

## 5.0 USER IDENTIFICATION (USER ID)/PASSWORD REGISTRATION INFORMATION

### 5.1 Obtaining a User ID/Password

*Must I get a User ID before I submit my file?*

Yes.

*Where can I find information about the User ID/Password?*

Visit [www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

*When is the BSO available?*

The BSO is available, including holidays:

- Monday through Friday, 5:00 a.m. to 1:00 a.m., Eastern Time.
- Saturday, 5:00 a.m. to 11:00 p.m., Eastern Time.
- Sunday, 8:00 a.m. to 11:30 p.m., Eastern Time.

*How do I get a User ID/Password?*

- Visit [www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm) :
  - Select the *Register* button.

*How do I get a User ID/Password if I am unable to register using the BSO?*

Call **1-800-772-6270** Monday through Friday, 7 a.m. to 7 p.m., Eastern Time to complete the registration.

*What information do I have to provide to get a User ID?*

- The EIN of the company you work for. If you are a third-party submitter, you need the EIN of your own company, not the EIN of the company(s) for which the wage report(s) is/are being submitted.  
**Note: If you are self-employed, you do not need to provide an EIN.**
- Your SSN.
- Your name as shown on your Social Security card (first name, middle initial or middle name and last name).
- Your date of birth.
- Your work telephone number, e-mail address and (optional) fax number to contact you.
- Your preferred mailing address.
- Company or business name.
- Company phone number.

*How do you approve my request?*

- We match your name, date of birth, SSN and EIN against SSA records and verify that you work for the company that will submit the file. If the information is verified, we issue a User ID immediately.
- You will create your own password as part of the registration process.
- Your employer will be notified of your registration.

## 5.2 Using a User ID/Password

*How do I use the User ID I receive?*

A User ID can be used as an electronic signature and to use the BSO.

- As an Electronic Signature
  - **Employer Submitter:** You will use the User ID as your signature for the file in the EFW2 format. Insert your User ID into the file in the User Identification field in the RA Record (positions 12 – 19). This should be the User ID of the person responsible for the file and attesting to its accuracy. It would generally be the same individual who would be signing the attestation statement on the Form W-3. You will be attesting that "under penalties of perjury, you declare that you have examined this file's data and that to the best of your knowledge and belief, it is true, correct, and complete."
  - **Third-Party or Payroll Practitioner Submitter:** You will use the User ID as your signature for the file in the User Identification field in the RA Record (positions 12 – 19). This should be the User ID of the person responsible for the file and attesting to its accuracy. This attestation is based on the information available and assurances provided by the client. You should include as part of your standard business practices a provision in your contractual agreement that requires your client to give assurances that the file you are attesting to is to the best of their knowledge true, correct and complete.
- To use the BSO
  - As a designated individual authorized by your company, you will use your User ID to use the BSO to access various online services. You'll need your User ID and password to upload files and to check the status of your file. The person uploading the file or checking the status of the file will use his or her own User ID and password. This does not have to be the same person whose User ID is inserted in the file as explained above.

*How do I use my password?*

- You must use the password with the User ID to access the BSO (see Section 7).
- If you try to access BSO and your password has expired, you will be prompted to change your password.

*When may I start using my User ID and password?*

Immediately.

*How long may I use the User ID?*

Indefinitely.

## 5.3 Assistance

*Who should I call if I have problems with registration?*

Call **1-800-772-6270** Monday through Friday, 7:00 a.m. to 7:00 p.m., Eastern Time.

## 6.0 ACCUWAGE SOFTWARE

### 6.1 General

*What is AccuWage 2009?*

A self-extracting compressed file you can download from the Internet to your personal computer to verify that your file complies with the EFW2 format for tax year 2009.

*When and where can I find AccuWage 2009?*

Starting in August 2009, visit [www.socialsecurity.gov/employer/accuwage/index.html](http://www.socialsecurity.gov/employer/accuwage/index.html)

*Will the AccuWage software identify all errors in the file?*

- This software identifies many, but not all, submission format errors.
- AccuWage does not verify names and SSNs.
- The likelihood that SSA will reject the file is greatly reduced, if you correct the errors found by AccuWage.

### 6.2 Assistance

*Who should I call if I have a problem with the AccuWage software?*

- Call **1-888-772-2970** Monday through Friday, 8:30 a.m. to 4:00 p.m., Eastern Time; or
- See Appendix A for additional resources and contacts.

## 7.0 BUSINESS SERVICES ONLINE (BSO) ELECTRONIC FILE UPLOAD

### 7.1 General

#### *What is Electronic File Upload?*

Electronic File Upload is a feature of the BSO. The BSO is a suite of business services that allows employers to conduct business with SSA. Electronic File Upload allows you to transmit an electronic file containing an EFW2 or EFW2C formatted wage report to SSA over the Internet. In order to upload a file to SSA, you need to access the BSO.

### 7.2 Accessing the BSO

#### *Who can use BSO?*

Anyone with access to the Internet.

#### *Do I have to register to use BSO?*

Yes. See Section 5 for registration information.

#### *Is there a charge to use BSO?*

No, except for charges from your Internet service provider.

#### *How do I connect to BSO?*

Visit [www.socialsecurity.gov/bso/bsowelcome.htm](http://www.socialsecurity.gov/bso/bsowelcome.htm).

#### *How do I log in to BSO?*

You will be prompted to enter your User ID and password.

### 7.3 Data Requirements

#### *What are the data requirements for uploaded files?*

- Data must be recorded in the ASCII-1 character set (see Appendix D).
- Any file name may be used. However, please ensure that the file is in text format. The file can be zipped.
- Scan the file for viruses before submitting it to SSA.
- We encourage you to file combined reports to avoid creating a separate file for each employer. Review Appendix C, examples 2, 4, 6, 8, 10 and 12, to see how multiple employers can be combined into one file.
- We prefer files without record delimiters. If record delimiters are used (CR - Carriage Return followed by LF -Line Feed), they must follow character position 512 of each record. This requirement is optional for the RF Record.
- If you use record delimiters in your file, the following requirements apply:
  - Each record must be followed immediately by a single record delimiter.

- Each record delimiter must consist of a carriage-return/line feed (CR/LF) and placed immediately following position 512. Typically, this is accomplished by pressing the “Enter” key at the end of each record (i.e., after position 512).
- The ASCII-1 hexadecimal value for the carriage return character is 0D (zero and letter D); the ASCII-1 hexadecimal value for the line feed is 0A (zero and letter A). The ASCII-1 decimal values for the two characters are 13 and 10, respectively.
- Do not place a record delimiter before the first record of the file.
- Do not place record delimiters after a field within a record.
- The file should contain only one submission, beginning with an RA Record and ending with an RF Record.
- The record length must be exactly 512 bytes.

*May I compress the file?*

- Yes. We recommend this. It will reduce your transmission time.
- Do not compress more than one data file together.

*What compression software may I use?*

You may use any compression software that will compress your files in .ZIP format.

*When may I upload my files using BSO?*

You may submit files all year. However, **initial** files received after March 31, 2010 are considered "late" by IRS.

## 7.4 Additional Information

*How can I receive additional information on BSO?*

- To view or print the handbook:
  - Visit [www.socialsecurity.gov/employer/bsohbnew.htm](http://www.socialsecurity.gov/employer/bsohbnew.htm).
- Refer to the *Employer Information Directory* for links such as *Frequently Asked Questions*.

## 7.5 Assistance

*Who should I contact if I have problems using BSO?*

- Call **1-888-772-2970** Monday through Friday, 8:30 a.m. to 4:00 p.m., Eastern Time, or
- Send an e-mail message to [bso.support@ssa.gov](mailto:bso.support@ssa.gov).

## 8.0 ELECTRONIC DATA TRANSFER (EDT) FILING

### 8.1 General

*What is EDT?*

An EDT system that connects SSA's National Computer Center with various States, Federal agencies and SSA sites via a dedicated telecommunication line.

*Who can use EDT filing?*

Federal and State agencies.

### 8.2 Data Requirements

*What are the data requirements for EDT files?*

- Files must be named in accordance with the specifications provided in the EDT Guide, which is available at [www.socialsecurity.gov/employer/pub.htm](http://www.socialsecurity.gov/employer/pub.htm) :
  - Select *Electronic Data Transfer (EDT) Guide*.

**Note:** *Failure to comply with these naming conventions could result in a serious processing error or delay.*

- Data must be in the unpacked mode.
- We prefer data recorded in EBCDIC, but will accept ASCII.
- Each physical record (a block of logical records) must be a uniform length of 512 characters.
- Physical records must not be prefixed by block descriptor words.
- The blocking factor must not exceed 45. We prefer 45 logical records per block.
- The block size must be a multiple of 512 characters and must not exceed 23,040 characters.
- Choose the option in your system which permits you to designate record length and block size.
- Be sure to remove line feeds, carriage returns and all other record delimiters from your records.
- Do not use any internal labels.

*May I compress the file I send you through EDT?*

No.

### 8.3 Assistance

*Who should I call if I have questions about EDT?*

- Call **1-888-772-2970** Monday through Friday, 8:30 a.m. to 4:00 p.m., Eastern Time, or send an e-mail to [edt@ssa.gov](mailto:edt@ssa.gov).
- See Appendix A for additional resources and contacts.