Tax Year 2021 New Wage File Upload Tutorial
Step-By-Step Instructions for Submitting a Wage File through the New Wage File Upload Program

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Follow these instructions to submit a W-2 Wage File or a W-2c Wage File to the Social Security Administration (SSA) using the new Wage File Upload program.

Remember that you continue to have access to all existing Electronic Wage Reporting (EWR) functions: Submit/Resubmit a Formatted Wage File, Submit a Special Wage Payment File, View Submission Status, View Employer Report Status, and Request an Extension to File a Resubmission.

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 Specifications for Filing Forms W-2 and W-2c (EFW2/EFW2C) page on the employer web site.

All pages for the application are the same whether the file format is EFW2 or EFW2C.

Navigating to the new Wage File Upload Page

Please see the Business Services Online (BSO) tutorial for comprehensive instructions on navigating BSO. See the BSO Overview tutorial for comprehensive instructions on navigating the EWR Home page.

Here are step-by-step instructions for accessing the new wage file upload program from the BSO landing page.


   Select the Business Services Online link to get to the Business Services Online page.

   ![Business Services Online](image)

2. Select the Log In button.

   ![Business Services Online](image)
3. The system displays the *Log In to Online Services* page.
   a. To continue logging on, enter your User ID and Password.
   b. Read the User Certification and select the *I have read & agree to these terms* check box.
   c. Select the *Log In* button.

4. The system displays the BSO *Main Menu* page. Select the *Report Wages To Social Security* link.
5. The system displays the Wage Reporting Attestation page. To go to the EWR home page, read the User Certification for Electronic Wage Reporting and click on the I Accept button.

6. The system displays the Electronic Wage Reporting (EWR) home page. Select the Upload Formatted Wage File tab to access the new Wage File Upload program.
7. Select the **Submit a Formatted Wage File** link to start the new wage file upload program.

Note: If you received a resubmission notice and want to resubmit a previously submitted wage file, use the “old” link and upload your file through the old Wage File Upload program.
Using the New File Upload Function

**Formatted Wage File Upload Page**

The system displays the new *Formatted Wage File Upload* page in stages.

1. The “What’s in the File” section is the first stage of the file upload process. Select **W-2/W-3 forms** for an initial submission; the file format is EFW2. Select **W-2c/W-3c forms** to correct an existing submission; the file format is EFW2C. After selecting which format you’re submitting, the system displays the “File Upload” section.

2. Click on the **Learn more about this file format** link to see this helpful description:

By the way

All pages have the same header and footer (circled items above).

- Quick link to EWR Home at top left.
- File Upload link next to EWR Home.
- Help link next to EWR Home. The Help popup has links to the EFW2 and EFW2C file specifications and this tutorial. It also has the Phone, Fax, and Email address for support personnel.
- Your name at the top right. Please let us know if your name is incorrect.
- Sign Out link – signs you out of the new Wage File Upload application and asks if you want to sign out of BSO as well.
3. Use **Browse** to select a wage file from your computer’s file system. The **Upload File** button will appear at the bottom left of the page.

4. Click on the **Upload File** button to upload your file.

If the file is large, the upload process might take long enough for an “in progress” popup to be displayed.

During file upload, your file is checked for correct file type, size, and format. The data inside the file is also checked for errors. If your file passes all the checks, it will automatically be submitted for further processing and you will see the **Success Confirmation** page (please see the Success section below). If your file fails any check, you will see the **Error** page (please see the Error section below).

Note that some conditions cannot be checked during the file upload and could still cause a reject later in the process. You will be notified of these by email. The system will use the email address included in the wage file, if it exists. If the email address is not in the wage file, the system will use the address that you registered with IRES.
Success

When the file passes all the file and data checks, the system displays the *Success* page.

1. The green section at the top gives you the status of your file’s upload. It gives a link to the submission status site for you to also check the status at a later time.

   If you need paper copies of the W-2 or W-2c forms included in the wage file, please consult your software vendor about that feature. The Wage File Upload application does not provide printable copies of the W-2 or W-2c forms.

2. The blue section gives the wage file identifier (WFID), which is proof of your file’s submission. The WFID gives you a quick way to check the file’s status on the *Electronic Wage Reporting (EWR)* home page in the Business Services Online (BSO) website. You need the WFID to reference this submission in all communications with SSA.

3. Actions you can take:

   a. We encourage you to print the success confirmation receipt. Click on the Print Receipt button. The *Acknowledgement of Receipt* popup is displayed and you
b. To submit another file, select the **Upload New File** button in the middle of the page or at the top of the page.

c. To return to the EWR home page, select the **EWR Home** button in the middle of the page or at the top left of the page.

4. You can verify the file upload by checking that the values in the File Summary section agree with your file: file name, file size, number of W-2 or W-2c forms and number of W-3 or W-3c forms.

If this information is not the same as the file information shown on your computer, contact SSA Support at 1-888-772-2970 (TTY 1-800-325-0778).
Errors

During the file upload, the system attempts to check a number of conditions: file type, size, format, and wage data. If there are errors, you will see them immediately.

When your file has one or more errors, we are unable to process your Form W-2 or Form W-2C file.

WHAT YOU NEED TO DO

Step 1

Print or save the Errors page. The errors will not be available after your upload session is closed. However, you can always upload the same file again to see the errors without affecting your file’s submission status.

Step 2

Correct your file. See SSA Publication 42-007, Specifications for Filing Forms W-2 Electronically (EFW2), or or 42-014, Specifications for Filing Forms W-2c Electronically (EFW2C). You can get them at http://www.socialsecurity.gov/employer/pub.htm on the Internet. Make any necessary changes to your file using the same format (EFW2 or EFW2C) as the original file.

Step 3

Upload all reports using BSO within 45 days of your original upload date.

POSSIBLE PENALTIES

You must return your corrected file within 45 days to receive credit for filing on your original upload date. Otherwise, the Internal Revenue Service (IRS) may assess penalties. Visit http://www.irs.gov to view the IRS penalty information on the General Instructions for Forms W-2 and W-3.

Note that you can either fix the errors and upload the whole file again, or put the reports without errors in a separate file from the reports with errors. You can then upload the reports without errors while fixing the reports with errors and then upload the corrected reports.

For information on fixing specific errors, refer to our Online Error Reference Material at https://www.ssa.gov/employer/onlineerror.htm.

The deadline for initial electronic filing is the last day in January. It is the next business day if this day falls on a Saturday, Sunday, or legal holiday.

WAGE REPORTING SERVICES ON THE INTERNET

- EMPLOYER FILING INFORMATION
  Please visit our employer website at http://www.socialsecurity.gov/employer for many resources. It includes registration information, forms, publications, Frequently Asked Questions (FAQs), contact information, news, and much more.

- ACCUWAGE
  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.

- **VERIFYING SOCIAL SECURITY NUMBERS**
  We offer a free service that lets you verify your employees’ Social Security numbers. Visit http://www.socialsecurity.gov/employer/ssnv.htm for more information.

### IF YOU HAVE QUESTIONS

If you have questions, please:

- Visit our website at http://www.socialsecurity.gov/employer
- Send an email to employerinfo@ssa.gov
- Call us toll free at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m., Monday through Friday

Email transmissions are not secure. We do not send personal or sensitive information using email. Please do not send personal or sensitive information in your emails to us.

### Suspect Social Security Fraud?

If you suspect Social Security fraud, please visit http://oig.ssa.gov/r or call the Inspector General’s Fraud Hotline at 1-800-269-0271 (TTY 1-866-501-2101).
Error on opening the file

If there is an error opening your file, you will remain on the File Upload page with the error displayed near the bottom of the page.

Possible errors on opening a file are:

- File extension is not "txt" or "zip". **Your file must have a .txt or .zip extension. If zipped, the zipped file must have a .txt extension.**
- Zip file containing more than one file or a folder/directory of files.
- Zip file contains a file other than a "txt" file.
- File does not exist
**Error on wage data**

If there are only data errors, you will see the *Errors* page.
File format error

If there is a format error in the file, the system will stop checking the file when it encounters the format error. This is because the system cannot reliably read the rest of the file. The format error appears at the top of the page. If there are data errors, they will appear below the File Summary section.
Features of the Errors Page

Please Wait – popup
If your file has many errors or if there is a lot of traffic on the internet, you might see a popup asking you to wait until the table has been loaded.

An error has occurred
The red banner at the top of the Errors page tells you the file has an error and it has not been submitted. All errors are displayed in the Error Results tables below the File Summary Section. If the file has a format error, the system stops at that point because it cannot reliably read the rest of the file. If there are too many errors, the system stops at that point because it cannot display any more errors.

The file will only be submitted if it passes all the checks during the upload process. You must fix all of the errors indicated on the rest of the page and upload the whole file again to have it submitted for processing. You may print the page as proof of a filing attempt.

When the wage file has errors, you will see this red banner at the top of the Errors Page. If there are other complications (file format error, too many errors), you will see a second banner at the top of the Errors Page.
Wage file has a format error

Your file is incorrectly formatted. SSA cannot read your entire file.
Your file has only been partially checked for errors. The following critical formatting error must be fixed for the system to continue checking for errors.

Record Not Present: The RU record is required if the report contains at least one RO record.

<table>
<thead>
<tr>
<th>Line</th>
<th>Missing Record</th>
</tr>
</thead>
<tbody>
<tr>
<td>42</td>
<td>RU</td>
</tr>
</tbody>
</table>

Wage file has too many errors to display in the W-3 Summary section

Your file has at least 1,000 W-3 forms with errors, which exceeds the number of errors that can be shown at one time.
The Error Results listed below may not include all results. Please fix all errors listed below and upload the entire file again.

The system cannot display more than 1000 errors in the “Summary of W-3 or W-3c Forms with Errors” table. Because of this limitation, the system stops reading the file when it reaches this limit. If your file has that many errors, there might be a problem in how your file is being created.

Wage file has too many errors to display in the Error Details section

Your file has at least 5,000 errors, which exceeds the number of errors that can be shown at one time.
The Error Results listed below may not include all results. Please fix all errors listed below and upload the entire file again.

The system cannot display more than about 5000 errors in the “Errors Details” table. Because of this limitation, the system stops reading the file when it reaches this limit. If your file has that many errors, there might be a problem in how your file is being created.

Actions You Can Take

You can print this page or upload a new wage file.

The Print This Page button uses your browser’s print function. We strongly urge you to print this page as you will not have access to the information after you close this page. The only way to see the errors after you leave the Errors page is to upload the file again.

The Upload New File button takes you back to the File Upload page.
File Summary
The File Summary section shows the file’s upload Status, total number of errors detected, number of W-3 and W-2 forms checked, date the file was uploaded, file name, and file size.

Wage file has only data errors

Wage file has a format error

Wage file has too many errors to be displayed

If your file has a format error or has too many errors to be displayed, the number of W-3 and W-2 forms (or W-3c and W-2c forms) checked will probably not match those numbers in your file. This is because the system stops reading the file when it reaches a format error or too many errors to display. The file might have more errors than shown. You must fix the errors displayed and upload the file again. If there are more errors, you will be able to see them when you upload again.
Clicking on the 🚨 icon shows this popup if there is a formatting error:

![Popup for formatting error]

Clicking on the 🚨 icon shows this popup if there are too many errors:

![Popup for too many errors]
Error Results
The Error Results section shows a summary of the W-3 forms with errors and the error details.

Both the Summary of W-3 Forms with Errors and the Error Details section allow you to:

- Click on a column heading to sort the table by the data in that column. The data is sorted in ascending order (A-Z, 0-9). Click again to sort the data in descending order (Z-A, 9-0).
- Click on the Search ( ) icon to filter the table by a specific string of characters in any of the table’s columns.
- Click on the **Column Selector** ( )) icon to select the columns you want to display in the table.

When you select all of the columns, you will see Show/Hide icons at the left side each line. This is because the columns wrap into the row.

- Click on the **Show** (+) icon at the left to show all the information on a row. Click on the **Hide** (−) icon to hide some of the information on the row.

**Summary of W-3 Forms with Errors**
The Summary of W-3 (W-3c) Forms with Errors shows information about the W-3 (W-3c) forms with errors.

- The columns that can be displayed on the W-3 or W-3c summary table are:
  - Employer Name – is from the W-3 or W-3c.
  - EIN – is the employer’s EIN – from the W-3 or W-3c.
  - Tax Year – is the tax year of the W-3 or W-3c – when the taxes were collected.
Establishment # – is a number assigned by the employer.

Employment Type – indicates the type of employment.

Tax Jurisdiction – indicates where the wages were earned.

Total number of W-2 forms (Total number of W-2c forms) – is the number of W-2 (or W-2c forms) in this W-3 or W-3c.

# of errors – is the number of errors encountered for this W-3 or W-3c.

- To see errors for only specific employers’ reports, select the checkbox next to those employers’ summaries and click on the **Apply Filter** button. The Error Details table will show only the errors for the selected employers’ reports. It will also show that it is being filtered.

- To see all errors, click on the **Remove Filter** button.

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**Error Details**

- The columns that can be displayed on the Error Details table are as follows:
  - Line # – indicates the line in the file where the error occurred.
  - Error Type – indicates the type of error that occurred.
  - Employer Name – is from the W-3 or W-3c.
  - EIN – is the employer’s EIN – from the W-3 or W-3c.
  - Tax Year – is the tax year of the W-3 or W-3c – when the taxes were collected.
  - Establishment # – is a number assigned by the employer.
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- Employment Type – indicates the type of employment.
- Tax Jurisdiction – indicates where the wages were earned.
- Form – indicates W-2 if the error occurred on one of the W-2 records (RW-Employee, RO-Employee Optional, or RS-Employee State).
  It indicates W-3 if the error occurred on one of the W-3 records (RE-Employer, RT-Total, RU-Optional Total, or RS-State Total).
- Last 4 SSN – is the last four digits of the Social Security Number if the error occurred on a W-2 record. It is blank if the error occurred on a W-3 record.

- When the file has more than 100 errors the Display rows per page dropdown is displayed.
  - The default is to show 100 error details at a time.
  - Click on “All” to display all error details.
  - Click on 100 to go back to showing only 100 rows at a time.

- When the system displays 100 errors per table page in the Error Details table, you can scroll to the next page using the Pagination icon.
  At the top of the table

- At the bottom of the table
Appendix

Keyboard Shortcuts

To use a keyboard shortcut, hold the Alt key while pressing the shortcut key (Alt+key). For example, if you want to upload a new file, use Alt+u. The system will display the Upload File page. Mac users should use the Option key instead of the Alt key.

<table>
<thead>
<tr>
<th>Page / Section</th>
<th>Button Name</th>
<th>Shortcut Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Upload page</td>
<td>Upload File</td>
<td>u</td>
</tr>
<tr>
<td>File Summary</td>
<td>Upload New File</td>
<td>u</td>
</tr>
<tr>
<td>File Summary</td>
<td>Print This Page</td>
<td>p</td>
</tr>
<tr>
<td>Success page</td>
<td>Print Receipt</td>
<td>p</td>
</tr>
<tr>
<td>Error page</td>
<td>Print This Page</td>
<td>p</td>
</tr>
<tr>
<td>Acknowledgement Receipt modal</td>
<td>Print</td>
<td>r</td>
</tr>
<tr>
<td>Error page (W-3/W-3C Summary)</td>
<td>Apply Filter</td>
<td>a</td>
</tr>
<tr>
<td>Error page (W-3/W-3C Summary)</td>
<td>Remove Filter</td>
<td>r</td>
</tr>
<tr>
<td>Success page</td>
<td>Upload New File</td>
<td>u</td>
</tr>
<tr>
<td>Success page</td>
<td>EWR Home</td>
<td>h</td>
</tr>
</tbody>
</table>