

## **Attachment - Helpful Information about Our Free Online Wage Reporting Services**

### **Resources**

To help you get started, visit the Employer Correction Request Notices page at [www.ssa.gov/employer/notices.html](http://www.ssa.gov/employer/notices.html). Here you will find many useful resources, including videos and instructions to help you view name/SSN mismatches.

### **You need a Business Services Online account to view a mismatch**

Whether you filed your W-2s on paper or electronically, you can only view the name and SSN mismatches referred to in this letter at SSA's Business Services Online (BSO) website. You must have a *free* BSO Suite for Employers account that includes "Report Wages" and "View Wage Report Name/SSN Errors" services to view the name/SSN mismatch.

### **Step-by-step instructions to register for a BSO Account**

1. Start at [www.ssa.gov/bsowelcome.htm](http://www.ssa.gov/bsowelcome.htm). Select the *Register* button in the upper right side.
2. Read the *User Registration Attestation* page and select *I Accept*.
3. Provide your personal information. Then, select the *Next* button at the bottom of the screen.
4. Create a password and choose five security questions in case you forget your password. Select the *Next* button at the bottom of the screen.
5. Read the *Review and Submit* screen. Read the *User Certification for Online Services* box and check the *I Accept* button. At the bottom of the page, select the *Submit* button.
6. We will provide you with a User ID. Please keep this information handy because you will need it every time you log in to BSO. Select the *Next* button.
7. On the *Select Service Suites* page, check the *SSA Services Suite for Employers* box. At the bottom of the page, select the *Next* button.
8. If the Employer information has not been entered, you will see a red message with a blue link at the top of the page. Please select the blue link, *Add Your Employer Information*, to continue.
9. Read the certification information on the screen and then select the *I Accept* button at the bottom.
10. Enter your employer information. If you don't know the company's full name, you can look it up by entering the Employer Identification Number and selecting the *Look Up Name* button. Then, select the *Submit Employer Information* button.
11. Select the *Request Access to BSO Services* button to add the ability to see name/SSN mismatches.
12. Once again, check the *SSA Services Suite for Employers* button and select the *Next* button at the bottom.
13. Review the employer information you previously provided and select the *Next* button.
14. Answer *YES* to the two questions on the page.
  - a. Do you want to report wages to Social Security and/or test wage files using AccuWage?
  - b. Do you want to View Wage Report Name SSN Errors?

Select the *Next* button.

15. On the next screen, we recommend answering *Yes* to the Social Security Number Verification Service or SSNVS. Select the *Next* button.
16. We will show you all of the services for which you signed up. Select the *Confirm* button at the bottom of the page.
17. This page is your receipt of the services you selected. You can print this summary for your records by selecting the *Print* button on this screen.
18. SSA will mail a notice, including activation code(s), to the employer at the address the Internal Revenue Service has in their records.
19. Select *Log Out* in the upper left corner of the page.

### **Activation Code**

Activation codes for name SSN errors and SSNVS will come in the same letter, but on separate pieces of paper. It can take 10-14 business days for your employer to receive this code. Once your employer receives it, your employer will provide it to you. You will need to enter the code within 60 days of requesting it.

1. Start at [www.ssa.gov/bsowelcome.htm](http://www.ssa.gov/bsowelcome.htm). Select the *Log In* button.
2. At the *Log In to Online Services* page, type your User Name and password. Read and Select the “*I have read and agree to these terms*” box. Select the *Log In* button.
3. The Business Services Online Main Menu screen will appear displaying the services to which you have access. The options to manage your account, services, and update employer information appear on the left side of the page.
4. Select *Enter Activation Codes*.
5. Enter your Activation Code and select *Activate Services*.
6. You are now at the *Confirmation* page.

### **If you already have a BSO account**

If you already have a BSO account but do not have the option to *View Wage Report Name/SSN Errors*, you can add it. For detailed instructions, go to [www.ssa.gov/employer/notices/roleAddingInstructions.pdf](http://www.ssa.gov/employer/notices/roleAddingInstructions.pdf).

### **Viewing Mismatches**

Once you have a BSO User ID, password, and *View Wage Report Name/SSN Errors* access, you may view the name/SSN mismatch through BSO.

1. Start at [www.ssa.gov/bsowelcome.htm](http://www.ssa.gov/bsowelcome.htm). Select the *Log In* button.
2. At the *Log In to Online Services* page, type your User Name and password. Read and select the “*I have read and agree to these terms*” box. Select the *Log In* button.
3. This will open the *Business Services Online Main Menu*. Select *Report Wages to Social Security*.
4. Read the *Wage Reporting Attestation* statement and select the *I Accept* button.
5. You are now at the *Electronic Wage Reporting* home screen. Select the *View Employer Report Status* link. The link is in the middle of the page in the Employer Report Status box.

6. Use the drop-down menu to select the tax year that the wages were earned. The current tax year is the default value. Select the *Continue* button.
7. You are now on the *Search Results* page.
8. Identify the corresponding report by hovering over the *Report Details* hyperlink located in the last column to the right titled *Details*. The *Wage File Identifier or WFID*, report version, and report number will display, which should correspond with your letter. Once you have identified the corresponding report, select the *Report Details* link.
9. You are now at the *Report Details* page. It displays details and errors identified in the submitted file. To view the name/SSN mismatch errors, select the *Error Details* link.
10. The *Error Details* page displays the name/SSN combinations that do not match SSA's records.
11. You can print this page by selecting the *Print Page* button at the bottom of the page.
12. Select *Log Out* at the top of the page.

### **Helpful Tips about Resolving Name/SSN Mismatches**

#### **Resolving a mismatch**

- You may have made a typographical error when submitting your report. You can correct a typographical error by submitting a Form W-2C (Corrected Wage and Tax Statement) to correct the error. See section titled **Correcting mismatches with a W-2C**.
- You may have accurately reported an employee's SSN and name based on your employment records, but an error in your records caused the mismatch. Ask your employee to check their Social Security card and inform you of any name or SSN difference between your records and his or her card. You should report the SSN and name as they appear on the employee's Social Security card. Correct your records and correct the error by submitting Form W-2C. See section titled **Correcting mismatches with a W-2C**.
- If your employment records and the employee's Social Security card match, ask the employee to check with any local Social Security office to resolve the issue. Once the employee has contacted the Social Security office, they should inform you of any changes. Correct your records accordingly and submit Form W-2C if necessary. See section titled **Correcting mismatches with a W-2C**.
- If you are unable to resolve the mismatch using these tips, you will not be able to correct the corresponding error at this time. There is no need to take any further action.

## **Correcting mismatches with a W-2C**

Submit a Form W-2C to correct any name/SSN mismatch as soon as you can. You may use your own software to create a W-2C file to upload to SSA. We also offer a *free* W-2C online service. Both of these options are only available through BSO.

### **File Upload**

1. Start at [www.ssa.gov/bsowelcome.htm](http://www.ssa.gov/bsowelcome.htm). Select the *Log In* button.
2. At the *Log In to Online Services* page, type your User Name and password. Select the *Log In* button.
3. This will open the *Business Services Online Main Menu*. Select *Report Wages to Social Security*.
4. Read the *Wage Reporting Attestation* statement and select the *I Accept* button.
5. You are now at the *Electronic Wage Reporting* home screen. Select the blue tab titled *Upload Formatted Wage File* tab. Then select the *Submit/Resubmit a Formatted Wage File* link.
6. Read this page for steps you can take to ensure your file is formatted correctly. Select *Continue*.
7. To choose the type of wage file you want to submit, select the second button, *New W-2Cs/W-3Cs* to correct mistakes on previously processed W-2 forms. Select *Continue*.
8. Either enter the name of your wage file in the *Choose file* field or select *Browse* to locate a file from your computer. Select *Submit* to upload your file.
9. Next is a summary of your report and it includes a unique WFID you can use to track your file. Save this information for your records.
10. Select *Log Out* in the upper left corner of the page.

### **Online Method**

1. Start at [www.ssa.gov/bsowelcome.htm](http://www.ssa.gov/bsowelcome.htm). Select the *Log In* button.
2. At the *Log In to Online Services* page, type your User Name and password. Select the *Log In* button.
3. This will open the *Business Services Online Main Menu*. Select *Report Wages to Social Security*.
4. Read the *Wage Reporting Attestation* statement and select the *I Accept* button.
5. You are now at the *Electronic Wage Reporting* home screen. Select the blue tab titled, *Forms W-2C/W-3C Online*. Then, select the *Create Resume Forms W-2C/W-3C Online* link.
6. Answer the three questions on the *Before You Create Your Forms* page:
  - a. For which tax year is the wage report being corrected?
  - b. For whom are you filing?
  - c. Have you received a reconciliation letter?Select *Continue*.
7. Enter or review the following fields:
  - a. Employer Information;
  - b. Contact Person information;
  - c. Kind of Payer;
  - d. Kind of Employer.

- Select *Continue*.
8. To correct an employee's name or SSN, complete Boxes D through I. When you are finished entering your corrections, select *Save* and *Go to W-2C List*. A Form W-3C is created for each W-2C online report.
  9. The system may display a name/SSN mismatch alert if the information you entered does not match our records. If you have the Social Security card and have verified the SSN and name are correct, select the box to override the alert. If you have additional corrections, select *Save* and *Start Next W-2C* box. If you are finished entering your corrections, select *Save* and *Go to W-2C List*.
  10. If you have verified all the information, select *Continue to W-3C Preview*.
  11. Review the displayed data. If the information is correct, select *Continue* at the bottom of the page.
  12. Print Forms W-2C/W-3C that you have not submitted yet. Select *Continue*.
  13. Select the check box attesting to the accuracy of the report and select *Submit this Wage Report Correction*.
  14. Next is the *Confirmation* page. Select *OK* in the pop-up window to print the page.
  15. Select *Go to Save Official PDF* to go to the next page.
  16. Save the official PDF file to your hard drive so you can reference it later because the file will only be available in BSO for 30 days.
  17. Select *Log Out* in the upper left corner of the page.

**Paper W-2Cs**

If you need to mail paper W-2C forms to SSA, please mail them to:  
 SSA/WBDOC  
 P.O. Box 3333  
 Wilkes-Barre, PA 18767-3333

Visit [www.ssa.gov/employer/paperFormInstr.htm](http://www.ssa.gov/employer/paperFormInstr.htm) for instructions on how to complete paper W-2C forms.

Visit [www.ssa.gov/employer/bsobnew.htm](http://www.ssa.gov/employer/bsobnew.htm) for more information about electronic W-2Cs.

**Social Security Number Verification Service (SSNVS)**

We provide the *free* SSNVS through BSO that allows you to compare reported employees' names and SSNs with our records before filing Forms W-2. Using SSNVS can significantly reduce errors. Visit [www.ssa.gov/employer/ssnv.htm](http://www.ssa.gov/employer/ssnv.htm) for more information about SSNVS, and how to sign up for this *free* service.

**Definition of Terms**

EIN	Employer Identification Number
Tax year	Year when wages were earned
Receipt Year	Year SSA processed your W-2 report
WFID	Wage File Identifier is used to track files and wage reports through SSA's processing system.

Version #	Most files are Version 1, but if SSA has to process your report more than once, then we use a sequential number: 2, 3, etc. to help track the file.
W3 Sequence #	This is a special identifier for SSA to track your report after it was processed.
Processed W-2 Count	The number of W-2 forms in your report.
Business Services Online (BSO)	BSO is Social Security's free suite of services that allows you to file W-2/W-2Cs online, view the status of your wage reports, and view any errors in your report. It also allows you to verify your employees' names and Social Security numbers against our records using the <i>free</i> Social Security Number Verification Service.