



BSO Tutorial for Tax Year 2008

Social Security Number Verification Service (SSNVS)

Contains the following lessons:

- [Request Online SSN Verification](#)
- [Submit an Electronic File for SSN Verification](#)
- [View Status and Retrieval Information](#)
- [View the SSNVS Handbook](#)

LESSON 1: REQUEST AN ONLINE SSN VERIFICATION

Registered users (employers and certain third-party submitters) can verify up to 10 names and Social Security Numbers (SSNs) online and receive immediate results.



In order access the Social Security Number Verification Service (SSNVS) users must first register with the Integrated Registration Services (IRES) and receive a User Identification Number (User ID) and password.

To request access to SSNVS, after you have registered, complete the following steps:

STEP 1: Point your browser to the Business Services Online (BSO) Welcome page:

www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Log In** button on the BSO Welcome page. The system displays the Log in to BSO page.

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO Welcome | BSO Information | Keyboard Navigation

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

[Need to complete your phone registration?](#)

Log In to BSO

[BSO.HELP](#)

User ID:
(formerly referred to as PIN)

Password: [Forgot your password?](#)
(not case sensitive)

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files. I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.

I Accept

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
BSO Welcome | BSO Information | Keyboard Navigation

STEP 3: Enter your User ID and password.

STEP 4: Select the “I Accept” check box to indicate you have read the user certification statement and agree to its contents. Select the **Login** button from the BSO Login web page. This will open the BSO Main Menu web page.



To return to the BSO Welcome page, select the **Cancel** button.

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

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

Online Services Availability

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DON'T USE YOUR BROWSER'S BACK BUTTON

To use any Business Services Online, you must first request access to that service. To request access to BSO services, select "Account Maintenance". From the Account Maintenance page, select "Request Access to BSO Services".

Welcome, ORS15 PIN
Your password expires on **December 25, 2008**

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 Number Verification Service
Request online SSN verification, or
Submit files for SSN verification

Form SSA-1694 Request for Business Entity Taxpayer Information
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

Internet Representative Payee Accounting (IRPA)
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically
Submit and print representative payee accounting forms,
Download submitted forms for up to 30 days after submission

Account Maintenance
Request, activate or remove access to services
Re-request activation code for services
Change your password
Update your user registration or employer information, or Remove employer information

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www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

STEP 5: Select the **Social Security Number Verification Service** link.

[Social Security Number Verification Service](#)

Request online SSN verification, or
Submit files for SSN verification

The system displays the Social Security Number Verification Service menu page.

The screenshot shows the Social Security Number Verification Service (SSNVS) page on the Business Services Online (BSO) portal. The page has a red header with "Social Security Online" and "Business Services Online". Below the header, there is a navigation bar with "www.socialsecurity.gov" and "BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation". The main content area features the Social Security Administration logo and the title "Social Security Number Verification Service" with "LOGOUT | BSO HELP" links. A left sidebar contains "Online Services Availability" with a list of hours: Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). Below this is a yellow warning box: "DON'T USE YOUR BROWSER'S BACK BUTTON". The main content area lists several links: "Request Online SSN Verification" (with a description: "Manually enter and submit up to 10 Social Security Numbers and Names to be verified by Social Security. Results are returned immediately for review."), "Submit an Electronic File for SSN Verification" (with a description: "Submit a file containing Names and Social Security Numbers to be verified by Social Security. The data in the file must be in the correct format."), "View Status and Retrieval Information" (with a description: "View the current status of a submission."), and "View Social Security Number Verification Service Handbook" (with a description: "Review additional information on submitting files to Social Security for verification and retrieving the results of the submissions."). A "BSO Main Menu" button is located below the links. At the bottom, there is a footer with "www.socialsecurity.gov" and "BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation". A small text block at the bottom center reads: "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."

STEP 6: Select the **Request Online SSN Verification** link.

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

[Request Online SSN Verification](#)

Manually enter and submit up to 10 Social Security Numbers and Names to be verified by Social Security. Results are returned immediately for review.

The system displays the SSNVS Attestation page.



OMB Approval No. 0960-0660

SSNVS Attestation**Proper Use of Social Security Number Verification Service (SSNVS)**

- SSA will verify Social Security Numbers (SSNs) solely to ensure that the records of current or former employees are correct for the purpose of completing Internal Revenue Service Form W-2 (Wage and Tax Statement).
- Do not use the service to verify SSNs of potential new hires or contractors.
- Company policy concerning the use of SSNVS should be **applied consistently to all workers**, for example:
 - If used for newly hired workers, verify information on all newly hired workers.
 - If used to verify information on other workers on your database, verify the information for all workers on the entire database.
- Third-party use of SSNVS is strictly limited to organizations that contract with employers to either handle the wage reporting responsibilities or perform an administrative function directly related to annual wage reporting responsibilities of hired employees. It is suggested that contracts between the third-party and the employer stipulate that the functions being performed by the third-party contractor relate to wage reporting responsibilities and SSNVS should only be used for wage reporting responsibilities for hired employees. It is not proper to use SSNVS for non-wage reporting purposes, such as identity, credit checks, mortgage applications, etc.
- Anyone who knowingly and willfully uses SSNVS to request or obtain information from SSA under false pretenses **violates Federal law** and may be punished by a fine or imprisonment or both.
- I understand that SSA may ban me and/or the company I represent from the use of SSNVS if SSA determines there has been misuse of the service.
- SSA will advise you when a name and SSN you submitted does not match our records.
 - This response does not imply that you or your employee intentionally provided incorrect information about the employee's name or SSN.
 - This response does not make any statement about your employee's immigration status.
 - This response is not a basis, in and of itself, for you to take any adverse action against the employee, such as laying off, suspending, firing, or discriminating against the employee.

If you rely only on the information SSA provides regarding name and SSN verification to justify adverse action against a worker, you may violate State or Federal law and be subject to legal consequences.

Federal Privacy Act Statement for Third-Party Submitters

You can use a fee-based approach when offering SSNVS to your clients. However, caution should be taken. SSA offers services, like SSNVS, free of charge. Some companies in the private sector offer those same services for a fee and develop misleading brochures and advertisements. To discourage the use of misleading mailings about Social Security and Medicare, Congress enacted specific prohibitions in Section 312 of the Social Security Independence and Program Improvements Act of 1994 that broadened the existing deterrents. The prohibitions are codified at Title 42 of the U.S. Code, Section 1320b-10. You should ensure that you are aware of these legal provisions and conform to their requirements and:

- Be cautious not to suggest to your clients that this service is only available through you;
- Advise all clients that this service is available at no cost from SSA and that this service is not a unique or exclusive arrangement between SSA and your company; and
- Be sure not to give any impression when describing your SSNVS service to your clients that your company has an arrangement that allows direct access to SSA databases, program software, etc.

Paperwork Reduction Act Statement

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 2 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our estimate of the time needed to complete the form to: SSA, 1338 Annex Building, Baltimore, MD 21235-0001.

User Certification for Use of SSNVS - Please Read Carefully!

I certify that:


- I have read and understand the above section titled "Proper Use of Social Security Number Verification Service (SSNVS)" and the "Federal Privacy Act Statement for Third-Party Submitters".
- I am verifying SSNs solely to ensure that the records of my client's or my current or former employees are correct for the purposes of Form W-2 reporting.
- I am authorized, under valid contracts with all outside employers of any individual for whom I will request SSN verification, to transmit employee SSNs and identifying information and to receive the results of SSNVS.

or

I have the authority from my employer (or am the owner of the company) to transmit employee SSNs and identifying information and to receive the results of SSNVS.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

STEP 7: Select the **I Accept** button to indicate you have read the SSNVS user certification statement and agree to its contents. The system will then display the SSN Verification page. (To return to the BSO Main Menu page, select the **I DO NOT Accept** button.)



**Social Security Online
Business Services Online**
Social Security Number Verification System (SSNVS)

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

[SSNVS Help](#)

SSN Verification

Name: **ORS15 TEST PIN**

Please enter the following information for each employee you would like to verify. Mandatory fields are indicated by an *. Field specific help is available by selecting the underlined links below.

Please Note:

- All verified, unverified and deceased records will be returned.
- In the event SSNVS may not be able to process your request, you will be given two (2) options:
 - Overnight Processing - saves the data you entered to a file for overnight processing and displays a confirmation number on the Confirmation page that you will need to check the status of your request
 - BSO Main Menu - cancels the request and any data you entered on the SSN Verification form is not saved

* [Employer's EIN](#) The Employer's EIN is the Employer Identification Number (EIN) of the employer whose employees' names and SSNs are being verified. For security and audit purposes, this information must be provided and will not be processed without it.

	* SSN (9 9 9 9 9 9 9 9 9)	* First Name	Middle Name	* Last Name	Suffix	Date of Birth (M M D D Y Y Y Y)	Gender (F / M)
1.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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.

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
For TDD/TTY call **1-800-325-0778**.

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)


STEP 8: In the Employer’s EIN field place the EIN of the employer under which wages are to be reported for the names and SSNs being verified. Complete one (1) row for each name and SSN you would like to verify. You must complete all mandatory fields in at least one (1) row before selecting the **Submit** button.



- *The Submitter's EIN field at the top of the page is the EIN of the employer of the user submitting the verification request.*
- *The Employer's EIN, SSN, First Name and Last Name fields are mandatory.*

- *The Middle Name, Suffix, Date of Birth (DOB) and Gender fields are optional.*

STEP 9: Select the **Submit** button to process the data (Otherwise, select the **Clear Form** button to delete the data.). The system displays the SSN Verification Results page.



Social Security Online
Business Services Online
Social Security's Business Services Online (BSO)

[BSO Main Menu](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Commands](#) | [Logout](#)

[SSNVS Help](#)

SSN Verification Results

Name: **JANE DOE** Submitter EIN: **009999999**

Employer's EIN: **009999999** The following table displays your submitted results. The first column indicates the result of a record: failed, deceased or verified.

Records Submitted: **10**

Failed Verification: **6** • **Failed**- Data does not match Social Security Administration's records. Select [What to do if an SSN fails to verify](#) for more information.

Deceased: **2** • **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 Records: **2** • **Verified**- Data matches Social Security Administration's records.

[Verify More SSNs](#)

[Why Are Some SSNs Masked](#)

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

[Field Office Locator](#)

Result	SSN 999999999	First Name	Middle Name	Last Name	Suffix	Date of Birth MMDDYYYY	Gender F/M	Verification Results
Failed	345001975	JULIE	-	JONES	-	-	-	1
Failed	XXXXX2563	JAKE	-	NEWTON	-	-	-	2
Failed	XXXXX6322	KRISTINE	-	FOUDY	-	-	-	3
Failed	XXXXX1975	BRIANA	-	JONES	-	-	-	4
Failed	653002563	TIFFENY	-	ISSAC	-	-	-	5
Failed	XXXXX2563	CHAD	-	MATTHEWS	-	-	-	6
Deceased	568001975	AJ	-	JONES	-	-	-	-
Deceased	345002563	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

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
For TDD/TTY call **1-800-325-0778**.

[BSO Main Menu](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Commands](#) | [Logout](#)

This page will display:

- Left-Hand Menu – the Employer’s EIN, total number of records submitted, total number of failed verifications, total number of deceased records and total number of verified records.

- **Body** – All of the information submitted by the user plus the verification results code.



*If any problems occur with the submission the system will display the Convert to Batch page. Select the **Overnight** button and SSA will process your request and send you the results within 2 business days. Follow the instructions in [Lesson 2: Submit an Electronic File for SSN Verification](#) for more information.*

STEP 10: The SSN submitted for verification matches SSA's records.

The user will see a “-“ in the Verification Results field.



For security reasons, if the record has a “-” Verification Result, the first five (5) positions of the SSN will be masked with an “X”.

STEP 11: The SSN submitted for verification matches SSA's records but our records indicate the individual is deceased.

The user will see the word “Deceased” in the Results column and a “-“in the Verification Results field.

STEP 12: If there are failed verifications, the number in the Verification Results column displays the reason for the failed verification.

The following are failed verification result code descriptions:

- 1 SSN is not in SSA’s records
- 2 Name and DOB match; Gender Code does not
- 3 Name and Gender Code match; DOB does not
- 4 Name matches: DOB and Gender Code do not
- 5 Name does not match; DOB and Gender Code not checked
- 6 SSN did not verify; other reason.

**NOTE**

For security reasons, if the record has a verification results code of 2, 3, 4 or 6, the first five (5) positions of the SSN will be masked with an "X".

*If the data does not match SSA's records, select the **What to do if Names/SSNs don't match?** link to view important information.*

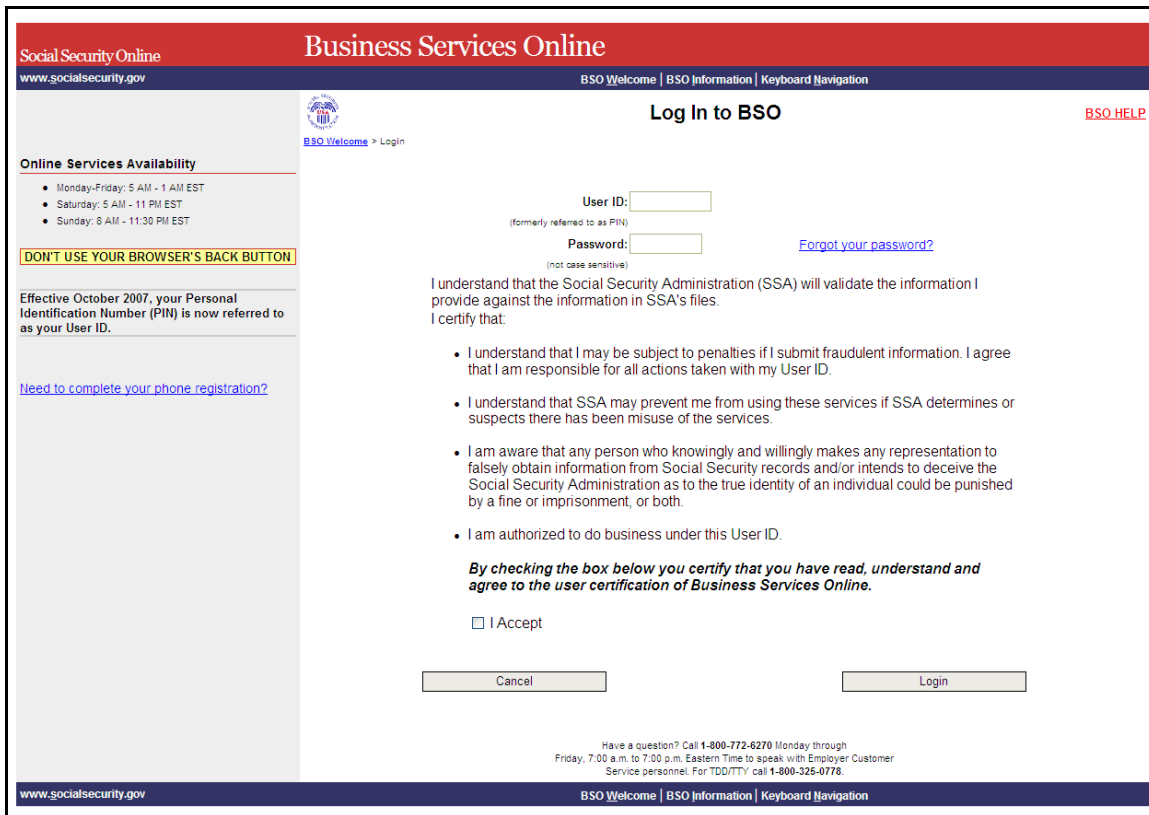
STEP 13: Select the **Verify More SSNs** link to verify additional SSNs (To return to the BSO Main Menu page, select the **BSO Main Menu** link.).

LESSON 2: SUBMIT AN ELECTRONIC FILE FOR SSN VERIFICATION

Follow the instructions below to upload a file containing names and SSNs to be verified by the SSA. The results are usually available the next government business day.

STEP 1: Point your browser to the BSO Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Log In** button on the BSO Welcome page. The system displays the Log In to BSO page.



Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

BSO HELP

Log In to BSO

User ID:
(formerly referred to as PIN)

Password:
(not case sensitive)

[Forgot your password?](#)

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.
I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.

I Accept

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
BSO Welcome | BSO Information | Keyboard Navigation

STEP 3: Enter your User ID and password.

STEP 4: Select the “I Accept” check box to indicate you have read the user certification statement and agree to its contents. Select the **Log in** button. The system displays the BSO Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

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

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Submit, download or process W-2s and W-2cs
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[Social Security Number Verification Service](#)
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Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

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Submit and print representative payee accounting forms,
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[Account Maintenance](#)
Request, activate or remove access to services
Re-request activation code for services
Change your password
Update your user registration or employer information, or Remove employer information

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www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

STEP 5: Select the **Social Security Number Verification Service** link.

[Social Security Number Verification Service](#)

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Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

Social Security Number Verification Service [LOGOUT](#) | [BSO HELP](#)

[BSO Main Menu](#) > Social Security Number Verification Service

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www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

STEP 6: Select the **Submit an Electronic File for SSN Verification** link.

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

[Submit an Electronic File for SSN Verification](#)

Submit a file containing Names and Social Security Numbers to be verified by Social Security. The data in the file must be in the correct format.

The system displays the SSNVS Attestation page.



OMB Approval No. 0960-0660

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- SSA will advise you when a name and SSN you submitted does not match our records.
 - This response does not imply that you or your employee intentionally provided incorrect information about the employee's name or SSN.
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- Be sure not to give any impression when describing your SSNVS service to your clients that your company has an arrangement that allows direct access to SSA databases, program software, etc.

Paperwork Reduction Act Statement

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 2 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our estimate of the time needed to complete the form to: SSA, 1338 Annex Building, Baltimore, MD 21235-0001.

User Certification for Use of SSNVS - Please Read Carefully!

I certify that:

- I have read and understand the above section titled "Proper Use of Social Security Number Verification Service (SSNVS)" and the "Federal Privacy Act Statement for Third-Party Submitters".
- I am verifying SSNs solely to ensure that the records of my client's or my current or former employees are correct for the purposes of Form W-2 reporting.
- I am authorized, under valid contracts with all outside employers of any individual for whom I will request SSN verification, to transmit employee SSNs and identifying information and to receive the results of SSNVS.

or

I have the authority from my employer (or am the owner of the company) to transmit employee SSNs and identifying information and to receive the results of SSNVS.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

STEP 7: Select the **I Accept** button after reading the conditions defined on the SSNVS Attestation page. The system displays the Submit a File for SSN Verification – Before You Start page. (To return to the BSO Main Menu page, select the **I DO NOT Accept** button.)

Social Security Online
Business Services Online
Social Security's Business Services Online (BSO)

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[SSNVS Help](#)

Submit a File for SSN Verification - Before You Start

Name: **JANE DOE** Submitter EIN: **009999999**

Steps: **1. Before You Start** 2. [Submit Your File](#) 3. [Confirmation](#)

1. Before You Start

The following items below are suggestions to follow before submitting your file for SSN verification.

- **Review your file(s) for correct formatting**
Before submitting your file, we recommend that you ensure the file is error-free and can be sent quickly.
 - We provide the proper file format on the SSNVS Help page and in the SSNVS Handbook. Reviewing your file for proper formatting may prevent it from being rejected. [Submission File Format](#)
 - Do **NOT** send an Excel Spreadsheet. If you are using Excel, select [Excel Users](#) for more information.
- **Zip Your File**
If you have over 500 Name/SSN requests or a slow connection, the transmission will be faster if the file is zipped (compressed). WinZip and PKZip are examples of acceptable compression packages. This will substantially reduce the time required to transmit your file.

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
For TDD/TTY call **1-800-325-0778**.

[BSO Main Menu](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Commands](#) | [Logout](#)

STEP 8: Select **Continue** after reading the information on the Submit a File for SSN Verification – Before You Start page. The system displays the Submit a File for SSN Verification – Submit Your File page.

(To return to the BSO Main Menu page, select the **Cancel and Quit** button.)



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Business Services Online
Social Security Number Verification System (SSNVS)

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[SSNVS Help](#)

Submit a File for SSN Verification - Submit Your File

Name: ORS15 TEST PIN

Steps: 1. [Before You Start](#) 2. **Submit Your File** 3. [Confirmation](#)

2. Submit Your File

- First, enter the Employer's EIN. (Also select a Submitter's EIN if required.)
- Second, if you know the name of the file you wish to upload, type the filename in the data entry field or use the Browse button to locate your file.
- Third, select the Submit button to upload your file.

* **Employer's EIN** The Employer's EIN is the Employer Identification Number (EIN) of the employer whose employees' names and SSNs are being verified. For security and audit purposes, this information must be provided and will not be processed without it.

Select file

Except for peak submission periods, file results will usually be available the next government business day. You will receive a confirmation number and message when your file submission is complete.

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
 For TDD/TTY call **1-800-325-0778**.

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STEP 9: Enter the Employer's EIN of the employer under which wages are to be reported for the names and SSNs being verified. Also select a Submitter's EIN is required. If you know the name of the file you wish to upload, type the file name in the **Select File** field or select a file from your local or network directory by selecting the **Browse** button.




TIPS

- *The file should contain no more than 250,000 SSN verification requests.*
- *If you have over 500 SSN verification requests or you have a slow connection it is recommended that you zip your file using WinZip, PKZIP, or another zip-compatible program.*

STEP 10: Select the **Submit** button. The system displays a file upload in process pop-up window.



Once the file has been transferred, the system displays the Submit a File for SSN Verification – Confirmation page.


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Business Services Online
 Social Security Number Verification System (SSNVS)

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SSNVS Help

Submit a File for SSN Verification - Confirmation

Name: ORS15 TEST PIN

Steps: 1. [Before You Start](#) 2. [Submit Your File](#) 3. **Confirmation**

3. Confirmation Receipt - Your File Was Received

Your submission was **successful**. Use your browser menu to save or print this acknowledgement of receipt for your records. You will need the confirmation number assigned by SSA to retrieve the results of your submission.

Confirmation Number assigned by SSA: 11E265E481AC98DA

Date: 12/11/2008 09:06 AM Eastern Time **Your file name:** Settings.rw **Assigned file name:** 11E265E481AC98DA_CCA002A7 **File size:** 8,018 bytes (7.8 kb)

What You Should Do Next:
 Check the size of your file. Right click on the file (or tab to it and select Shift + F10) and select *Properties*. The size given in bytes should match the size given on the Confirmation page. If it does not match, there may have been a problem with transmission. Please contact the Employer Reporting Branch at 1-800-772-6270. For TDD/TTY call 1-800-325-0778.

What to expect:
 You may check your results from the View Status and Retrieval Information link on the BSO Home page. Except for peak submission periods, file results will usually be available the next government business day.

Thank you for submitting your file using Business Services Online.

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
 For TDD/TTY call **1-800-325-0778**.

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)



Be sure to keep a record of your confirmation number. You will need it to track the status of your submitted file.

TIPS

STEP 11: Select the **OK** button in the pop-up window to print the Submit a File for SSN Verification - Confirmation page.



Otherwise select the **Cancel** button to close the pop-up window

STEP 12: Select the **Submit Another File** button to submit another file or select the **BSO Main Menu** button to return to the BSO Main Menu page.

Lesson 3: View Status and Retrieval Information

Follow the instructions below to view the status of electronic files submitted for overnight processing.

STEP 1: Point your browser to the BSO Welcome page:

www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Log In** button on the BSO Welcome page. The system displays the Log In to BSO page.

The screenshot shows the 'Log In to BSO' page. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below the header, the URL 'www.socialsecurity.gov' is visible on the left, and navigation links 'BSO Welcome | BSO Information | Keyboard Navigation' are on the right. The main content area is titled 'Log In to BSO' and includes a 'BSO HELP' link. On the left side, there is a section for 'Online Services Availability' with a list of hours: Monday-Friday (5 AM - 1 AM EST), Saturday (5 AM - 11 PM EST), and Sunday (8 AM - 11:30 PM EST). Below this is a warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. A note states: 'Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.' and a link 'Need to complete your phone registration?'. The main login form has fields for 'User ID:' (formerly referred to as PIN) and 'Password:' (not case sensitive). A 'Forgot your password?' link is next to the password field. Below the fields is a certification statement: 'I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files. I certify that:'. This is followed by a bulleted list of terms and conditions. At the bottom of the form, there is a checkbox for 'I Accept' and two buttons: 'Cancel' and 'Login'. A footer at the bottom provides contact information: '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.'

STEP 3: Enter your User ID and password.

STEP 4: Select the “I Accept” check box to indicate you have read the user certification statement and agree to its contents. Select the **Login** button. The system displays the BSO Main Menu page (To return to the Business Services Online Welcome page, select the **Cancel** button.).

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

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

Welcome, ORS15 PIN
Your password expires on **December 25, 2008**

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 Number Verification Service
Request online SSN verification, or
Submit files for SSN verification

Form SSA-1694 Request for Business Entity Taxpayer Information
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

Internet Representative Payee Accounting (IRPA)
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically
Submit and print representative payee accounting forms,
Download submitted forms for up to 30 days after submission

Account Maintenance
Request, activate or remove access to services
Re-request activation code for services
Change your password
Update your user registration or employer information, or Remove employer information

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 BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

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

To use any Business Services Online, you must first request access to that service. To request access to BSO services, select "Account Maintenance". From the Account Maintenance page, select "Request Access to BSO Services".

STEP 5: Select the **Social Security Number Verification Service** link.

[Social Security Number Verification Service](#)

Request online SSN verification, or
Submit files for SSN verification

The system displays the Social Security Number Verification Service menu page.

The screenshot shows the Social Security Number Verification Service (SSNVS) page on the Business Services Online (BSO) portal. The page has a red header with "Social Security Online" and "Business Services Online". Below the header is a navigation bar with "www.socialsecurity.gov" and "BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation". The main content area features the Social Security Administration logo and the title "Social Security Number Verification Service" with "LOGOUT | BSO HELP" links. A left sidebar contains "Online Services Availability" with a list of hours: Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). A yellow warning box says "DON'T USE YOUR BROWSER'S BACK BUTTON". The main content area lists several services: "Request Online SSN Verification" (manually enter and submit up to 10 SSNs), "Submit an Electronic File for SSN Verification" (submit a file with Names and SSNs), "View Status and Retrieval Information" (view current status), and "View Social Security Number Verification Service Handbook" (review submission information). A "BSO Main Menu" button is located below the handbook link. At the bottom, there is contact information: "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." The footer includes "www.socialsecurity.gov" and "BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation".

STEP 6: Select the **View Status and Retrieval Information** link.

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

[View Status and Retrieval Information](#)
View the current status of a submission.

The system displays the SSNVS Attestation page.



OMB Approval No. 0960-0660

SSNVS Attestation**Proper Use of Social Security Number Verification Service (SSNVS)**

- SSA will verify Social Security Numbers (SSNs) solely to ensure that the records of current or former employees are correct for the purpose of completing Internal Revenue Service Form W-2 (Wage and Tax Statement).
- Do not use the service to verify SSNs of potential new hires or contractors.
- Company policy concerning the use of SSNVS should be **applied consistently to all workers**, for example:
 - If used for newly hired workers, verify information on all newly hired workers.
 - If used to verify information on other workers on your database, verify the information for all workers on the entire database.
- Third-party use of SSNVS is strictly limited to organizations that contract with employers to either handle the wage reporting responsibilities or perform an administrative function directly related to annual wage reporting responsibilities of hired employees. It is suggested that contracts between the third-party and the employer stipulate that the functions being performed by the third-party contractor relate to wage reporting responsibilities and SSNVS should only be used for wage reporting responsibilities for hired employees. It is not proper to use SSNVS for non-wage reporting purposes, such as identity, credit checks, mortgage applications, etc.
- Anyone who knowingly and willfully uses SSNVS to request or obtain information from SSA under false pretenses **violates Federal law** and may be punished by a fine or imprisonment or both.
- I understand that SSA may ban me and/or the company I represent from the use of SSNVS if SSA determines there has been misuse of the service.
- SSA will advise you when a name and SSN you submitted does not match our records.
 - This response does not imply that you or your employee intentionally provided incorrect information about the employee's name or SSN.
 - This response does not make any statement about your employee's immigration status.
 - This response is not a basis, in and of itself, for you to take any adverse action against the employee, such as laying off, suspending, firing, or discriminating against the employee.

If you rely only on the information SSA provides regarding name and SSN verification to justify adverse action against a worker, you may violate State or Federal law and be subject to legal consequences.

Federal Privacy Act Statement for Third-Party Submitters

You can use a fee-based approach when offering SSNVS to your clients. However, caution should be taken. SSA offers services, like SSNVS, free of charge. Some companies in the private sector offer those same services for a fee and develop misleading brochures and advertisements. To discourage the use of misleading mailings about Social Security and Medicare, Congress enacted specific prohibitions in Section 312 of the Social Security Independence and Program Improvements Act of 1994 that broadened the existing deterrents. The prohibitions are codified at Title 42 of the U.S. Code, Section 1320b-10. You should ensure that you are aware of these legal provisions and conform to their requirements and:

- Be cautious not to suggest to your clients that this service is only available through you;
- Advise all clients that this service is available at no cost from SSA and that this service is not a unique or exclusive arrangement between SSA and your company; and
- Be sure not to give any impression when describing your SSNVS service to your clients that your company has an arrangement that allows direct access to SSA databases, program software, etc.

Paperwork Reduction Act Statement

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 2 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our estimate of the time needed to complete the form to: SSA, 1338 Annex Building, Baltimore, MD 21235-0001.

User Certification for Use of SSNVS - Please Read Carefully!

I certify that:


- I have read and understand the above section titled "Proper Use of Social Security Number Verification Service (SSNVS)" and the "Federal Privacy Act Statement for Third-Party Submitters".
- I am verifying SSNs solely to ensure that the records of my client's or my current or former employees are correct for the purposes of Form W-2 reporting.
- I am authorized, under valid contracts with all outside employers of any individual for whom I will request SSN verification, to transmit employee SSNs and identifying information and to receive the results of SSNVS.

or

I have the authority from my employer (or am the owner of the company) to transmit employee SSNs and identifying information and to receive the results of SSNVS.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

STEP 7: Select the **I Accept** button after reading the conditions defined on the SSNVS Attestation page. The system displays the Status and Retrieval page. (To return to the BSO Main Menu page, select the **I DO NOT Accept** button.)



Social Security Online
Business Services Online
Social Security Number Verification System (SSNVS)

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[SSNVS Help](#)

Status and Retrieval

Name: **ORS15 TEST PIN**

There are three options for checking the status of your file(s):

Option 1 - Enter your 16 character confirmation number or your 8 character tracking number for submitted files. Select [Do you have a Tracking Number?](#) for more information.

Option 2 - View status of your submitted files by entering a range of submission dates.

Option 3 - Retrieve a list of your submitted files available to your User ID.

Option 1	Confirmation or Tracking Number	<input type="text"/>	<input type="button" value="Submit"/>
Option 2	Range Start Date <small>M M D D Y Y Y Y</small>	<input type="text"/>	<input type="button" value="Submit"/>
	Range End Date <small>M M D D Y Y Y Y</small>	<input type="text"/>	
Option 3	All Submissions		<input type="button" value="Submit"/>

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
For TDD/TTY call **1-800-325-0778**.

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)


STEP 8: Select one of the following options to view the status of your submitted file.

- Option 1:** Enter the specific tracking or confirmation number to view the status of an individual file.
- Option 2:** Enter a start and end date to view the status of files submitted within a date range.
- Option 3:** View the 100 most recent SSNVS file submissions associated with your User ID.

**TIPS**

If the file you are searching for is not displayed, focus your search by using Option 1 or 2.

STEP 9: Select the corresponding **Submit** button. The system displays the Status and Retrieval Results page.



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Social Security Number Verification System (SSNVS)

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SSNVS Help

Status and Retrieval Results

Name: **JANE DOE** Submitter EIN: **009999999**

The following table displays your submitted file(s).

- You may retrieve your submission(s) by clicking the **VIEW** and/or **DOWNLOAD** link under Retrieval Options.
- Please note large files may take time to open.
- Some SSNs may be masked. Select [Why Are Some SSNs Masked?](#) for more information.
- SSN did not verify? Select [What to do if a SSN fails to verify.](#)

Retrieval Options

- Select "VIEW" if the total number of records submitted is 10 or less.
- Select "DOWNLOAD" to download your file.
- To save the downloaded file as a text file:
 - Right click "DOWNLOAD"
 - Select "Save Target As"
 - Complete the Save As dialog box

Status of All Submissions

Select the links below for more information about your submission(s).

Submission Date	Confirmation or Tracking Number	Records Submitted	Failed Verification	Deceased	Verified	Status	File Size	Retrieval Option(s)	Available Through
06/13/2007	11324F8F5DE8085D	-	-	-	-	IN PROCESS	274.0 KB	-	-
05/25/2007	112C4176F0AD81A2	-	-	-	-	IN PROCESS	36.0 KB	-	-
05/24/2007	112BEABE12BCDBF3	-	-	-	-	IN PROCESS	2.4 KB	-	-
05/24/2007	112BEAE1D55B8411	10	11	0	-1	VIEWED	1.4 KB	DOWNLOAD VIEW	07/07/2007
05/24/2007	112BEB15BD9E31EE	-	-	-	-	IN PROCESS	2.4 KB	-	-
05/24/2007	112BEB36283C3486	-	-	-	-	IN PROCESS	13.1 KB	-	-
05/24/2007	112BEB5E4F1B67B4	-	-	-	-	IN PROCESS	12.9 KB	-	-
05/24/2007	112BEB99C217BE04	-	-	-	-	FORMAT OR SURFACE ERRORS	11.7 KB	-	-
05/24/2007	112BEBAB5DA66DD1	-	-	-	-	IN PROCESS	12.9 KB	-	-
05/24/2007	112BEBB8AB4C92E4	-	-	-	-	IN PROCESS	9147.8 KB	-	-
05/24/2007	112BEBBC474082D78	-	-	-	-	IN PROCESS	4.4 KB	-	-
05/23/2007	112BA4F527ADFC29	-	-	-	-	FORMAT OR SURFACE ERRORS	1372.0 KB	-	-
05/21/2007	112AEF6806BD52E6	-	-	-	-	FORMAT OR SURFACE ERRORS	16.5 KB	-	-
05/21/2007	112AF3A2D2C096CB	-	-	-	-	FORMAT OR SURFACE ERRORS	25.9 KB	-	-
05/21/2007	112B042BCE0583FA	-	-	-	-	FORMAT OR SURFACE ERRORS	16.5 KB	-	-

[Additional Status Request](#)
[What To Do If a Social Security Number \(SSN\) Does Not Verify](#)

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
 For TDD/TTY call **1-800-325-0778**.

[BSO Main Menu](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Commands](#) | [Logout](#)

STEP 10: The status and retrieval options are displayed in a table; for a full explanation of each column, click on the column header. This opens a new browser to the SSNVS Help web page which is only accessible when logged into SSNVS.

Select the **Download/View** link in the Retrieval Option(s) column to view your results.

- *For 10 or less SSNs submitted, the results may be downloaded or viewed online.*
- *For more than 10 SSNs submitted, the results may be downloaded only.*

STEP 11: Select the link in the Status column for more information about the status of your submission, if applicable.



- *The Available Through column displays the date the Status and/or Results are available to the user.*
- *Users are able to view or download the results for 30 days from the day they become available.*
- *After 30 days and up to two (2) years, the user can only view the status of their files.*
- *During the period files are available, you can download or view them an unlimited number of times.*

Lesson 4: View the SSNVS Handbook

The SSNVS Handbook may either be viewed by logging into the SSNVS application or by selecting the links below. These web pages have links directly to the **SSNVS Handbook**.

- BSO Welcome page – <http://www.ssa.gov/bso/>
- SSNVS News page – <http://www.ssa.gov/employer/ssnvsNews.htm>
- SSNVS Information and Instructions to Verify Social Security Numbers Online page – <http://www.ssa.gov/employer/ssnv.htm#overview>

To access the SSNVS handbook from the SSNVS application, follow the instructions below.

STEP 1: Point your browser to the BSO Welcome page:

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

STEP 2: Select the **Log In** button on the BSO Welcome page. The system displays the Log In to BSO page.

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

Log In to BSO [BSO.HELP](#)

[BSO.WELCOME > Login](#)

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

[Need to complete your phone registration?](#)

User ID:

(formerly referred to as PIN)

Password:

[Forgot your password?](#)

(not case sensitive)

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.
I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.

I Accept

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 BSO Welcome | BSO Information | Keyboard Navigation

STEP 3: Enter your User ID and password.

STEP 4: Select the “I Accept” check box to indicate you have read the user certification statement and agree to its contents. Select the **Login** button. The system displays the BSO Main Menu page (To return to the BSO Welcome page, select the **Cancel** button.).

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

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

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

To use any Business Services Online, you must first request access to that service. To request access to BSO services, select "Account Maintenance". From the Account Maintenance page, select "Request Access to BSO Services".

Welcome, ORS15 PIN
Your password expires on **December 25, 2008**

[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 Number Verification Service](#)
Request online SSN verification, or
Submit files for SSN verification

[Form SSA-1694 Request for Business Entity Taxpayer Information](#)
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

[Internet Representative Payee Accounting \(IRPA\)](#)
File a Form SSA-623, SSA-623D, or SSA-6234 Representative Payee Reports electronically
Submit and print representative payee accounting forms,
Download submitted forms for up to 30 days after submission

[Account Maintenance](#)
Request, activate or remove access to services
Re-request activation code for services
Change your password
Update your user registration or employer information, or Remove employer information

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 **1-800-325-6778**.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

STEP 5: Select the **Social Security Number Verification Service** link.

[Social Security Number Verification Service](#)

Request online SSN verification, or
Submit files for SSN verification

The system displays the Social Security Number Verification Service menu page.

The screenshot shows the Social Security Number Verification Service (SSNVS) page on the Business Services Online (BSO) portal. The page has a red header with "Social Security Online" and "Business Services Online". Below the header, there is a navigation bar with "www.socialsecurity.gov" and "BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation". The main content area features the Social Security Administration logo and the title "Social Security Number Verification Service" with "LOGOUT | BSO HELP" links. A left sidebar contains "Online Services Availability" with a list of hours: Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). A yellow warning box says "DON'T USE YOUR BROWSER'S BACK BUTTON". The main content area lists four links: "Request Online SSN Verification" (manually enter and submit up to 10 SSNs), "Submit an Electronic File for SSN Verification" (submit a file with Names and SSNs), "View Status and Retrieval Information" (view current status), and "View Social Security Number Verification Service Handbook" (review submission information). A "BSO Main Menu" button is located below the links. At the bottom, there is a footer with "www.socialsecurity.gov" and "BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation". A small text block at the bottom center provides contact information: "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."

STEP 6: Select the **View Social Security Number Verification Service Handbook** link.

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

[View Social Security Number Verification Service Handbook](#)

Review additional information on submitting files to Social Security for verification and retrieving the results of the submissions.

The system displays the SSNVS Handbook.