

Tutorial

Estado de informes de empleadores

Año tributario 2021

Los usuarios pueden verificar el estado de informes salariales o ver errores en informes salariales enviados para sus empresas por un tercero. Esta opción solo está disponible para los usuarios que tienen el rol «View File/Wage Report Status, Errors, and Error Notices (Ver estado de informe de archivos / salarios, errores y avisos de errores)» en su perfil de registro.

Instrucciones paso a paso

1. En la página de inicio del «Seguro Social», seleccione la pestaña **Menú**, en la sección **Empresas y Gobierno** seleccione **Servicios para empresas**, para ir a la página **Servicios para empresas**. En la página **Servicios para empresas**, seleccione **Ingresar o usar «Business Services Online»**. En la página **Business Services Online** (servicios para empresas por internet), seleccione el botón **Log in or Use Business Services Online** (iniciar sesión o use servicios para empresas por internet) para ir a la página [Business Services Online](#) (servicios para empresas por internet) (Este servicio solo está disponible en inglés).

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.

COVID-19 Alert

Due to the COVID-19 pandemic, our BSO Customer Service and Technical Support hold times on the phone may be longer than usual. We thank you in advance for your patience and understanding.

Please review our [current guidance for in-person appointments](#) if you require a visit to one of our Field Offices.

Message

For updated information about Employer Correction Request (EDCOR) letters, please visit the EDCOR landing page at www.ssa.gov/employer/notices.html.

If you are adding a new BSO account, please make sure you select **View Wage Report Name/SSN Errors** in addition to Report Wages.

Do you want to report wages to Social Security and/or test wage files using AccuWage?

Yes No

In addition, do you want to View Wage Report Name/SSN Errors?

Yes No

If you report wages to SSA, go [here](#) to learn more about [adding a new service to your BSO account](#).

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 (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)
- + Consent Based Social Security Number Verification Service (CBSV)

[About Us](#) [Accessibility](#) [FOIA](#) [Open Government](#) [Glossary](#) [Privacy](#) [Report Fraud, Waste or Abuse](#)

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2. Seleccione el botón **Log In** (iniciar sesión) en la página *Business Services Online* (servicios por internet para empresas). El sistema mostrará la página *Log In to Online Services* (iniciar sesión de los servicios por internet).

The screenshot shows the 'Log In to Online Services' page. At the top, it says 'Social Security Online' and 'Business Services Online'. Below that, there's a navigation bar with 'BSO Welcome | BSO Information | Keyboard Navigation' and a 'HELP' link. The main heading is 'Log In to Online Services'. A red warning message states: 'For your security, please log out of the application and close all Internet windows when you are finished.' The page is divided into two main sections: 'New User?' and 'Existing User?'. The 'New User?' section explains that a new account must be created and lists the required information: personal and contact information, and a password with security questions. It includes a 'Create Log In Account' link and a question about whether the user registered with SSA by phone or paper form. The 'Existing User?' section has input fields for 'User ID' and 'Password', with links for 'Forgot user ID?' and 'Forgot your password?'. Below these is a 'User Certification' section with a dropdown menu and a checkbox for 'I have read & agree to these terms'. A 'Log In' button is located at the bottom right of the form area. On the left side, there is a section for 'Online Services Availability' with a list of service hours: Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). The footer contains 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and 'HELP'.

3. Ingrese su **User ID** (identificación de usuario) y **Password** (contraseña).
4. Seleccione la casilla de verificación **I have read & agree to these terms** (He leído y acepto estos términos) en la página *Log In to Online Services* (Iniciar sesión de los servicios por internet).
 - a. Seleccione el botón **Log In** (iniciar sesión) para mostrar la página del *Main Menu* (menú principal) de BSO.
 - b. Para regresar a la página *Business Services Online* (servicios para empresas por internet), seleccione el enlace **BSO Welcome** (bienvenido a BSO) en la parte superior o inferior de la página.

Social Security Online
www.socialsecurity.gov

Business Services Online
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. Seleccione el enlace ***Report Wages To Social Security*** (informar salarios al Seguro Social) en la página *Main Menu* (menú principal) de BSO. El sistema muestra la página *Wage Reporting Attestation* (confirmación de la presentación de salarios).

Social Security Online
www.socialsecurity.gov

Business Services Online
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. Seleccione el botón ***I Accept*** (acepto) en la página de *Wage Reporting Attestation* (confirmación de la presentación de salarios) para ir a la página de inicio de *Electronic Wage Reporting*

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(informes electrónicos de salarios, [EWR, por sus siglas en inglés]). Para regresar al *Main Menu* (menú principal) de la página BSO, seleccione el botón ***IDO NOT Accept*** (no acepto).

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.

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.


Other Useful Information

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

[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](#)
[Employer Support Links](#)

7. Seleccione el enlace ***View Employer Report Status*** (ver estado de informe del empleador) para ir a la página *Employer Report Selection* (selección de informe del empleador).

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 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-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

8. Seleccione un **Tax Year** (año tributario). El año tributario actual es el valor predeterminado.
 - a. Seleccione el botón **Continue** (continuar) para ir a la página *Search Results* (resultados de la búsqueda).
 - b. Si no hay un *Report Status* (estado del informe) disponible, el sistema muestra la página *Search Results* (resultados de la búsqueda) con un mensaje.
 - c. Seleccione el botón **Cancel** (cancelar) para regresar a la página de inicio de EWR.


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: **REPORTED NON-DOM BLANK**
 EIN: **[REDACTED]**
 Tax Year: **2021**
 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**.

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: **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
COMPLETE	08/25/2016	09/02/2016	W-2C ONLINE	CORRECTION	1	1	Report Details
COMPLETE	08/25/2016	09/02/2016	W-2 ONLINE	REGULAR	1	1	Report Details

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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. En la página *Search Results* (resultados de búsqueda):
 - a. Seleccione el enlace *Status* (estado) para ver una [Explanation of Processing Status Code](#) (explicación del código de estado de procesamiento, [solo disponible en inglés]).
 - b. Seleccione el enlace **Report Details** (detalles del informe) para ver la página *Report Summary* (resumen del informe). Si no hay información de errores disponible, el sistema muestra la página *Report Summary* (Resumen del informe) con un mensaje.
 - c. Seleccione el botón **Back to Search** (regresar a la búsqueda) para regresar a la página *Employer Report Selection* (Selección del informe del empleador).

- d. Seleccione el botón **Print Page** (imprimir página) para imprimir la página *Search Results* (Resultados de la búsqueda).

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
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	\$243,690,351.34	\$243,690,351.34	NOT APPLICABLE
Medicare Wages and Tips	\$1,405,038,864.27	\$1,405,038,864.27	NOT APPLICABLE
Federal Taxable Income	\$782,779,334.88	\$782,779,334.88	NOT APPLICABLE

Error Summary

Total Errors: 1
 # Critical: 1
 # Informational: 0

Importance	Error Description	More Information
CRITICAL	Out of Balance Over Tolerance - Social Security Wages	Error Details

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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)**
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 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

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](#)

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. En la página *Report Summary* (Resumen del informe):
 - a. Seleccione el enlace *Status* (estado) en la sección *Report Details* (detalles del informe) para ver una [Explanation of Processing Status Code](#) (explicación del código de estado de procesamiento, [solo disponible en inglés]).
 - b. Seleccione el enlace *Importance* (relevancia) en la sección *Error Summary* (resumen de errores) para ver una [Explanation of the Error Importance](#) (explicación del grado de relevancia del error, [solo disponible en inglés]).
 - c. Seleccione el enlace **Error Details** (detalles del error) para ir a la página *Error Details* (detalles del error).
 - d. Seleccione el botón **Back to Search Results** (regresar a los resultados de búsqueda) para regresar a la página *Search Results* (resultados de búsqueda).
 - e. Seleccione el botón **Print Page** (imprimir página) para imprimir la página *Report Summary* (resumen del informe).

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: 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.

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](#)

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. En la página *Error Details* (detalles del error):

- Seleccione el enlace **Importance** (relevancia) para ver una explicación de la Acción que puede necesitar tomar.
- Seleccione el enlace [Online Error Reference Material](#) (material de referencia de errores por internet) para obtener información e instrucciones para empleadores sobre como completar y presentar la forma W-2.
- Seleccione el enlace <http://www.socialsecurity.gov/employer/accuwage> para ver *AccuWage Information and Software* (información sobre el *AccuWage* y su programación).
- Seleccione el botón **Back to Report Summary** (regresar al resumen del informe) para regresar a la página *Report Summary* (Resumen del informe).
- Seleccione el botón **Print Page** (imprimir página) para imprimir la página *Error Details* (detalles de error).

Apéndice: otras páginas

1. Explicación de la página *Processing Status Code (submission Status)* (código de estado de procesamiento [estado de envío]): los usuarios pueden acceder a esta página seleccionando el enlace de *Status* (estado) específico en la columna *Submission Status* (estado de envío) o la columna *Report Status* (estado de informe) en cualquier página de error. Aquí hay un ejemplo de *RECEIVED* (recibido).

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. Explicación de la página *Explanation of Error Importance (relevancia de error)*: los usuarios pueden acceder a esta página seleccionando el enlace **CRITICAL** (crítico) o el enlace **INFORMATIONAL** (informativo) en la columna *Importance* (Relevancia) de cualquier página de error. Aquí hay un ejemplo de error **INFORMATIONAL** (Informativo).

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.

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.