



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF STATE UNIFORM PAYROLL

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OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2008-06

TO: All ISIS HR Paid Agencies
FROM: Jena W. Cary
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 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.

Agencies are reminded 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. Please refer to [OSUP Memo #2007-06](#) for procedures to register for the SSA BSO service.

NOTE: Agencies currently registered for the SSA BSO service must change passwords prior to expiration or the registration process will have to be completed again.

If you have any questions on how to correct ISIS HR, please contact the ISIS HR 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	Brandy Boyd	342-5354
Jodi Bullock	342-5377	Angela Woods	342-5345
Angel Vernon	342-5344		

JWC:BB/ral

Attachment: Procedures to run ZP49 in ISIS HR

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.