



**State of Louisiana**  
DIVISION OF ADMINISTRATION

**OFFICE OF STATE UNIFORM PAYROLL**

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October 14, 2005

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2006-21

TO: All ISIS HR Paid Agencies

FROM: Jena W. Cary  
Director

SUBJECT: Social Security Number Verification Service (SSNVS)

The Social Security Administration (SSA) has introduced a new on-line Social Security Number Verification Service (SSNVS) to verify the name and Social Security number of hired employees. SSNVS allows registered users of the Social Security's Business Services Online (BSO) to verify names and Social Security numbers of employees against Social Security records online. **For security reasons, agencies MUST NOT register to use this service.**

OSUP has registered for this service and has obtained mismatch information. Agency personnel **must** run the ZP49, Social Security Verification Report, 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. In addition a new death indicator column has been added to this report. Social Security records indicates the employee is deceased if a "Y" is in this column. Error codes "1", "5", and "\*" must be researched immediately to assure 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 this calendar year, but these codes must be addressed to ensure the accuracy of employee data with the SSA.

To update incorrect data in ISIS HR, follow instructions in ISIS HR On-Line Help for Maintain Personal Data. This file will be available to review for one year or until it is updated again. 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.

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- 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 Social Security Administration website <http://www.ssa.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 Social Security Administration 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 issued a bulletin stating that penalties could be charged to employers filing Forms W-2 with incorrect names and/or Social Security numbers. **All penalties incurred by this office 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.

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 Wage and Tax Unit at (225):

Chelette Jarrett	342-0714	Rhonda Desselle	219-0338
Rachel Bryant	342-1651	Wendy Eggert	219-0191
Tiko Ary	342-1652		

JWC:CMJ:kmb