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# State of Louisiana

Division of Administration

## Office of State Uniform Payroll

July 01, 2009

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2010-01

TO: All ISIS HR Paid Agencies

FROM: Andrea P. Hubbard
Director

SUBJECT: Social Security Number Verification

The Office of State Uniform Payroll (OSUP) has submitted a file to Social Security Administration (SSA) for all ISIS HR Paid employees to verify names and Social Security Numbers. 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. See the attached revised procedures for running ZP49 and correcting any mismatches.

Agencies are reminded that they can use the SSA Business Services Online (BSO) service to submit up to ten names and social security numbers at a time and receive immediate discrepancies. Agencies also have the option of using an automated Telephone Number Employer Verification (TNEV) service 24 hours a day, 7 days a week. Only users registered for the SSNVS through the SSA BSO service can use the new TNEV service. If you have not previously registered to access SSNVS, refer to OSUP Memo #2009-07 for updated procedures to register for the SSA BSO service.

If you have any questions on how to correct employee records in ISIS HR, please contact the ISIS HR Help Desk using the ISIS Help Desk Ticket located at the following web address: http://www.doa.louisiana.gov/ois/service/user_support/helpdesk/helpdesk.htm. 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):

| | | | |
|---|---|---|---|
| Michelle Richmond | 342-5357 | Brandy Boyd | 342-5354 |
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APH:MFR/ral

Attachment: Revised procedures to run ZP49 in ISIS HR

**Revised 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 review any mismatches of data the agency may have. This report identifies the unverified (differences between ISIS HR and SSA records) and the deceased employees at the time the file was processed by OSUP. The report lists Social Security Numbers and/or names that do not match the Social Security data file (records that are "unverified" or "failed verification"). Failed verification codes **"1", "5" and "6"** must be researched immediately to ensure W-2's are processed with correct information. Failed verification 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. Those employees that SSA reflects as deceased will have no verification code and a "Y" in the Deceased column.

**Additional Report Details:**

- The SSN on the report is the SSN that was in ISIS HR at the time the file was sent to SSA (the input SSN). If you have since changed/corrected the SSN, then there is no further action necessary.
- The complete input SSN will be displayed if SSA does not reflect this SSN in their file (never issued), **code 1**; the name does not match, **code 5**; or it belongs to a deceased employee, **no code**.
- For all other codes (2, 3, 4 & 6), only the last four digits will appear.
- For those employees reflected as deceased with a blank Action, the agency must confirm these employees are separated and have since become deceased. Those deceased employees with a "Y" in the Action field indicate that the action reason in ISIS HR is 28 - Death.
- All employees in ISIS HR must have a valid SSN. For Board Members, or any other employees who do not provide this information, a mismatch may occur in which a fine may be assessed and the agency will be responsible for paying.
- If the employee is no longer employed, try to obtain the corrected information from the separated employee. If you are unable to contact the separated employee, you are encouraged to document your efforts.

Follow instructions in ISIS HR On-Line Help for Maintain Personal Data to update incorrect data in ISIS HR. **NOTE: Agencies should select "change" when making corrections to a SSN. Infotype 0002 should not be "copied" for SSN corrections. For employee name changes, refer to OSUP Memo** #2009-50 **for updated guidelines.** 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, changes to employee's data will not update on this report until OSUP submits a new file. Agencies can verify corrections through BSO**.

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 or a verification code of "**6**" is received, 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 employees to notify the agency 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**.