

National 800 Number- Employer Verification (TNEV) Call Flow

Project Assumptions:

The National 800# - Employer Verification (TNEV) project will have the same registration, authorization, authentication and verification processes as the Internet's Business Services Online (BSO) and Social Security Number Verification Service (SSNVS) applications. Only callers who have successfully registered and activated the SSNVS role through Integrated Registration Service (IRES) will be able to use the automated telephone process. The TNEV application will only verify information that a caller provides. Verizon Business will delete all transmitted data at the completion of the call. Callers will be able to request up to 10 SSN verifications per TNEV session. Therefore, the application will not prohibit callers from re-entering TNEV by either re-dialing the National 800 Number or returning to the automated Main Menu and requesting the TNEV application again.

Overview of Proposed TNEV Business Process:

During the onset of a National 800 number call, callers hear the prompt “[please tell me briefly the reason for your call.](#)” Once TNEV is implemented, if callers say, “I want to verify an employee's SSN” (or similar statement), the automated telephone system will route callers to the TNEV application. The TNEV process will continue as follows:

1. The automation will say:

[For employee verification, Social Security is allowed to collect the following information under the Social Security Act. This information collection meets the requirements of the Paperwork Reduction Act under O.M.B. number zero nine six zero, zero six six zero. We estimate that it will take about 9 minutes to answer the questions. Also note the following:](#)

- [The employee verification service may only be used to verify the SSNs of current and former employees.](#)
- [Third party use of this service is strictly limited to organizations that contract with employers to handle wage reporting responsibilities, and that are authorized to receive and transmit such information.](#)
- [Third party users should advise their clients that this is a free service and that they do not have direct access to SSA systems.](#)
- [Use of this service to falsely obtain information from SSA systems by any person is punishable by a fine, imprisonment, or both.](#)
- [SSA's response does not make any statement about immigration status nor does it imply that incorrect information was intentionally provided. It is not a basis, in and of itself, to take any adverse action against an employee.](#)

[Do you understand and agree to these terms? If you do *not* wish to continue, please say 'no' or simply hang up. Otherwise, if you'd like to hear these terms again, you can say 'repeat that.'](#)

- If callers **agree with the attestation statement**, they can proceed to step 2.
- If callers **disagree with the attestation statement**, they will be provided the option to hear the message again, return to the Main Menu or terminate the call. STOP.

2. Callers will hear:

Please say your Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad. **Go to step 3.**

3. Callers will hear:

Please say your User ID one number or letter at a time. If you had trouble registering for a User ID, or if you haven't yet registered and activated your password, say "Login problem".

- If the caller does not have a User ID, the automation will say:
If you don't have a User ID, or if you had any problems registering on our website, say "Login problem." Otherwise, please say your user ID.
- If the caller provides a User ID, the automation will say:
Now, please say your password, one number or letter at a time. **Go to step 4.**
- If the caller doesn't have a password, he will hear:
You'll need your password in order to use this service. If you've *forgotten* your password, here's what you should do: Go to our website, at s s a dot "gov" slash b s o. I'll repeat that. The address is s as in sam, s as in sam, a, dot, g, o, v as in victor, slash b as in bravo, s as in sam, o. Once again, that's: s s a dot "gov" slash b s o.
On the website, follow these 3 steps: First, click the "Login" button. Second, click the button to say that you *accept* the login conditions. And third, click the button that says, "Forgot your password."
To hear that again, say "Repeat". If there's anything else I can help you with, please say Main Menu. Otherwise just hang up.
- If the caller says "Login Problem", they will hear:
If you had trouble registering through our website, say "website." If you haven't registered yet for a User ID and Password, say "I haven't registered". If you HAVE a user ID but you don't have access to this service for verifying social security numbers, say "access problem". Or you can say "It's another issue".
 - o If the caller says, website, the automation will say:

For assistance with registration problems on our website, please call the Employer Reporting Branch at 1-800-772-6270. Again, that's 1-800-772-6270.

- o If the caller says, "I haven't registered yet." The automation will say:
In order to use the Social Security Number verification service, known as "SSNVS", you'll need to visit our website to register for a User ID and request access to SSNVS. This is required, whether you want to use the service by phone, on the web, or both. If you haven't yet done this, here's what you'll need to do. You might want to write this down. Go to our website, at s s a dot "gov" slash b s o. I'll repeat that. The address is s as in sam, s as in sam, a, dot, g, o, v as in victor, slash b as in bravo, s as in sam, o. Once again, that's s s a dot "gov" slash b s o.
This will take you to the Business Services Online Welcome page. To register, create a user account, select a password and request access to SSNVS. Click the button that says "Register" and follow the directions provided. SSNVS can be found in the "Employer Services Suite" of services.
Would you like to hear those instructions again?

- o If the caller says, "Access Problem," they will hear:
In order to verify employee social security numbers, you'll need to visit our website to request access to the Social Security Number verification service, or "S S N V S." Even if you already have a User I.D. and password, you'll need to take this extra step to start using SSNVS.
If you haven't yet done this, here's what you'll need to do. You might want to write this down. Go to our website, at s s a dot "gov" slash b s o. I'll repeat that. The address is s as in sam, s as in sam, a, dot, g, o, v as in victor, slash b as in bravo, s as in sam, o. Once again, that's s s a dot "gov" slash b s o. This will take you to the Business Services Online Welcome page
Click the "Login" button to login to the website with your User ID and password. Then, select "Account Maintenance" followed by "Request Access to BSO Services." Follow the directions provided to request access to SSNVS which can be found in the "Employer Services Suite" of services.
Would you like to hear those instructions again?

4. Depending on the systems outcome of the caller's User ID and Password, the caller may hear one of the following messages:
 - o OK, everything checks out. Go to step 5.
 - o Due to system problems, we are unable to process your request at this time.

- o We're sorry, we are unable to process your request at this time.
- o I'm sorry, according to our records, you're not yet authorized to use this service to verify social security numbers.

If you've already *requested* access to the Social Security Number Verification Service, or SSNVS, your employer should receive a letter from us within two weeks, giving you the Activation Code for your access. Check with your employer to see if they've received your Activation Code from Social Security.

On the other hand, if you have NOT yet requested access to SSNVS, here's what you'll need to do. You might want to write this down. Go to our website, at s s a dot "gov" slash b s o. I'll repeat that. The address is s as in sam, s as in sam, a, dot, g, o, v as in victor, slash b as in bravo, s as in sam, o. Once again, that's s s a dot "gov" slash b s o.

This will take you to the Business Services Online Welcome page.

Click the "Login" button to login to the website with your User ID and password. Then, select "Account Maintenance" followed by "Request Access to BSO Services." Follow the directions provided to request access to SSNVS which can be found in the "Employer Services Suite" of services.

Would you like to hear that again?

- o I'm sorry, the information you provided didn't match our records. If you need assistance, please call the Employer Reporting Branch at 1-800-772-6270. That's 1-800-772-6270.
To hear that once more, say "Repeat". If there's anything else I can help you with, please say Main Menu. Otherwise just hang up.

5. Callers will hear:

I'll need to get the E.I.N. before we can verify any employees. It's ok to hang up and call back later when you have it. Otherwise, go ahead and say or enter the E.I.N. now. **Go to step 6.**

6. After caller provides EIN, the caller will hear:

Please say the employee's Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad. **Go to step 7.**

7. After the caller provides the SSN, the automation will say:

Now, please say and then spell just the employee's FIRST name. [Short Pause] For example if the first name was Robin, you'd say "Robin, R O B I N". Go ahead. **Go to step 8.**

8. After the caller provides the First name, the automation will say:

Next, please SAY and then SPELL the employee's last name. For example, if their last name was Kusack, you'd say Kusack, K U S A C K. Go ahead. Go to step 9.

9. After the caller provides the Last name, the automation will say:

Now please tell me the employee's date of birth. For example, you could say...May fifth, 1960. Go to step 10.

10. After the caller provides the date of birth, the automation will say:

And is the employee "Male" or "Female"? Go to step 11.

11. The automation will say:

Just a moment while I look up that employee. Go to step 12.

12. Based on the system's processing, the caller will hear one of the following messages:

- Due to system problems, we are unable to process your request at this time.
- The number is verified. The data you provided matches Social Security Administration records.
- That data matches Social Security records, and our records also indicate the person is deceased. If you need further assistance, please have the employee contact their local Social Security Field Office.
- That Social Security Number is not in our records.
- The employee's name and date of birth match our records, but the gender does not.
- The employee's name and gender match our records, but the date of birth does not.
- The employee's name matches our records, but the date of birth and gender do not.
- That name does not match our records.
- The information you provided was not verified. Go to step 13.

13. A caller is allowed to request up to 10 SSNs per interaction. Therefore, when the caller has reached the limit, he/she will hear:

We have reached the limit of 10 employees per call. To hear the last result once more, say "Repeat that". If you need to find out where your local field office is, say "field office locator". If you want to verify more employees or reach another part of

the Social Security Administration, say “main menu”. And if you’re finished, you can hang up now.

NOTE: In most instances, the automation will confirm what the caller has spoken, allow the caller to hear what they hear repeated, as well as allow the caller to speak with an agent if the caller is having difficulty using the speech software.