

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

Background:

As part of our IT Modernization initiative, we are seeking ways to enhance the user experience of oSSNAP and decrease the number of customers unable to complete the application entirely online through our fully automated processes.

oSSNAP is an application that enables eligible individuals to apply for an original or replacement SSN card online. Applicants eligible for the fully automated replacement card self-service path can submit the required evidence electronically, without a need to visit an SSA office, rather than using the paper Form SS-5, Application for a Social Security Card.

Some applicants who begin the process online may still need to visit a local Social Security Administration field office to present the required evidence in person. To decrease the number of applicants transitioning out of the fully automated path, we are pursuing the following changes.

Revision to the Collection Instrument

- **Change #1:** We are revising the oSSNAP website and mobile application screens to display a single, streamlined verification screen.

Justification #1: To improve the end-users web and mobile browser views while streamlining screens and language to promote online enumeration applications, we are combining the two current, separate SSN verification screens into a single, streamlined screen.

This revision will not affect the burden information for the oSSNAP modalities, or the overall burden for this information collection. We will implement this minor revision upon OMB's approval.