

Helpful Hints to Electronic Filing

- 1. When I file a W-2 or W-2C online, do I need to send a W-3 or W-3C separately?***

No, we will create one for you based on totals from your electronic submission.

- 2. When I file for multiple companies, do I need to register for a separate BSO User ID for each company I send a report?***

No, you only need one User ID. The same User ID is used to file for each employer. When using the W2-Online filing method, a third party should enter the EIN of the employer they are filing for directly on the screen.

For wage file uploads, enter the employer's EIN in the RE line.

- 3. Do I need to file a W-2 or W-3 when I did not pay any employees for the year?***

No, if no wages were paid to an employee for the year, employers do not need to file a W-3 and W-2.

- 4. How do I know my electronic file was processed?***

Employers and third parties may view the submission status within BSO on the Electronic Wage Reporting (EWR) homepage. Employers select "*View Employer Report Status.*" Third parties select "*View Submission Status.*" The status will show "received" and then "completed" when the process is finished. Once completed, it will provide W-3 information. For additional information, please visit the [Business Services Online Tutorial](#) page.

- 5. I recently sent W-2s using W-2 Online, but I forgot to save copies on my computer. How can I get this information?***

Employers and third parties can get copies of W-2s for up to 30 days after submission. Go to the BSO Employer Website for detailed instructions located in the [User Handbook for Tax Year 2017, Electronic W-2/W-2C Filing](#) section.

- 6. How do we correct the W-3/W-2s filed under an incorrect EIN? Can we do this with a W-3c?***

A single W-3C alone cannot correct an incorrectly reported EIN. Please click the link below for specific instructions. - [EFW2C TAX YEAR 2018 V.1, 2.3.2, PAGE 9 - EIN CORRECTION](#)

7. Do I need to register each year for a NEW User ID?

No, the BSO User ID never expires; however, the **password** expires every 90 days. The User ID stays with the person who registered. If he or she leaves to work for another employer, they can update the new employer information in their BSO account using the same User ID. We encourage you to keep your User ID and security questions in a safe place to retrieve and reset your password for processing your W-2s annually.

Reminder: If you forget your password, select “*Forgot password*” from the login page. Answer your security questions, and then select a new password. (Note: Registering for another User ID will not fix your account.) If you are unable to reset your password or forget your User ID, call **1-800-772-6270** for assistance. [**REGISTRATION AND ACCESS TO SERVICES HANDBOOK PG 8 "YOUR BSO PASSWORD**](#)

8. I recently discovered I missed sending a W-2 when I filed. How do I send the additional W-2 to Social Security?

We recommend filing the missing W-2 to Social Security through W-2 Online. We will create the W-3 for you and add this to what you already sent for the given Tax Year.

9. I started entering my W-2s Online, but then had to log off. How do I find the W-2s I started or do I need to start over?

Visit the same tab in BSO you used to create the W-2s online. Select the link “*Create/Resume Forms W-2/W-3 Online*” to obtain to your list to continue entering your W-2s.

10. I am locked out of my account. Whom do I contact to for assistance?

Please contact 1-800-772-6270 (TTY 1-800-325-0778) Monday through Friday, 7 a.m. – 7 p.m. Eastern Time or E-mail: employerinfo@ssa.gov.

11. When I file my report using W-2 or W-2c Online, do I need to send a W-3 or W-3C separately?

No, we will create one for you. The W-3 and W-3C is created based on the totals in the electronic submission.

12. When I file W-3/W-2s with the Social Security Administration, do I need to send anything to the IRS?

Employers and third parties submit W-3/W-2 information to SSA and we forward that information to the IRS. The IRS maintains a website that may assist you in what requirements are for your State at: [State Government Websites - irs.gov](#).

13. Do I need to send a W-3c/W-2c form to the Social Security Administration when correcting an employee's address?

No, do not send a W-3c/W-2c form to SSA when correcting an employee's address. If you filed a Form W-2 with SSA containing an incorrect address for the employee, but all other information on the W2 was correct, do not file Form W-2c with the SSA merely to correct the address. Issue a corrected Form W-2c to the employee, showing the correct address in Box-I and all other corrected information. [General Instructions for Forms W-2 and W-3 \(2018\) Pg. 26](#)

14. Do you forward Local and State information to the IRS or State government when I file W-3/W-2s with SSA?

No, we forward W3/W2 information *only* to the IRS. **We do not** forward any information to the State. The IRS maintains a website that may assist you in contacting your State about how to file. Please visit: [State Government Websites - irs.gov](#).--**BSO HANDBOOK 2017 PG 8. 3.1.1, User Handbook for Tax Year 2017 'State and Local Data'**

15. How do I correct an SSN or Name when entered incorrectly on the W-2?

Employers and third parties can file a W-2c to correct the SSN or name incorrectly entered on a W-2 using **W-2c online**. Business Services Online is faster, but only for limited corrections only. When completing the W-2c for the affected employee, enter boxes D through I. Do not fill in Boxes 1-20. Give a copy of the corrected form to your employee for their records.

16. Do I need to file a W-3c/W-2c with the SSA to correct Boxes 15 through 20 – State/Local tax information?

No, employers and third parties do not file W-3c/W-2c forms with SSA to correct Boxes 15 through 20 – State/Local tax information. Give your employee(s) Copy B and send the appropriate copy to the State and/or local agency. The IRS maintains a website that may assist you in contacting your State about how to file; please visit: [State Government Websites - irs.gov](#). **BSO HANDBOOK 2017 PG 8. 3.1.1, User Handbook for Tax Year 2017 'State and Local Data'**

17. I am a terminating my Business. What should I do?

Go to [EFW2 TAX YEAR 2018 2.3 Terminating a Business](#) for more information.

18. I need to change or add information for BOX 12A on the W-2C, but the code I need to use is not available in SSA's drop down menu online.

SSA does not capture Box 12 codes "J", "K", "L" "P" or "CC" for use by IRS. On the W2 and the W2C filing – for SSA and IRS, these amounts are not stored, processed, or transferred. They are merely for the paper form that the employee receives. The EFW2/EFW2C format does not have a space for them. For the employee's records, they will need to pen and ink the Box 12 correction as the W2C will not add it. -- [EFW2C, Section 16.0 Appendix G –Paper Form W-3C/W-2C boxes and EFW2C format fields cross reference](#)

19. I have a zero dollar amount can I leave it blank?

If any item shows a dollar amount change and one of the amounts is zero, enter "-0-". Do not leave the box blank.