

**Justification for Non-Substantive Changes for Forms SS-5, SS-5-FS
Application for a Social Security Number (SSN) Card, the Social Security Number
Application Process (SSNAP), the Online Social Security Number Application Process
(oSSNAP) and the Internet SSN Replacement Card (iSSNRC) Application
20 CFR 422.103 - 422.110
OMB No. 0960-0066**

Background

We are making minor revisions to both the Online Social Security Number Application Process (oSSNAP) screens, and the VIPr Mobile App screens for the following purposes:

- **Enterprise Scheduling Solution Tool (ESS)**

Once the agency is ready to implement the new Enterprise Scheduling Solution (ESS) tool for a limited rollout, we will update our oSSNAP screens to allow certain applicants who submit an SSN card application via the oSSNAP to schedule an appointment through ESS to finish the application process.

In this non-substantive Change Request, we are adding a scheduling button to the oSSNAP success screen that will redirect to the ESS tool. We will implement these updated screens simultaneously with the implementation of the ESS rollout.

- **Updates to the VIPr Mobile Application**

We recently found that the Welcome screen for our current VIPr Mobile Application is not in compliance with industry requirements. Therefore, to satisfy industry compliance requirements for consent based wireless SMS communication, we are making minor revisions to the Welcome screen for our VIPr Mobile Application (see revisions listed below).

We will make the revisions to the VIPr Mobile Application upon OMB's approval.

Specific Revisions to the Collection Instruments

Revisions to the Online Social Security Number Application Process (oSSNAP):

- **Change #1:** We are adding language on the oSSNAP success screen to instruct certain applicants to schedule an appointment to finish the SSN card process. We are also adding a "scheduling button" that when selected, will redirect the individual to the Enterprise Scheduling Solution (ESS) tool.
- **Justification #1:** We are making the change to give certain applicants the ability to self-schedule an enumeration appointment with an SSA office through ESS to finish the SSN card application process.

The revisions we are making to oSSNAP, to include the ESS scheduling button, will not change the overall burden for this information collection. As we mentioned above, we will implement these new oSSNAP screens simultaneously with the implementation of the new ESS rollout.

Revisions to the VIPr Mobile Check-In Application:

- **Change #1:** To satisfy industry compliance requirements for consent based wireless SMS communication, we are adding a “Welcome” text message to our VIPr Mobile App, which informs customers about help, unsubscribe, data rates, message frequency rates, and privacy options.

Justification #1: We are making this change to conform to the wireless industry SMS communication standards.

- **Change #2:** We are adding a conditional message in response to someone texting “Help” after receiving the “Welcome” message.

Justification #2: We are making this change to conform to the wireless industry SMS communication standards.

- **Change #3:** We are adding a conditional message in response to someone texting “STOP” to unsubscribe from text messages.

Justification #3: We are making this change to conform to the wireless industry SMS communication standards.

We will implement these changes upon OMB approval. These actions do not affect the current public reporting burden.