

SUPPORTING STATEMENT - PART A

Pay Now Enter Info Page – 2900-0663

Summary of Changes from Previously Approved Collection

- Receivable Identification Number (RID) added as debt identifier for certain debts
- Changed title of Privacy Act System of Record in Privacy Statement
- Respondent Burden was updated to reflect new contact information
- The change in burden was the result of more payments being made electronically through the pay.va platform and a higher number of overall overpayment debts owed to the VA.

1. Need for the Information Collection

VA collects debts as authorized by 31 U.S.C. § 3711 (2006) and 38 U.S.C. §§501, 5314 (2006). Section 3711(d) of title 31 and sections 501(a) and 5314(d) of title 38 authorize the Secretary of Veterans Affairs (VA) to act under regulations he prescribes as well as the Federal Claims Collection Standards, 31 C.F.R., pts. 900 – 904. VA collection standards at 38 C.F.R. §§ 1.900 - 1.953 (2007), as revised at 69 Fed. Reg. 62188 – 62201 (October 25, 2004), were issued pursuant to the Federal Claims Collection Standards. Sections 1.904 and 1.910 of the VA standards call for collection in the form of money (with limited exception) and for aggressive collection action, respectively.

This Web initiative was taken in the spirit of the President's Management Agenda and the E-Government Act of 2002, Pub. L. no. 107-347 as codified at 44 U.S.C. Ch. 36. Debt Management Center (DMC) believes its Web-based payment system has proven to be a convenience for individuals owing debts to VA (see paragraphs 12 and 13).

2. Use of the Information

Entry of the data on the Pay Now Enter Info Page (initiated at the VA portal, www.pay.va.gov) in combination with the respondent verifying the information by clicking "Next" redirects the respondent to a Department of the Treasury Web site (Pay.gov) where credit card payments or direct debits (Automated Clearing House – ACH) can be transacted.

The information entered by the respondent on the VA Pay Now Enter Info Page is not, initially, sent to the Treasury Web site. Instead, the entries are stored on a VA Web server and an Agency I.D. and (anonymous) Tracking I.D. are transmitted to the Treasury server. When the Pay.gov site sends an electronic acknowledgment, the VA Web server sends 19 data elements to Pay.gov. One of the 19 is the respondent's name entered on the Pay Now Info Page. The data

elements returned to Pay.gov are generated to synchronize the further exchange of data and are not personal to the respondent, except his or her name.

After completion of credit card or direct debit transaction, transaction data is returned to the VA Web server along with the Tracking I.D. The tracking I.D. is used to identify the data set created by the initial entries on the Pay Now Enter Info Page and, in turn, the VA account receivable record corresponding to the person who made a credit card or direct debit payment. At the end of the online payment process, a report of the transaction is generated with a combination of data elements from both the Pay Now Info Page and Treasury's Pay.gov site (neither credit card nor financial institution account information is returned to VA from the Treasury site). Since the initial approval of the Pay Now Enter Info Page on July 15, 2005, programming was installed to automatically update individual accounts receivable records for credit card and direct debit (ACH) transactions initiated on the Pay Now Enter Info Page.

3. Use of Information Technology

This collection is conducted on the Internet. Respondents fill in data in their computer terminals and are automatically redirected to the Department of the Treasury's Pay.gov Web site. At the conclusion of the transaction, the respondent receives a message confirming its success or failure. The estimated burden time for completing the VA Web form is 10 minutes, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed and completing and reviewing the entries on the web form. The time would be considerably less should the respondent have a copy of a letter sent to him or her by DMC readily available.

4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

DMC is participating in a program of online collections in cooperation with the Department of the Treasury's Pay.gov initiative and has demonstrated substantial amounts can be collected online based on experience since initial approval of the Web form. The convenience factor is significant for both the debtor and the Government. In the first full fiscal year the collection site was available to veterans and dependent beneficiaries, they used the site to pay more than

\$7.4 million. From July 1, 2025 through June 30, 2026 approximately \$287 million was collected via the site.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice (FRN) for the collection published on Thursday, July 30, 2026. The 60-Day FRN citation is 91 FRN 48228.

One public comment was received during the 60-Day Comment Period. It is included below, as well as our Agency's response to the comment.

Comment 1: A comment was received on August 18, 2026, from Reggie Greenwood. The comment concerned the amount of data collected and the time burden estimated for each response.

Agency Response: The data collected is all the data minimally necessary to process a payment to the VA. VA is in the process of modernizing the payment system with a partnership with The Department of Treasury, and with that modernization will hopefully address all other concerns from the commenter.

The 30-Day Federal Register Notice for the collection published on Tuesday, October 6, 2026. The 30-Day FRN citation is 91 FRN 63672.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the Federal Register was conducted for this submission as of October 6, 2026.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

The collection instrument does require a Privacy Act Statement (PAS) which can be located and provided to the respondent at the bottom of the [PayVA webpage](#) once the respondent select “Pay Online” button. The Social Security Number (SSN) is still required on the payment page, but is in the process of being replaced by a unique Receivable Identification Number (RID) that is not the SSN.

The information collection does require a System of Record Notice (SORN), PayVA (QCR) Debt Management Center System of Records Notice which is currently published and can be found on [FRN citation is 85 FRN 84123](#).

The PIA, PayVA, is available here:

<https://department.va.gov/privacy/wp-content/uploads/sites/5/2025/08/FY25PayVAPIA.pdf>

POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS:

All automated storage media are retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States. These records are retained and disposed of in accordance with the General Records Schedule 3.1 010-020, approved by National Archives and Records Administration (NARA) <https://www.archives.gov/files/records-mgmt/grs/grs03-1.pdf>.

Information provided to the Department of the Treasury for the Treasury Offset Program is transferred electronically and stored by Treasury according to their retention policies.

11. Sensitive Questions

There are questions of a sensitive nature, such as, the following:

- First and Last Name
- Social Security Number
- Financial / Banking Information
- Telephone Number

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

1) Collection Instrument(s)

[Pay Now Enter Info Page]

- a) Number of Respondents: 257,266 (transactions)
- b) Number of Responses Per Respondent: 1 per transaction
- c) Number of Total Annual Responses: 257,266
- d) Response Time: 10 minutes
- e) Respondent Burden Hours: 42,878 hours

- 2) Total Submission Burden
 - a) Total Number of Respondents: 257,266 (transactions)
 - b) Total Number of Annual Responses: 257,266
 - c) Total Respondent Burden Hours: 42,878 hours

Part B: LABOR COST OF RESPONDENT BURDEN

VA cannot make assumptions about the population of respondents because of the variability of factors, such as the educational background and wage potential of respondents. Therefore, DMC used general wage data to estimate the respondents' costs associated with completing the information collection.

The Bureau of Labor Statistics (BLS) gathers information on full-time wage and salary workers. According to the latest available BLS data, the mean hourly wage is \$33.54 based on the BLS wage code – "00-0000 All Occupations." This information was taken from the following website: https://www.bls.gov/oes/current/oes_nat.htm.

The annual cost to the public for the twelve (12) months from July 1, 2025 through June 30, 2026, are \$1,438,116.94; calculated as follows:

- 1) Collection Instrument(s)
[Pay Now Enter Info Page]
 - a) Number of Total Annual Responses: 257,266
 - b) Response Time: 10 minutes
 - c) Respondent Hourly Wage: \$33.54
 - d) Labor Burden per Response: \$5.59
 - e) Total Labor Burden \$1,438,116.94
- 2) Overall Labor Burden
 - a) Total Number of Annual Responses: 257,266
 - b) Total Labor Burden: \$1,438,116.94

13. Respondent Costs Other Than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection. It is assumed that the respondents are able to access the internet to make a submission.

14. Cost to the Federal Government

Part A: LABOR COST TO THE FEDERAL GOVERNMENT

- 1) Collection Instrument(s)
[Pay Now Enter Info Page]
 - a) Number of Total Annual Responses: 0
 - b) Processing Time per Response: 0
 - c) Hourly Wage of Worker(s) Processing Responses: \$31.32
 - d) Cost to Process Each Response: \$0
 - e) Total Cost to Process Responses: \$0
- 2) Overall Labor Burden to the Federal Government
 - a) Total Number of Annual Responses: 0
 - b) Total Labor Burden: \$0

The hourly rate of \$31.32 is based on the Office of Personnel Management General Schedule (GS) 2025 pay tables for the mean pay grade of the GS 7, step 7 employees performing the task which can be found at https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/25Tables/html/MSP_h.aspx.

This is an automated payment platform that does not require manual intervention from government employees to ensure payments are applied for the majority of payments. Any rejected payments or misrouted payments are nominal in count and were not captured as a unique work type. The cost was therefore not captured.

Part B: OPERATIONAL AND MAINTENANCE COSTS

- 1) Cost Categories
 - a) Equipment: \$0
 - b) Printing: \$0
 - c) Postage: \$0
 - d) Software Purchases: \$0
 - e) Licensing Costs: \$0
 - f) Other: \$500,000

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$0
- 2) Total Operational and Maintenance Costs: \$500,000

3) Total Cost to the Federal Government: \$500,000

Maintenance of two Web pages is the primary operational or maintenance cost to the government. The cost is estimated as the support staff that maintain the pages also work on other projects. The Web pages perform two straight forward tasks - they present a gateway for the respondent to initiate bill payment which is performed at another Web site under the management and control of the Department of the Treasury; and, they establish a tracking number so that payments may be associated with individual accounts receivable. The infrastructure is housed on existing VA equipment, and there are no overhead printing expenses. Support staff are minimally necessary to maintain the function or appearance of the subject Web page, and to ensure various compliance requirements are met.

15. Reasons for Change in Burden

The change in burden was the result of more payments being made electronically through the pay.va platform and a higher number of overall overpayment debts owed to the VA.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

The VA will display the OMB Expiration Date.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.