

# Working Electronically with the Social Security Administration

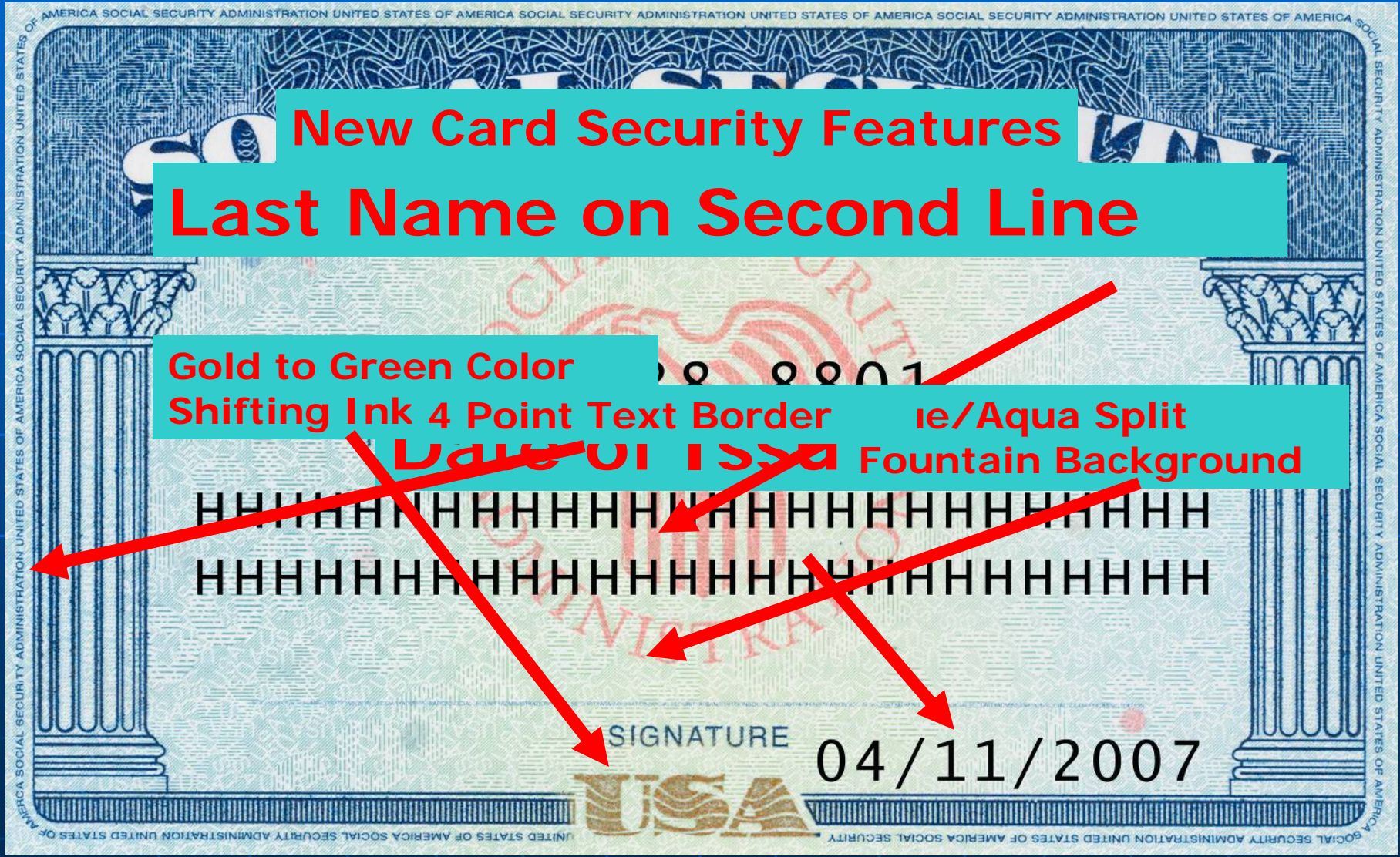
## Filing Forms W-2/W-3 and Verifying Names and Numbers



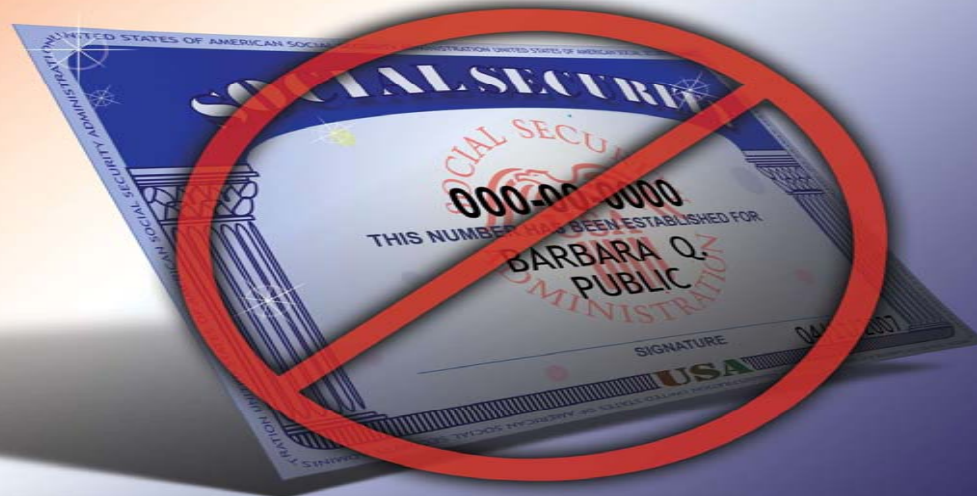
**Mark Ruley**  
**mark.ruley@ssa.gov**  
**410-965-0371**

**Tom Bricker**  
**tom.bricker@ssa.gov**  
**410-965-5273**

# Social Security Card Enhancements



*Do You Really*  
**NEED TO SEE  
THE CARD?**



**Register for SSNVS**

# Calculate Your Benefits Online

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*The Retirement Estimator*  
**CALCULATE**  
*Your Benefits Online!*



[www.socialsecurity.gov/estimator](http://www.socialsecurity.gov/estimator)

# Business Services Online

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- Register for a User ID and password
- File W-2s
  - Upload Wage File
  - W-2 Online
  - W-2C Online
- Notices via e-mail
- Acknowledge notices
- Verify Employee Names and SSNs

# SSA Employer Page

[www.socialsecurity.gov/employer](http://www.socialsecurity.gov/employer)



The screenshot shows the SSA Employer Page with a red header and a dark blue navigation bar. The main content area is white with a red star pattern. A red arrow points to the 'Business Services Online' link.

**Social Security Online**  
www.socialsecurity.gov

Home | Questions? | Contact Us


Search  GO

## Employer W-2 Filing Instructions & Information

[Información para el empleador en Español](#)

**Business Services Online** ←

**BEFORE YOU FILE**  
[First Time Filers](#)  
[Returning Filers](#)  
[CPAs, Accountants & Enrolled Agents](#)

**ELECTRONIC W-2 FILERS**  
**[Electronically File Your W-2s](#)**  
[Learn How to E-File Using Business Services Online](#)  
[Business Services Online Handbook](#)  
[E-Filing Format](#)  
[Form W-2/W-3 Instructions](#)   
[Form W-2c/W-3c Instructions](#) 

**SOCIAL SECURITY NUMBER VERIFICATION SERVICE (SSNVS)**  
**[Verify SSNs Online](#)**  
[Learn How to Use SSNVS](#)

**PAPER W-2 FILERS**  
[How to File](#)  
[Where to File](#)  
[Form W-2/W-3 Filing Instructions](#)   
[Form W-2c/W-3c Instructions](#)   
[Instructions for Private Printing of Forms W-2/W-3 \(IRS Publication 1141\)](#) 

**DISKETTE/TAPE/CD/CARTRIDGE W-2 FILERS**  
[Social Security No Longer Accepts Magnetic Media](#)

**Employer Information Directory**  
[For Information About the SSA "No-Match" Letter, Click Here](#)

**Employer W-2 Filing Page**  
[How to File W-2s](#)  
[Verify Social Security Numbers Online](#)  
[Forms & Publications](#)  
[Information for Software Developers](#)  
[Vendor List](#)  
[Employer Reconciliation Process](#)  
[General W-2 Filing Information](#)  
[Tax Forums and Speaking Engagements](#)

**Other Sites**  
[Frequently Asked Questions](#)  
[Customer Support](#)  
[Feedback](#)

**In the News**  
[For Information About the SSA "No-Match" Letter, Click Here](#)  
[Changes to the TY 2007 Paper W-2](#)  
[EFW2 2007 Version Changes](#)  
[Special Wage Payments](#)  
[New Specifications for Electronically Filing Forms W-2/W-2c](#)  
[SSA/IRS Reporter](#)  
[2008 Wage Base Announced](#)  
[SSNVS News](#)  
[W-2 News - Subscribe Today!](#)  
[e-Newsletter for Small Businesses - Subscribe Today!](#)

**Resources**  
[Contact the Experts](#)  
[CPA Publication](#)  
[Have a Small Business?](#)  
[Critical Links](#)  
[Farmers, Growers and Crew Leaders](#)  
[Hiring Foreign Workers](#)  
[How to Report Fraud](#)  
[If You Do Business Abroad](#)

# BSO Welcome Page

Social Security Online

## Business Services Online

www.socialsecurity.gov

www.socialsecurity.gov

BSO Welcome

BSO Information

Contact Us

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GO

### Online Services Availability

Monday – Friday: 5am – 1am EST

Saturday: 5am – 11pm EST

Sunday: 8am – 11:30pm EST

DONT USE YOUR BROWSER'S BACK  
BUTTON

Effective October 2007, your Personal  
Identification Number (PIN) is now  
referred to as your User ID.

### Information

- [BSO Electronic W-2 Filing Handbook](#)
- [SSNVS Handbook](#)
- [Video – Software Demonstration](#)
- [Tutorial](#)
- [Employer Information](#)
- [Suite of Services](#)
- [Apply for EIN](#)
- [Navigation](#)
- [Online Security Policy](#)
- [The Privacy Act and the Freedom of Information Act](#)
- [Contact Us](#)
- [Electronic Records Express](#)
- [Government to Government Services Online](#)



[HELP](#)

### Welcome to Business Services Online

Business Services Online (BSO) enables organizations and authorized individuals to conduct business with and submit confidential information to the Social Security Administration. You must Register to use this web site. Registered users may Request, Activate and Access various online services and functions.

**REGISTRATION** – If you are a new user, select the “Register” button below to create a password and receive your User ID. If you have started and need to complete your Registration process, select the “Complete” button. In either case, after your Registration is complete, you can Request, Activate and Access services and functions.

**LOG IN to REQUEST, ACTIVATE AND ACCESS FUNCTIONS** – Registered users can select the “Log In” button to login and display the BSO Main Menu. Then you may access services and functions you have already activated, or you may select “Account Maintenance” to request activation of additional services, deactivate your User ID, change your password, update your user registration information, and/or update your employer information.

[Información para el Empleador en Español](#)

Log in to Business Services Online here

Log In

New user? Register for Business Services Online here

Register

Complete Phone Registration here [What is this?](#)

Complete

### Explanation of BSO Services

#### Reporting Wages to the SSA

Allows you to send forms W-2 and W-2c to Social Security by uploading a specifically formatted electronic file or by directly keying

# What do I do first?

---

## *Register!*

- **User ID** = the electronic signature of the person (not the company) attesting to the proper use of the service
- **User ID** = allows a person access to use **Business Services Online (BSO)**
- **Do not use your EFTPS PIN or another person's User ID**



# Registration Process

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- Provide registration information (you the user)
- Choose your own password
- Answer forgot password questions (5)
- Receive your User ID
- Choose your role(s)
- Employer information collected based on roles
- Letter to user
- Letter to employer with Activation Code\*
  - \* Employer gives Activation Code to User
- User inputs Activation Code(s)



# **Additional Registration Information**

---

- **User IDs valid indefinitely**
- **PASSWORDS valid for 90 days**
  - Passwords can be updated at next login
  - Online forgot password questions (3 of 5)
- **Requestors' data authenticated against SSA data before a User ID is issued**
- **Exception process for data that cannot be processed – Contact Employer 800 Number (1-800-772-6270)**



**NEW**



[BSO Welcome](#) > Registration

## Registration for Business Services Online

[BSO HELP](#)

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

Please enter Name and SSN as they appear on your Social Security Card. If you do NOT have an SSN then leave this field blank. [More info.](#)

Please enter a U.S. Residence Address. More Info [More info.](#)

Remember your password. To ensure your privacy, no one else can have access to your password. Social Security can help you start the process over again, but we cannot access your password. [More info.](#)

Choose your password: Your User ID and password are required to access Business Services Online. Your Password must be 8 characters long and be a combination of letters and numbers. Passwords are NOT case sensitive. Do not use special characters. [More info.](#)

Form Approved: OMB No. 0960-0626  
Expiration date: 09/30/2009

Information about you: Since you are requesting a User ID, we will need to gather some information about you. The information you provided will be compared with our records in order to verify your identity. Select [this link](#) for more help with completing this form.

**F**irst Name:   
**M**iddle Name:  (Optional)  
**L**ast Name:   
**S**uffix (Jr, Sr, II, III, IV):  (Optional)  
**U.S. Social Security Number:**  (If you do NOT have an SSN leave this field blank.)  
**D**ate of **B**irth (m m d d y y y):   
**P**ermanent **A**ddress Line 1:   
**P**ermanent Address Line 2:  (Optional)  
**C**ity:   
**C**ountry: United States   
**S**tate Abbreviation (for U.S.) / **P**rovince:   
**ZIP** (for U.S.) / **P**ostal Code:  **ZIP Extension** (for U.S.):  (Optional)  
**P**hone **N**umber:   
**P**hone **E**xtension:  (Optional)  
**F**ax **N**umber:  (Optional)  
**E-mail:**   
(Needed to notify you about registration and other updates.)

The answers to the five questions below will be required if you forget your password to verify your identity and allow you to select a new password.

Select a Question    
Select a Question    
Select a Question    
Select a Question    
Select a Question

**E**nter **P**assword:  (not case sensitive)  
**R**eenter **P**assword:  (not case sensitive)

Cancel

Register

# Business Services Online Main Menu

Social Security Online

www.socialsecurity.gov

Business Services Online

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## Main Menu

[LOGOUT](#) | [BSO HELP](#)

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM EST
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- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Welcome, JOHN Q. PUBLIC  
Your password expires on **January 05, 2009**

### [Report Wages To Social Security](#)

Submit, download or process W-2s and W-2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions

### [View File / Wage Report Status with Name / SSN Errors](#)

View report status, errors and notice information

### [Social Security Numbers Verification Service](#)

Request online SSN verification  
Submit files for SSN verification

### [Account Maintenance](#)

Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password

Have a question? Call **1-800-772-6270** Monday through  
Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer  
Service personnel. For TDD/TTY call **1-800-325-0778**.

www.socialsecurity.gov

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# What's In It For You

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- **Extended due date – March 31<sup>st</sup>**
- **Immediate receipt**
- **Faster processing**
- **Fewer errors**
- **More services**
- **Less costly to employers and SSA**

# Submit, download or process W-2s and W-2cs

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- Upload EFW2 or EFW2C file
  - Prepared by your software
  - Proprietary SSA format
  - For large or small filers
- W-2/W-2C Online
  - Ideal for small filers or special needs
  - *No forms or tax software required!!!*
  - Blank W-2 displayed via Internet
    - Fill in screens (up to 20 W2s, 5 W2Cs)
    - Save up to 50 W-2 and 50 W-2C online reports
  - Name/SSN verification immediately
  - W-3/W-3C totaled for your records
  - Employee Copies (.pdf) too!
- Both use March 31 e-file deadline

Fields marked with an asterisk ( \* ) MUST be completed.

a Control Number	For Official Use Only OMB No. 1545-0007
------------------	--

b Employer Identification Number <b>12 - 3456780</b>	1 Wages, tips, other compensation \$ [ ] [ ]	2 Federal Income Tax withheld \$ [ ] [ ]
c Employer's Name, Address, and ZIP code <b>BSO DEMO COMPANY 123 MAIN STREET MY CITY, MD 12345</b>	3 Social security wages \$ [ ] [ ]	4 Social security tax withheld \$ [ ] [ ]
	5 Medicare wages and tips \$ [ ] [ ]	6 Medicare tax withheld \$ [ ] [ ]
	7 Social security tips \$ [ ] [ ]	8 Allocated tips \$ [ ] [ ]

d Employee's Social Security Number * [ ] [ ] [ ]	9 Advance EIC payment \$ [ ] [ ]	10 Dependant care benefits \$ [ ] [ ]
e Employee's First Name, Middle Initial, Last Name and Suffix First: * [ ] Middle: [ ] Last: * [ ] Suffix: [ ]	11 Nonqualified plans: Section 457 distributions or contributions \$ [ ] [ ]	12a Code: [ v ] \$ [ ] [ ]
	Not Section 457 distributions or contributions \$ [ ] [ ]	
f Employee's Address Address Line 1: [ ] Address Line 2: [ ] City: * [ ] U.S. Address OR a Foreign Address Country: * United States [ v ] State / Province: [ ] Zip / Postal Code: * [ ] [ ] Zip Ext (U.S. Only): [ ]	13 Statutory employee <input type="checkbox"/> Retirement plan <input type="checkbox"/> Third-party side-pay <input type="checkbox"/>	12b Code: [ v ] \$ [ ] [ ]
	14 Other Description [ ] Amount \$ [ ] [ ]	12c Code: [ v ] \$ [ ] [ ]
	Description [ ] Amount \$ [ ] [ ]	12d Code: [ v ] \$ [ ] [ ]

State ID number	State wages, tips, etc.	State income tax	Local wages, tips, etc.	Local income tax	Locality name
[ ] [ ]	\$ [ ] [ ]	\$ [ ] [ ]	\$ [ ] [ ]	\$ [ ] [ ]	[ ]
[ ] [ ]	\$ [ ] [ ]	\$ [ ] [ ]	\$ [ ] [ ]	\$ [ ] [ ]	[ ]

Options	
<input type="button" value="New W-2"/>	Keep this W-2 and create another W-2.
<input type="button" value="Done"/>	Keep this W-2 and review a list of W-2s you have entered.

# Form W-3

<b>a</b> Control Number		For Official Use Only OMB No. 1545-0008	
<b>b</b> Kind of payer  941 - Regular		<b>1</b> Wages, tips, other compensation \$666.00	<b>2</b> Federal Income Tax withheld \$66.00
		<b>3</b> Social security wages \$66.00	<b>4</b> Social security tax withheld \$66.00
<b>c</b> Total number of Forms W-2 3	<b>d</b> Establishment number	<b>5</b> Medicare wages and tips \$66.00	<b>6</b> Medicare tax withheld \$0.00
<b>e</b> Employer identification number 12-3456780		<b>7</b> Social security tips \$0.00	<b>8</b> Allocated tips \$0.00
Employer's name, address, and ZIP code  BSO DEMO COMPANY 123 MAIN STREET MY CITY, MD 12345		<b>9</b> Advance EIC payment \$0.00	<b>10</b> Dependant care benefits \$0.00
		<b>11</b> Nonqualified plans \$0.00	<b>12</b> Deferred Compensation \$0.00
		<b>13</b> For third-party sick pay use only	
		<b>14</b> Income tax withheld by payer of third-party sick pay \$ 0 .00	
<b>h</b> Other EIN used this year			
<b>15</b> State Employer's state ID number 1		<b>16</b> State wages, tips, etc. \$ 0 .00	<b>17</b> State income tax \$ 0 .00
		<b>18</b> Local wages, tips, etc. \$ 0 .00	<b>19</b> Local income tax \$ 0 .00
Contact person JOHN PUBLIC		Telephone number 5555555555	
E-mail Address		Fax Number	

## Options

Under penalties of perjury, I declare that I have examined this return and accompanying documents and, to the best of my knowledge and belief, they are true, correct, and complete. By Selecting the "Submit Wage Report" button below, I affirm that the above statement is true and wish to submit my annual wage report to Social Security Administration now.

Submit Wage Report

### Submit this Tax Year 2004 wage report to the Social Security Administration.

Your Form W-3 must reconcile with the Forms 941, 943, or Schedule H that you filed with the Internal Revenue Service.

*Note: You will be given an opportunity to download a data file needed to print your Form W-3 and Forms W-2. No test feature is provided for W-2 Online. Selecting this button will cause your data to be submitted.*

Print Wage Report

### Print your unsubmitted Tax Year 2004 wage report.

*Note: Selecting this option will not submit your wage report to the Social Security Administration.*

Return to W-2 Online Data Review Page

Return to the W-2 Online Data Review Page to review and/or edit your wage report.



# Business Services Online Main Menu

Social Security Online

www.socialsecurity.gov

Business Services Online

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## Main Menu

[LOGOUT](#) | [BSO HELP](#)

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM EST
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# What is SSNVS?

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- Allows employers to verify the name and SSN of a hired employee with Social Security (SSA) over the Internet
- **Cannot be used for tax filing purposes**
- Only tells you if name & Social Security number match SSA's records – not identity
- 6 possible “No-Match Codes” returned.
- Provides an indicator if Social Security number belongs to a deceased person

# **Two Methods for using SSNVS**

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- **Direct keying onto SSA's website**
  - **Key up to 10 names/SSNs with immediate results**
  - **Can key multiple screens**
- **Upload file**
  - **Can upload up to 250,000 SSNs per file**
  - **Next business day results**

# SSNVS Online Verification Page

## SSN Verification

Name: FIRST NAME LAST NAME    Submitter EIN: 010816050

### Please Note:

- **Social Security Administration will only return results for data that does NOT match our records.**
- Information that matches Social Security records will not be returned.
- Mandatory fields are indicated by an \*.
- Field specific help is available by selecting the underlined links below.

\* Employer's EIN  
(999999999)

*The Employer's EIN is the Employer Identification Number (EIN) of the employer whose employees' names and SSNs are being verified. This information must be provided for security and audit purposes. Your request will not be processed without an Employer's EIN.*

Please enter the following information for each employee you would like to verify.

	*SSN (999999999)	*First Name	Middle Name	*Last Name	Suffix	Date of Birth (MMDDYYYY)	Gender (F/M)
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

You may want to print or save this page BEFORE you submit, as this information will NOT be visible after submission.  
This page contains confidential information. Please keep the printed / saved page in a secure place.

Submit

Clear Form

# SSNVS Results Page

## SSN Verification Results

Name: **OSES-DEBORAH HARRIS** Submitter EIN: **010000000**

Employer's EIN: **010000000**  
 Records Submitted: **10**  
 Failed Verification: **6**  
 Deceased: **2**  
 Verified Records: **2**

[Verify More SSNs](#)

[Why Are Some SSNs Masked](#)

[What to do if an SSN fails to verify](#)

[Field Office Locator](#)

The following table displays your submitted results. The first column indicates the result of a record: failed, deceased or verified.

- **Failed-** Data does not match Social Security Administration's records. Select [What to do if an SSN fails to verify](#) for more information.
- **Deceased-** Data matches Social Security Administration's records and our records indicate the person is deceased. Please contact our general SSA information line at 1-800-772-1213 (TDD/TTY 1-800-325-0778) or your local Social Security office. Select [Field Office Locator](#) to find the office nearest you.

- **Verified-** Data matches Social Security Administration's records.

Result	SSN 999999999	First Name	Middle Name	Last Name	Suffix	Date of Birth MMDDYYYY	Gender F/M	Verification Results
Failed	345651975	JULIE	-	JONES	-	-	-	1
Failed	XXXXX2563	JAKE	-	NEWTON	-	-	-	2
Failed	XXXXX6322	KRISTINE	-	FOUDY	-	-	-	3
Failed	XXXXX1975	BRIANA	-	JONES	-	-	-	4
Failed	653782563	TIFFENY	-	ISSAC	-	-	-	5
Failed	XXXXX2563	CHAD	-	MATTHEWS	-	-	-	6
Deceased	568931975	AJ	-	JONES	-	-	-	-
Deceased	345782563	KIM	-	SMITH	-	-	-	-
Verified	XXXXX6322	KAYLA	-	MILBRETT	-	-	-	-
Verified	XXXXX5425	HAMM	-	BONE	-	-	-	-

Verification Results	
Code	Description
1	SSN not in file
2	Name and DOB match, Gender code does not match
3	Name and Gender code match, DOB does not match
4	Name matches, DOB and Gender do not match
5	Name does not match; DOB and Gender not checked
6	SSN did not verify, other reason



# Possible Mismatch Codes

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## VERIFICATION CODES

**1 = SSN not in file (never issued to anyone)**

**2 = Name and DOB match, gender code does not match**

**3 = Name and gender code match; DOB does not match**

**4 = Name matches, DOB and gender code do not match**

**5 = Name does not match, DOB and gender code not checked**

**6 = have employee contact the local security office for more information**

## **DECEASED (PER SSA RECORDS)**

If Social Security records indicate any of the names and SSNs submitted for verification belonged to deceased individuals, the page will display a table with the information pertaining to these requests.

# What To Do If An SSN Fails Verification

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- Compare submitted information
- Ask employee to verify the information /  
View Social Security card
- Ask employee to check with any local  
Social Security office
- Document your efforts

# Reminders!

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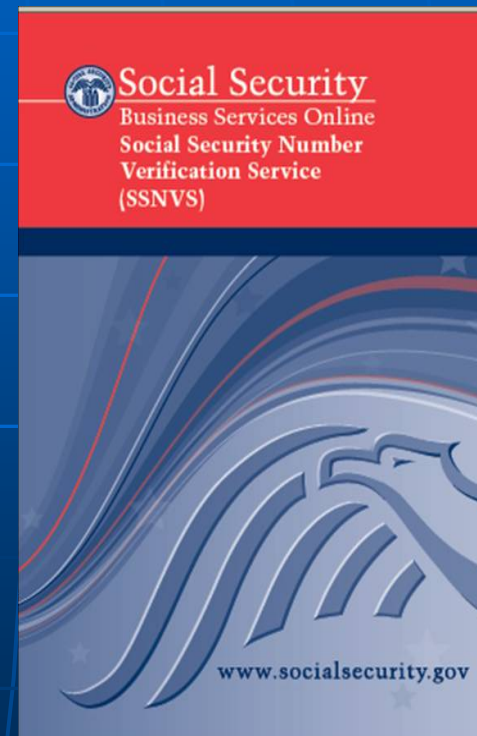
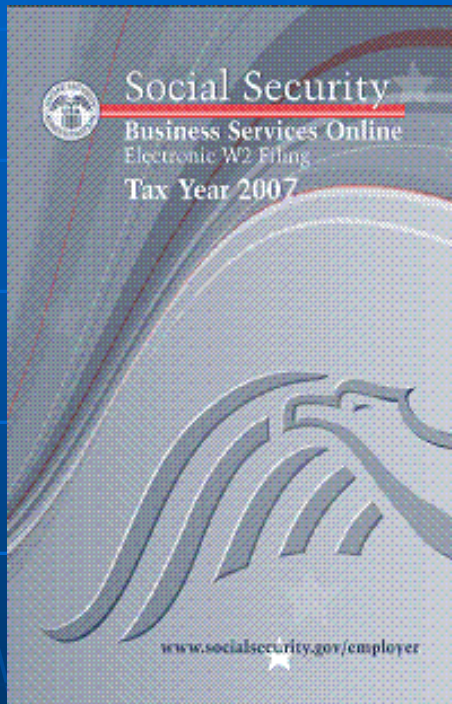
- A mismatch is not a basis, in and of itself, for you to take any adverse action against an employee, such as laying off, suspending, firing, or discriminating.
- Company policy should be applied consistently to all workers.
- Any employer that uses the mismatch information to take adverse action against a worker may violate State or Federal law.
- The information from SSNVS does not make a statement regarding a worker's immigration status.



# Additional Information

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[www.ssa.gov/employer/bsohbnew.htm](http://www.ssa.gov/employer/bsohbnew.htm)



[www.ssa.gov/employer/ssnvs\\_handbk.htm](http://www.ssa.gov/employer/ssnvs_handbk.htm)

# SSA Contacts

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- **Employer Website**  
**[www.socialsecurity.gov/employer](http://www.socialsecurity.gov/employer)**
- **Business Services Online (BSO)**  
**[www.socialsecurity.gov/employer/bsowelcome.htm](http://www.socialsecurity.gov/employer/bsowelcome.htm)**
- **Employer Reporting Assistance**  
**1-800-772-6270**
- **BSO Technical Assistance**  
**1-888-772-2970**
- **Employer Services Liaison Officers**

## Social Security Regional Employer Services Liaison Officers

### EMPLOYER REPORTING SERVICE CENTER:

1-800-772-6270

**Boston-CT, ME, MA, NH, RI, VT**

Regina Bachini

617-565-2895 / Fax: 617-565-4814

[regina.bachini@ssa.gov](mailto:regina.bachini@ssa.gov)

**Kansas City-IA, KS, MO, NE**

Kelli Chappelow

816-936-5657 / Fax: 816-936-5951

[kelli.chappelow@ssa.gov](mailto:kelli.chappelow@ssa.gov)

**New York-NJ, NY, PR, VI**

Tyrone Benefield

212-264-1117 / Fax: 212-264-2071

[tyrone.s.benefield@ssa.gov](mailto:tyrone.s.benefield@ssa.gov)

**Denver-CO, MT, ND, SD, UT, WY**

Carolyn Sykes

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[carolyn.sykes@ssa.gov](mailto:carolyn.sykes@ssa.gov)

**Philadelphia-DE, DC, MD, PA, VA, WV**

Frank O'Brien

215-597-4632 / Fax: 215-597-2989

[frank.obrien@ssa.gov](mailto:frank.obrien@ssa.gov)

**Dallas-AR, LA, NM, OK, TX**

Deborah Forsythe

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**Atlanta-AL, FL, GA, KY, MS, NC, SC, TN**

Kirk Jockell

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[kirk.jockell@ssa.gov](mailto:kirk.jockell@ssa.gov)

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[bill.brees@ssa.gov](mailto:bill.brees@ssa.gov)

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