General Counsel and Executive Vice President
United States Postal Service

From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Wednesday, January 19, 2022 12:51 PM
To: Marshall, Thomas J - Washington, DC <(b) (6)>
Subject: FW: [EXTERNAL] Privacy concerns

And some more

(b) (5)

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: PRIVACY OFFICE <Privacy@usps.gov>
Sent: Wednesday, January 19, 2022 12:45 PM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: FW: [EXTERNAL] Privacy concerns

I wanted to check with you before responding, (b) (5)

From: (b) (6) <(b) (6)>
Sent: Wednesday, January 19, 2022 12:28 PM
To: PRIVACY OFFICE <Privacy@usps.gov>
Cc: (b) (6) <(b) (6)>
Subject: [EXTERNAL] Privacy concerns

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Dear USPS employee,

I am a (b) (6) [REDACTED] There is concern about ordering the free Covid tests. Will this information (name and address) be shared with any government agency which will try to find and deport immigrants who don't have legal status?

The privacy statement on the application for tests reads that information is private except as legally required. Are any of the government agencies or law enforcement purposes have the goal of identifying immigrants for deportation? This is a huge concern that may result in immigrants who already are vulnerable to Covid to NOT apply for the Covid tests. Here is the statement of concern:

This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411.

Please reply as soon as possible as people are holding off on requesting tests out of fear.

Thank you,

(b) (6) [REDACTED] LCSW

From: [Castorina, Janine - Washington, DC](#)
To: [Adams, Jeffery A - Washington, DC](#)
Subject: FW: [EXTERNAL] Privacy concerns
Date: Wednesday, January 19, 2022 12:59:06 PM

Hey Jeff,

We just received this in the privacy inbox: (b) (5)

Thanks
Janine

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: PRIVACY OFFICE <Privacy@usps.gov>
Sent: Wednesday, January 19, 2022 12:45 PM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: FW: [EXTERNAL] Privacy concerns

I wanted to check with you before responding, (b) (5)

From: (b) (6) <(b) (6)>
Sent: Wednesday, January 19, 2022 12:28 PM
To: PRIVACY OFFICE <Privacy@usps.gov>
Cc: (b) (6) <(b) (6)>
Subject: [EXTERNAL] Privacy concerns

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Dear USPS employee,

I am a (b) (6) There is concern about ordering the free Covid tests. Will this information (name and address) be shared with any government agency which will try to find and deport immigrants who don't have legal status?

The privacy statement on the application for tests reads that information is private except as

legally required. Are any of the government agencies or law enforcement purposes have the goal of identifying immigrants for deportation? This is a huge concern that may result in immigrants who already are vulnerable to Covid to NOT apply for the Covid tests. Here is the statement of concern:

This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411.

Please reply as soon as possible as people are holding off on requesting tests out of fear.

Thank you,

(b) (6) LCSW

From: [Pagano, Catherine V - Washington, DC](#)
To: [Simpson, Mary Ann - Washington, DC](#); [Brown, Cory D - Washington, DC](#)
Subject: RE: [EXTERNAL] Connecting ASAP on covid tests
Date: Wednesday, January 19, 2022 3:52:12 PM

On Madison's question 1:

We can check with the Law Dept., but I'm guessing that the response would be something like this: This notice Madison is asking about (below) looks like our standard USPS Privacy Act notice that we provide to customers who give us their address information, to allow us to collect this information in accordance with the Privacy Act.

I think the follow up would be that USPS, if asked by law enforcement in particular instances under proper protocols, would review the request, and under law may have to provide the information. However, that is not the intent of the notice and USPS would not be proactively providing such information to law enforcement officers, but rather, if required by law to provide such information, USPS would have to comply.

At the end of this form on which customers can enter their address to order the free COVID test kits: [COVID Home Tests | USPS](#)

Your information will be used to provide COVID-19 Testing Kits to the address you provided, and to provide company and product fulfillment information about that testing kit to a federal executive agency. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Supplying your information is voluntary, but if not provided, we may not be able to fulfill your request for a COVID-19 Testing Kit. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

Bottom of Form

On Madison's question 2, I think that is how the White House developed the program, as a program to provide test kits to residential addresses.

There also are other ways to get the kits, as the covid.gov website outlines.

Madison suggests she can contact the Administration to ask her question.

That seems appropriate since we are following the program as the White House established it.

Will call and thanks again!

From: Brown, Cory D - Washington, DC <(b) (6)>
Sent: Wednesday, January 19, 2022 3:20 PM
To: Pagano, Catherine V - Washington, DC <(b) (6)>
Subject: FW: [EXTERNAL] Connecting ASAP on covid tests
Importance: High

From: Moskowitz, Madison (Wyden) <(b) (6)>
Sent: Wednesday, January 19, 2022 3:14 PM
To: Brown, Cory D - Washington, DC <(b) (6)>
Cc: Wu, Kevin (Wyden) <(b) (6)> Sridharan, Lavanya (Wyden) <(b) (6)> Katzman, Jenni (Wyden) <(b) (6)>
Subject: [EXTERNAL] Connecting ASAP on covid tests
Importance: High

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hi Cory, hope you are well.

I'm writing with some serious issues regarding USPS' test distribution effort. My boss appreciates USPS' speed in deploying this effort, but he is deeply concerned about these matters so we would appreciate a timely response. Though I'm sure you're slammed right now, we very much appreciate the attention.

1. The "fine print" on the test-ordering site says that information gathered by ordering tests, obviously including name and address, can be used for law enforcement and ICE purposes. However, on USPS' FAQ [page](#) regarding this effort, USPS states "Your information will only be used to send you your free COVID-19 test order." Can USPS confirm it will not be sharing test-ordering data with law enforcement and/or ICE? My colleague Lavanya Sridharan, cc'ed, handles immigration policy for Senator Wyden and may weigh in with the impacts of collecting that data on public health measures such as test distribution and combatting the pandemic more broadly.
2. Many people in rural areas receive mail at business Post Office Boxes or contract POBs, as they live outside of address delivery range. Unfortunately, USPS is not sending tests to Commercial Mail Receiving Agency, General Delivery addresses, or business POBs. Further it's unclear if contract POBs can receive tests. Such a policy quite successfully excludes a wide swath of Americans from this test delivery effort—and these are Americans already likely to live farther from public testing sites that USPS points folks to when they are unable to receive tests.
 - a. Why is USPS unable to deliver to business PO Boxes when it can deliver tests to normal POBs?
 - b. How will USPS rectify this issue to ensure rural Americans are not unfairly excluded from this testing program?

I understand that many of the contours of this program were guided by the White House. If you believe these questions are better addressed to them, please let me know. Thanks very much for your prompt attention to these concerns. I am available to hop on the phone at any point if a call would be easier for you.

Best,
Madison

MADISON MOSKOWITZ | DOMESTIC ECONOMIC POLICY ADVISOR | U.S. SENATOR RON WYDEN
SHE/HER/HERS | (b) (6) CELL | (b) (6) DESK

From: [Simpson, Mary Ann - Washington, DC](#)
To: [Pastre, Peter R - Washington, DC](#)
Subject: Wyden question re: data sharing
Date: Wednesday, January 19, 2022 4:01:56 PM
Importance: High

See below #1 re: will usps be sharing data with law enforcement or ICE? Should this go on our list of questions for Louis?

From: Brown, Cory D - Washington, DC <(b) (6)>
Sent: Wednesday, January 19, 2022 3:17 PM
To: Simpson, Mary Ann - Washington, DC <maryann.simpson@usps.gov>
Subject: FW: [EXTERNAL] Connecting ASAP on covid tests
Importance: High

Wyden inquiry on Covid tests.

New question. Sharing information with law enforcement and ICE. Data collection and immigration concerns.

Specific questions on why we cant send tests to business PO Boxes when we can send them to regular PO Boxes.

From: Moskowitz, Madison (Wyden) <(b) (6)>
Sent: Wednesday, January 19, 2022 3:14 PM
To: Brown, Cory D - Washington, DC <(b) (6)>
Cc: Wu, Kevin (Wyden) <(b) (6)> Sridharan, Lavanya (Wyden)
<(b) (6)> Katzman, Jenni (Wyden)
<(b) (6)>
Subject: [EXTERNAL] Connecting ASAP on covid tests
Importance: High

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hi Cory, hope you are well.

I'm writing with some serious issues regarding USPS' test distribution effort. My boss appreciates USPS' speed in deploying this effort, but he is deeply concerned about these matters so we would appreciate a timely response. Though I'm sure you're slammed right now, we very much appreciate the attention.

1. The "fine print" on the test-ordering site says that information gathered by ordering tests, obviously including name and address, can be used for law enforcement and ICE purposes. However, on USPS' FAQ [page](#) regarding this effort, USPS states "Your information will only be

used to send you your free COVID-19 test order.” Can USPS confirm it will not be sharing test-ordering data with law enforcement and/or ICE? My colleague Lavanya Sridharan, cc’ed, handles immigration policy for Senator Wyden and may weigh in with the impacts of collecting that data on public health measures such as test distribution and combatting the pandemic more broadly.

2. Many people in rural areas receive mail at business Post Office Boxes or contract POBs, as they live outside of address delivery range. Unfortunately, USPS is not sending tests to Commercial Mail Receiving Agency, General Delivery addresses, or business POBs. Further it’s unclear if contract POBs can receive tests. Such a policy quite successfully excludes a wide swath of Americans from this test delivery effort—and these are Americans already likely to live farther from public testing sites that USPS points folks to when they are unable to receive tests.
 - a. Why is USPS unable to deliver to business PO Boxes when it can deliver tests to normal POBs?
 - b. How will USPS rectify this issue to ensure rural Americans are not unfairly excluded from this testing program?

I understand that many of the contours of this program were guided by the White House. If you believe these questions are better addressed to them, please let me know. Thanks very much for your prompt attention to these concerns. I am available to hop on the phone at any point if a call would be easier for you.

Best,
Madison

MADISON MOSKOWITZ | DOMESTIC ECONOMIC POLICY ADVISOR | U.S. SENATOR RON WYDEN
SHE/HER/HERS | (b) (6) CELL | (b) (6) DESK

From: [Castorina, Janine - Washington, DC](#)
To: [Bonanno, Natalie A - Washington, DC](#); [Stevenson, Ruth B - Washington, DC](#)
Subject: RE: Wyden question re: COVID data sharing w/law enforcement
Date: Thursday, January 20, 2022 9:48:00 AM

Yes, in a few. (b) (5)

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Bonanno, Natalie A - Washington, DC <(b) (6)>
Sent: Thursday, January 20, 2022 9:47 AM
To: Castorina, Janine - Washington, DC <(b) (6)> Stevenson, Ruth B - Washington, DC <(b) (6)>
Subject: RE: Wyden question re: COVID data sharing w/law enforcement

Hi Janine:

Could you please send me the privacy act statement? I cannot seem to locate it in my archived emails. Thanks.

Sincerely,

Natalie

From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Thursday, January 20, 2022 9:42 AM
To: Bonanno, Natalie A - Washington, DC <(b) (6)> Stevenson, Ruth B - Washington, DC <(b) (6)>
Subject: RE: Wyden question re: COVID data sharing w/law enforcement

(b) (5)

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service

475 L'Enfant Plaza, SW
Washington DC, 20260

(b) (6)
202.268.2049 fax

From: Bonanno, Natalie A - Washington, DC <(b) (6)>
Sent: Thursday, January 20, 2022 9:38 AM
To: Castorina, Janine - Washington, DC <(b) (6)> Stevenson, Ruth B - Washington, DC <(b) (6)>
Subject: FW: Wyden question re: COVID data sharing w/law enforcement
Importance: High

Hi Janine and Ruth:

(b) (5)
Thanks.

Sincerely,

Natalie

From: Simpson, Mary Ann - Washington, DC <maryann.simpson@usps.gov>
Sent: Thursday, January 20, 2022 9:36 AM
To: Bonanno, Natalie A - Washington, DC <(b) (6)>
Subject: Wyden question re: COVID data sharing w/law enforcement
Importance: High

Hi Natalie,
(b) (5)
Thank you.
Mary Ann

From: Moskowitz, Madison (Wyden) <(b) (6)>
Sent: Wednesday, January 19, 2022 3:14 PM
To: Brown, Cory D - Washington, DC <(b) (6)>
Cc: Wu, Kevin (Wyden) <(b) (6)> Sridharan, Lavanya (Wyden) <(b) (6)> Katzman, Jenni (Wyden) <(b) (6)>
Subject: [EXTERNAL] Connecting ASAP on covid tests
Importance: High

CAUTION: This email originated from outside USPS. STOP and CONSIDER before responding.

clicking on links, or opening attachments.

Hi Cory, hope you are well.

I'm writing with some serious issues regarding USPS' test distribution effort. My boss appreciates USPS' speed in deploying this effort, but he is deeply concerned about these matters so we would appreciate a timely response. Though I'm sure you're slammed right now, we very much appreciate the attention.

1. The "fine print" on the test-ordering site says that information gathered by ordering tests, obviously including name and address, can be used for law enforcement and ICE purposes. However, on USPS' FAQ [page](#) regarding this effort, USPS states "Your information will only be used to send you your free COVID-19 test order." Can USPS confirm it will not be sharing test-ordering data with law enforcement and/or ICE? My colleague Lavanya Sridharan, cc'ed, handles immigration policy for Senator Wyden and may weigh in with the impacts of collecting that data on public health measures such as test distribution and combatting the pandemic more broadly.

2. Many people in rural areas receive mail at business Post Office Boxes or contract POBs, as they live outside of address delivery range. Unfortunately, USPS is not sending tests to Commercial Mail Receiving Agency, General Delivery addresses, or business POBs. Further it's unclear if contract POBs can receive tests. Such a policy quite successfully excludes a wide swath of Americans from this test delivery effort—and these are Americans already likely to live farther from public testing sites that USPS points folks to when they are unable to receive tests.
 - a. Why is USPS unable to deliver to business PO Boxes when it can deliver tests to normal POBs?
 - b. How will USPS rectify this issue to ensure rural Americans are not unfairly excluded from this testing program?

I understand that many of the contours of this program were guided by the White House. If you believe these questions are better addressed to them, please let me know. Thanks very much for your prompt attention to these concerns. I am available to hop on the phone at any point if a call would be easier for you.

Best,
Madison

MADISON MOSKOWITZ | DOMESTIC ECONOMIC POLICY ADVISOR | U.S. SENATOR RON WYDEN
SHE/HER/HERS | (b) (6) CELL | (b) (6) DESK

From: [Castorina, Janine - Washington, DC](#)
To: [Stevenson, Ruth B - Washington, DC](#)
Subject: RE: Wyden question re: COVID data sharing w/law enforcement
Date: Thursday, January 20, 2022 10:03:00 AM

Sure. I'm setting up a call with Jeff now.

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Stevenson, Ruth B - Washington, DC <(b) (6)>
Sent: Thursday, January 20, 2022 10:00 AM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: FW: Wyden question re: COVID data sharing w/law enforcement

Hi Janine,

(b) (5)

Thanks!
Ruth

From: Bonanno, Natalie A - Washington, DC <(b) (6)>
Sent: Thursday, January 20, 2022 9:59 AM
To: Simpson, Mary Ann - Washington, DC <maryann.simpson@usps.gov>
Cc: Castorina, Janine - Washington, DC <(b) (6)> Stevenson, Ruth B - Washington, DC <(b) (6)>
Subject: RE: Wyden question re: COVID data sharing w/law enforcement

Hi Mary Ann:

I am copying Chief Privacy Officer Janine Castorina and Chief Counsel, Ethics and Legal Compliance Ruth Stevenson. (b) (5)

hanks so much.

Sincerely,

Natalie

From: Simpson, Mary Ann - Washington, DC <maryann.simpson@usps.gov>

Sent: Thursday, January 20, 2022 9:36 AM
To: Bonanno, Natalie A - Washington, DC <(b) (6)>
Subject: Wyden question re: COVID data sharing w/law enforcement
Importance: High

Hi Natalie,

(b) (5)

Thank you.

Mary Ann

From: Moskowitz, Madison (Wyden) <(b) (6)>
Sent: Wednesday, January 19, 2022 3:14 PM
To: Brown, Cory D - Washington, DC <(b) (6)>
Cc: Wu, Kevin (Wyden) <(b) (6)> Sridharan, Lavanya (Wyden) <(b) (6)> Katzman, Jenni (Wyden) <(b) (6)>
Subject: [EXTERNAL] Connecting ASAP on covid tests
Importance: High

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hi Cory, hope you are well.

I'm writing with some serious issues regarding USPS' test distribution effort. My boss appreciates USPS' speed in deploying this effort, but he is deeply concerned about these matters so we would appreciate a timely response. Though I'm sure you're slammed right now, we very much appreciate the attention.

1. The "fine print" on the test-ordering site says that information gathered by ordering tests, obviously including name and address, can be used for law enforcement and ICE purposes. However, on USPS' FAQ [page](#) regarding this effort, USPS states "Your information will only be used to send you your free COVID-19 test order." Can USPS confirm it will not be sharing test-ordering data with law enforcement and/or ICE? My colleague Lavanya Sridharan, cc'ed, handles immigration policy for Senator Wyden and may weigh in with the impacts of collecting that data on public health measures such as test distribution and combatting the pandemic more broadly.
2. Many people in rural areas receive mail at business Post Office Boxes or contract POBs, as they live outside of address delivery range. Unfortunately, USPS is not sending tests to Commercial Mail Receiving Agency, General Delivery addresses, or business POBs. Further it's unclear if contract POBs can receive tests. Such a policy quite successfully excludes a wide

swath of Americans from this test delivery effort—and these are Americans already likely to live farther from public testing sites that USPS points folks to when they are unable to receive tests.

- a. Why is USPS unable to deliver to business PO Boxes when it can deliver tests to normal POBs?
- b. How will USPS rectify this issue to ensure rural Americans are not unfairly excluded from this testing program?

I understand that many of the contours of this program were guided by the White House. If you believe these questions are better addressed to them, please let me know. Thanks very much for your prompt attention to these concerns. I am available to hop on the phone at any point if a call would be easier for you.

Best,
Madison

MADISON MOSKOWITZ | DOMESTIC ECONOMIC POLICY ADVISOR | U.S. SENATOR RON WYDEN
SHE/HER/HERS | (b) (6) CELL | (b) (6) DESK

(b)(3) - 39 U.S.C. 4109 (2)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] 6

From: (b) (6) <(b) (6)>
Sent: Wednesday, January 19, 2022 12:28 PM
To: PRIVACY OFFICE <Privacy@usps.gov>
Cc: (b) (6) <(b) (6)>
Subject: [EXTERNAL] Privacy concerns

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Dear USPS employee,

I am a (b) (6) There is concern about ordering the free Covid tests. Will this information (name and address) be shared with any government agency which will try to find and deport immigrants who don't have legal status?

The privacy statement on the application for tests reads that information is private except as legally required. Are any of the government agencies or law enforcement purposes have the goal of identifying immigrants for deportation? This is a huge concern that may result in immigrants who already are vulnerable to Covid to NOT apply for the Covid tests. Here is the statement of concern:

This includes the following limited circumstances: to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S. Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; for customer service purposes; and to other federal executive agencies pursuant to 39 U.S.C § 411.

Please reply as soon as possible as people are holding off on requesting tests out of fear.

Thank you,

(b) (6) LCSW

From: Moskowitz, Madison (Wyden) <(b) (6)>
Sent: Wednesday, January 19, 2022 3:14 PM
To: Brown, Cory D - Washington, DC <(b) (6)>
Cc: Wu, Kevin (Wyden) <(b) (6)> Sridharan, Lavanya (Wyden)
<(b) (6)> Katzman, Jenni (Wyden)
<(b) (6)>
Subject: [EXTERNAL] Connecting ASAP on covid tests
Importance: High

CAUTION: This email originated from outside USPS. **STOP and CONSIDER** before responding, clicking on links, or opening attachments.

Hi Cory, hope you are well.

I'm writing with some serious issues regarding USPS' test distribution effort. My boss appreciates USPS' speed in deploying this effort, but he is deeply concerned about these matters so we would appreciate a timely response. Though I'm sure you're slammed right now, we very much appreciate the attention.

1. The "fine print" on the test-ordering site says that information gathered by ordering tests, obviously including name and address, can be used for law enforcement and ICE purposes. However, on USPS' FAQ [page](#) regarding this effort, USPS states "Your information will only be used to send you your free COVID-19 test order." Can USPS confirm it will not be sharing test-ordering data with law enforcement and/or ICE? My colleague Lavanya Sridharan, cc'ed, handles immigration policy for Senator Wyden and may weigh in with the impacts of collecting that data on public health measures such as test distribution and combatting the pandemic more broadly.
2. Many people in rural areas receive mail at business Post Office Boxes or contract POBs, as they live outside of address delivery range. Unfortunately, USPS is not sending tests to Commercial Mail Receiving Agency, General Delivery addresses, or business POBs. Further it's unclear if contract POBs can receive tests. Such a policy quite successfully excludes a wide swath of Americans from this test delivery effort—and these are Americans already likely to live farther from public testing sites that USPS points folks to when they are unable to receive tests.
 - a. Why is USPS unable to deliver to business PO Boxes when it can deliver tests to normal POBs?
 - b. How will USPS rectify this issue to ensure rural Americans are not unfairly excluded from this testing program?

I understand that many of the contours of this program were guided by the White House. If you believe these questions are better addressed to them, please let me know. Thanks very much for your prompt attention to these concerns. I am available to hop on the phone at any point if a call would be easier for you.

Best,
Madison

MADISON MOSKOWITZ | DOMESTIC ECONOMIC POLICY ADVISOR | U.S. SENATOR RON WYDEN
SHE/HER/HERS | (b) (6) CELL | (b) (6) DESK

From: [Castorina, Janine - Washington, DC](#)
To: [Stevenson, Ruth B - Washington, DC](#)
Subject: RE: here you go
Date: Thursday, January 20, 2022 2:10:00 PM
Attachments: [Response to Law Enforcement Concerns re Test Kits.docx](#)

(b) (5)

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260

(b) (6)

202.268.2049 fax

From: Stevenson, Ruth B - Washington, DC <(b) (6)>
Sent: Thursday, January 20, 2022 2:09 PM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: RE: here you go

Thanks Janine. (b) (5)

Thanks,
Ruth

From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Thursday, January 20, 2022 1:50 PM
To: Stevenson, Ruth B - Washington, DC <(b) (6)>
Subject: here you go

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260

(b) (6)

202.268.2049 fax

(b) (5)

From: [Stevenson, Ruth B - Washington, DC](#)
To: [Castorina, Janine - Washington, DC](#)
Subject: RE: here you go
Date: Thursday, January 20, 2022 2:54:22 PM
Attachments: [Response to Law Enforcement Concerns re Test Kits.docx](#)

(b) (5) I am making edits. Here is what I have (tracked changes). Open to your thoughts.

From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Thursday, January 20, 2022 2:53 PM
To: Stevenson, Ruth B - Washington, DC <(b) (6)>
Subject: RE: here you go
Importance: High

Any edits? (b) (5)

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Castorina, Janine - Washington, DC
Sent: Thursday, January 20, 2022 2:11 PM
To: Stevenson, Ruth B - Washington, DC <(b) (6)>
Subject: RE: here you go

(b) (5)

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

From: Stevenson, Ruth B - Washington, DC <(b) (6)>
Sent: Thursday, January 20, 2022 2:09 PM
To: Castorina, Janine - Washington, DC <(b) (6)>
Subject: RE: here you go

Thanks Janine. (b) (5)

Thanks,
Ruth

From: Castorina, Janine - Washington, DC <(b) (6)>

Sent: Thursday, January 20, 2022 1:50 PM

To: Stevenson, Ruth B - Washington, DC <(b) (6)>

Subject: here you go

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

(b) (5)

From: [Castorina, Janine - Washington, DC](#)
To: [Marshall, Thomas J - Washington, DC](#)
Cc: [Stevenson, Ruth B - Washington, DC](#); [Bonanno, Natalie A - Washington, DC](#)
Subject: Media Response to the law enforcement disclosure concern
Date: Thursday, January 20, 2022 3:08:00 PM
Attachments: [Response to Law Enforcement Concerns re Test Kitsv2.docx](#)
Importance: High

Hey Tom,
Ruth and I drafted this response to send for all law enforcement disclosure concerns. Jeff would like you to review and bless, then we'll send it to him and the wider group for approval.

One of the inquiries is from a particularly difficult staffer so there is some anxiety about this in general.

Janine

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

To: [Castorina, Janine - Washington, DC](#)
Cc: [Stevenson, Ruth B - Washington, DC](#); [Bonanno, Natalie A - Washington, DC](#)
Subject: RE: Media Response to the law enforcement disclosure concern
Date: Thursday, January 20, 2022 3:56:13 PM
Attachments: [Response to Law Enforcement Concerns re Test Kitsv2.docx](#)

Thomas J. Marshall
General Counsel and Executive Vice President
United States Postal Service

From: Castorina, Janine - Washington, DC <(b) (6)>
Sent: Thursday, January 20, 2022 3:08 PM
To: Marshall, Thomas J - Washington, DC <(b) (6)>
Cc: Stevenson, Ruth B - Washington, DC <(b) (6)> Bonanno, Natalie A - Washington, DC <(b) (6)>
Subject: Media Response to the law enforcement disclosure concern
Importance: High

Hey Tom,
Ruth and I drafted this response to send for all law enforcement disclosure concerns. Jeff would like you to review and bless, then we'll send it to him and the wider group for approval.

One of the inquiries is from a particularly difficult staffer so there is some anxiety about this in general.

Janine

Janine Castorina
Chief Privacy and Records Officer
United States Postal Service
475 L'Enfant Plaza, SW
Washington DC, 20260
(b) (6)
202.268.2049 fax

