

PUBLIC SUBMISSION

As of: 8/19/26, 11:51 AM
Received: August 18, 2026
Status: Posted
Posted: August 19, 2026
Tracking No. msz-htir-wjsy
Comments Due: September 28, 2026
Submission Type: API

Docket: VA-2026-VACO-0001
Notices

Comment On: VA-2026-VACO-0001-0303

Agency Information Collection Activities; Proposals, Submissions, and Approvals: PayVA (Pay Now Enter Info Page) [FR Doc No: 2026-15354; OMB Control No. 2900-0663]

Document: VA-2026-VACO-0001-0352

Comment from Reggie Greenwood on VA-2026-VACO-0001-0303

Submitter Information

Name: Reggie Greenwood

Address:

Tampa, FL, 33612

Email: ReggieMG@icloud.com

Phone: 8137129647

General Comment

Public Comment Regarding OMB Control No. 2900-0663 — PayVA (Pay Now Enter Info Page)

I support the Department of Veterans Affairs (VA), Debt Management Center's continued use of PayVA as an electronic mechanism for verifying active debts and facilitating payments through the Department of the Treasury. The collection has practical utility. However, because this revision reflects substantial growth in electronic payment activity and an estimated 42,878 annual burden hours, DMC should use this PRA review to ensure that the collection remains necessary, appropriately measured, clear, and technologically optimized.

1. Necessity and Practical Utility

Verification of an active VA debt before payment serves a legitimate programmatic and financial-management function. However, DMC should reassess each information element collected and document whether it remains necessary for debt identification, payment processing, reconciliation, fraud prevention, or another specific operational purpose. Information already maintained by VA should not be collected again from respondents unless re-entry is necessary for identity verification, transaction integrity, or another documented purpose.

2. Accuracy of the Burden Estimate

The reported figures—257,266 respondents at 10 minutes each, producing approximately 42,878 annual burden hours—are mathematically consistent. Nevertheless, DMC should substantiate whether the 10-

minute estimate accurately represents current user experience. Because PayVA is an electronic platform, VA should consider empirical transaction data, where legally and technically appropriate, including median and percentile completion times, validation failures, abandoned transactions, repeat attempts, and other indicators of respondent friction.

Burden analysis should also consider reasonably foreseeable corrective activity associated with unsuccessful, duplicate, delayed, or misapplied payments. Measuring only successful form-completion time may understate the actual burden generated by the collection.

3. Quality, Utility, and Clarity

DMC should ensure that PayVA clearly identifies what information is required, why it is required, and how it will be used. The interface should clearly distinguish the VA debt-verification process from the subsequent Treasury payment transaction and provide an unambiguous confirmation of successful payment submission.

Respondents should also receive clear instructions regarding payment-processing timelines, transaction references, discrepancies between payment confirmation and VA account balances, and procedures for resolving unsuccessful or incorrectly applied payments. Error messages should identify the specific corrective action required rather than relying on generic validation notices.

4. Minimization of Respondent Burden

DMC should employ data minimization, automated validation, and prepopulation where appropriate and legally permissible. Redundant entry of information already available within authorized VA systems should be eliminated when it does not serve a necessary verification or security function.

The revised system should also be optimized for mobile devices and accessibility technologies, minimize duplicate data entry during the VA-to-Treasury transition, preserve information following correctable validation errors, and avoid unnecessary re-entry following session or transaction failures. Automated debt matching and real-time validation should be used where feasible to reduce erroneous or misapplied payments.

In conclusion, continuation of PayVA is justified, but the significant increase in electronic utilization makes this an appropriate point for DMC to validate its burden methodology and modernize the collection. VA should demonstrate that the revised collection minimizes required data elements, uses empirical evidence to support burden estimates, provides clear transaction and error information, and uses available information technology to reduce both initial and downstream respondent burden.

Thank you for considering these comments.