

# **Working Electronically with the Social Security Administration – Filing Forms W-2/W-3 and Verifying Names and Numbers**



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# Apply Online for Retirement Benefits

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- Estimate Your Benefit
- Start Your Application, and
- Continue completing an application you already started.



*It's so easy! Just go to [www.socialsecurity.gov/retireonline](http://www.socialsecurity.gov/retireonline)*

# Business Services Online

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

# SSA Employer Page

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



The screenshot shows the SSA Employer Page with a red header and a dark navigation bar. The main content area is white with a sidebar on the left and a right-hand column with news and resources. A red arrow points to the 'Business Services Online' link.

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

Home | Questions? | Contact Us

Search  GO

## Employer W-2 Filing Instructions & Information

[Información para el empleador en Español](#)

[Business Services Online](#) ←

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

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

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

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

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

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

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

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

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

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

# BSO Welcome Page

Social Security Online

## Business Services Online

www.socialsecurity.gov

www.socialsecurity.gov

BSO Welcome

BSO Information

Contact Us

Keyboard Navigation

Search

GO

### Online Services Availability

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

DONT USE YOUR BROWSER'S BACK  
BUTTON

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

### Information

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



[HELP](#)

## Welcome to Business Services Online

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

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

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

[Información para el Empleador en Español](#)

**Log in to Business Services Online here**

Log In

**New user? Register for Business Services Online here**

Register

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

Complete

## Explanation of BSO Services

### Reporting Wages to the SSA

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

# What do I do first?

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## *Register!*

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

# Registration Process

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

# **Additional Registration Information**

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



# What's In It For You

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

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

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

# What is SSNVS?

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- Allows employers to verify the name and SSN of a hired employee with Social Security (SSA) over the Internet
- **Cannot be used for tax filing purposes**
- Only tells you if name & Social Security number match SSA's records – not identity
- 6 possible “No-Match Codes” returned
- Provides an indicator if Social Security number belongs to a deceased person
- SSNVS registration also allows you to verify names and SSNs over the telephone  
1-800-772-6270 or 1-800-772-1213

# **Two Methods for using SSNVS**

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

# Possible Mismatch Codes

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## VERIFICATION CODES

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

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

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

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

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

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

## DECEASED (PER SSA RECORDS)

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

# What To Do If An SSN Fails Verification

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

# Reminders!

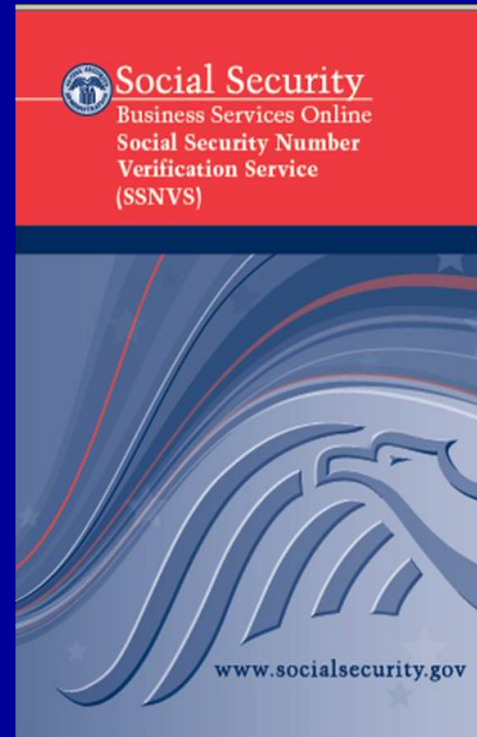
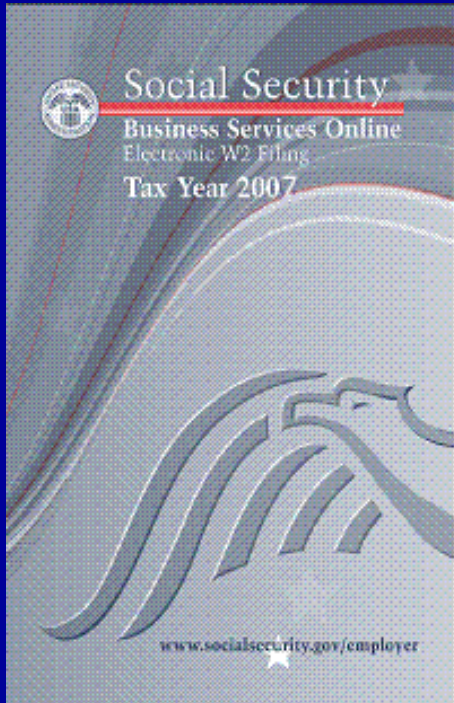
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- A mismatch is not a basis, in and of itself, for you to take any adverse action against an employee, such as laying off, suspending, firing, or discriminating.
- Company policy should be applied consistently to all workers.
- Any employer that uses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

# Additional Information

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



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



# SSA Contacts

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

## **Social Security Regional Employer Services Liaison Officers**

### **EMPLOYER REPORTING SERVICE CENTER:**

**1-800-772-6270**

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