

# **Tax Year 2020 Employer Report Status Tutorial**

*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-By-Step Instructions

1. Select **Business & Government** tab on the “Social Security” home page, then select **Business Services** menu to go to the “Business Services” page. On the “Business Services” page, select **Log in or Use Business Services Online** button to go to the “[Business Services Online](#)” page.

The screenshot shows the Social Security Business Services Online page. At the top, there is a dark blue header with the Social Security logo and navigation links for 'SEARCH', 'MENU', 'LANGUAGES', and 'SIGN IN / UP'. Below the header is a navigation bar with 'Home' and 'Business Services Online'. The main content area is titled 'Business Services Online' and includes a 'Welcome' section, an 'Alert' box, a 'Message' box, and a 'Business Services Online (BSO)' section. The 'Alert' box contains information about COVID-19 related service limitations. The 'Message' box provides instructions on reporting wages and includes a form with radio buttons for 'Yes' and 'No' options. The 'BSO' section lists various services and links, including 'Hours of Operation', 'For Employers', 'For Attorneys & Appointed Representatives', 'Social Security Number Verification Services (SSNVS)', and 'Consent Based Social Security Number Verification Service (CBSV)'. A 'Complete Phone Registration' button is also visible in the top right corner of the main content area.

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

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

HELP

**Log In to Online Services**

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

**Online Services Availability**

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

**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

HELP

3. Enter your **User ID** and **Password**.
4. Select the **I have read & agree to these terms** check box on the “Log In to Online Services” page.
  - a. Select the **Log In** button to display the BSO “Main Menu” page.
  - b. To return to the “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

**Main Menu** [HELP](#)

JOHN NAGLE

**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](#)

Welcome, JOHN NAGLE  
 Your password expires on **April 01, 2100**

**[Report Wages To Social Security](#)**  
 Test wage files using AccuWage  
 Submit, download and print W-2s and W-2cs  
 View submission status, errors and error notices for wage reports submitted by or for your company  
 Request an extension to resubmit a wage file

**Web Service**  
 With your Web Service User ID, wage information can be exchanged with SSA using a client application developed by your company. Your Web Service User ID and password will have to be included in the header of each SOAP request sent to the EWR Web Service. The system will keep your Web Service account active as long as it is confirmed that you remain an employee of your company under the EIN specified.

The EWR Web Service includes operations to submit wage files (in an EFW2 format), resubmit corrected wage files and view the status of the wage files submitted via your Web Service User ID.

Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

www.socialsecurity.gov

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.

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](http://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.

#### 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.

[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](#)

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

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

www.socialsecurity.gov | EWR Home | Email a Wage Reporting Expert | Keyboard Navigation | Logout

 **Employer Report Status**

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**Employer Report Selection**

Please read the following information before continuing:

- Employer report information is displayed only if the report was submitted during the most recent four years.
- 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-2 report.

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

Please Choose a Tax Year:

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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.

8. Select a **Tax Year**. The current tax year is the default value.
  - a. Select the **Continue** button to go to the “Search Results” page.
  - b. If there is no Report Status available, the system displays the “Search Results” page with a message.
  - c. 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: 53-0090864  
 Tax Year: 2019  
 Total Reports: 0

**Important Message About Your Search Results**  
 ReportLevel 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.

Social Security Online **Electronic Wage Reporting (EWR)**  
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**Employer Report Status**

1 Search Results      2 Report Summary      3 Error Details

**Search Results**

Name: STEVE ROCKS  
 EIN: 12-3456789  
 Tax Year: 2018  
 Total Reports: 2

Status	Receipt Date	Status Date	Report Method	Report Type	# W-2s/W-2cs	# Errors	Details
<a href="#">COMPLETE</a>	08/25/2016	09/02/2016	W-2C ONLINE	CORRECTION	1	1	<a href="#">Report Details</a>
<a href="#">COMPLETE</a>	08/25/2016	09/02/2016	W-2 ONLINE	REGULAR	1	1	<a href="#">Report Details</a>

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[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.

9. On the Search Results page:
  - a. Select the Status link to see an [Explanation of Processing Status Code](#).
  - b. 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.
  - c. Select the **Back to Search** button to return to the “Employer Report Selection” page.
  - d. Select the **Print Page** button to print the “Search Results” page.



## Employer Report Status

1 [Search Results](#)

Report Summary

3 [Error Details](#)

### Report Details

Name: WAGE SUBMISSION COMPANY

Tax Year: 2018  
 Report Type: REGULAR  
 Status: [RETURN](#)  
 Status Date: 01/07/2019  
 # of W-2s: 8

#### W-3 Information

	Reported	Processed	Amended
Social Security Wages	\$9,999,999,999.99	\$347,033,057.75	NOT APPLICABLE
Social Security Tips	\$243,890,351.34	\$243,890,351.34	NOT APPLICABLE
Medicare Wages and Tips	\$1,405,036,664.27	\$1,405,036,664.27	NOT APPLICABLE
Federal Taxable Income	\$762,779,334.88	\$762,779,334.88	NOT APPLICABLE

### Error Summary

Total Errors: 1

# Critical: 1  
 # Informational: 0

Importance	Error Description	More Information
<a href="#">CRITICAL</a>	Out of Balance Over Tolerance - Social Security Wages	<a href="#">Error Details</a>

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[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)**  
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**Employer Report Status**

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

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**Report Details**

Name: TEST CO  
 Tax Year: 2014  
 Report Type: REGULAR  
 Status: **COMPLETE**  
 Status Date: 11/03/2014  
 # of W-2s: 8

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	\$762,779,334.86	NOT APPLICABLE

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**Error Summary**

Total Errors: 0  
 # Critical: 0  
 # Informational: 0

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

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

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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.

10. On the Report Summary page:

- a. Select the Status link in the Report Details section to see an [Explanation of Processing Status Code](#).
- b. Select the Importance link in the Error Summary section to see an [Explanation of the Error Importance](#).
- c. Select the **Error Details** link to go to the “Error Details” page.
- d. Select the **Back to Search Results** button to return to the “Search Results” page.
- e. Select the **Print Page** button to print the “Report Summary” page.

Social Security Online **Electronic Wage Reporting (EWR)**  
[www.socialsecurity.gov](http://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](#)

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**Error Details for: Invalid Names and/or SSNs**

**Importance**  
[INFORMATIONAL](#)

**Description**  
 Some Employee Wage Records in the wage report contain Names and/or Social Security Numbers (SSNs) that do not agree with our records. This may be due to a data processing error. Check the structure of the wage report to ensure that Names and SSNs are in the proper positions in the RW Records. Also, please check all names to ensure that: a) the first name and/or the last name fields are not blank; b) the name agrees with the individual's name exactly as it is shown on the individual's Social Security card; c) the first name, middle name and last name are provided in separate fields; d) the individual's title (Mr., Mrs., etc.) is not included in any of the name fields. Please check all SSNs to ensure that: a) the SSN agrees with the individual's SSN exactly as it is shown on the individual's Social Security card; b) the SSN is nine (9) numeric characters and does not contain letters, blanks, spaces, hyphens, prefixes or suffixes; c) the SSN does not begin with "666" or "9"; and d) the SSN is not in reverse order.

Reported All Zeros	Non-Zero Missing or Incomplete SSNs	Failed to Match	Total Failed SSNs
0	0	1	1

**TIP:** Use the W-2 Sequence number to locate the Forms W-2 within your report.

W-2 Sequence Number	SSN	First Name	Middle Name	Last Name
1	*****2352	SDFDSF		SDAF

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**Action**  
 The error listed is **INFORMATIONAL** and in most instances requires no further action. This means that Social Security was able to complete processing of your submission.

However, if you received an Employer Correction Request letter (EDCOR), then you should read the information under the [Description](#) heading and provide corrections by submitting a Form W-2c. Additional resources are available on the Employer Correction Request landing page at [www.ssa.gov/employer/notices.html](http://www.ssa.gov/employer/notices.html).

You can find instructions for correcting many common errors in our [Online Error Reference Material](#). We encourage you to use our AccuWage service to check your Form W-2 (Wage and Tax Statement) and Form W-2c (Corrected Wage and Tax Statement) files for over 200 kinds of errors before you send them to us. Visit <http://www.socialsecurity.gov/employer/accuwage> for more information.

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

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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.

## 11. On the Error Details page:

- Select the **Importance** link to see an explanation of the Action you may need to take.
- Select the [Online Error Reference Material](#) link to see Employer W-2 Filing Instructions & Information.
- Select the <http://www.socialsecurity.gov/employer/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. Here is an example of “RECEIVED”.

**Explanation of Processing Status Code**

You have requested information about the RECEIVED processing status code.

RECEIVED	Social Security has received your submission.
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*Please note that you may have to close this window in order to resume your BSO session.*

*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 the Importance column on any error page. Here is an example of “INFORMATIONAL” error.

**Explanation of Error Importance**

You have requested information about **INFORMATIONAL** errors.

The error listed is **INFORMATIONAL** and in most instances requires no further action. This means that Social Security was able to complete processing of your submission.

However, if you received an Employer Correction Request letter (EDCOR), then you should read the information under the Description heading and provide corrections by submitting a Form W-2c. Additional resources are available on the Employer Correction Request landing page at [www.ssa.gov/employer/notices.html](http://www.ssa.gov/employer/notices.html).

You can find instructions for correcting many common errors in our [Online Error Reference Material](#). We encourage you to use our AccuWage service to check your Form W-2 (Wage and Tax Statement) and Form W-2c (Corrected Wage and Tax Statement) files for over 200 kinds of errors before you send them to us. Visit <http://www.socialsecurity.gov/employer/accuwage> for more information.