

Tax Year 2020 Wage File Upload Tutorial

Follow the instructions below to submit a W-2 Wage File, a W-2c Wage File, a Resubmission File, a Reconciliation File, or a Special Wage Payments File to the Social Security Administration (SSA).

For information on preparing formatted W-2 files for electronic filing (EFW2, formerly MMREF-1), or W-2c files (EFW2C, formerly MMREF-2), go to the [Publications & Forms](#) page on employer web site.

Submit a reconciliation file to the SSA only when you have received a letter from the SSA notifying you of a discrepancy between money amounts shown on a Form W-3 sent to the SSA and a Form 941 sent to the IRS.

Step-By-Step Instructions for Submitting a Wage File

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.


Social Security

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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.

Alert

Due to the COVID-19 pandemic, our BSO Customer Service and Technical Support staff is currently limited and hold times on the phone may be longer than usual. If you need immediate assistance, our toll free number is 1-800-772-6270 (TTY 1-800-325-0778) and is available Monday through Friday, 7 a.m. to 7:00 p.m., Eastern Time.

For general assistance, you may send us an email at employerinfo@ssa.gov. For technical assistance, please send us an email at bso.support@ssa.gov. We thank you in advance for your patience and understanding.

Message

If you received an Employer Correction Request (EDCOR) letter concerning name and SSN mismatches for your employees and you need additional resources, 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

[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 \(SSNVS\)](#)
-  [Consent Based Social Security Number Verification Service \(CBSV\)](#)

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[Benefits.gov](#) [Disability.gov](#) [MyMoney.gov](#) [Regulations.gov](#) [USA.gov](#) [Other Government Sites](#)

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

Online Services Availability

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

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

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.

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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](#)

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.

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.

www.socialsecurity.gov

- 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.

- 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.

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Business Services Online

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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.

[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](#)

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.

7. Select the **Upload Formatted Wage File** tab to access Wage File Upload application.

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Business Services Online

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Electronic Wage Reporting (EWR)

[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:

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[Información en Español](#)

Online Tutorials & Training

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[FAQs - General Employer](#)

Other Useful Information

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- ▶ [General Info about Wage Filing](#)
- ▶ [IRS Information](#)
- ▶ [Publication Resources](#)

[Employer Support Links](#)

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.

- Under the tab **Upload Formatted Wage File** on the EWR home page, select the **Submit/Resubmit a Formatted Wage File** link, the system displays the “Before You Start” page.

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www.socialsecurity.gov EWR Home | E-mail a Wage Reporting Expert | Keyboard Navigation | Logout

Upload Formatted Wage File

Before You Start

Name: DQTV TEST

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

You should already have a file in EFW2 or EFW2C format generated by your payroll software. Before sending your file to the Social Security Administration (SSA), we recommend you take the following steps to reduce errors that may result in the file being rejected.

1. Review your file(s) for correct formatting.
We provide AccuWage, a format error-checking application for both W-2 and W-2C wage reports. Reviewing your file using this application can help avoid it from being rejected and returned.
[What does this application check?](#)
[Which errors are most critical to fix?](#)
[AccuWage Application](#)

2. Zip Your File.
If you have over 500 W-2s or a slow connection, the transmission will be faster if the file is zipped (compressed). WinZip and PKZip are examples of acceptable compression packages.
Do not put more than one wage file (EFW2 format) into a zip file because a unique identifier will be assigned to each one.

Do not repeat the employer record for each W-2/W-2c. If your organization files on behalf of multiple employers, include no more than 1 million RW records or 50,000 RE records per submission. If your organization files on behalf of multiple employers, include no more than 500,000 RCW records or 25,000 RCE records per submission. Following these guidelines will help to ensure that your wage data is processed in a timely manner.

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.

- Select the **Continue** button, the system displays the “What’s in the File?” page.

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Electronic Wage Reporting (EWR)

Upload Formatted Wage File

Name: JOHN TESTER

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

What's in the File?

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

New W-2s/W-3s for Tax Year 2020 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)

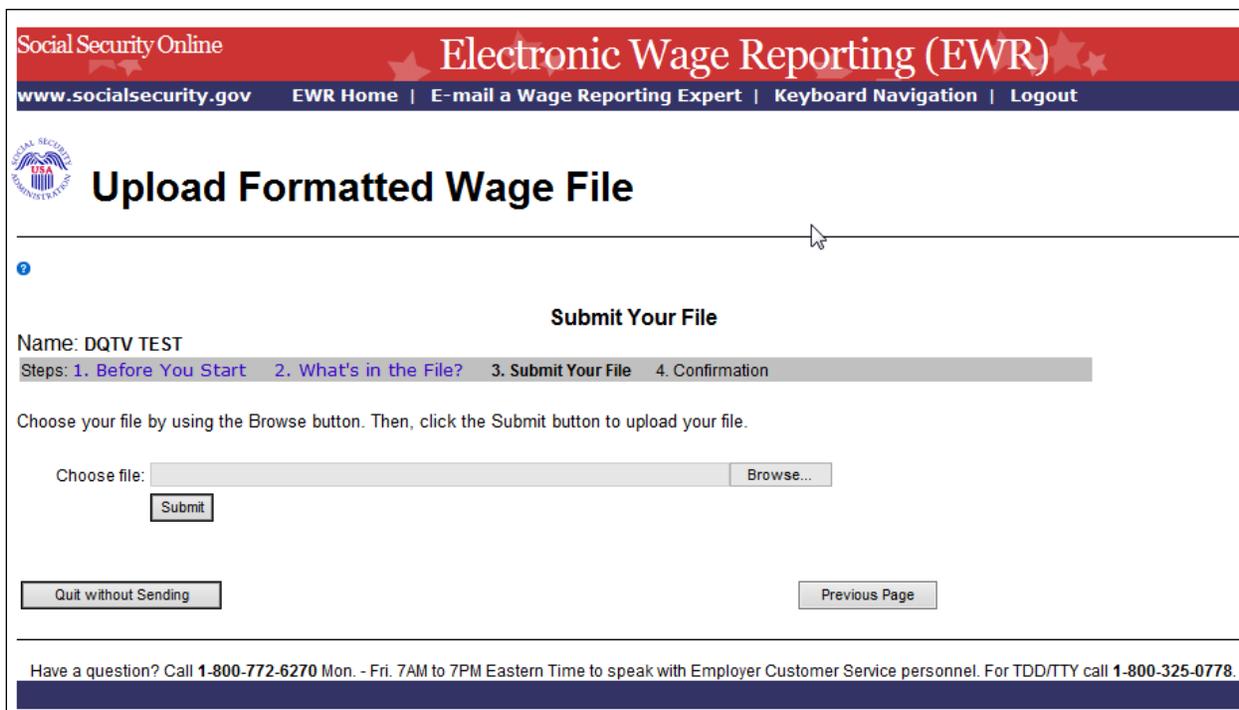
Have you received a Reconciliation letter?

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).

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. Choose the type of wage file you want to submit:

- a. Select the **New W-2s/W-3s for Tax Year 2020 or previous tax year (EFW2)** radio button to submit a W-2 wage file.
- b. Select the **New W-2cs/W-3cs to correct mistakes on previously processed W-2 forms (EFW2C)** radio button to submit a W-2c wage file.
- c. Select the **Resubmission to correct errors that prevented SSA from processing a previously submitted file** radio button to submit a Resubmission file. The system will display two extra fields: Original receipt year and WFID (see the screenshot below). You can get this information from the Resubmission Notice. This option should be used only if you have received a notice from the SSA asking you to correct and resubmit your data. The Employer Identification Number (EIN) of the person resubmitting wage data to SSA must match the EIN of the person who originally submitted the file.
- d. If you received a Reconciliation letter, select the check box.
- e. To return to the EWR home page, select the **Quit without sending** button.
- f. To return to the “Before You Start” page, select the **Back to Step 1** button.
- g. To submit a file, select **Continue** button to go to the “Submit Your File” page.



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Electronic Wage Reporting (EWR)

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Upload Formatted Wage File

Submit Your File

Name: DQTV TEST

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

Quit without Sending Previous 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. On the Submit Your File page:

- a. Enter the name of a wage file in the **Choose file** field, or use the **Browse** button to select a wage file from your computer's file system.
- b. Select the **Submit** button to upload your file. During file transmission, an "in progress" window is displayed. When the file upload is completed, the system displays the "Confirmation – Your File Was Received" page. A pop-up window advising you to save and/or print the page will also appear.



Upload Formatted Wage File

0

Confirmation - Your File Was Received

Name: JOHN TESTER

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: 06/28/2020 09:38 AM Eastern Standard Time

Wage File Identifier (WFI): 81B15H

Submitter EIN : 530800041

Your File Name: 3rdreg04.bt

File Size: 15,418 bytes (15.1 Kb)

Assigned File Name: 174D4EFA0F2FBF8D_202181B15H01

Check the size of your file. [How?](#)

If it is not the same as the file size shown on your computer, there may have been a problem with transmission. Please contact BSO Technical Assistance at 1-888-772-2970. For TDD/TTY call 1-800-325-0778.

What to expect:

- You can check the status online at any time. However, allow 1-6 weeks for Social Security to complete the processing of your file, depending on the time of year.
- If you receive a Resubmission Notice from SSA, please follow the instructions contained in the notice to resolve any problems with your submission.

Thank you for submitting your report using 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.

12. Check the File Size displayed on the Confirmation page. If it is not the same as the file size shown on your computer, contact BSO Technical Assistance at 1-888-772-2970. To submit another file, select the **Submit Another File** button. To return to the EWR home page, select the **EWR Home** button or the **EWR Home** link at the top of the page.

*Note: If a communications disruption occurs while you are submitting a wage file, log in again and select the **View Submission Status** link from the EWR home page to determine whether the file transfer was successful. If the submission is not displayed, you will have to submit it again. Select the same submission type that you initially selected.*

Step-By-Step Instructions for Submitting a Special Wage Payments File

Follow the instructions below to submit a special wage payments file to the Social Security Administration (SSA). For information on preparing Special Wage Payment data files for electronic filing, go to [Publication 957](#).

1. Under the tab **Upload Formatted Wage File** on the EWR home page, select the **Submit a Special Wage Payments File** link, the system displays the “Submit Your Special Wage Payments File” page.

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

[www.socialsecurity.gov](#) | [EWR Home](#) | [E-mail a Wage Reporting Expert](#) | [Keyboard Navigation](#) | [Logout](#)

Upload Special Wage Payment File

Submit Your Special Wage Payments File

Name: DQTV TEST

1. Review your file(s) for correct formatting
The file format for Special Wage Payments is described in Publication 957, which is available by clicking the link below. Please ensure that the format of your file is correct so that it will process successfully.

[Reporting Back Pay and Special Wage Payments](#)

2. Zip Your File
If you have a large file (e.g., greater than 10MB) or a slow connection, the transmission will be faster if the file is zipped (compressed).
WinZip, PKZip, and the Windows file compression utility are examples of acceptable compression tools.

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

Choose file:

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.

2. On the Submit Your Special Wage Payments File:
 - a. Select the **Reporting Back Pay and Special Wage Payments** link to view the Internal Revenue Service (IRS) Publication 957, “Reporting Back Pay and Special Wage Payments to the Social Security Administration”.
 - b. To submit a your file, enter the name of a wage file in the **Choose file** field, or use the **Browse** button to select a wage file from your computer’s file system.

- c. Select the **Submit** button to upload your file. During file transmission, an “in progress” window is displayed. When the file upload is completed, the system displays the “Confirmation – Your File Was Received” page. A pop-up window advising you to save and/or print the page will also appear.

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Upload Special Wage Payment File

Special Wage Payments File Submission Confirmation

Name: JOHN TESTER

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 Special Wage Payment Confirmation Number for checking the processing status.

Date: 9/28/20	Confirmation Number: 174D4F747CB3582A
Time: 09:48 AM Eastern Standard Time	Your File Name: BSO 2020 Validation.txt
File Size: 1,865 bytes (1.8 Kb)	

Check the size of your file. [How?](#)
 If it is not the same as the file size shown on your computer, there may have been a problem with transmission. Please contact BSO Technical Assistance at 1-888-772-2970. For TDD/TTY call 1-800-325-0778.

What to expect:
 Please allow 24 to 48 hours to complete the processing of your file. Our business days are Monday through Friday.

Thank you for submitting your report using 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.

3. To submit another file, select the **Submit Another File** button on the Confirmation page to return to the “Submit Your Special Wage Payments File” page. To return to the EWR home page, select the **EWR Home** button or the **EWR Home** link at the top of the page.