

BSO Tutorial for Tax Year 2011



Employer Report Status

Users can check wage report status or view errors for wage reports submitted for their companies by a third party. This option is available only to users who have the View File/Wage Report Status, Errors, and Error Notices role in their registration profile.

STEP 1: Point your browser to the Business Services Online (BSO) “Welcome to Business Services Online” page: www.socialsecurity.gov/bsowelcome.htm.

Social Security Online
www.socialsecurity.gov

Business Services Online

Home FAQs Contact Us Text Size Search GO

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

Business Services Online
Welcome to Business Services Online

[BSO HELP](#)

DON'T USE YOUR BROWSER'S BACK BUTTON

BSO Information

- [BSO Electronic W-2 Filing Handbook](#)
- [Tutorial](#)
- [Suite of Services](#)
- [Navigation](#)
- [Online Security Policy](#)

Wage Reporting

Social Security

- [Frequently Asked Questions](#)
- [Employer W-2 Filing Instructions & Information](#)
- [W-2 News - Subscribe Today!](#)
- [Contact Us](#)

Internal Revenue Service

- [IRS Employment Tax & W-2 Requirements](#)
- [Apply For EIN](#)

SSN Verification

- [SSNVS Handbook](#)
- [CBSV](#)

Other Governmental & Employment Links

- [The Privacy Act and the Freedom of Information Act](#)
- [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](#)

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 website. Registered users may Request, Activate and Access various BSO services and functions.

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

LOG IN to REQUEST, ACTIVATE AND ACCESS FUNCTIONS - Registered users can select the "Log In" button to login and display the BSO Main Menu. Then you may access services and functions you have already activated, or you may select links from the left panel to manage your account information (deactivate your User ID and change your password) or manage your services (request new services, view pending services, and enter activation code), and in some cases manage 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 [what is this?](#)

Complete Phone Registration

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 may provide SSA with taxpayer identification information using the Form SSA-1694.

To Login or Register Online

Scroll to the top of this page and:

- **Select Login** to complete, update or view the Form SSA-1694.
- **Select Register** to obtain a User ID and password to complete the Form SSA-1694.

[To complete a paper Form SSA-1694 with instructions](#)

[More information about Direct Payment, Attorneys and Appointed Representatives](#)

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

[Privacy Policy](#) | [Website Policies & Other Important Information](#) | [Site Map](#)

Last reviewed or modified Saturday, Dec 04, 2010

[Need Larger Text?](#)

Social Security Administration

Page 2

STEP 2: Select the **Log In** button on the BSO “Welcome to Business Services Online” page. The system displays the “Log In to Online Services” page.

Social Security Online **Business Services Online**

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

Log In to Online Services

Online Services Availability

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

For your security, please log out of the application and close all Internet windows when you are finished.

New User?
You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

To create new account you will need to:

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone](#) or [paper form](#) and need to create a password?

Existing User?
Please log in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

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

I have read & agree to these terms.

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

STEP 3: Enter your User ID and Password.

STEP 4: Select the **I have read & agree to these terms** check box on the “Log In to Online Services” page.

Select the **Log In** button to display the “BSO Main Menu” page.

To return to the BSO “Welcome to Business Services Online” page, select the **BSO Welcome** link at the top or bottom of the page.

Social Security Online
Business Services Online

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

ERESUB VALIDATION

Logout

Manage Account

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

Manage Services

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Main Menu

HELP

Welcome, ERESUB VALIDATION
Your password expires on **May 05, 2099**

[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 errors and error notices for wage files and/or wage reports submitted by or for your company

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

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

STEP 5: Select the **Report Wages to Social Security** link on the “BSO Main Menu” page. The system displays the “Wage Reporting Attestation” page.

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO Main Menu | BSO Information | Keyboard Navigation | Logout

Wage Reporting Attestation

User Certification for Electronic Wage Reporting

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 am the individual authorized to conduct business under this User ID and have the authority to either attest to the accuracy of the data and/or transmit wage information and to receive employee wage information for the employer.

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

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

Social Security Administration

Page 4

STEP 6: Select the **I Accept** button on the “Wage Reporting Attestation” page to go to the EWR home page.

To return to the “[BSO Main Menu](#)” page, select the **I DO NOT Accept** button.

Social Security Online
Business Services Online

[www.socialsecurity.gov](#) | [BSO Main Menu](#) | [BSO Information](#) | [Keyboard Navigation](#) | [Logout](#)

Electronic Wage Reporting (EWR)

Reporting Wages to Social Security

Forms W-2/W-3 Online
Forms W-2c/W-3c Online
Upload Formatted Wage File

[Create/Resume Forms W-2/W-3 Online](#)

- Create (fill in the form), save, print and submit up to 50 Forms W-2 per Form W-3. There is no limit on the number of Forms W-3 with up to 50 Forms W-2 an employer can enter, even if the multiple Forms W-3 are for the same Employer Identification Number (EIN).
- At any point in time, up to 50 Forms W-3, each containing up to 50 Forms W-2, can be saved and resumed/submitted at a later date.
- A pre-submission PDF is provided to print the Forms W-2 for distribution to the employees and for the employer review.
- Read the [list of restrictions](#) to determine whether you can use Forms W-2/W-3 Online.

[Save \(or Print\) Submitted W-2 Report\(s\)/PDF to Your Computer](#)
 A printable final PDF version of a wage report created and submitted using Forms W-2/W-3 Online can be saved to your computer. The final PDF(s) are available for download for only 30 days from the date of submission.

Submission Status

[View Submission Status](#)
 Check report status, errors, and notice information for previously submitted wage reports (Forms W-2/W-3).

Employer Report Status

[View Employer Report Status](#)
 Check wage report status or view errors for reports submitted for your company by a third party.

Resubmission Notice

If you received a Resubmission Notice, you may use the following link to acknowledge receiving the Notice and/or to request a one-time 15-day extension of the deadline:

[Acknowledge Notice and/or Request Extension](#)

- You will need information from the Notice to acknowledge the notice or request an extension.
- You cannot extend if (a) the file has previously been resubmitted or (b) today is more than 45 days from the date on the Resubmission Notice.

[Alerts and News for EWR](#)

[E-mail a Wage Reporting Expert](#)

[Información en Español](#)

Online Tutorials & Training

[Wage Reporting Handbook](#)

[SSN Verification Handbook](#)

[Online Registration Handbook](#)

[Online Tutorial](#)

[FAQs - General Employer](#)

Other Useful Information

- ▶ [Before You File](#)
- ▶ [Checking SSNs](#)
- ▶ [Uploading Formatted Files](#)
- ▶ [For Other Electronic Filers](#)
- ▶ [General Info about Wage Filing](#)
- ▶ [IRS Information](#)
- ▶ [Publication Resources](#)

[Employer Support Links](#)

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.


STEP 7: Select the **View Employer Report Status** link to go to the “Employer Report Selection” page.

Social Security Administration

Page 5

Social Security Online **Electronic Wage Reporting (EWR)**

www.socialsecurity.gov EWR Home | E-mail a Wage Reporting Expert | Keyboard Navigation | Logout

 **Employer Report Status**

Employer Report Selection

Please read the following information before continuing:

- Employer report information is displayed only if the report was submitted after 2002.
- Reports that have not yet been processed cannot be displayed.
- Processed money totals may not reflect the currently posted amounts.
- This information should not be used for reconciliation or tax liability purposes.
- This information should not be used as the basis for a Form W-2c report.

Tax Year
The Tax Year is the year in which the wages were earned.

Please Choose a Tax Year:

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

STEP 8: Select a **Tax Year**. The current tax year is the default value.

Select the **Continue** button to go to the “Search Results” page. If there is no Report Status available, the system displays the [“Search Results” page with a message](#).

Select the **Cancel** button to return to the [EWR home](#) page.

Social Security Online
Electronic Wage Reporting (EWR)

[www.socialsecurity.gov](#) | [EWR Home](#) | [E-mail a Wage Reporting Expert](#) | [Keyboard Navigation](#) | [Logout](#)

Employer Report Status

1 Search Results
2 Report Summary
3 Error Details

Search Results

Name: TEST COMPANY
 EIN: 53-0090868
 Tax Year: 2009
 Total Reports: 3

Status	Receipt Date	Status Date	Report Type	# W-2s	# Errors	Details
COMPLETE	11/09/2009	11/16/2009	CORRECTION	1	No errors	Report Details
COMPLETE	11/09/2009	11/16/2009	CORRECTION	1	No errors	Report Details
COMPLETE	11/09/2009	11/16/2009	CORRECTION	1	No errors	Report Details

[Back to Top](#)

[Back to Search](#)
[Print Page](#)

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

Social Security Online
Electronic Wage Reporting (EWR)

[www.socialsecurity.gov](#) | [EWR Home](#) | [E-mail a Wage Reporting Expert](#) | [Keyboard Navigation](#) | [Logout](#)

Employer Report Status

1 Search Results
2 Report Summary
3 Error Details

Search Results

Name: TEST COMPANY
 EIN: 53-0090868
 Tax Year: 2011
 Total Reports: 0

Important Message About Your Search Results
 Report level information is not available.

[Back to Search](#)
[Print Page](#)

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

STEP 9: On the Search Results page:

Select the Status link to see an [Explanation of Processing Status Code](#).

Select the **Report Details** link to see the “Report Summary” page. If there is no error information available, the system displays the [“Report Summary” page with a message](#).

Select the **Back to Search** button to return to the [“Employer Report Selection”](#) page.

Select the **Print Page** button to print the “Search Results” page.

Social Security Online
Electronic Wage Reporting (EWR)

[www.socialsecurity.gov](#) | [EWR Home](#) | [E-mail a Wage Reporting Expert](#) | [Keyboard Navigation](#) | [Logout](#)

Employer Report Status

1 Search Results
2 Report Summary
3 Error Details

Report Details

Name: WAGE SUBMISSION COMPANY

Tax Year: 2010
 Report Type: REGULAR
 Status: [RETURN](#)
 Status Date: 11/19/2010
 # of W-2s: 2427

W-3 Information			
	Reported	Processed	Amended
Social Security Wages	\$347,033,057.75	\$347,033,057.75	NOT APPLICABLE
Social Security Tips	\$243,690,351.34	\$243,690,351.34	NOT APPLICABLE
Medicare Wages and Tips	\$1,405,036,664.27	\$1,405,036,664.27	NOT APPLICABLE
Federal Taxable Income	\$762,779,334.86	\$1,845,097,462,517.41	NOT APPLICABLE

Error Summary

Total Errors:

Critical: 9
 # Informational: 2

Importance	Error Description	More Information
CRITICAL	Average W2 over 1 million dollars - Def Comp 408(k)(6)	Error Details
CRITICAL	Average W2 over 1 million dollars - Total Compensation	Error Details
CRITICAL	Invalid Names and/or SSNs	Error Details
CRITICAL	Out of Balance Over Tolerance - Deferred Comp 401(k)	Error Details
CRITICAL	Out of Balance Over Tolerance - Deferred Comp 403(b)	Error Details
CRITICAL	Out of Balance Over Tolerance - Deferred Comp 408(k)(6)	Error Details
CRITICAL	Out of Balance Over Tolerance - Health Savings Account	Error Details
CRITICAL	Out of Balance Over Tolerance - Non-Qual Plan Section 457	Error Details
CRITICAL	Out of Balance Over Tolerance - Total Compensation	Error Details
INFORMATIONAL	Out of Balance Over Tolerance - Adv Earned Income Credit	Error Details
INFORMATIONAL	Out of Balance Under Tolerance - Federal Tax	Error Details

[Back to Top](#)

Back to Search Results
Print Page

Have a question? Call **1-800-772-6270** Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call **1-800-325-0778**.

Social Security Online
Electronic Wage Reporting (EWR)

[www.socialsecurity.gov](#) | [EWR Home](#) | [E-mail a Wage Reporting Expert](#) | [Keyboard Navigation](#) | [Logout](#)

Employer Report Status

1 [Search Results](#)
2 [Report Summary](#)
3 [Error Details](#)

Report Details

Name: TEST COMPANY

Tax Year: 2009
 Report Type: CORRECTION
 Status: [COMPLETE](#)
 Status Date: 11/16/2009
 # of W-2s: 1

W-3c Information	Reported	Processed	Amended
Correct Social Security Wages		\$0.00	NOT APPLICABLE
Correct Social Security Tips		\$0.00	NOT APPLICABLE
Correct Medicare Wages and Tips		\$0.00	NOT APPLICABLE
Correct Federal Taxable Income	\$98,000.00	\$98,000.00	NOT APPLICABLE

Error Summary

Total Errors:

Critical: 0
 # Informational: 0

Important Message About Your Search Results
 Error information is not available.

Back to Search Results
Print Page

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

STEP 10: On the Report Summary page:

Select the Status link in the Report Details section to see an [Explanation of Processing Status Code](#).

Select the Importance link in the Error Summary section to see an [Explanation of the Error Importance](#).


Select the **Error Details** link to go to the “Error Details” page.

Select the **Back to Search Results** button to return to the “[Search Results](#)” page.

Select the **Print Page** button to print the “Report Summary” page.

Social Security Online **Electronic Wage Reporting (EWR)**

www.socialsecurity.gov EWR Home | E-mail a Wage Reporting Expert | Keyboard Navigation | Logout

 **Employer Report Status**

1 Search Results 2 Report Summary 3 Error Details

Error Details for: Average W2 over 1 million dollars - Def Comp 408(k)(6)

Importance
[CRITICAL](#)

Description
The average Employee Wage Record contains Deferred Compensation 408(k)(6) greater than one million dollars (\$1,000,000.00).

Action
The error for which you have requested additional details is **CRITICAL**. As a result of this error, Social Security was not able to complete processing of this report. You or the party submitting on your behalf must correct any **CRITICAL** errors that have been found in your report and resubmit this file to Social Security. Instructions for correcting many common errors can be found in our [Online Error Reference Material](#). You can also download our free [AccuWage](#) software which allows you to check your W-2 or W-2c file for many commonly made errors prior to submitting it to Social Security.

[Back to Report Summary](#) [Print Page](#)

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

STEP 11: On the Error Details page:

Select the Importance link to see an [Explanation of the Error Importance](#).

Select the [Online Error Reference Material](#) link to see Employer W-2 Filing Instructions & Information.

Select the [AccuWage](#) link to see AccuWage Information and Software.

Select the **Back to Report Summary** button to return to the “[Report Summary](#)” page.

Select the **Print Page** button to print the “Error Details” page.

APPENDIX: OTHER PAGES

1. Explanation of Processing Status Code (Submission Status) Page

Users can access this page by selecting the specific status link in the Submission Status column or the Report Status column on any error page.

Explanation of Processing Status Code

You have requested information about the RECEIVED processing status code.

RECEIVED	Social Security has received your submission.
-----------------	---

Please note that you may have to close this window in order to resume your BSO session.

[Close Browser Window](#)

You can use the File menu to close this window.

2. Explanation of Error Importance Page

Users can access this page by selecting either “CRITICAL” link or “INFORMATIONAL” link in Importance column on any error page.

Explanation of Error Importance

You have requested information about CRITICAL errors.

The error for which you have requested additional details is **CRITICAL**. As a result of this error, Social Security was not able to complete processing of this submission. You or the party submitting on your behalf must correct any **CRITICAL** errors that have been found in your submission and resubmit this file to Social Security.

Please note that you may have to close this window in order to resume your BSO session.

[Close Browser Window](#)

You can use the File menu to close this window.