



BSO Tutorial for Tax Year 2003

Overview

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Introduction

Welcome to the Business Services Online (BSO) Tutorial. BSO is a suite of Internet services for businesses and employers who exchange information with the Social Security Administration (SSA). You can access BSO by pointing your browser to www.socialsecurity.gov/bsowelcome.htm. You can also access BSO from the Employer Services home page at www.socialsecurity.gov/employer.

As a registered BSO user, you will be able to perform the following:

- Submit W-2 wage files to SSA
- Create, save, print, and submit Forms W-2 online
- View status, error, and notice information for previously submitted W-2 data
- View status and error information for your company's employer reports
- Acknowledge a notice from SSA requesting you to resubmit W-2 data
- Request a one-time 15-day extension to resubmit W-2 data



Your browser must be set to 128-bit encryption in order to use the BSO features. If your browser does not support 128-bit encryption, refer to the Help information within your browser for specific instructions on how to upgrade to 128-bit encryption. If your workstation is JavaScript-disabled, a warning message will be displayed on the login and registration pages advising you to enable it. Certain types of messages, such as the timeout warning, cannot be displayed unless JavaScript is enabled.

Purpose of the Tutorial

The tutorial provides an introduction on how to use BSO. It is for employers and submitters who would like to explore the business services available through BSO.

The tutorial is divided into 10 sections that can be viewed individually. The content of the tutorial is generic in nature and does not provide specific instructions for every possible use of BSO.

You will need Adobe's Acrobat Reader to view the tutorial. Acrobat Reader version 5.0 or greater is recommended. If you do not have Acrobat Reader on your computer, you can select www.adobe.com to download a free copy of Acrobat Reader.

Contents of the Tutorial

The tutorial contains the following 10 sections:

1. Overview

Description: Provides general information about the BSO application and tutorial. Also provides information for contacting BSO customer support teams and Employer Services Liaison Officers (ESLOs).

2. Registration Services

Description: Services that allow you to register for a Personal Identification Number (PIN) and password, update registration information, change your password, and deactivate your PIN.

3. Submit a Wage File

Description: Service that allows you to upload Magnetic Media Reporting and Electronic Filing (MMREF) formatted data files. Please refer to the *Business Services Online User Handbook for Tax Year 2003* for additional information on preparing the MMREF formatted data files. You may also upload a test file, resubmission data file, or reconciliation file.

4. W-2 Online

Description: Service that allows you to create up to 20 Forms W-2 manually. You may print the Forms W-2 prior to submitting the wage data to SSA. The data file can be saved to your computer.

5. View Submission Status/Errors/Notice Information

Description: Service that allows you to view the status of your submissions. Submission errors and notices can also be viewed online.

6. View Employer Report Status/Errors/Notice Information

Description: Service that allows you to view the status of your reports, Social Security Number/Name Validation notices (pilot participants only), and error information for previously submitted data for your specific Employer Identification Number (EIN).

7. Acknowledge Resubmission Notice

Description: Service that allows you to acknowledge your resubmission notices online.

8. Request Resubmission Extension

Description: Service that allows you to request a one-time 15-day extension online if you receive a request to resubmit your W-2 data.

9. Social Security Number Verification Service

Description: Service that allows you to verify the Social Security Numbers (SSN) of your employer's employees.

10. Internet Representative Payee

Description: A pilot program that allows selected institutional representative payees to complete the Representative Payee Accounting Form SSA 623 online.

Tutorial Links

The following files are available on the Business Services Online Tutorial page:

- [Business Services Online Overview.pdf](#)
- [Business Services Online Registration Services.pdf](#)
- [Submit a Wage File.pdf](#)
- [W2 Online.pdf](#)
- [View Submission Status-Errors-Notices.pdf](#)

- [View Employer Status-Errors-Notices.pdf](#)
- [Acknowledge Resubmission Notices.pdf](#)
- [Request Resubmission Extension.pdf](#)
- [Social Security Number Verification Service.pdf](#)
- [Internet Representative Payee.pdf](#)

Additional Support

If you require additional assistance, please contact our Business Services Online customer support staff at 1-800-772-6270 (TDD/TTY 1-800-325-0778).

If you would like additional information, please call 1-800-772-6270 (TDD/TTY 1-800-325-0778) or send an e-mail to employerinfo@ssa.gov.