Social Security Administration

User's Guide

CONSENT BASED SOCIAL SECURITY NUMBER VERIFICATION SERVICE (CBSV)

October 4, 2008

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1.0 General Information

The purpose of the Consent Based SSN Verification System (CBSV) is to allow private businesses and government entities to verify that the name and SSN obtained from a customer matches or does not match the data in SSA's records. The information is matched against SSA's Master File of Social Security Numbers (SSNs), using Social Security number, name, date of birth and gender code (if available). The system has name and date of birth tolerances. CBSV is one of the services offered by the Social Security Administration on its Business Services Online (BSO) web page; www.socialsecurity.gov/bso.

NOTE: CBSV is designed to provide you with only a "yes" or "no" verification of whether the SSN verified with SSA's records. CBSV does not verify employment eligibility, nor does it interface with the Department of Homeland Security (DHS) verification system, and it will not satisfy DHS's I-9 requirements.

With CBSV, you may verify:

- One name and SSN at a time using the CBSV Web Service, and receive immediate results. (See Section 3)

- Up to 10 names and SSNs at a time, online, and receive immediate results. There is no limit to the number of times the CBSV Verification web page may be used within a session or within a day. (See Section 4)

- Up to 5,000 names and SSNs per batch, overnight, with results usually available within one to two business days. (See Section 5)

More detailed information about CBSV may be found at http://www.socialsecurity.gov/cbsv/ including a sample User Agreement and User Guide.

1.1 Information for Company/Individuals Obtaining Access to CBSV

- SSA will verify SSNs solely for the purpose(s) specified on the individual consent forms associated with the verification requests. Your company may use the verified SSN only for the purposes specified by the individual signing the consent form (Form SSA-89, Authorization for SSA to Release SSN Verification). Exceeding the scope of the consent could violate state or Federal law and subject the requesting party to legal consequences.
- SSA will provide SSN verification information only about individuals from whom your company has obtained valid consent forms (Form SSA-89 [See Appendix]).
- Notify SSA if your employee leaves your company or if you choose to revoke any or all of your employees' authorization to use CBSV.
- Your company must protect the confidentiality of consent forms (and the information contained on them) and protect the associated record of SSN verification.
- SSA reserves the right to unilaterally suspend access to CBSV services if SSA concludes that your company has failed to properly obtain consent or otherwise failed to follow the terms of the agreements associated with this service.

IMPORTANT: Your Company must be in physical possession of the signed consent forms (Form SSA-89) prior to requesting SSN verifications through the CBSV service.

1.2 Consent Form (SSA-89)

As a condition for using the CBSV service, the Requesting Party Company is required to secure from each Number Holder a signed Consent Form (Form SSA-89) which authorizes them to perform the CBSV SSN verification (See Appendix).

The Requesting Party Company, who has signed an agreement with SSA, is required to retain the original paper copies of the Consent Form (Form SSA-89) or the electronic image of the form for a period of seven (7) years for auditing purposes. SSA's requirements for the different media/electronic devices and storage considerations are as follows:

- Paper – Ensure that the consent forms are stored in a locked fireproof storage cabinet, and ensure that only authorized personnel have access to these files.
- Electronic – Ensure that the consent forms are password protected, and confirm that only authorized personnel have access to these files. Ensure that passwords issued to personnel who no longer work for the company or no longer work in the capacity to have access to the files are voided. Ensure that consent forms converted to electronic media have been destroyed. Ensure that disaster recovery procedures are in place and are being followed.
- Removable Electronic Media – Ensure that all data has been encrypted, and ensure that such removable electronic media is stored in a locked, fireproof storage receptacle. Ensure that only authorized users have access to this media. Ensure that the paper consent forms have been properly destroyed after being stored electronically.

1.3 CBSV Availability

CBSV Hours of Operation

CBSV normally operates during the following hours and may be available at other times as well:

Day	Time
Monday – Friday	5:00 a.m. to 1:00 a.m. Eastern Time
Saturday	5:00 a.m. to 11:00 p.m. Eastern Time
Sunday	8:00 a.m. to 11:30 p.m. Eastern Time

CBSV Hours of Support

CBSV customer support is available at **1-888-772-2970** during the following hours:

Day	Time
Monday – Friday	8:30 a.m. to 4:00 p.m. Eastern Time

NOTE: CBSV is not available when SSA is in the process of implementing changes to their system. Whenever possible, advance notice of such occasions will be announced on the BSO website. Also, during website down times, informational messages are displayed when a user attempts to access the system.

IMPORTANT: CBSV services will not be available if your company does not have a positive cash balance.

IMPORTANT: SSA mission-related work has priority over CBSV requests. Therefore, SSA does not guarantee that CBSV will be available to the Requesting Party within a specified time frame. SSA's posting of verification request results may be delayed while SSA performs mission-related work, or while SSA performs systems maintenance.

2.0 Registration

Accessing the CBSV system as an Authorized User involves several steps.

1. The designated Responsible Company Official authorizes their employee to use CBSV by submitting Form SSA-88 (Pre-Approval Form for CBSV) (See Appendix).

2. The employee goes to the BSO Welcome Page at www.socialsecurity.gov/bso to be assigned a User ID and select a password.

3. SSA authenticates the employee as an Authorized User and mails a "positive confirmation" letter, with a unique activation code, to the designated company official who provides this code to the authorized employee.

4. *The authorized employee/user will be able to log into the BSO system with their User ID and password, enter the unique activation code and have access to the CBSV system. **The only time the activation is used is when finalizing registration.***

NOTE: If you do not receive your activation code by November 3, 2008, the designated Responsible Company Official should call SSA at (1-888-772-2970). See the Activation Code section for more information.

2.1 Pre-Registration

The Requesting Party must submit to SSA a form SSA-88 (Pre-Approval Form for CBSV) (See Appendix). The Requesting Party must provide the information below when they authorize an employee to use the CBSV:

- Company Name
- Company Address
- Company EIN (Employer Identification Number)
- Name of Employee Authorized to Use CBSV
- Telephone Number of Employee Authorized to Use CBSV
- Email Address of Employee Authorized to Use CBSV
- Name of Company Manager or Authorized Representative
- Signature of Company Manager or Authorized Representative
- Title of Company Manager or Authorized Representative
- Current Date
- Telephone of Company Manager or Authorized Representative and
- E-mail Address of Company Manager or Authorized Representative

2.2 Registering for a User ID and Password

Authorized employees who will be using CBSV Online and Batch services register for their own User ID and password.

A Manager or Authorized Representative registers for a User ID and password on behalf of the Requesting Party's Web Service.

IMPORTANT: If you are registered to use CBSV you will not be allowed to use any other BSO service.

2.2.1 CBSV Online and Batch User Registration

The Authorized Employee must provide the following information when registering for a User ID and password. This information will also allow SSA to confirm your identity before issuing a User ID and serves as contact information.

- Company Name
- EIN
- First Name
- Middle Name (optional)
- Last Name
- U.S. Social Security Number
- Permanent Address
- State
- Country
- Zip Code
- Phone Number
- Fax (optional)
- E-mail Address
- Answers to 5 Authentication Questions
- Self-Selected Password

2.2.2 CBSV Web Service User Registration

IMPORTANT: The Authorized Employee does not register for a Web Service User ID and Password. A Manager or Authorized Representative of the Requesting Party will register on behalf of that Company.

The Manager or Authorized Representative must provide his/her information when registering for a Web Service User ID and password. This information will also allow SSA to confirm their identity before issuing a User ID and serves as contact information.

- First Name
- Middle Name (optional)
- Last Name
- Date of Birth
- U.S. Social Security Number
- Date of Birth
- Permanent Address
- State

- Country
- Zip Code
- Phone Number
- Fax (optional)
- E-mail Address
- Answers to 5 Questions
- Self-Selected Password

2.3 Registering

When you have all of the documentation needed to register, follow the steps below to register for your User ID and to select a password:

1. Access **Social Security's Business Services Online** (BSO) website at
   www.socialsecurity.gov/bso/bsowelcome.htm

> *NOTE: Do not use your browser's Back, Forward, or Refresh buttons while completing the registration form as this could clear the form.*

2. Scroll half way down the Web page until you see the **Register** button. Select the **Register** button.

Business Services Online

Social Security Online

www.socialsecurity.gov | www.socialsecurity.gov | BSO Welcome | BSO Information | Contact Us | Keyboard Navigation | Search [   ] GO

Online Services Availability

Monday – Friday: 5am – 1am EST
Saturday: 5am – 11pm EST
Sunday: 8am – 11:30pm 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.

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

News

- Wage News
- Electronic Records Express News
- Social Security Number Verification News
- Consent Based SSN Verification News
- Form SSA-1694 News

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" bu display the BSO Main Menu. Then you may access services and functions you have already activated, or you may se Maintenance" to request activation of additional services, deactivate your User ID, change your password, update y 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 W-2 and W-2c information into an online form. Capability to view Submission and Report processing status is available. If you have received a notice requesting that you resubmit your wage file, it can be acknowledged online. Additionally, you may ask for a one time 15-day extension to the deadline for resubmitting your wage file.

More information about Reporting Wages

Social Security Number Verification Service (SSNVS)

For the purposes of completing W-2 and W-2c SSNVS allows you to complete an online form or submit specifically formatted files to request verification of names and Social Security Numbers of employees of the company for which you work or the company that has hired you to perform this service.

More information about Verifying Social Security Numbers

Form SSA-1694 Request for Business Entity Taxpayer Information

Business entities that have attorney and/or non-attorney representatives as partners or employees who receive direct payment must provide SSA with taxpayer identification information using the Form SSA-1694. For information on how to register, contact OCO.AREP.Registration@ssa.gov.

Select Register to obtain a User ID and password to complete the Form SSA-1694.

Select Login to complete, update or view the Form SSA-1694.

More information about the Attorney Fee Services

Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/TTY call 1-800-325-0778.

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

Select the **Register** Button

3. The system displays the *User Registration Attestation* Web page. Please read and select the **I Accept** button at the bottom of the page.

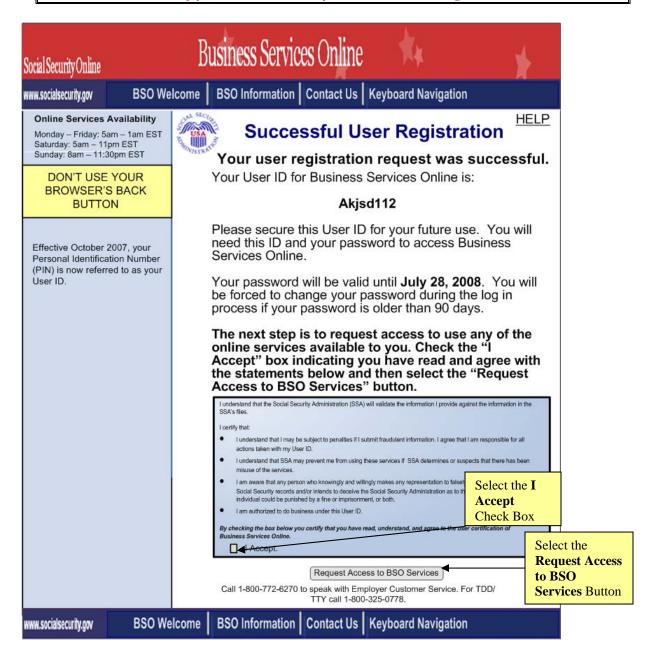4. The system displays the *User Registration* Web Page. Complete the entire page and select the **Register** button at the bottom.

The image shows the Business Services Online User Registration web page with the following elements:

Business Services Online — Social Security Online — www.socialsecurity.gov

Navigation: BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

Online Services Availability
Monday – Friday: 5am – 1am EST
Saturday: 5am – 11pm EST
Sunday: 8am – 11:30pm EST

DON'T USE YOUR BROWSER'S BACK BUTTON

BSO Welcome > User Registration   HELP

User Registration
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 provide will be compared with our records in order to verify your identity. Select this link for more help with completing this form.

Please enter your name and SSN as they appear on your Social Security Card. If you do NOT have a U.S. Social Security Number please leave this field blank. More info.

First Name:
Middle Name: (Optional)
Last Name:
Suffix: (Optional)
U.S. Social Security Number: (If you do NOT have an SSN leave this field blank.)
Date of Birth: (mmddyyyy)

Please enter a permanent U.S. or foreign residence address. When requesting services you will have an opportunity to enter a work location address, if appropriate. More info.

Permanent Address Line 1:
Permanent Address Line 2: (Optional)
City:
Country:
State Abbreviation (for U.S.) / Province:
ZIP (for U.S.) / Postal Code: ZIP Extension (for U.S.): (Optional)
Phone Number:
Phone Extension: (Optional)
Fax Number: (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.

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.

Mother's Maiden Name:
Name of High School:
Name of First Pet:
Favorite Color:
Grandfather's First Name:

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.

Enter Password: (not case sensitive)
Reenter Password: (not case sensitive)

Cancel   REGISTER

Select the **Register** Button

www.socialsecurity.gov — BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

5. The system displays the *Successful User Registration* Web page. Your User ID is now assigned. Please read the entire page and select the **I Accept** button at the bottom of the blue box. Then select the **Request Access to BSO Services** button at the bottom of the page.

NOTE: Make a note of your User ID since you will need it to log into BSO.

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6. The system displays the *Request Access to BSO Services* Web page. Select the **CBSV** box on this page. Select the **Next** button at the bottom of the page.

7. The system displays the *Employer Information Attestation* Web page. Read entire page and select the **I Accept** button at the bottom of the page.

8. The system displays the *Add Employer Information* Web page Enter your company's **EIN** and their **Business or Organization Name**. Select the **Submit Employer Information** button at the bottom of the page.

9. You have successfully completed the employee portion of the registration. Select the **LOGOUT** link at the top right of the page.

2.4 Your BSO Password

At the time of registration, you must enter a unique password of your choice. Your password must contain a combination of eight (8) letters and numbers (e.g., 9580859A or shoe2828). Passwords are NOT case sensitive. No special characters are allowed. Secure your password and do not share it with anyone. Your User ID and password are required to log into BSO.

2.5 Password Selection Instructions

- Your password must be eight (8) characters long and must be a combination of letters and numbers. Do not use special characters.

- There must be at least one letter and at least one number in your password.

- Passwords are NOT case sensitive.

2.6 Changing Your Password

It is mandatory to change your CBSV password at least once every designated interval to prevent your password from expiring. If your password expires, you will need to choose a new password.

NOTE:

- *Passwords for the Online and Batch SSN verification methods expire after 90 days. If your password expires, you will be prompted to change it the next time you log in to BSO.*

- *The manager or authorized representative who registered for a user ID and Password on behalf of the requesting party's Web Service must change the BSO password every 365 days to prevent the BSO password from expiring. You **Will Not** be prompted to change your password when using the CBSV Web Service.*

2.7 If You Forget Your Password

If you forgot your password, you can request a new one. There are two methods to request a new password - by mail, or by answering three random questions out of five knowledge-based questions you previously answered during registration or at login. If you request a new password by mail, a temporary password will be sent to you in the mail. You will not be able to use BSO until you receive your temporary password.

Option 1: To request a new password by mail:

- You must provide your User ID to access the *Forgot Your Password* link.
- Select the *Forgot Your Password* link to the right of the Password field on the Login page. This will open the *Forgot Password* page.
- Select the *Request Password by Mail* button at the bottom of the screen. This will open the *Request Password by Mail* page.
- Enter your first name, last name, Social Security Number, and date of birth.
- Select the *Request Temporary Password* button. This will display a message indicating that your password has been reissued successfully. Social Security will send you a temporary password in the mail, usually within two weeks.

After you request a new password, your old password will no longer work. When you receive your temporary password, you may log in to BSO and will be prompted to change your password. Your password must contain any combination of eight letters and numbers (e.g. 9580859A or frog2828). Special characters are not allowed and passwords are not case sensitive.

Option 2: To replace a forgotten password by answering knowledge-based questions:

- You must provide your User ID to access the *Forgot Your Password* link,
- Select the Forgot your Password link to the right of the Password field on the Login page. This will open the *Forgot Password* page.

- Answer the three randomly chosen questions that you had previously answered. Answers are not case sensitive but must match your previous answers.
- Enter your new password and re-enter to confirm it. Your password must contain any combination of eight letters and numbers (e.g. 9580859A or frog2828). Special characters are not allowed and passwords are not case sensitive.

Select the *Submit New Password* button. This will display a message indicating that your password has been successfully changed. You may now select the Login button and log in to BSO with your User ID and your newly changed password.

2.8 Activation Code

The activation code is an alphanumeric code sent by SSA to the designated Responsible Company Official (either the Company Manager or the Authorized Representative who signed Form SSA-88). The notice to the Responsible Company Official instructs them to provide the Authorized Employee with the activation code. Authorized Employees will not be able to access CBSV until the activation code is entered. The activation code is an added layer of security to ensure that the individual attempting to access the system is in fact who they are presenting to be: an authorized employee. The employee must enter the activation code on the *Activate Access to BSO Services* Web page to gain access to CBSV.

> **NOTE:** *If you do not receive your activation code by November 3, 2008, the designated Responsible Company Official should call SSA at (1-888-772-2970).*

2.9 Activate Access to CBSV

The designated Responsible Company Official provides the activation code to the authorized employee. The employee will then:

1. LOG IN to BSO. The system displays the *BSO Main Menu.*

2. From the *BSO Main Menu* Web page select the **Account Maintenance** link.

3. The system displays the Account Maintenance page.

4. Enter the Activation code.

5. Select the **Activate** button.

6. A *Confirmation* Web page will display indicating that SSA has approved your request and you may begin using CBSV immediately.

2.10 Re-Requesting Activation Code

Activation codes expire 45 days from the date they are issued. If your activation code expires, you will need to re-request one.

If you do not receive your activation code by November 3, 2008, the designated Responsible Company Official should call SSA at (1-888-772-2970).

NOTE: Once an activation code has been re-requested, the original activation code is de-activated and is no longer valid.

2.11 Remove Access to CBSV

Access to CBSV may be removed by the employee, or by the Responsible Company Official.

2.11.1   How the Employee Removes His/Her Own Access to CBSV

If an employee wishes to cancel his/her access to CBSV he/she should take the following steps:

1. From the *BSO Main Menu*, select **Account Maintenance** and then select the **Remove Access to BSO Services** link. The *Remove Access to BSO Services* Web page will open.
2. Check the box **Verify Social Security Numbers Online**.
3. Select the **Remove** button. A *Confirmation* Web page will display indicating that SSA has approved the request to remove access to CBSV.

If an employee removes access to any service(s) in error, the employee must re-request access via the *Request Access to BSO Services* Web page.

2.11.2   How the Employer Removes Employee Access to CBSV

If a company wishes to cancel an employee's access to CBSV they should contact BSO Technical Support at 1-888-772-2970.

2.12 Updating Your Contact Information

Log in to BSO using the BSO Welcome page: www.socialsecurity.gov/bso. From the BSO Main Menu, select the *Account Maintenance* link to access the Account Maintenance Web page. Select the *Update your Registration Information* link to change or add to the contact information you provided during registration (for example, your address or telephone number).

3.0 CBSV Web Service

The CBSV Web Service is designed to support interoperable machine-to-machine interaction over the Internet. Companies may create their own, unique interface with CBSV. If you are a developer who works for a company that accesses CBSV through a Web Service, it is recommended that you refer to the *Interface Specification for CBSV Web Service* document, located at www.socialsecurity.gov/cbsv

The Web Service Description Language (WSDL) for CBSV is documented in the *Interface Specification for CBSV Web Service* document.

If you are an employee of a company that accesses CBSV through a Web Service, your company will provide you with instructions on how to use your company's interface.

The Web Services Description Language is an XML-based language that provides a model for describing Web services. WSDL is often used in combination with SOAP and XML Schema to provide Web services over the Internet. A client program connecting to a Web service can read the WSDL to determine the functions that are available on the server.

4.0 CBSV Online Verification Service

CBSV allows you to request verification of up to 10 names and SSNs at a time, online, and receive immediate results. There is no limit to the number of times the CBSV Verification web page may be used within a session or within a day.

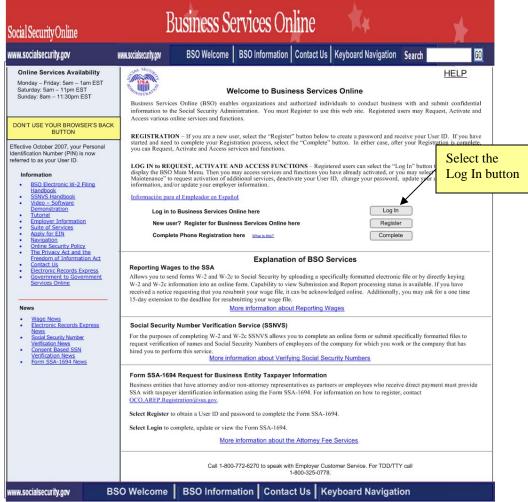The CBSV Online Verification service requires you to have:

- Internet access; and,

- A Web browser, such as Internet Explorer, FireFox or Netscape Navigator. Your browser version must allow 'cookies' (files store temporarily on your computer) and have 128-bit encryption.

NOTE: In order to use BSO, your browser version must be set to accept cookies and support 128-bit encryption. This is the default setting for most browsers. If you received a request to store a file on your computer, select "Yes." BSO cookies will be deleted when you close your browser.

4.1 Logging In to BSO

1. Open the *BSO Welcome* Web page: www.socialsecurity.gov/bso

2. Select the **Log In** button on the *BSO Welcome* Web page.

3. This will open the *Log In to BSO* Web page containing an attestation statement.

4. Enter your User ID and password.

5. Select the **I Accept** button to indicate that you have read the user certification statement and agree to its contents.

6. Select the **Login** button from the *Log In to BSO* Web page. This will open the *BSO Main Menu* Web page. The *BSO Main Menu* Web page is your point of entry for CBSV.

4.2 Accessing the Request Online SSN Verification Service

1. From the *BSO Main Menu* Web page, select the Consent Based Social Security Number Verification Services link.
2. The system displays the CBSV Main Menu page.
3. From the CBSV Main Menu page, select the Request Online SSN Verification link.

4. The system displays the *Consent Based SSN Verification* Web page.

4.3   Entering Data on the Request Online SSN Verification Service

The *Consent Based SSN Verification* Web page contains data entry fields in a table format.

Following is a list of the data entry fields and the criteria to follow when entering data in these fields:

SSN (999999999)
- The SSN field is mandatory.
- The SSN must be nine (9) numerical characters only.
  Alphabetic characters, hyphens, slashes or any other special characters are not allowed.
- Spaces are not allowed.

First Name
- The First Name field is mandatory.
- The First Name must be between one (1) and 10 characters in length.
- If the First Name is longer than 10 characters, enter the first 10 characters of the First Name.
- Enter the First Name using alphabetic characters only.
  Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

Middle Name
- The Middle Name field is optional.
- If entered, the Middle Name must be between one (1) and seven (7) characters in length. If the Middle Name is longer than seven (7) characters, enter the first seven (7) characters of the Middle Name.
- Enter the Middle Name using alphabetic characters only.
  Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

Last Name
- The Last Name field is mandatory.
  The Last Name must be between one (1) and 13 characters in length.
- If the Last Name is longer than 13 characters, enter the first 13 characters of the Last Name.
- Enter the Last Name using alphabetic characters only.
- Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

Suffix
- The Suffix field is optional.
- If entered, the Suffix must be Jr, Sr, or a Roman Numeral I through X.
- Numbers, hyphens, slashes or any other characters are not allowed.

Date of Birth (DOB)
- The DOB field is optional.
- If entered, the DOB must contain eight (8) digits.
- Enter the Number Holder's DOB using the format MMDDYYYY where:

- o MM is the month; enter a value of 01 through 12
- o DD is the day; enter a value of 01 through 31
- o YYYY is the 4 digit year.
- Use numeric characters only.
  Letters, hyphens, slashes, or any other characters are not allowed.
  Spaces are not allowed.
- The DOB cannot be before 1800 or after the current date.

Gender (F/M)
- The Gender field is optional.
  - o F = Female
  - o M = Male

The First, Middle and Last Name fields provide links to the help guide for entering complex names. To access the *CBSV Help* Web page, you must be logged into CBSV. The **Help** button is in the upper left-hand corner of each CBSV Web page and opens in a new browser window.

Once you have entered the data you wish to verify, select the **Submit** button on the *Consent Based SSN Verification* Web page.

4.4 Consent Based SSN Verification Results

Data verified via the *Consent Based SSN Verification* Web page is displayed on the *Consent Based SSN Verification Results* Web page in a table format.

NOTE: *For Security reasons, the first five (5) digits of the Social Security Number (SSN) will be masked for all results returned (regardless of whether or not the SSN "verified").*

4.4.1 Results

The possible results are:

"Yes" Response Means Verified
- The information submitted for verification matches Social Security Administration's records
- A "Yes" in the *Results* column = a verified SSN.

"No" Response Means Verification Failed
- The information submitted for verification does not match Social Security Administration's records
- A "No" Results column = a failed SSN verification.

"Deceased" (Per SSA Records)
- The name and SSN combination submitted for verification matches Social Security Administration's SSA's records, but our records indicate that the Number Holder is deceased.

4.5 Potential Misuse Alert Page

If the CBSV system's review of the input data determines that identical SSN or identical First and Last names were entered more than five times, the system may display a Potential Misuse Alert page. First and last names are considered a single data element for the purpose of this edit.

The system may display the following alert to the user:
 "Consent Based SSN Verification
!!! Potential Misuse Alert!!!

You have entered either identical Social Security Numbers or identical First and Last Names multiple times. To deter potential misuse or fraud, we cannot process your request. Please check the information to verify that the information you submitted matches your records before resubmitting your data."

4.6 Logging Out of CBSV

To log out of CBSV:
- Select the Logout link at the top or bottom of any CBSV Web page.
- The BSO Logout Web page will display.
- Select "*Yes"* to exit and return to the *BSO Welcome* Web page.

5.0 Batch File Process: Submit a File for Consent Based SSN Verification

CBSV allows you to request Name and SSN verifications through overnight batch (electronic file) submissions. You will use the Submit a File for Consent Based SSN Verification page. The batch file process requires you to have:

- Internet access; and

- A Web browser, such as Internet Explorer, FireFox or Netscape Navigator. Your browser version must allow 'cookies' (files store temporarily on your computer) and have 128-bit encryption.

NOTE: In order to use BSO, your browser version must be set to accept cookies and support 128-bit encryption. This is the default setting for most browsers. If you received a request to store a file on your computer, select "Yes." BSO cookies will be deleted when you close your browser.

5.1 Requestor Identification (RID)

All CBSV Subscriber Companies are assigned a Requestor Identification (RID). When your company submits batch files for Consent Based SSN Verification, your company's RID must be included in the appropriate space in the file.

*NOTE: A RID is needed only when you submit batch files. The RID is **not** needed for Online or Web Service SSN verifications.*

SSA recommends that you record the RID that is assigned to your company in the space below, for future reference.

RID: _____

5.2 Preparing a Batch File for Submission to CBSV

Before you may submit a batch file, you must prepare the file. To ensure your electronic file submission processes successfully, the file must be a text file in the following format:

> *NOTE: Do not use field delimiters (i.e., do not place a comma or any other character after any field).*
>
> *NOTE: If a field marked "May not be left blank." does not contain an entry, the entire file will be rejected.*
>
> *NOTE: In order to sort the return file to your specifications, we recommend using the User Control Data field to create a unique identifier for each record. This unique identifier would be placed in positions 90-103 in your submission file and returned to you in positions 84-97 in the return file.*

5.2.1 Batch File Format

FIELD NAME	INSTRUCTION	POSITION	FIELD SIZE	FIELD TYPE
SOCIAL SECURITY NUMBER	• Must include all 9 digits including lead zeros. • May not be left blank.	1-9	9	Numeric
ENTRY CODE "TPV"	• Must insert "TPV". • May not be left blank.	10-12	3	Alpha
PROCESSING CODE 213	• Must insert "213". • May not be left blank.	13-15	3	Numeric
LAST NAME	• Do not use hyphens, apostrophes, spaces, periods, suffixes (Jr) or prefixes (Dr). • Must contain at least one character. • May not be left blank.	16-28	13	Alpha
FIRST NAME	• Do not use hyphens,	29-38	10	Alpha

FIELD NAME	INSTRUCTION	POSITION	FIELD SIZE	FIELD TYPE
	apostrophes, spaces, periods, suffixes (Jr) or prefixes (Dr). • Must contain at least one character. • May not be left blank.			
MIDDLE NAME / INITIAL	• Do not use hyphens, apostrophes, spaces, periods, suffixes (Jr) or prefixes (Dr). • Optional	39-45	7	Alpha
DATE OF BIRTH (MMDDYYYY)	• If unknown, leave blank. • Optional	46-53	8	Numeric

GENDER CODE	• Must contain one of the following:
	  o M=Male or
	  o F=Female
	• Optional
		54	1	Alpha

BLANK	SSA	55-89	35	Blanks
USER CONTROL DATA	Free form text for company.	90-103	14	Alphanumeric
BLANK	SSA use only	104-123	20	Blanks
REQUESTOR IDENTIFICATION CODE	• Enter your company's assigned RID code. (See section 5.1) • May not be left blank.	124-127	4	Alphanumeric
MULTIPLE REQUEST INDICATOR	• Must insert "000". • May not be left blank.	128-130	3	Numeric

5.3 Logging In to BSO

Once your file is prepared, you will log in to BSO so you can access the Submit a File for Consent Based SSN Verification service. To log in to BSO, follow these steps (for more information regarding logging in to BSO, see Section 4.1, Logging in to BSO):

1. Open the *BSO Welcome* Web page: www.socialsecurity.gov/bso

2. Select the **Log In** button on the *BSO Welcome* Web page. This will open the *Log In to BSO* Web page containing an important user attestation statement.

3. Enter your User ID and password.

4. Select the **I Accept** button to indicate that you have read the user certification statement and agree to its contents.

5. Select the **Login** button from the *Log In to BSO* Web page. This will open the *BSO Main Menu* Web page. The *BSO Main Menu* Web page is your point of entry for CBSV.

NOTE: If you forgot your password, please refer to 'Your BSO Password' section of this User's Guide under the REGISTRATION section.

5.4 Accessing the Submit a File for Consent Based SSN Verification Service

1. From the *BSO Main Menu* Web page, select the Consent Based SSN Verification Services link.
2. The system displays the *CBSV Main Menu* page.
3. From the *CBSV Main Menu* page, select the Submit an Electronic File for SSN Verification link.
4. The system displays the *Submit a File For Consent Based SSN Verification – Before You Start* Web page.

5.5 Reduce the Number of Errors in Your CBSV File

The *Submit a File For Consent Based SSN Verification – Before You Start* Web page offers suggestions to reduce the number of errors in a submission and reduce the transmission time. The page contains the following information:

Review your file for correct formatting to ensure that file is error-free. A properly formatted file will not be rejected. See Section 5.2, *Preparing a Batch File for Submission to CBSV*, for the correct file format. All files are scanned for format errors (surface errors). A file will fail validation if at least one (1) record in the file did not have the correct length of 130 characters or any record in the file contains format errors.

1. **Excel Users**
    To ensure that your electronic file submission processes successfully, the file must NOT be in a *.xls format. If you are using Excel, you must save the file in the appropriate format. To properly save an Excel file for processing:
    1. Select *Save As* from the File Menu.
    2. In the *Save As* dialog box, select the drop-down box *Save as type*.
    3. Select *Formatted text* (Space delimited) (*.prn).
    4. Insert your filename and click *Save*.

2. Once you have saved your file, check your file against the submission file format. Please ensure that the record is 130 characters and all fields are properly placed in their respective positions.

3. **Zip your file** if you have over 500 name and SSNs verification requests or you have a slow connection. The transmission time required will be substantially reduced if the file is zipped (compressed). WinZip and PKZip are examples of acceptable compression packages.

5.6 *Submitting Your File for Verification*

1. When the file is ready to upload, select the Continue button on the **Submit a File For Consent Based SSN Verification – Before You Start** Web page.

2. The *Submit a File for Consent Based SSN Verification – Submit Your File* Web page allows you to either manually enter a file name and path, or browse your system and select a file for upload. Upon selecting the Submit button on this page, an animated dialog box will display confirming that the file submission is in progress when JavaScript is enabled, as shown below.

NOTE: File submission processing times depend on many factors. SSA allows up to four (4) hours for a single file submission. If your connection is lost during file submission, you will have to submit the file again.

NOTE: Do not exit CBSV or log out until you receive your confirmation number.

3. Once your file is successfully uploaded, the system displays the *Submit a File for Consent Based SSN Verification – Confirmation* Web page.

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

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

CBSV Help

Submit a File for Consent Based SSN Verification – Confirmation

Name: Jane Doe   Submitter EIN: 931357045

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: 11B7A2C1110EB242

Date: 07/31/2008   Time: 01:30 PM Eastern Standard Time
Your file name: verify_req.txt   File size: 6744 bytes (6.5859375 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 Technical Assistance/Customer Support at 1-888-772-2970. The Hours are from 8:30 a.m to 4:00 p.m EasternTime.

What to expect:

You may check your results from the View Status and Retrieval Information link on the CBSV Main Menu. Normally, file results will be available the next government business day.

Thank your for submitting your file using Business Service Online.

Submit Another File   CBSV Main Menu

Have a question? Call **1-888-772-2970** to speak with Technical Assistance / Customer Support
The Hours are from 8:30 a.m to 4:00 p.m EasternTime

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

4. The *Submit a File for Consent Based SSN Verification - Confirmation* Web page provides feedback to the user confirming receipt of the Names/SSN file as well as displaying the Confirmation Number and other submission related information.

5. The *Submit a File for Consent Based SSN Verification - Confirmation* Web page contains the following information:

- Confirmation number, a 16, 17, or 18 position alphanumeric number, assigned by SSA, that you will need to retrieve the results of your submission. Make a note of this number; you need it to check the status of your file.
- Date of submission
- Your file name (For information only, not to be used for tracking the status of your file)
- File size
- What you should do next
- What to expect

A JavaScript dialog box also displays recommending that you save or print the page. The pop-up below should display after the Confirmation page displays.

6. Once a file is successfully submitted and you have noted the associated confirmation number, you can process more files by selecting the **Submit Another File** button; this returns you to the *Submit a File for Consent Based SSN Verification – Submit Your File* Web page.

5.7 Submit a File for Consent Based SSN Verification - Problem: File Not Received

The *Submit a File for Consent Based SSN Verification - Problem: File Not Received* Web page alerts you to the presence of an error which prevented receipt of the Name/SSN file. Possible reasons include a zero-byte file, a file without a proper extension, or no file being selected.

IMPORTANT: Encrypted batch files cannot be uploaded to the CBSV service. Do not encrypt files or protect them with a password.

5.8 Consent Based SSN Verification Status and Retrieval

The *Consent Based SSN Verification Status and Retrieval* Web page allows you to request the status of files that have been submitted for batch processing.

IMPORTANT: 30 Day Availability: You can download SSN verification results for 30 days from the day they become available. The "Available Through" field will provide a date denoting availability. The (-) symbol in this field indicates that the files are beyond the 30 days when they could have been downloaded. You can download available files an unlimited number of times.

When you select one of the Submit buttons (Submit1, Submit 2, or Submit 3), CBSV searches for files that were submitted within the last two years with the search criteria you enter (Confirmation Number, Range Date or All Submissions - which retrieves up to the last 100 submissions), and displays the appropriate Status and Retrieval Results Web page.

5.9 Consent Based SSN Verification Status and Retrieval Results

The *Consent Based SSN Verification Status and Retrieval Results* Web page is dynamically created and displayed based on the option you select. This Web page is displayed when you select one of the Submit buttons on the *CBSV Status and Retrieval* Web page and CBSV does not find any format edit errors.

The **Retrieve File** column within the *Consent Based SSN Verification Status and Retrieval Results* table indicates whether the file can be downloaded.

If you select a Download link, the *Consent Based SSN Verification Status and Retrieval Results* Web page remains displayed and the file download begins.

If the file is in process or was not processed due to an edit check or unzip failure, the following columns will contain a hyphen: **Records Submitted**, **Failed Verification**, **Deceased**, **Verified**, **Retrieve File**, and **Available Through**.

5.10 Return File Format

The returned text file is formatted as defined in the following table:

FIELD NAME	INSTRUCTION	POSITION	FIELD SIZE	FIELD TYPE
SOCIAL SECURITY NUMBER	For security reasons, the first five (5) positions will be masked with an "X."	1-9	9	Alphanumeric
LAST NAME	Data identical to input provided by the requester.	10-22	13	Alpha
FIRST NAME	Data identical to input provided by the requester.	23-32	10	Alpha
MIDDLE NAME / INITIAL	Data identical to input provided by the requester.	33-39	7	Alpha
DATE OF BIRTH (MMDDYYYY)	Data identical to input provided by the requester.	40-47	8	Numeric
GENDER CODE	Data identical to input provided by the requester.	48	1	Alpha
CONFIRMATION NUMBER	16, 17, or 18 position number assigned to your file.	49-97	49	Alphanumeric
VERIFICATION CODE	'blank' = Verified N = Verification failed	98	1	Alpha
PROCESSING CODE	Data identical to input provided by the requester.	99-101	3	Numeric
REQUESTOR IDENTIFICATION CODE (RID)	Data identical to input provided by the requester.	102-105	4	Alphanumeric
MULTIPLE REQUEST INDICATOR	Data identical to input provided by the requester.	106-108	3	Numeric
DEATH INDICATOR	Y = Death information is present N = Death information is not	109	1	Alpha

FIELD NAME	INSTRUCTION	POSITION	FIELD SIZE	FIELD TYPE
	present Blank = Death information not checked			
BLANK	SSA use only	110 -160	51	Blanks

5.11 Consent Based SSN Verification Results

The following verification codes are returned in the downloaded file:

"blank" Response Means Verified
- The information submitted for verification matches Social Security Administration's records
- A "blank" in the *Verification Code* column = a verified SSN.

"N" Response Means Verification Failed
- The information submitted for verification does not match Social Security Administration's records
- An "N" in the *Verification Code* column = a failed SSN verification.

"Y" (For Deceased Per SSA Records)
- The name and SSN combination submitted for verification matches Social Security Administration's records, but our records indicate that the Number Holder is deceased.
- A "Y" in the *Death Indicator* column = Death information is present.

NOTE: If the Verification Code is **not** equal to "blank", or if SSA's records indicate that the Number Holder is deceased, please refer to the Section 6.0, Instructions for Numbers that Do Not Verify section of the CBSV User's Guide.

5.12 Logging Out of CBSV

To log out of CBSV:
- Select the Logout link at the top or bottom of any CBSV Web page.
- The BSO Logout Web page will display.
- Select *Yes* to exit and return to the *BSO Welcome* Web page.

6.0 Instructions for Numbers That Do Not Verify

Each Social Security Number (SSN) submitted will be returned to you with a Verification Code that the submission either agrees or does not agree with SSA's records. **If SSA's response is that the submission does not match our records then take the following actions:**

1. Review the data submitted to SSA against the data contained in your records. If it does not match, resubmit the corrected data to SSA for verification. The cost for the resubmission will be borne by you, the Requesting Party.
2. If the data in your records matches the data submitted to SSA, then re-contact the SSN holder and ask to see his/her Social Security Card and/or verify the information provided to you to assure that the SSN and name were correctly shown on your request. If the number holder corrects the original data, then you should submit the corrected data to SSA for verification. The cost for resubmission will be borne by you, the Requesting Party.
3. If you cannot resolve the "no match" data discrepancy, then you will refer the SSN holder to the Social Security Field Office that services where he/she resides to determine the nature of the problem. The servicing SSA Field Office can be located by visiting www.socialsecurity.gov. Select the "Find a Social Security Office" link and follow the instructions.

NOTE: If the Social Security Administration's records are wrong, only the Number Holder can request that the record be corrected.

7.0 Security

CBSV and all applications within the BSO Suite of Services use Secure Sockets Layer (SSL) communications protocol and 128-bit line encryption to protect your privacy. These technologies mitigate the possibility of Personally Identifiable Information (PII) data being intercepted by unauthorized parties and ensure the security of data transmitted over the Internet.

These security features do not apply to Internet E-mail. SSA recommends that you not include private information, such as your SSN, password and User ID in Internet E-mail communications.

8.0 Accounting

The Requesting Party must provide SSA with advance payment for the full annual cost of the estimated number of verifications it expects to submit for SSA's entire fiscal year (October 1st – September 30th). Payment for SSN verification transaction fees will be submitted with a signed Form SSA-1235 (Agreement Covering Reimbursable Services). The Requesting Party will then "draw down" deposited funds as it submits verification requests. Services will be provided only if sufficient funds are on deposit in the Requesting Party's credit account. **If any file submitted does not conform to the requirements of the User Agreement or the User's Guide, the Requesting Party is still liable for the full record processing cost for that file.**

NOTE: SSN results will not be released until the Requesting Party's account is restored to a positive cash balance commensurate with the total amount owed for services used. You will be unable to use the service if there are no funds available in your account. If the Requesting Party's account has been blocked due to insufficient funds the Company will be notified by SSA through E-mail to contact SSA's Office of Financial Policy and Operations. Until the account balance is resolved, your company will not be able to access any of the CBSV services.

8.1 Quarterly Statements and End of Year Settlement

The quarterly statements will be sent during the months of January, April, July and October. These statements will summarize all account activity for the previous quarter including account decrements as the CBSV service is utilized. SSA will reconcile the account at the end of the fiscal year and any funds not utilized in the fiscal year will be refunded to the customer.

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9.0 CBSV Compliance Review Audit

Please refer to your company's CBSV User Agreement for information about the requirements of the CBSV Compliance Review Audit.

10.0 Getting CBSV Help and Support

10.1 Help Link

Each CBSV Web Page contains a CBSV Help button located in the upper left hand corner. This button will open a new browser window providing access to the *CBSV Help* Web Page. You must be logged into CBSV to access the Help button.

10.2 Contacting SSA

CBSV Hours of Support

CBSV customer support is available during the following hours:

<u>Day</u>	<u>Time</u>
Monday – Friday	8:30 a.m. to 4:00 p.m. Eastern Time

You may either E-mail us or speak with a representative on the telephone.

Please send E-mails to: verificationinfo@ssa.gov

- Please make your message as specific as possible, and include:
  - The question or problem
  - Web page details (e.g., title, URL, etc.)
  - Any error message messages received
  - A telephone number where we may contact you
  - Any other relevant information

Or if you wish to speak with a representative please telephone 888-772-2970.

10.2.1 Questions on Finance and Agreements

Questions about finances, account balances and the User Agreement may also be sent to: verificationinfo@ssa.gov

Or if you wish to speak with a representative please telephone 866-395-8801.

10.2.2 General Questions

Please send general questions on CBSV to: SSA.CBSV@ssa.gov.

Appendix

Form SSA-89

Social Security Administration
Authorization for the Social Security Administration (SSA)
To Release
Social Security Number (SSN) Verification

Printed Name _____Date of Birth_____SSN _____

I am conducting the following business transaction

_____
[Identify a specific purpose. Example—seeking a mortgage from the Company– "identity
verification" or   "identity proof or confirmation" is not acceptable.].

with the following company ("the Company"):

     Company Name   Address

I authorize the Social Security Administration to verify my name and SSN to the Company and/or the Company's Agent, if applicable, for the purpose I identified.

The name and address of the Company's Agent is:

_____

I am the individual to whom the Social Security number was issued or that person's legal guardian. I declare and affirm under the penalty of perjury that the information contained herein is true and correct. I acknowledge that if I make any representation that I know is false to obtain information from Social Security records, I could be found guilty of a misdemeanor and fined up to $5,000.

This consent is valid only for 90 days from the date signed, unless indicated otherwise by the individual named above. If you wish to change this timeframe, fill in the following:

This consent is valid for _____ days from the date signed. _____ (Please initial.)

Signature _____ Date Signed _____

Contact information of individual signing authorization:
Address _____
City/State/Zip _____
Phone Number _____

Form SSA-89 (8/15/2008)

Paperwork Reduction Act Statement - This information collection meets the 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 3 minutes to complete the form. You may send comments on our time estimate above to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401. *Send to this address only comments relating to our time estimate, not the completed form.*

………………………………………………TEAR OFF ………………………………

NOTICE TO NUMBER HOLDER

The Company and/or its Agent have entered into an agreement with SSA that, among other things, includes restrictions on the further use and disclosure of SSA's verification of your SSN. To view a copy of the entire model agreement, visit http://www.ssa.gov/bso/cbsvPDF/agreement.pdf

Form SSA-88

Pre-Approval Form For
Consent Based Social Security Number Verification (CBSV)

COMPANY REGISTRATION
1. Name of the Company
2. Company Address (P.O. Box alone is not acceptable) Address Line 1 _____ Address Line 2 _____ City, State, Zip _____
3. EIN (Employer Identification Number) (Provide primary EIN if your company uses more than one.)
EMPLOYEE(S) AUTHORIZED TO USE CBSV List the names of all employees unless your company will access CBSV solely through a web service platform. For the web service platform, provide corresponding information of the Responsible Company Official as the employee authorized to use CBSV.
4. Name of Employee(s) Authorized to Use CBSV:
5. Telephone Number of Employee(s) Authorized to Use CBSV: (include area code)
6. Email Address of Employee(s) Authorized to Use CBSV:
AUTHORIZED SIGNATURE OF COMPANY MANAGER OR **AUTHORIZED REPRESENTATIVE**

7.   _____
       Name of Company Manager or Authorized Representative (print or type)
 	
      _____
       Signature of Company Manager or Authorized Representative
 	
      _____   _____
       Title   Date
 	
      _____
       Telephone Number (include area code)
 	
      _____
       Email Address

See SSA's CBSV User Guide for information regarding the extent and nature of employee's authority to use CBSV.

Notify us if your authorized employee leaves your company or if you choose to revoke any or all of your employee's authorization to use SSA's Business Services Online (BSO).

Privacy Act Notice

The Social Security Administration (SSA) is allowed to collect the information on this form under Sections 205 and 1106 of the Social Security Act and the Privacy Act of 1974 (5 U.S.C. § 552a). We need this information to register your company and your authorized employee(s) to use our system for verifying Social Security Numbers and to contact you, if necessary. Giving us this information is voluntary. However, without the information we will not be able to provide this service to your company. SSA may also use the information we collect on this form for such purposes authorized by law, including to ensure the appropriate use of the service.

Paperwork Reduction Act Notice

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 are not required to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take you about 5 minutes to complete this form. *You may send comments on our time estimate above to*: *SSA*, *6401 Security Blvd., Baltimore, MD 21235-6401.* **Send only comments relating to our time estimate to this address, not the completed form.**

Form SSA-88 (8/15/2008)