

# PAYROLL POINTERS FOR FILERS OF FORMS W-2/W-3



SSA Regional Employer Services Liaison Officers  
[www.ssa.gov/employer/wage\\_reporting\\_specialists.htm](http://www.ssa.gov/employer/wage_reporting_specialists.htm)



# *my* Social Security

[www.ssa.gov/myaccount](http://www.ssa.gov/myaccount)



[www.ssa.gov/retire](http://www.ssa.gov/retire)

[www.ssa.gov/applyfordisability/](http://www.ssa.gov/applyfordisability/)

# EMPLOYER SERVICES WELCOME PAGE



Home

Employer W-2 Filing

Verify SSNs

Reconciliation

Publications & Forms

## Employer W-2 Filing Instructions & Information

### Register to Use Business Services Online

You must register to use Business Services Online – Social Security’s suite of services that allows you to file W-2/W-2Cs online and verify your employees’ names and Social Security numbers against our records.

### File W-2s/W-2Cs Online

This service offers fast, free, and secure online W-2 filing options to CPAs, accountants, enrolled agents, and individuals who process W-2s (the Wage and Tax Statement) and W-2Cs (Statement of Corrected Income and Tax Amounts).

### Verify Employees’ Social Security Numbers

The Social Security Number Verification Service allows employers to verify the names and Social Security numbers of current and former employees for wage reporting purposes only.

### Business Services Online

By selecting this link, you can:

- Log In
- Register or;
- Complete Phone Registration

### Business Services Online (BSO)

#### Hours of Operation

Monday - Friday: 5 AM - 1 AM ET

Saturday: 5 AM - 11 PM ET

Sunday: 8 AM - 11:30 PM ET

### About W-2 Filing

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

# BSO WELCOME PAGE



Home Business Services Online

## Business Services Online

### Welcome

The [Business Services Online Suite of Services](#) allows organizations, businesses, individuals, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely over the internet. You must register and create your own password to access Business Services Online.

The [Complete Phone Registration](#) option is provided to individuals who began their Business Services Online registration by phone and need to create a password.

[Información para el Empleador en Español](#)

### Business Services Online

[Log In](#) [Register](#)

[Complete Phone Registration](#)

### Business Services Online (BSO)

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

- + For Employers
- + For Attorneys & Appointed Representatives
- + Social Security Number Verification Services (SSNVS)

[www.ssa.gov/bso/bsowelcome](http://www.ssa.gov/bso/bsowelcome)



# BUSINESS SERVICES ONLINE

- Register for a User ID and password
- File W-2s
  - W-2 Online
  - W-2c Online
  - Test Wage File (AccuWage Online)
  - Upload Wage File
- Notices via e-mail
- Verify Employee Names and SSNs



# WHAT DO I DO FIRST?

- **Register – as an individual on behalf of the employer**
- **User ID**
  - **Electronic signature of person, not company, attesting to proper use of the service**
  - **Allows a person access to Business Services Online (BSO)**
- **Must use your BSO User ID issued by SSA, not your “my Social Security” username**



# REGISTRATION PROCESS

- **Provide registration information (you the user)**
- **Choose your own password**
- **Receive your User ID**
- **Choose your role(s)**
- **Employer information**
- **Notices**
  - **Sent to user**
  - **Sent to employer (Activation Code)**



# REGISTRATION REMINDERS

- **User IDs valid indefinitely**
- **Passwords valid for 90 days**
- **Receive your User ID**
- **For Assistance – Call 1-800-772-6270**

# REGISTRATION PROCESS



## Business Services Online

[BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)



### Create a Login Account

Step 1: Provide Information

### Personal Information

**\*Name:**

\*First

Middle

\*Last

Suffix

**\*Date of Birth:**

mmddyyyy

**\*Social Security Number (SSN):**

XXXXXXXX

[More Information](#)

### Personal Contact Information

**\*Country:**

**\*Home Street Address:**

**\*City:**

**\*State:**

**\*Zip Code:**

**Ext.:**

**\*Daytime Phone Number:**

Extension:

**Fax Number:**

**\*Email Address:**

[Why do you need an email address?](#)

Next

# CREATE YOUR PASSWORD



Your password will be used to log in to online services; your User ID will be provided to you.  
\* Indicates required information

**\*Enter Password:**

**\*Re-enter Password:**



## Business Services Online

[BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)



### Create a Login Account

**Step 2: Create Your Password**

### Security Questions and Answers

The security questions and answers you select will be used to validate your identity in case you forget your password.

**\*Question 1:**  
WHAT IS THE NAME OF YOUR FIRST NEPHEW?

**\*Answer 1:**  
ANSWER

**\*Question 2:**  
WHAT IS THE NAME OF YOUR FIRST NIECE?

**\*Answer 2:**  
ANSWER

**\*Question 3:**  
WHAT IS THE MIDDLE NAME OF YOUR MOTHER?

**\*Answer 3:**  
ANSWER

**\*Question 4:**  
WHAT IS THE MIDDLE NAME OF YOUR FATHER?

**\*Answer 4:**  
ANSWER

**\*Question 5:**  
WHAT IS THE MIDDLE NAME OF YOUR FATHER?

**\*Answer 5:**  
Answer



# PRINT YOUR USER ID



## Business Services Online

[BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)



### Create a Login Account

#### Step 4: Print your User ID

**Thank you! You have successfully created a login account.**

The User ID below has been assigned to you:



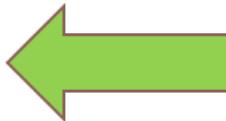
**User ID: WTRSK9NT**

**Please secure this User ID for your future use.**

**Please secure this User ID for your future use.**

You must enter the above User ID and your self-selected Password each time you log in and access online services.

[Print a confirmation Receipt](#)



Next

# REMINDERS FOR TY 2018



- Employee Tax Rate 7.65%
- Self-Employed Tax Rate 15.30%
- Social Security (OASDI only) Maximum Taxable Earnings \$128,400
- Medicare (HI only) – No limit taxable earnings
- January 31st - deadline to file W-2s using BSO or to submit paper Form W-2.
- January 31- deadline to distribute Forms W-2 to employee(s)

# SUBMIT, UPLOAD OR PROCESS W-2S AND W-2CS



- Upload EFW2 or EFW2C file
  - Prepared by your software
  - Large or small filers
- W-2/W-2C Online
  - Ideal for small filers or special needs
  - Blank W-2 displayed via Internet
  - W-3/W-3C totaled for your records
  - Name/SSN verification occurs immediately
  - Employee Copies
  - Prefill information you submitted in W-2 Online last year

***No forms or tax  
software required!!!***

# REPORT WAGES TO SOCIAL SECURITY



## Business Services Online

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



### Main Menu

Welcome, JOHN PUBLIC

Your password expires on **January 19, 2011**

#### [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

# ELECTRONIC WAGE REPORTING (EWR)





## 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** | [AccuWage Online](#)

**Warning** This tab is not for submitting Forms W-2(c)/W-3(c) created using the other tabs.

[Submit/Resubmit a Formatted Wage File](#)  
You may submit an appropriately formatted electronic file containing annual wage data or resubmit a formatted file that was returned to you for correction. The required file format is described in these [Social Security publications](#).

[Submit a Special Wage Payments File](#)  
You can submit an electronic file that contains special wage payment data as defined in Internal Revenue Service Publication 957.

## 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 request a one-time 15-day extension of the deadline:

### [Request an Extension to File a Resubmission](#)

- You will need information from the Notice to 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.

# BEFORE YOU START (EFW2)



## Upload Formatted Wage File



### Before You Start

Name: **JOHN PUBLIC**

Steps: **1. Before You Start** 2. What's in the File? 3. Submit Your File 4. Confirmation

#### 1. Review your file(s) for correct formatting.

We provide AccuWage error-checking software for both W-2 and W-2c wage report formats. Reviewing your file with this software program can prevent it from being rejected and returned.

[What does this application check?](#)

[Which errors are most critical to fix?](#)

[AccuWage Application](#)



Continue

# WHAT'S IN THE FILE? (EFW2)



 **What's in the File?**

Name: **JOHN PUBLIC**

Steps: 1. [Before You Start](#) 2. **What's in the File?** 3. [Submit Your File](#) 4. [Confirmation](#)

**Which of the following is the best description of the wage report(s) in your file?** 

- New W-2s/W-3s for Tax Year 2016 or previous tax year (EFW2)
- New W-2cs/W-3cs to correct mistakes on previously processed W-2 forms (EFW2C)
- Resubmission to correct errors that prevented SSA from processing a previously submitted file (Select only if you have received a Resubmission Notice)

**Have you received a Reconciliation letter?** 

YES, I am uploading this file because I received a letter saying the money amounts reported to the IRS (941) did not match the amounts reported to SSA (W-3).

Continue



# SUBMIT YOUR FILE (EFW2)

## Submit Your File

Name: **JOHN PUBLIC**

Steps: 1. Before You Start 2. What's in the File? 3. **Submit Your File** 4. Confirmation

Choose your file by using the Browse button. Then, click the Submit button to upload your file.



Choose file:  Browse...

Submit



# CONFIRMATION – YOUR FILE WAS RECEIVED (EFW2)



## Confirmation - Your File Was Received

Name: **JOHN PUBLIC**

Steps: 1. Before You Start 2. What's in the File? 3. Submit Your File 4. **Confirmation**

Your submission was successful. Use your browser menu to save or print this acknowledgment of receipt for your records, as proof of your filing date, and to keep a record of the Wage File Identifier for checking the processing status.

**Receipt Date:** 01/07/2017 02:55 PM Eastern Standard Time

**Wage File Identifier (WFID):** KWB495



**Submitter (EIN):** 112222222

**Your File Name:** fileUpload.txt

**File Size:** 3,383 bytes (3.3 Kb)

**Assigned File Name:** 12ACEA7B851EDB93\_2011KVZ24001



# FORMS W-2/W-3 ONLINE

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 | AccuWage Online

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

- Create (fill in the form), save, print and submit Forms W-2 and W-3 with up to 50 forms W-2 per W-3. There is no limit on the number of Forms W-3 an employer can submit, even for the same Employer Identification Number (EIN).
- Up to 50 Forms W-3 can be saved at a time to be resumed/submitted at a later date. Each Form W-3 can have up to 50 Forms W-2 associated with it.
- 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.

# W-2 ONLINE FACSIMILE



## Forms W-2/W-3 Online

Steps: ① Employer Information ② **Form(s) W-2** ③ W-2 List ④ W-3 Preview ⑤ Print & Review ⑥ Sign & Submit



## ② Enter W-2 Information

You are currently working on W-2 number: 1 of 50.

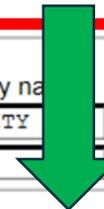
Fields marked with an asterisk ( \* ) MUST be completed.

<b>a</b> * Employee's social security number 123 - 00 - 6789	For official use only OMB No. 1545-0008		
<b>b</b> Employer identification number 11 - 2222222	<b>1</b> Wages, tips, other compensation \$ 1,234.00	<b>2</b> Federal income tax withheld \$ 345.00	
<b>c</b> Employer's name, address, and ZIP code  DEMO EMPLOYER 123 MAIN STREET MY CITY, MD 21207	<b>3</b> Social security wages \$	<b>4</b> Social security tax withheld \$	
	<b>5</b> Medicare wages and tips \$	<b>6</b> Medicare tax withheld \$	
	<b>7</b> Social security tips \$	<b>8</b> Allocated tips \$	
<b>d</b> Control number	<b>9</b> Not Applicable	<b>10</b> Dependent care benefits \$	

# W-2 ONLINE FACSIMILE



<b>e</b> Employee's first name, middle initial, last name and suffix * First: JOHN Middle: * Last: PUBLIC Suffix:		<b>11</b> Nonqualified plans Section 457 distributions or contributions \$ Not section 457 distributions or contributions \$		<b>12a</b> Code: \$	
<b>f</b> Employee's address * Country: United States Address line 1: 1 MAIN STREET Address line 2: * City: MY CITY U.S. address or a foreign address * State/Province: MD * ZIP/Postal code: 21207 ZIP Ext. (U.S.only):		<b>13</b> Statutory employee <input type="checkbox"/> Retirement plan <input type="checkbox"/> Third-party sick pay <input type="checkbox"/>		<b>12b</b> Code: \$	
		<b>14</b> Other Description(1): Amount(1): \$ Description(2): Amount(2): \$ Description(3): Amount(3): \$		<b>12c</b> Code: \$	
				<b>12d</b> Code: \$	
<b>15</b> Employer's State ID number	<b>16</b> State wages, tips, etc. \$ 200.00	<b>17</b> State income tax \$ 1,000.00	<b>18</b> Local wages, tips, etc. \$ 100.00	<b>19</b> Local income tax \$ 500.00	<b>20</b> Locality name MY CITY
Save and Create a New W-2 >>		Save and Go to Next W-2 >>		Save and Go to W-2 List >>	



# FORMS W-2/W-3 ONLINE



## Forms W-2/W-3 Online

Steps: ① Employer Information ② Form(s) W-2 ③ W-2 List ④ W-3 Preview

### ④ W-3 Preview for this Submission

Ensure that the information on your Form(s) W-2 for this employer [reconciles](#) with the total of Forms 941, 943, 944, or Schedule H that you filed with the Internal Revenue Service.

To edit this data, please [Return to W-2 List](#) and select the W-2 you need to edit.

<b>a</b> Control number		For official use only OMB No. 1545-0008	
<b>b</b> Kind of payer <b>941 - Regular</b>		<b>1</b> Wages, tips, other compensation <b>\$1,234.00</b>	<b>2</b> Federal income tax withheld <b>\$345.00</b>
Kind of employer <b>None Apply</b>		<b>3</b> Social security wages <b>\$0.00</b>	<b>4</b> Social security tax withheld <b>\$0.00</b>
<b>c</b> Total number of forms W-2 <b>1</b>	<b>d</b> Establishment number	<b>5</b> Medicare wages and tips <b>\$0.00</b>	<b>6</b> Medicare tax withheld <b>\$0.00</b>
<b>e</b> Employer identification number <b>11-2222222</b>		<b>7</b> Social security tips <b>\$0.00</b>	<b>8</b> Allocated tips <b>\$0.00</b>
Employer's name, address, and ZIP code <b>DEMO EMPLOYER 123 MAIN STREET MY CITY, MD 12345</b>		<b>9</b> Not Applicable	<b>10</b> Dependent care benefits <b>\$0.00</b>
		<b>11</b> Nonqualified plans <b>\$0.00</b>	<b>12a</b> Deferred compensation <b>\$0.00</b>
		<b>13</b> For third-party sick pay use only	<b>12b</b> Not Applicable
		<b>14</b> Income tax withheld by payer of third-party sick pay <b>\$ 0.00</b>	
<b>h</b> Other EIN used this year		<b>Note:</b> The state and local totals below reflect a straight summation of the state and local data you entered on the Forms W-2. If you use this form for reporting to your state and your state has different rules for reporting these totals, you may enter your own totals using your state's rules with the understanding that you are responsible for any state and local tax consequences affecting the amounts on the Forms W-2. <b>Social security wages information and will not forward it to any State or local government.</b> You must check here to confirm these are the totals you want to show on this Form W-3. <b>I Agree</b> <input type="checkbox"/>	
<b>15</b> State Employer's state ID number <b>I</b>		<b>16</b> State wages, tips, etc. <b>\$ 200.00</b>	<b>17</b> State income tax <b>\$ 1000.00</b>
		<b>18</b> Local wages, tips, etc. <b>\$ 100.00</b>	<b>19</b> Local income tax <b>\$ 500.00</b>
Contact person <b>JOHN PUBLIC</b>		Telephone number <b>1231231234</b>	
E-mail address <b>USER@DEMOEMPLOYER.COM</b>		Fax number	

Save and Quit

# FORMS W-2/W-3 ONLINE



## Forms W-2/W-3 Online

Steps: ① Employer Information ② Form(s) W-2 ③ W-2 List ④ W-3 Preview ⑤ **Print & Review** ⑥ Sign & Submit ⑦ Submission Confirmation

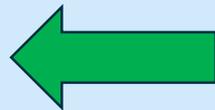
### ⑤ Print Unsubmitted Form(s) W-2/W-3 for Review

- Print the PDF file below to review your unsubmitted Form(s) W-2 and W-3. We recommend that you right click the "Print Unsubmitted ..." link and use the "Save Target As ..." option to save the Unsubmitted forms to your hard drive for review.
- Once you have reviewed your Form(s) W-2 and W-3, give copies to your employees. Ask them to review the information before you submit the final Form(s) W-2 to Social Security. Please note that the PDF provided is for printing and record keeping purposes, to be provided to your employees.
- If you need to change any W-2 information, please select the "**Return to W-2 List**" button.
- When you believe the W-2 information is accurate, you can continue to the "**Sign & Submit**" step.
- Check with the IRS for online filing [deadlines](#).

#### Your Unsubmitted Copy

Your unsubmitted work has been saved for future use.

 [Print Unsubmitted W2/W3 277133122.tmp](#)



[What's in this PDF?](#)

[Problems Printing Form\(s\) W-2 ?](#)

Save and Quit

<< Return to W-2 List

Continue >>



# FORMS W-2/W-3 ONLINE



## Forms W-2/W-3 Online

Steps: ① Employer Information ② Form(s) W-2 ③ W-2 List ④ W-3 Preview ⑤ Print & Review ⑥ Sign & Submit ⑦ **Submission Confirmation**

### ⑦ Confirmation Receipt - Your W-2/W-3 File Was Received

Your wage report was submitted successfully. Thank you for using W-2 Online.

This Wage File Identifier (WFID) is your confirmation number: **KWB047**



We encourage you to print this page for your records. Your receipt will no longer be available once you leave this page.

If you need to delete this submission, you may do so by using the Submission Status application when the submission shows a "RECEIVED" status.

**! Do not mail us any paper Form(s) W-2 or W-3.**

#### Your Receipt

Employer: <b>DEMO EMPLOYER</b>	Employer EIN: <b>11-2222222</b>
Tax year: <b>2017</b>	Payer type: <b>941 - Regular</b>
Received on: <b>12/28/2017 01:36 PM Eastern Time</b>	Form type: <b>W-2</b>

Received:  
Total wages:  
Social security wages:  
Medicare wages and tips:

#### What You Should Do Next

1. Keep a printout of this page for 4-7 years as proof of your filing date.
2. **Print and distribute** the Form(s) W-2 to your employees if you have not already done so.

**! Do not mail us any paper Form(s) W-2 or W-3.**



#### What You Should Do Next

#### What to Expect

- You can check the status of your submission by selecting the View Submission Status link from the EWR homepage. It may take 4-6 weeks for your wage report to process.
- Please note: If your address or phone number has changed, remember to correct it in IRS records by using the IRS form 941. Contact the IRS for more information.
- If you need to make a correction to this wage report, ensure that the status of the report is COMPLETE. Then you can use the W-2c application to make corrections.

Print this Page

Go to Save Official PDF >>

# FORMS W-2/W-3 ONLINE



## Forms W-2/W-3 Online

Steps: ① Employer Information ② Form(s) W-2 ③ W-2 List ④ W-3 Preview ⑤ Print & Review ⑥ Sign & Submit ⑦ Submission Confirmation

### 8 Save PDF

- Save the official PDF file below to your hard drive so that you can reference it later.
- Once you have closed this session, the file will only be available for 30 days. Saving it to your hard drive will allow you to reference it later.

#### Save Your Official Copy

\*Important: Save an official copy of the submitted file on your computer\*

Please note that the PDF provided is for printing and record keeping purposes, to be provided to your employees.

This file will be available online until 01-27-2018.

To save the file below to your hard drive, please right click the file name and use the "Save Target As ..." option.

 [KWB047.pdf \(Final\)](#)



[What's in this PDF?](#)

[Problems Printing Form\(s\) W-2 ?](#)

**!** Do not mail us any paper Form(s) W-2 or W-3.

[EWR Home](#)

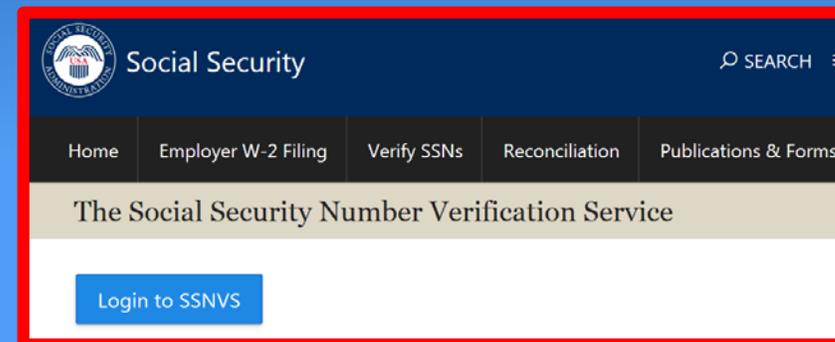
[View Unsubmitted Reports](#)

[Start a New Report](#)

# WHAT IS THE SOCIAL SECURITY NUMBER VERIFICATION SERVICE (SSNVS) ?



- 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
- 4 possible “No-Match Codes” returned
- Provides an indicator if Social Security Number belongs to a deceased person





# TWO METHODS FOR USING SSNVS

- Direct keying to SSNVS 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

A screenshot of the Social Security Number Verification Service website. The page has a dark blue header with navigation links: 'BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation'. Below the header is a white main content area with the Social Security Administration logo and the text 'Main Menu'. The user is identified as 'MARY VALIDATOR' and their password expires on 'May 13, 2009'. There are three main menu items: 'Report Wages To Social Security' (with sub-links for submitting, viewing status, requesting extensions, and viewing errors), 'Social Security Number Verification Service' (with sub-links for online verification and file submission), and 'Form SSA-1694 Request for Business Entity Taxpayer Information' (with a sub-link for submitting or updating forms). A green arrow points to the 'Submit files for SSN verification' link under the 'Social Security Number Verification Service' section.

# SSN VERIFICATION PAGE



## SSN Verification

Name: MARY VALIDATOR

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:

- Effective 09/24/11, gender is no longer used as part of the SSN verification process.
- 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  
(999999999)

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.

	<u>* SSN</u> (999999999)	<u>* First Name</u>	<u>Middle Name</u>	<u>* Last Name</u>	<u>Suffix</u>	<u>Date of Birth</u> (MMDDYYYY)
1.						

# SSN VERIFICATION RESULTS



**SSNVS Help**

Employer's EIN: **010000000** Name: JOHN BENT  
Records Submitted: 4  
Failed: 4  
Verified Records: 0

The following table displays your records for verified records and records with errors.

- Failed - Data does not match
- Deceased - Data matches Social Security information line at 1-800-772-6899
- Verified - Data matches Social Security information line at 1-800-772-6899

[Verify More SSNs](#)  
[What to do if an SSN fails to verify](#)  
[Field Office Locator](#)

Results	SSN 999999999	First Name	Middle Name	Last Name	Suffix	Date of Birth MMDDYYYY	Verification Results
Failed	449490703	KELLEY	RAE	REYNOLDS	-	10201965	<u>1</u>
Failed	085767000	SYLVESTER	-	WILLIAMS	-	08031955	<u>1</u>
Failed	309902002	THOMAS	EDWARD	NIESE	-	02201978	<u>1</u>
Failed	240215300	MELISSA	CAROL	MILLER	-	05271977	<u>5</u>

Verification Results	
Code	Description
1	SSN not in file (never issued).
5	Name does not match; DOB not checked.





# POSSIBLE MISMATCH CODES

## VERIFICATION CODES

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

**3 = Name and SSN match; DOB does not match**

**5 = Name and SSN does not match, DOB not checked**

**6 = have employee contact the local Social 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



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



# SSNVS REMINDERS

- **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.**



# SSA IS HERE TO HELP

- [www.ssa.gov/employer](http://www.ssa.gov/employer)
- General Wage Reporting Questions – 1-800-772-6270 or by email at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov)
- BSO technical Help 1-888-772-2970 or by email at [bso.support@ssa.gov](mailto:bso.support@ssa.gov)
- Employer Services Liaison Officers (ESLO)
- Social Security Administration Website
- Business Services Online Registration Tutorial Video
- Electronic filing W-2 Handbook

# ESLOS ACROSS THE NATION

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# ESLOS ACROSS THE NATION

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# QUESTIONS?



With you through life's journey...



Securing today  
and tomorrow

