

**Justification for Non-Substantive Changes for
Enterprise Scheduling System (ESS)
OMB No. 0960-0828**

Justification for Non-Substantive Changes to the Collection

- **Change #1:** We are revising the Appointment Detail screen to allow customers see the contact type of their scheduled appointment on the Review Appointment Details Page.

Justification #1: In the previous version, ESS only supported scheduling of in office appointments. The contact type of the appointment was not displayed on the Review Appointment Details page. ESS will now allow technicians to schedule Video appointments for customers. The customer will be able to view the contact type of ‘In Office’ or ‘Video’ for their scheduled appointment. Customers will be able to query, update, reschedule and cancel Video appointments as they do now with In Office appointments. The contact type will be read only, which mirrors the appointment topic as read only.

- **Change #2:** We are revising the screens to require consent to email messaging when the customer requests a video appointment.

Justification #2: In the previous version, ESS did not support Video appointments and consent to messaging was optional for customers. For customers that request a video appointment via technician scheduling, email consent to messaging is required, but text messages are optional. The technician will follow existing policies to send the customer an MS Teams link via the eMailer program prior to the scheduled appointment.

- **Change #3:** We are revising the language on the confirmation email a customer receives to reflect the contact type of the appointment with the addition of Video.

Justification #3: Currently, the email confirmation customers receive states ‘In Office’ as the contact type for the appointment. With ESS supporting scheduling of Video appointments, the email confirmation will reflect the appropriate contact type for the appointment. This will provide further clarity and transparency to the customer.

SSA will implement these minor IT mod revisions to the screens upon OMB’s approval. We do not anticipate any changes to the burden due to these revisions.