



Social Security's 2025 Semi-Annual Meeting

With the Internal Revenue Service and the Wage Reporting Community





Today's Topics

-
- Welcome
 - Business Services Online (BSO)
 - Helpful Tips
 - IRS Information Returns Intake System (IRIS)
 - Calls Received Often and Recurring Errors
 - Customer Support
 - Questions
 - Closing



BSO Registration

Start at the BSO Homepage

- Key information for new account creators.
- Sign in or Create account.
- Two locations to provide feedback.

Business Services Online (BSO)

Our [suite of services](#) allows organizations, businesses, individuals, employers, attorneys, non-attorney representatives, and third parties to securely exchange information with us online.

You must register and create your own password to access BSO.

New users can visit the [BSO tutorial](#) for more information.

Information you'll need to provide +

Employers

For employers and businesses to:

- Report wages.
- View submission and report status.
- Act on resubmission notices.
- Verify Social Security numbers.

[Sign in](#)
[Create account](#)

[Employer information](#)
[Customer support for wage reporting](#)
For questions: employerinfo@ssa.gov

[Feedback](#)

Was this page helpful? *

☐ Yes

☐ No

[Submit](#)

Form approved OMB#: 0960-0818

Business Services Online



Helpful Tips for Registration

-
- Check your browser for updates.
 - Upload clear pictures of your driver's license.
 - Use your full legal name.
 - Clear cache and cookies.
 - Do not use a shared email account.

BSO Access Changes



Sign in with  LOGIN.GOV

Sign in with  ID.me

 The Social Security username sign-in option is no longer available.

[Create an account with Login.gov](#)

[Create an account with ID.me](#)

[Sign in Help and Support](#)

[External Site Disclaimer](#)

Privacy and Security

OMB No. 0960-0789 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

- Effective June 7th, 2025, you must log in using a Login.gov or ID.me account.
- Simplified sign-in experience that aligns with federal authentication standards.
- ID.me and Login.gov accounts can be used at SSA.gov and other private sites or at local, state, and federal government agency websites.

W-2 Filers without an SSN

- Can access BSO Employer Services by creating or using an *ID.me* account regardless if their address is foreign or domestic.
- Can use their Individual Taxpayer Identification Number (ITIN) or passport to verify their identity.
- Can visit the [ID.me Help Center](#) for more information.



Create Your Credential Without an SSN

Visit the [BSO Welcome](#)
page to get started.

- 1) Select “Sign in” or “Create account” from the Employers section.
- 2) 2) Select “Sign in with ID.me.”
- 3) 3) Select “Create an ID.me account” and follow the prompts.
- 4) 4) On the “Verify your Identity” screen, select either:
 - I don't live in the United States.
 - Continue by entering your Individual Taxpayer Identification Number (ITIN)’ if you don't have an SSN.

Internal Revenue Service

- Information Returns Modernization (IR Mod) Program Overview
- Information Returns Intake System (IRIS) Taxpayer Portal Demo

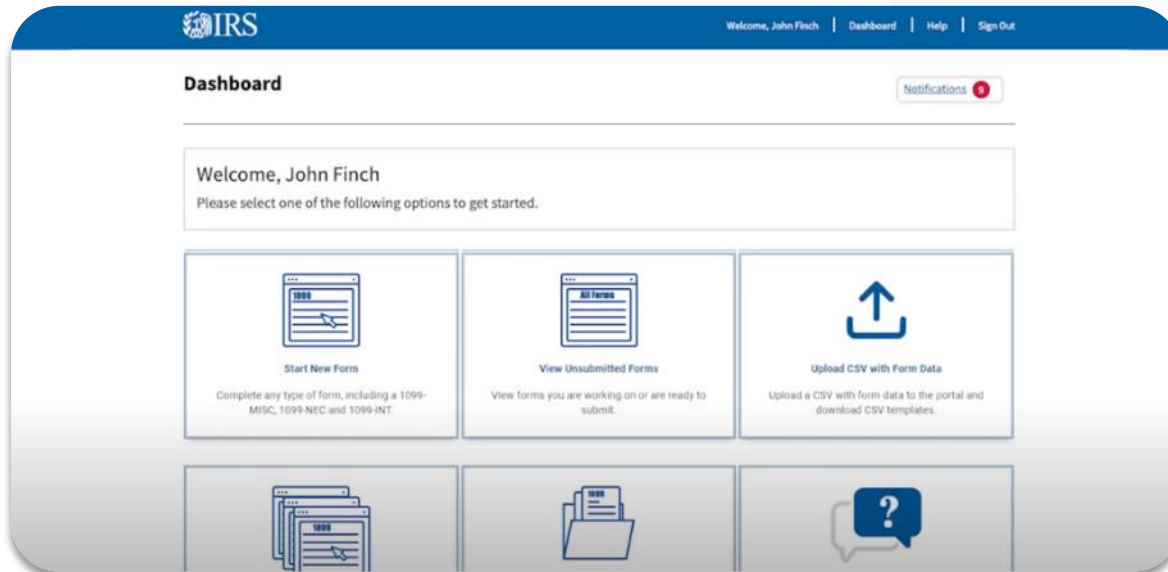


IR Mod Program Overview

Mission and Vision

Information Returns Modernization (IR Mod) aims to consolidate IRS Information Returns (IR) intake and processing activities that occur today across multiple legacy systems into a singular, Cloud-based, intake and processing platform. IR Mod will continue to transform and modernize the end-to-end IR pipeline by enhancing compliance and enforcement activities, increasing IR processing efficiency, retiring legacy IR systems, and expanding self-service capabilities.

The IR Mod portal, known publicly as the Information Returns Intake System (IRIS), was made available to taxpayers in January 2023, enabling taxpayers and small businesses to **prepare, file, and distribute all Forms 1099** electronically.



IR Form Intake and Processing: IR Mod currently allows for the intake of all 1099 Forms through a modernized UI and a bulk-filing channel, as well as modernized backend processing systems, laying the groundwork to modernize the end-to-end IR pipeline.



Paper Processing: IR Mod deployed capabilities to support processing of paper 1099 Forms and other information returns (IRs) to promote electronic filing and support digitalization of paper filings – resulting in increased access to taxpayer data and filings.



Live Assistance + Employee Tools: IR Mod delivered the IR Review Portal (IRRP) and Customer Service Representative (CSR) Portal that enable access to filings and provides IRS employees with the ability to review and handle error resolution / customer support in real-time.

Where We've Been

Accomplishments

Release 1.0 (Filing Season 2023)



- **Go-Live of the IRIS User Interface**, enabling taxpayers and small businesses to prepare, file, and distribute 1099 Forms electronically.

Release 1.1 – 1.3 (Mid Year 2023)



- **Application-to-Application (A2A) Intake Channel** to enable large transmitters to file 1099 Forms in bulk.
- **Paper processing of paper 1099 Forms**, including delivery of the new the **IRRP** and **CSR portals** to give the agency better tools to review information returns.

Release 2.0 (Filing Season 2024)



- **System performance enhancements** to enable increased form volume.
- **Tax Year 2023 updates** to support intake and processing in Filing Season 2024 and support multi-year submission, reducing the need for future refactoring.

Release 2.1 (Mid Year 2024)



- **UI Intake and Processing of 13 additional prioritized Pub. 1220 FIRE forms and 8809 Automatic Extensions** to enable businesses to file and distribute more forms through the IRIS UI.
- Business Rule updates to improve **fraud detection capabilities**.

Release 3.0 – 3.2 (Filing Season 2025)



- **A2A and Paper Intake and Processing of 13 additional prioritized Pub. 1220 FIRE forms and 8809 Automatic Extensions** to enable businesses to file and distribute more forms through bulk filing channels.
- **Tax Year 2024 updates** to support intake and processing in Filing Season 2025.
- **Performance enhancements** of IRIS intake, processing, and storage systems.

Where We're Going

Upcoming Priorities for 2025



Intake & Processing of 1099-DA

Deliver intake and processing of Form 1099-DA to meet Infrastructure Investment and Jobs Act Sec. 80603.



Intake & Processing of 5498-QA

Deliver intake and processing of Form 5498-QA, allowing for compliance for new legislation and efficiency for reporting ABLE contributions.



Intake & Processing of 1042-S

Deliver intake and processing of Form 1042-S, allowing foreign information return filers to file U.S. source income subject to withholding. This form's availability for non-US filers is dependent on IR Mod's integration with the Foreign Filers TCC Solution.



Tax Year 2025 Changes

Filing Season updates to the forms currently in production (i.e., the 13 Pub. 1220 Forms and Forms 1099) to address changes for Tax Year 2025.



Performance Tuning

Incremental performance enhancements of IRIS intake/processing capabilities to enable handling of capacity.



Enhance Taxpayers' Experience

Continue to deliver and build upon the user-friendly interface to enhance the filing experience for the both the taxpayer and customer service reps.



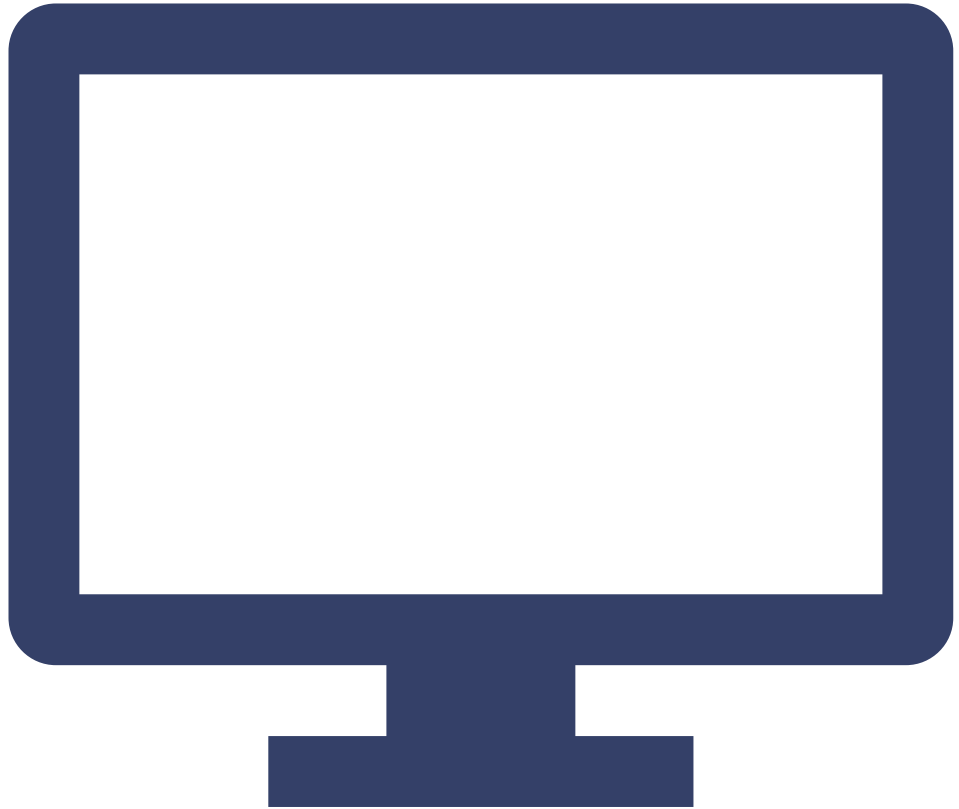
Cloud Migration

Begin migrating and refactoring existing database and processing systems to meet future dynamic form intake goals and to scale to handle information return volumes.



Integration with Foreign Filers TCC Solution

Integrate IR Mod with the Information Return Filing Solution for Non-US Entities, which establishes a secure pathway for known foreign IR filers to electronically transmit Information Returns through the IR Mod pipeline.



Information Returns Intake System (IRIS) Taxpayer Portal Demo



Frequent Calls

How do I file Form(s) W-3/W-2 for previous tax years?



W-2 Online

[TY24 W-2 Online Tutorial](#)



Wage File Upload

[Specifications for Filing
Form\(s\) W-2 and W-2c](#)



Can I create a BSO account if we use a third-party?

Yes, you can create your own BSO account even if you use a third-party to e-file.

- [How to Register and Get and Activation Code for BSO](#)
- [How To Navigate BSO Access And Registration](#)
- [Employer Report Status](#)



Do I need more than one credential to submit Form(s) W-3/W-2?

No, you only need one credential to submit Form(s) W-3/W-2 for multiple Employer Identification Numbers (EIN) or companies.

**Can I file
electronically
without an EIN?**

No, BSO accounts require an EIN
which is linked to the credential.



What type of file can I submit when using Wage File Upload?

- EFW2 is the electronic filing format for Form(s) W-3/W-2 and W-3c/W-2c.
- .txt or .zip extension.
- Do not submit a PDF.

[Specifications for Filing Form\(s\) W-2 and W-2c](#)






Recurring Errors

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](#)

Warning This tab is not for submitting Forms W-2(c)/W-3(c) created using the other tabs.

[Submit a Formatted Wage File](#)

- Upload your wages in an EFW2/EFW2C formatted file and receive results within minutes.
- The required file format is described in the [Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#).
- You will need the WFID from your original filing, which can be found on your Resubmission Notice

[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

Did you receive a Resubmission Notice? You may use the following links to resubmit your formatted wage file or request a one-time 15-day extension of the deadline:

[Resubmit your Formatted Wage File](#)

- Upload your wages in an EFW2/EFW2C formatted file.
- The required file format is described in the [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#).
- You will need the WFID from your original filing, which can be found on your Resubmission Notice.

[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.

1 Search Results

2 Submission

3 Report

4 Errors

5 Error Details

Submitter EIN:
Receipt Year: 2025

[New Search](#)

Search Results

WFID	Version	Status	Receipt Date	Status Date	Details	Resubmission Notice
XXX11 1	01	RETURN	12/26/2024	01/03/2025	Submission Details	View Notice
XXX11 1	01	RECEIVED	12/31/2024	01/05/2025	Submission Details	
XXX11 1	01	IN PROCESS	01/07/2025	01/10/2025	Submission Details	
XXX11 1	01	DUPLICATE	01/08/2025	01/13/2025	Submission Details	
XXX11 1	01	RETURN	01/09/2025	01/12/2025	Submission Details	
XXX11 1	01	COMPLETE	01/11/2025	01/11/2025	Submission Details	

[Back to Top](#)

AccuWage Online – RA Submitter Record Information

Test Results

File name: AlertInfo_Error.txt

File has run 100% Complete

3 Record(s) Tested, 3 Records(s) with Issue(s)

Records

Filter record(s) by level: [? Issue Level Descriptions](#) ☐ Critical (0) ☒ Error (2) ☒ Alert (1) ☒ Info (1)

Record	Issues	Record Data
1	1	RA = EMPLOYER INFORMATION ERROR

[File Requirements](#) Section 3.2 - Definition of File Codes

BSO Services

```
graph TD; BSO[BSO Services] --> W2[W-2 Filing Services]; BSO --> Other[Other Services];
```

W-2 Filing Services

Suite for Employers

- Report Wages to Social Security
- AccuWage Online
- View Name/SSN errors

Other Services

- Representative Payee
- Appointed Representative
- Consent Based SSN Verification (CBSV)
- Social Security Number Verification Service (SSNVS)

Customer Support

- **Employer Website**
www.ssa.gov/employer
- **Wage Reporting or Registration Assistance**
1-800-772-6270
(M-F 7-5:30 pm EST)
employerinfo@ssa.gov
- **BSO Technical Help**
1-888-772-2970
(M-F 7-5:30 pm EST)
bsa.support@ssa.gov
- **BSO Homepage**
www.ssa.gov/bsa
- **Customer Support for Wage Reporting**
www.ssa.gov/employer/empcontacts.htm
- **National 800# for Questions Outside of Wage Reporting and BSA**
1-800-772-1213

Meetings and Webinars



Meeting
Presentation



Webinars



Questions and
Answers

The next webinar is coming soon! The focus will be on *Social Security's Employer Reconciliation process*. During this event, you will learn about different types of notices, how to respond to them, and other helpful tips.

[Wage Reporting Community Meetings and Webinars](#)

Thank you for joining us today.

This information is current at the time of the presentation, but Social Security policy is subject to change. Please visit ssa.gov/employer for up-to-date information on our programs and services.

