# Social Security

# Social Security's Electronic Wage Reporting (Forms W-2)

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## Employer website

### *www.socialsecurity.gov/employer*



Social Security's employer website is your first stop for information on W-2s, electronic filing, verification of Social Security numbers, free software, technical specifications and much more.

## Business Services Online (BSO) welcome page

### *www.socialsecurity.gov/bso/bsowelcome.htm*

Companies can use BSO to register for a PIN and password and submit wage reports over the Internet.

## Registration

*www.socialsecurity.gov/bso/bsowelcome.htm*
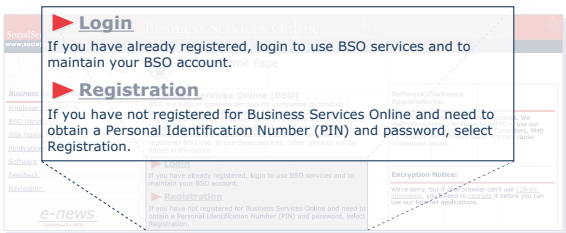


A PIN and password are needed to file W-2s electronically. From the Registration link, you can also update registration information, change a password or deactivate a PIN.

A PIN is a personal ID, **not** a company ID. Each person who files W-2 reports electronically must have a PIN.

## Wage reporting services

Social Security's BSO system is for registered users only. Employers may use the service to:

- Upload a wage report file formatted according to Social Security's Magnetic Media Reporting and Electronic Filing specifications. This option is ideal for any size filer;

- Complete up to 20 W-2s at one time right on your computer, electronically submit them to Social Security and print copies suitable for distribution to your employees;

- View the current status of your previously submitted wage report; and

- Tell us that you have received a resubmission notice.

# www.socialsecurity.gov

## Vendor list

***www.socialsecurity.gov/employer/vendor.htm***

Visit the Internet site above to see a list of companies that provide electronic W-2 reporting products and/or services. This page also contains instructions for adding your company to the list for free.

## Online tutorial

***www.socialsecurity.gov/employer/bsotut.htm***

Employers or submitters should visit the Internet site above if they would like to explore services available via BSO before registering.

## Employer reporting service center

**Toll-Free: 1-800-772-6270**

Call the above number for help with wage reporting procedures, information about a particular data submission or to register by phone.

## BSO technical assistance

**Toll-Free: 1-888-772-2970**
**E-mail: eso.support@ssa.gov**

Call the above number with questions about using BSO.

## Third parties

If you are a tax preparer, accountant, payroll agent or you process W-2s on another company's Employer Identification Number (EIN), you can file on behalf of your clients. You should show your PIN in the MMREF-1, RA Record as the **submitter**. You only need one PIN (even if you represent more than one company).

## Employer Services Liaison Officers

Social Security's liaison officers are experts in all aspects of W-2 reporting. Contact the Employer Services Liaison Officer serving your state for one-on-one W-2 reporting assistance.

**Atlanta – AL, FL, GA, KY, MS, NC, SC, TN**
*www.socialsecurity.gov/atlanta/ southeast/wr/index.htm*

**Boston – CT, ME, MA, NH RI, VT**
*www.socialsecurity.gov/boston/ WageReport.htm*

**Chicago – IL, IN, OH, MI, MN, WI**
*www.socialsecurity.gov/chicago/ wage.htm*

**Dallas – AR, TX, LA, OK, NM**
*www.socialsecurity.gov/dallas/ dalwr.htm*

**Denver – CO, MT, ND, SD, UT WY**
*www.socialsecurity.gov/denver/wage.htm*

**Kansas City – IA, KS, MO, NE**
*www.socialsecurity.gov/kc/kc_wage.htm*

**New York – NJ, NY, PR, VI**
*www.socialsecurity.gov/ny/services-employer.htm*

**Philadelphia – DE, DC, MD, PA, VA, WV**
*www.socialsecurity.gov/phila/wage.htm*

**San Francisco – AZ, CA, GU, HI, NV, AS, NMI**
*www.socialsecurity.gov/sf/w2/index.html*

**Seattle – AK, ID, OR, WA**
*www.socialsecurity.gov/seattle/employer.htm*

For general contact information, visit *www.socialsecurity.gov/employer/empcontacts.htm*.

## Employers can verify Social Security numbers online

*www.socialsecurity.gov/employer/ssnv.htm*

The Social Security Number Verification Service (SSNVS) matches your record of employee names and Social Security numbers with Social Security's records before you prepare and submit W-2s. Making sure names

and Social Security numbers entered on the W-2s match our records is important because unmatched records can result in additional processing costs for you and uncredited earnings for your employees. Uncredited earnings can affect future eligibility for (and amounts paid under) the Social Security retirement, disability and survivors program.

For detailed instructions on registering and/or using SSNVS, get a copy of the SSNVS handbook at *www.socialsecurity.gov/employer/ssnv.htm*.

## Contacting Social Security

For more information and to find copies of our publications, visit our website at *www.socialsecurity.gov* or call toll-free, **1-800-772-1213** (for the deaf or hard of hearing, call our TTY number, **1-800-325-0778**). We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. We provide information by automated phone service 24 hours a day.

We treat all calls confidentially. We also want to make sure you receive accurate and courteous service. That is why we have a second Social Security representative monitor some telephone calls.