



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF STATE UNIFORM PAYROLL

KATHLEEN BABINEAUX BLANCO
GOVERNOR

JERRY LUKE LEBLANC
COMMISSIONER OF ADMINISTRATION

August 25, 2006

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2007-06

TO: All ISIS HR Paid Agencies

FROM: Jena W. Cary
Director

SUBJECT: Social Security Number Verification

This memo supersedes the information previously reported in OSUP Memo #2006-21. The Social Security Administration's (SSA) on-line Social Security Number Verification Service (SSNVS) allows registered users of the Social Security's Business Services Online (BSO) to verify that employee names and Social Security Numbers match Social Security records. This is the service that the Office of State Uniform Payroll (OSUP) uses to verify all ISIS HR Paid employee's names and Social Security Numbers. Agency personnel may now also register with the Social Security's Business Services Online (BSO) to verify that employee names and Social Security Numbers match Social Security records.

Using the BSO service, agencies can submit up to 10 names and Social Security Numbers at one time online and receive immediate mismatch results. **This service can only be used to verify current or former employees and only for wage reporting purposes.** Agencies should use this service to verify their newly hired employee's information to prevent errors on the W-2 file. See the attached procedures to register for the Social Security's BSO service.

The Office of State Uniform Payroll (OSUP) has submitted a file to SSA for all ISIS HR Paid employees to verify names and Social Security Numbers as a part of our yearly process. Agency personnel **must** run the Social Security Verification Report (ZP49) in ISIS HR to verify if your agency has any mismatches of data. This report identifies the differences between ISIS HR and SSA records, listing Social Security Numbers and/or names that do not match the Social Security data file. OSUP will monitor subsequent mismatch results to determine if we will continue to submit this file yearly or if it needs to be submitted more frequently. See the attached procedures for running ZP49 and correcting any mismatches.

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2007-06

August 25, 2006

Page 2

If you have any questions on how to correct ISIS HR please contact the help desk at (225) 342-2677. Any additional questions should be directed to a member of the OSUP Benefits and Financial Administration Unit at DOA-OSUP-BFA@LA.GOV or (225):

Orneatha Wright	342-5357	Penny Jones	342-5354
Laurie Lee	342-5377	Angela Woods	342-5345
Angel Vernon	342-5344		

JWC:PAR/kmb

Attachment: Procedures to run ZP49 in ISIS HR
Procedures to register for BSO

Procedures to Run ZP49, Social Security Verification Report, in ISIS HR

Upon notification from OSUP that a current Social Security name/number mismatch report has been received from the Social Security Administration (SSA), agency personnel **must** run the Social Security Verification Report (ZP49) in ISIS HR to verify if your agency has any mismatches of data. This report identifies the differences between ISIS HR and SSA records, listing Social Security Numbers and/or names that do not match the Social Security data file. Error codes “1”, “5”, and “*” must be researched immediately to ensure W-2’s are processed with correct information. Error codes “2”, “3”, and “4” do not need to be addressed before W-2s are produced, but these codes must be addressed to ensure the accuracy of employee data with SSA.

Follow instructions in ISIS HR On-Line Help for Maintain Personal Data to update incorrect data in ISIS HR. The current information will be available to review until the report is updated with the next report’s information. Since the report is created from information received from SSA, subsequent agency corrections will not be reflected on the report.

SSA suggests that you do the following for any mismatches/differences:

- Ask to see the employee’s Social Security card to assure that the name and Social Security Number were correctly entered in ISIS HR, and make the necessary Master Data corrections.
- If the employee states that his or her name has changed, advise the employee to have his or her name changed by the SSA before any changes are made in ISIS HR. Refer to the SSA website <http://www.socialsecurity.gov/ssnumber> for instructions and forms.
- If the Social Security card and ISIS HR match, have the employee check with a local Social Security office to determine the problem. Agencies may need to intervene and contact SSA also.

An employee’s correct name and Social Security Number are critical for successful W-2 processing. Incorrect information can prevent the SSA from posting earnings to the employee’s record and could cause the employee problems when applying for Social Security and/or Medicare benefits. Any W-2 filed with an employee’s incorrect name and/or Social Security number creates additional processing costs for employers and the SSA. The Internal Revenue Service has advised that penalties could be charged to employers filing Forms W-2 with incorrect names and/or Social Security numbers. **All penalties incurred by OSUP will be charged to the appropriate agency. Agencies must research all employees and correct any differences as soon as possible for W-2 purposes and to avoid penalties from the IRS.**

Agencies should also establish procedures to ensure that correct information is received when an employee is first hired. Upon hiring a new employee, request to see a copy of the employee’s Social Security card and make a copy for the agency’s file. Use the name and number exactly as shown on this card when entering into ISIS HR. Periodically during the year, request for employees to notify the agencies Employee Administrator of any name changes that may have occurred. Do not make any name changes in ISIS HR unless the employee provides the Social Security card showing the name change.

Procedures to Register for the Social Security Administration's Business Services Online (BSO) Service

Agencies should use this procedure to register for the Social Security Administration's (SSA) Business Services Online in order to submit and verify names and social security numbers of former and/or current employees. Since all ISIS HR Paid agencies are under one Tax ID number (EIN), the Office of State Uniform Payroll (OSUP) must approve your registration. The following procedures must be followed **prior to registering for BSO:**

- Your agency's HR Director must send an email to the Benefits & Financial Administration (BFA) Unit at _DOA-OSUP-BFA@LA.GOV to notify us that permission has been given to a particular employee to register for BSO.
- The employee's name that will be registering for BSO should be given in the email.
- The OSUP BFA Unit will reply back to your email that the employee has permission to register.
- That employee can register with BSO requesting permission to "**Verify Social Security Numbers Online**" **only**.
- SSA will send OSUP a letter within one or two weeks notifying us of the service you have requested access to. An access code will be given in the letter that is required to activate your registration.
- The OSUP BFA Unit will email the access code to the HR Director.

When registering for BSO, you must certify that you are currently employed by the employer associated with your registration. This will be verified when you enter the EIN (721447520) and your Social Security Number, both of which are required for registration. You should enter your agency's name in the field "Company Name or Business Name". Once you have registered, you will be issued a PIN and be required to create a password. You will need to login with this PIN and password to select the areas you wish to request access to. Agencies will only be allowed access to "**Verify Social Security Numbers Online**". After you receive your access code from OSUP you will login and enter this access code to gain access to verify Social Security Numbers.

The following websites will explain the Social Security Number Verification System (SSNVS) & BSO services as well as provide instructions for registering for BSO:

Web address describing the SSNVS: <http://www.ssa.gov/employer/ssnv.htm>

Step by step instructions can be found here to register for BSO. Make sure to follow each step carefully. OSUP will not be sent your password or PIN so make note of both and keep this information in a safe place. You will need both each time you login to BSO.

Web address to register for BSO: <http://www.socialsecurity.gov/bsowelcome.htm>

Under the section titled "Wage Reporting" select "Registration". This is the same page to "Login" to BSO after your registration has been completed.