

CONSENT BASED
SOCIAL SECURITY
NUMBER VERIFICATION
SERVICE (CBSV) USER
GUIDE



UPDATED
MARCH 13, 2012

TABLE OF CONTENTS

1.0 GENERAL INFORMATION1

1.1 INFORMATION FOR COMPANY/INDIVIDUALS OBTAINING ACCESS TO CBSV.....1

1.2 CONSENT FORM (SSA-89).....2

1.3 CBSV AVAILABILITY3

2.0 REGISTRATION4

2.1 PRE-REGISTRATION4

2.2 REGISTERING FOR A USER ID AND PASSWORD4

2.2.1 CBSV ONLINE AND BATCH USER REGISTRATION5

2.2.2 CBSV WEB SERVICE USER REGISTRATION5

2.3 REGISTERING6

2.4 YOUR BSO PASSWORD.....14

2.5 PASSWORD SELECTION INSTRUCTIONS14

2.6 CHANGING YOUR PASSWORD14

2.7 IF YOU FORGET YOUR PASSWORD14

2.8 ACTIVATION CODE15

2.9 ACTIVATE ACCESS TO CBSV.....16

2.10 RE-REQUESTING ACTIVATION CODE20

2.11 REMOVE ACCESS TO CBSV.....20

2.11.1 HOW THE EMPLOYER REMOVES EMPLOYEE ACCESS TO CBSV20

2.12 UPDATING YOUR CONTACT INFORMATION.....21

3.0 CBSV WEB SERVICE23

4.0 CBSV ONLINE VERIFICATION SERVICE24

4.1 LOGGING IN TO BSO.....25

4.2 ACCESSING THE REQUEST ONLINE SSN VERIFICATION SERVICE.....27

4.3 ENTERING DATA ON THE REQUEST ONLINE SSN VERIFICATION SERVICE28

4.4 CONSENT BASED SSN VERIFICATION RESULTS31

4.4.1 RESULTS31

4.5 POTENTIAL MISUSE ALERT PAGE.....32

4.6 LOGGING OUT OF CBSV32

5.0 BATCH FILE PROCESS: SUBMIT A FILE FOR CONSENT BASED SSN
VERIFICATION.....33

5.1 REQUESTOR IDENTIFICATION (RID)33

5.2 PREPARING A BATCH FILE FOR SUBMISSION TO CBSV34

5.2.1 BATCH FILE FORMAT34

5.3 LOGGING IN TO BSO.....35

5.4 ACCESSING THE SUBMIT A FILE FOR CONSENT BASED SSN VERIFICATION SERVICE36

5.5 REDUCE THE NUMBER OF ERRORS IN YOUR CBSV FILE37

5.6 SUBMITTING YOUR FILE FOR VERIFICATION38

5.7 SUBMIT A FILE FOR CONSENT BASED SSN VERIFICATION - PROBLEM: FILE NOT
RECEIVED40

5.8 CONSENT BASED SSN VERIFICATION STATUS AND RETRIEVAL.....41

5.9 CONSENT BASED SSN VERIFICATION STATUS AND RETRIEVAL RESULTS42

5.10 RETURN FILE FORMAT43

5.11 CONSENT BASED SSN VERIFICATION RESULTS44

5.12 LOGGING OUT OF CBSV44

6.0 INSTRUCTIONS FOR NUMBERS THAT DO NOT VERIFY45

7.0 SECURITY.....45

8.0 ACCOUNTING.....46

8.1 QUARTERLY STATEMENTS AND END OF YEAR SETTLEMENT.....46

9.0 CBSV COMPLIANCE REVIEW AUDIT.....46

10.0 GETTING CBSV HELP AND SUPPORT47

10.1 HELP LINK47

10.2 CONTACTING SSA47
10.2.1 QUESTIONS ON FINANCE AND AGREEMENTS47
10.2.2 GENERAL QUESTIONS47
APPENDIX.....48

1.0 GENERAL INFORMATION

The purpose of the Consent Based SSN Verification System (CBSV) is to allow private businesses and government entities to verify that the name and SSN obtained from a customer matches or does not match the data in SSA's records. The information is matched against SSA's Master File of Social Security Numbers (SSNs), using Social Security number, name, date of birth, and gender code (if available). The system has name and date of birth tolerances. CBSV is one of the services offered by the Social Security Administration. CBSV Online users can log in to CBSV via SSA's Business Services Online (BSO) Web Page: www.ssa.gov/bsowelcome.htm.

NOTE: CBSV is designed to provide only a "yes" or "no" verification of whether the SSN matched SSA's records. CBSV does not verify identity, citizenship, employment eligibility, nor does it interface with the Department of Homeland Security (DHS) verification system. CBSV verifications do not satisfy DHS's I-9 requirements.

For immediate results, users of CBSV can verify:

- One name and SSN at a time using the CBSV Web Service. (See Section 3)
- Up to 10 names and SSNs at a time using CBSV online. Note that there is no limit to the number of times the CBSV Verification Web Page may be used within a session or within a day. (See Section 4)

For overnight batch, users of CBSV can verify:

- Up to 5,000 names and SSNs per batch with results usually available within 1-2 business days. (See Section 5)

More detailed information about CBSV can be found at www.socialsecurity.gov/cbsv/ - including a sample User Agreement, Web Service technical documents, and this User Guide.

1.1 INFORMATION FOR USERS OBTAINING ACCESS TO CBSV

- SSA will verify SSNs solely for the purpose(s) specified on the individual consent forms associated with the verification requests. Your company may use the verified SSN only for the purposes specified by the individual signing the consent form (Form SSA-89, Authorization for SSA to Release SSN Verification). Exceeding the scope of the consent could violate state or Federal law and subject the requesting party to legal consequences.
- SSA will provide SSN verification information only about individuals from whom your company has obtained valid consent forms (Form SSA-89 [See Appendix]).
- Notify SSA if your employee leaves your company or if you choose to revoke any or all of your employees' authorization to use CBSV.
- Your company must protect the confidentiality of consent forms (and the information contained on them) and protect the associated record of SSN verification.

- SSA reserves the right to unilaterally suspend access to CBSV services if SSA concludes that your company has failed to properly obtain consent or otherwise failed to follow the terms of the agreements associated with this service.

IMPORTANT: Your Company must be in physical possession of the signed consent forms (Form SSA-89) prior to requesting SSN verifications through the CBSV service.

1.2 CONSENT FORM (SSA-89)

As a condition for using the CBSV service, the Requesting Party Company is required to secure from each Number Holder a signed Consent Form (Form SSA-89) which authorizes them to perform the CBSV SSN verification (See Appendix).

The Requesting Party Company, who has signed an agreement with SSA, is required to retain the original paper copies of the Consent Form (Form SSA-89) or the electronic image of the form for a period of seven (7) years for auditing purposes. SSA's requirements for the different media/electronic devices and storage considerations are as follows:

- Paper - Ensure that the consent forms are stored in a locked fireproof storage cabinet, and ensure that only authorized personnel have access to these files.
- Electronic - Ensure that the consent forms are password protected, and confirm that only authorized personnel have access to these files. Ensure that passwords issued to personnel who no longer work for the company or no longer work in the capacity to have access to the files are voided. Ensure that consent forms converted to electronic media have been destroyed. Ensure that disaster recovery procedures are in place and are being followed.
- Removable Electronic Media - Ensure that all data has been encrypted, and ensure that such removable electronic media is stored in a locked, fireproof storage receptacle. Ensure that only authorized users have access to this media. Ensure that the paper consent forms have been properly destroyed after being stored electronically.

1.3 CBSV AVAILABILITY

CBSV Hours of Operation

CBSV normally operates during the following hours and may be available at other times as well:

<u>Day</u>	<u>Time</u>
Monday – Friday	5:00 a.m. to 1:00 a.m. Eastern Time
Saturday	5:00 a.m. to 11:00 p.m. Eastern Time
Sunday	8:00 a.m. to 11:30 p.m. Eastern Time

CBSV Hours of Support

CBSV customer support is available at **1-888-772-2970** during the following hours:

<u>Day</u>	<u>Time</u>
Monday – Friday	8:30 a.m. to 4:00 p.m. Eastern Time

NOTE: *CBSV is not available when SSA is in the process of implementing changes to their system. Whenever possible, advance notice of such occasions will be announced on the BSO website. Also, during website down times, informational messages are displayed when a user attempts to access the system.*

IMPORTANT: CBSV services will not be available if your company does not have a positive cash balance.

IMPORTANT: SSA mission-related work has priority over CBSV requests. Therefore, SSA does not guarantee that CBSV will be available to the Requesting Party within a specified time frame. SSA's posting of verification request results may be delayed while SSA performs mission-related work, or while SSA performs systems maintenance.

2.0 REGISTRATION

Accessing the CBSV system as an Authorized User involves several steps.

1. The designated Responsible Company Official authorizes their employee to use CBSV by submitting Form SSA-88 (Pre-Approval Form for CBSV) (See Appendix).
2. The employee goes to the BSO Welcome Page at www.socialsecurity.gov/bsv to be assigned a User ID and select a password.
3. SSA authenticates the employee as an Authorized User and mails a “positive confirmation” letter, with a unique activation code, to the designated company official who provides this code to the authorized employee.
4. The authorized employee/user will be able to log into the BSO system with their User ID and password, enter the unique activation code and have access to the CBSV system. *The only time the activation is used is when finalizing registration.*

NOTE: *If you do not receive your activation code 2-3 weeks after SSA has processed your contract, the designated Responsible Company Official should call SSA at (1-888-772-2970). See the Activation Code section for more information.*

2.1 PRE-REGISTRATION

The Requesting Party must submit to SSA a form SSA-88 (Pre-Approval Form for CBSV) (See Appendix). The Requesting Party must provide the information below when they authorize an employee to use the CBSV:

- Company Name
- Company Address
- Company EIN (Employer Identification Number)
- Name of Employee Authorized to Use CBSV
- Telephone Number of Employee Authorized to Use CBSV
- Email Address of Employee Authorized to Use CBSV
- Name of Company Manager or Authorized Representative
- Signature of Company Manager or Authorized Representative
- Title of Company Manager or Authorized Representative
- Current Date
- Telephone of Company Manager or Authorized Representative and
- E-mail Address of Company Manager or Authorized Representative

2.2 REGISTERING FOR A USER ID AND PASSWORD

Authorized employees who will be using CBSV Online and Batch services register for their own User ID and password.

A Manager or Authorized Representative registers for a User ID and password on behalf of the Requesting Party's Web Service.

IMPORTANT: If you are registered to use CBSV you will not be allowed to use any other BSO service.

2.2.1 CBSV ONLINE AND BATCH USER REGISTRATION

The Authorized Employee must provide the following information when registering for a User ID and password. This information will also allow SSA to confirm your identity before issuing a User ID and serves as contact information.

- Company Name
- EIN
- First Name
- Middle Name (optional)
- Last Name
- U.S. Social Security Number
- Permanent Address
- State
- Country
- Zip Code
- Phone Number
- Fax (optional)
- E-mail Address
- Answers to 5 Authentication Questions
- Self-Created Password

2.2.2 CBSV WEB SERVICE USER REGISTRATION

IMPORTANT: The Authorized Employee does not register for a Web Service User ID and Password. A Manager or Authorized Representative of the Requesting Party will register on behalf of that Company.

The Manager or Authorized Representative must provide his/her information when registering for a Web Service User ID and password. This information will also allow SSA to confirm their identity before issuing a User ID and serves as contact information.

- First Name
- Middle Name (optional)
- Last Name
- Date of Birth
- U.S. Social Security Number
- Date of Birth
- Permanent Address
- State

- Country
- Zip Code
- Phone Number
- Fax (optional)
- E-mail Address
- Answers to 5 Authentication Questions
- Self-Created Password

2.3 REGISTERING

When you have all of the documentation needed to register, follow the steps below to register for your User ID and to create a password:

1. Access **Social Security's Business Services Online** (BSO) website at www.socialsecurity.gov/bs/

***NOTE:** Do not use your browser's Back, Forward, or Refresh buttons while completing the registration form as this could clear the form.*

2. Scroll half way down the Web Page until you see the **Register** button. Select the **Register** button.

Online Services Availability

Monday-Friday: 5 AM - 1 AM ET
Saturday: 5 AM - 11 PM ET
Sunday: 8 AM - 11:30 PM ET



Business Services Online
Welcome to Business Services Online

BSO HELP

DON'T USE YOUR BROWSER'S BACK BUTTON

Business Services Online (BSO) enables organizations and authorized individuals to conduct business with and submit confidential information to the Social Security Administration. You must Register to use this website. Registered users may Request, Activate and Access various BSO services and functions.

BSO Information

- [BSO Electronic W-2 Filing Handbook](#)
- [Tutorial](#)
- [Suite of Services](#)
- [Navigation](#)
- [Online Security Policy](#)

Wage Reporting

Social Security

- [Frequently Asked Questions](#)
- [Employer W-2 Filing Instructions & Information](#)
- [W-2 News - Subscribe Today!](#)
- [Contact Us](#)

Internal Revenue Service

- [IRS Employment Tax & W-2 Requirements](#)
- [Apply For EIN](#)

SSN Verification

- [SSNVS Handbook](#)
- [CBSV](#)

Other Governmental & Employment Links

- [The Privacy Act and the Freedom of Information Act](#)
- [Electronic Records Express](#)
- [Government to Government Services Online](#)

News

- [Wage News](#)
- [Electronic Records Express News](#)
- [Social Security Number Verification News](#)
- [Consent Based SSN Verification News](#)
- [Form SSA-1694 News](#)

REGISTRATION - If you are a new user, select the "Register" button to create a password and receive your User ID. If you have started and need to complete your Registration process, select the "Complete Phone Registration" button. In either case, after your Registration is complete, you can Request, Activate and Access services and functions.

LOG IN to REQUEST, ACTIVATE AND ACCESS FUNCTIONS - Registered users can select the "Log In" button to login and display the BSO Main Menu. Then you may access services and functions you have already activated, or you may select links from the left panel to manage your account information (deactivate your User ID and change your password) or manage your services (request new services, view pending services, and enter activation code), and in some cases manage your employer information.

[Información para el Empleador en Español](#)

Log in to Business Services Online here

New user? Register for Business Services Online here

Complete Phone Registration [what is this?](#)

Select the Register Button

Explanation of BSO Services

Reporting Wages to the SSA

Allows you to send forms W-2 and W-2c to Social Security by uploading a specifically formatted electronic file or by directly keying W-2 and W-2c information into an online form. Capability to view Submission and Report processing status is available. If you have received a notice requesting that you resubmit your wage file, you may ask for a one time 15-day extension to the deadline for resubmitting.

[More information about Reporting Wages](#)

Social Security Number Verification Service (SSNVS)

For the purposes of completing W-2 and W-2c SSNVS allows you to complete an online form or submit specifically formatted files to request verification of names and Social Security Numbers of employees of the company for which you work or the company that has hired you to perform this service.

[More information about Verifying Social Security Numbers](#)

Form SSA-1694 Request for Business Entity Taxpayer Information

Business entities that have attorney and/or non-attorney representatives as partners or employees who receive direct payment may provide SSA with taxpayer identification information using the Form SSA-1694.

To Login or Register Online

Scroll to the top of this page and:

- **Select Login** to complete, update or view the Form SSA-1694.
- **Select Register** to obtain a User ID and password to complete the Form SSA-1694.

[To complete a paper Form SSA-1694 with instructions](#)

[More information about Direct Payment, Attorneys and Appointed Representatives](#)

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.
For TDD/TTY call 1-800-325-0778.

- The system displays the *User Registration Attestation* Web Page. Please read and select the **I Accept** button at the bottom of the page.

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

HELP

Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

User Registration Attestation

Please read the following information about registering to use Business Services Online.

Please select the link below to read about SSA's legal authority for collecting information.

[Paperwork Reduction Act Statement](#)

Registering for Business Services

To obtain a User ID and password, complete the registration form and select the submit button on the following page. The information you submit will be verified against our records.

Upon successful registration, you will have your User ID and password.

You may update your registration information or change your password at any time.

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

User Certification for SSA Business Services Online

I certify that:

- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

Select the **I Accept** Button

www.socialsecurity.gov

- The system displays the *Create a Login Account – Step 1* Web Page. Complete the entire page and select the **Next** button at the bottom of the page.

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

HELP

Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

Create a Login Account

Step 1: Provide Information

Create an Account

- Provide Information**
- Create Password
- Review and Submit
- Print User ID

The information you provide will be compared against our records in order to verify your identity.
* Indicates required information

Form Approved: OMB No. 0960-0626 Expiration date: 10/31/2012

Personal Information

***Name:**

*First Middle *Last Suffix

***Date of Birth:**

mmddyyyy

***Social Security Number (SSN):**

XXXXXXXX

[More Information](#)

Personal Contact Information

***Country:**

United States

***Home Street Address:**

***City:** ***State:** ***Zip Code:** **Ext.:**

AK

***Daytime Phone Number:**

Extension:

Fax Number:

***Email Address:**

[Why do you need an email address?](#)

Cancel & Exit

www.socialsecurity.gov

Select the Next Button

- The system displays the *Create a Login Account – Step 2* Web Page. Complete the entire page and select the **Next** button at the bottom of the page.

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO | Welcome | BSO Information | Keyboard Navigation

HELP

Online Services Availability

- Monday-Friday: 5 AM - 11 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

Create a Login Account
Step 2: Create Your Password

Create an Account

- [Provide Information](#)
- Create Password**
- [Review and Submit](#)
- [Print User ID](#)

Your password will be used to log in to online services; your User ID will be provided to you.
* Indicates required information

***Enter Password:**

***Re-enter Password:**

Your Password:

- Must contain exactly **8 characters**
- Must contain **only numbers and letters**
- Must contain **at least 1 number and 1 letter**
- Is **not case sensitive**

Security Questions and Answers

The security questions and answers you select will be used to validate your identity in case you forget your password.

***Question 1:**
WHAT IS THE NAME OF YOUR FIRST NEPHEW?

***Answer 1:**
ANSWER

***Question 2:**
WHAT IS THE NAME OF YOUR FIRST NIECE?

***Answer 2:**
ANSWER

***Question 3:**
WHAT IS THE MIDDLE NAME OF YOUR MOTHER?

***Answer 3:**
ANSWER

***Question 4:**
WHAT IS THE MIDDLE NAME OF YOUR FATHER?

***Answer 4:**
ANSWER

***Question 5:**
WHAT IS THE MIDDLE NAME OF YOUR FATHER?

***Answer 5:**
Answer

Select the Next Button

www.socialsecurity.gov

- The system displays the *Create a Login Account – Step 3 Web Page*. Please read the entire page and select the **I Accept** button at the bottom of the peach box. Then select the **Submit** button at the bottom of the page.

Social Security Online **Business Services Online**
 www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation HELP

Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

Create a Login Account
 Step 3: Review & Submit

Create an Account

- Provide Information
- Create Password
- Review and Submit**
- Print User ID

Please verify that the information you provided is correct.

Personal & Contact Information Edit Personal Information

Name: JOHN PUBLIC
 Date of Birth: 04/18/1978
 SSN: 999-01-1234
 Country: United States
 Home Street Address: 123 MAIN STREET
 City, State, Zip: MY CITY , AK 12345
 Daytime Phone Number: (123) 123-1234
 Fax Number:
 Email: USER@DEMOEMPLOYER.COM

Security Questions and Answers Edit Security Information

Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW?
 Answer 1: ANSWER
 Question 2: WHAT IS THE NAME OF YOUR FIRST NIECE?
 Answer 2: ANSWER
 Question 3: WHAT IS THE MIDDLE NAME OF YOUR MOTHER?
 Answer 3: ANSWER
 Question 4: WHAT IS THE MIDDLE NAME OF YOUR FATHER?
 Answer 4: ANSWER
 Question 5: WHAT IS THE YEAR YOU GRADUATED HIGH SCHOOL?
 Answer 5: ANSWER

User Certification for Online Services

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.

I Accept

Select the I Accept Button (points to the checked box)

Select the Submit Button (points to the Submit button)

< Back Cancel & Exit Submit

www.socialsecurity.gov

7. The system displays the *Create a Login Account – Step 4 Web Page*. Your User ID is now assigned. Please read the entire page and select the **Print a confirmation Receipt** link to print the User ID. Then select the **Next** button at the bottom of the page.

NOTE: Make a note of your User ID since you will need it to log into BSO. Do not share it with anyone.

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

Create an Account

1. Provide Information
2. Create Password
3. Review and Submit
4. **Print User ID**

Create a Login Account

Step 4: Print your User ID

Thank you! You have successfully created a login account.
The User ID below has been assigned to you:

User ID: WTRSK9NT

Please secure this User ID for your future use.
You must enter the above User ID and your self-selected Password each time you log in and access online services.
[Print a confirmation Receipt](#)

What's Next?

Now that you've created a log in account for Online Services, you will need to tell us what functions and services you require to do your work.

Depending on the services that you are requesting, you may be required to provide additional information about yourself or the organizations that you represent.

Select the **Print a confirmation Receipt** Link.

Select the **Next** Button

- The system displays the *Request Access to BSO Services – Select Service Suites* Web Page. You have successfully completed a log in account. You do not need to select services; CBSV will be selected for you by the Operations staff when your Form SSA-88 is faxed in to SSA. Select the **Log Out** button at the top left corner of the page.

Social Security Online
www.socialsecurity.gov

Business Services Online
Main Menu | Contact Us | BSO Information | Keyboard Navigation

JOHN PUBLIC

Log Out

Request Access to BSO Services

Select Service Suites

You must request access to do specific functions within a service suite. Let us help you choose services to add.

Services Suite for Employers:

- Wage Reporting Service and/or Social Security Number Verification Service (SSNVS)**
Electronic Wage Reporting allows employers to Report Wages to Social Security and to view the status of their submission.
Social Security Number Verification Service (SSNVS)
Allows the completion of an online form or submission of a file to request verification of names and Social Security Numbers of employees free of charge to employers and their agents for wage reporting purposes only. To verify SSNs for other than wage reporting purposes, please select the Special Services Suite for Consent Based Social Security Number Verification Service (CBSV) below.
- SSA Services Suite for Attorneys:**

Form SSA-1694 Business Taxpayer Information

Allows attorneys or authorized representatives to register with Social Security for Form SSA-1694 Request for Business Entity Taxpayer Information and perform the following functions:

- Complete Form SSA-1694 Business Taxpayer Information Form
- Update Form SSA-1694 Business Taxpayer Information Form

- Internet Representative Payee Suite:**
Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.
Allows submission and printing of the appropriate representative payee accounting forms and allows downloading submitted forms for up to 30 days after submission

Special Services Suite:

- CBSV: Consent Based Social Security Number Verification Service**
CBSV, a consent and fee-based, third party verification service should not be confused with SSNVS service displayed above in the SSA Services Suite for Employers.
In order to complete your registration we must collect your Employer Information. Please check the CBSV box to the left then select the "Next" button below to record your Employer's EIN and Business or Organization name. Note: You will be denied access to CBSV if this information is not provided.

Cancel Next

www.socialsecurity.gov

2.4 YOUR BSO PASSWORD

At the time of registration, you must enter a unique password of your choice. Your password must contain a combination of eight (8) letters and numbers (e.g., 9580859A or shoe2828). Passwords are NOT case sensitive. No special characters are allowed. Secure your password and do not share it with anyone. Your User ID and password are required to log into BSO. Please refer to section 2.3 for detailed instructions on how to register and create a User ID and password.

2.5 PASSWORD SELECTION INSTRUCTIONS

- Your password must be eight (8) characters long and must be a combination of letters and numbers. Do not use special characters.
- There must be at least one letter and at least one number in your password.
- Passwords are NOT case sensitive.

2.6 CHANGING YOUR PASSWORD

It is mandatory to change your CBSV password at least once every designated interval to prevent your password from expiring. If your password expires, you will need to choose a new password.

NOTE:

- *Passwords for the Online and Batch SSN verification methods expire after 90 days. If your password expires, you will be prompted to change it the next time you log in to BSO.*
- *The manager or authorized representative who registered for a user ID and Password on behalf of the requesting party's Web Service must change the BSO password every 365 days to prevent the BSO password from expiring. You **Will Not** be prompted to change your password when using the CBSV Web Service.*

2.7 IF YOU FORGET YOUR PASSWORD

If you forgot your password, you can request a new one. There are two methods to request a new password - by answering three random questions out of five Authentication questions you previously answered during registration or at log in, or by mail. If you request a new password by mail, a temporary password will be sent to you in the mail. You will not be able to use BSO until you receive your temporary password.

Option 1: To replace a forgotten password by answering Authentication questions:

- You must provide your User ID to access the *Forgot Your Password* link,
- Select the *Forgot your Password* link under the Password field on the Log In page. This will open the *Forgot Password* page.

- Answer the three randomly chosen questions that you had previously answered. Answers are not case sensitive but must match your previous answers.
- Enter your new password and re-enter to confirm it. Your password must contain any combination of eight letters and numbers (e.g. 9580859A or frog2828). Special characters are not allowed and passwords are not case sensitive.

Select the *Submit New Password* button. This will display a message indicating that your password has been successfully changed. You may now select the Log In button and log in to BSO with your User ID and your newly changed password.

Option 2: To request a new password by mail:

- You must provide your User ID to access the *Forgot Your Password* link.
- Select the *Forgot Your Password* link under the Password field on the Log In page. This will open the *Forgot Password* page.
- Select the *Request Password by Mail* button at the bottom of the screen. This will open the *Request Password by Mail* page.
- Enter your first name, last name, Social Security Number, and date of birth.
- Select the *Request Temporary Password* button. This will display a message indicating that your password has been reissued successfully. Social Security will send you a temporary password in the mail, usually within two weeks.

After you request a new password, your old password will no longer work. When you receive your temporary password, you may log in to BSO and will be prompted to change your password. Your password must contain any combination of eight letters and numbers (e.g. 9580859A or frog2828). Special characters are not allowed and passwords are not case sensitive.

2.8 ACTIVATION CODE

The activation code is an alphanumeric code sent by SSA to the designated Responsible Company Official (either the Company Manager or the Authorized Representative who signed Form SSA-88). The notice to the Responsible Company Official instructs them to provide the Authorized Employee with the activation code. Authorized Employees will not be able to access CBSV until the activation code is entered. The activation code is an added layer of security to ensure that the individual attempting to access the system is in fact who they are presenting to be: an authorized employee. The employee must enter the activation code on the *Activate Access to BSO Services* Web Page to gain access to CBSV.

NOTE: *If you do not receive your activation code 2-3 weeks after SSA has processed your contract, the designated Responsible Company Official should call SSA at (1-888-772-2970).*

2.9 ACTIVATE ACCESS TO CBSV

The designated Responsible Company Official provides the activation code to the authorized employee. The employee will then:

1. Open the *BSO Welcome* Web Page: www.socialsecurity.gov/bsv
2. Select the **Log In** button on the *BSO Welcome* Web Page.

Social Security Online
www.socialsecurity.gov

Home FAQs Contact Us Text Size Search GO

Business Services Online
Welcome to Business Services Online [BSO HELP](#)

Online Services Availability
Monday-Friday: 5 AM - 1 AM ET
Saturday: 5 AM - 11 PM ET
Sunday: 8 AM - 11:30 PM ET

DON'T USE YOUR BROWSER'S BACK BUTTON

BSO Information

- [BSO Electronic W-2 Filing Handbook](#)
- [Tutorial](#)
- [Suite of Services](#)
- [Navigation](#)
- [Online Security Policy](#)

Wage Reporting

Social Security

- [Frequently Asked Questions](#)
- [Employer W-2 Filing Instructions & Information](#)
- [W-2 News - Subscribe Today!](#)
- [Contact Us](#)

Internal Revenue Service

- [IRS Employment Tax & W-2 Requirements](#)
- [Apply For EIN](#)

SSN Verification

- [SSNVS Handbook](#)
- [CBSV](#)

Other Governmental & Employment Links

- [The Privacy Act and the Freedom of Information Act](#)
- [Electronic Records Express](#)
- [Government to Government Services Online](#)

News

- [Wage News](#)
- [Electronic Records Express News](#)
- [Social Security Number Verification News](#)
- [Consent Based SSN Verification News](#)
- [Form SSA-1694 News](#)

Business Services Online (BSO) enables organizations and authorized individuals to conduct business with and submit confidential information to the Social Security Administration. You must Register to use this website. Registered users may Request, Activate and Access various BSO services and functions.

REGISTRATION - If you are a new user, select the "Register" button to create a password and receive your User ID. If you have started and need to complete your Registration process, select the "Complete Phone Registration" button. In either case, after your Registration is complete, you can Request, Activate and Access services and functions.

LOG IN to REQUEST, ACTIVATE AND ACCESS FUNCTIONS - Registered users can select the "Log In" button to login and display the BSO Main Menu. Then you may access services and functions you have already activated, or you may select links from the left panel to manage your account (request new services, and enter activation code), and in some cases manage your employer information.

[Información para el Empleador en Español](#)

Log in to Business Services Online here

New user? Register for Business Services Online here

Complete Phone Registration [what is this?](#)

Explanation of BSO Services

Reporting Wages to the SSA

Allows you to send forms W-2 and W-2c to Social Security by uploading a specifically formatted electronic file or by directly keying W-2 and W-2c information into an online form. Capability to view Submission and Report processing status is available. If you have received a notice requesting that you resubmit your wage file, you may ask for a one time 15-day extension to the deadline for resubmitting.

[More information about Reporting Wages](#)

Social Security Number Verification Service (SSNVS)

For the purposes of completing W-2 and W-2c SSNVS allows you to complete an online form or submit specifically formatted files to request verification of names and Social Security Numbers of employees of the company for which you work or the company that has hired you to perform this service.

[More information about Verifying Social Security Numbers](#)

Form SSA-1694 Request for Business Entity Taxpayer Information

Business entities that have attorney and/or non-attorney representatives as partners or employees who receive direct payment may provide SSA with taxpayer identification information using the Form SSA-1694.

To Login or Register Online

Scroll to the top of this page and:

- **Select Login** to complete, update or view the Form SSA-1694.
- **Select Register** to obtain a User ID and password to complete the Form SSA-1694.

[To complete a paper Form SSA-1694 with instructions](#)

[More information about Direct Payment, Attorneys and Appointed Representatives](#)

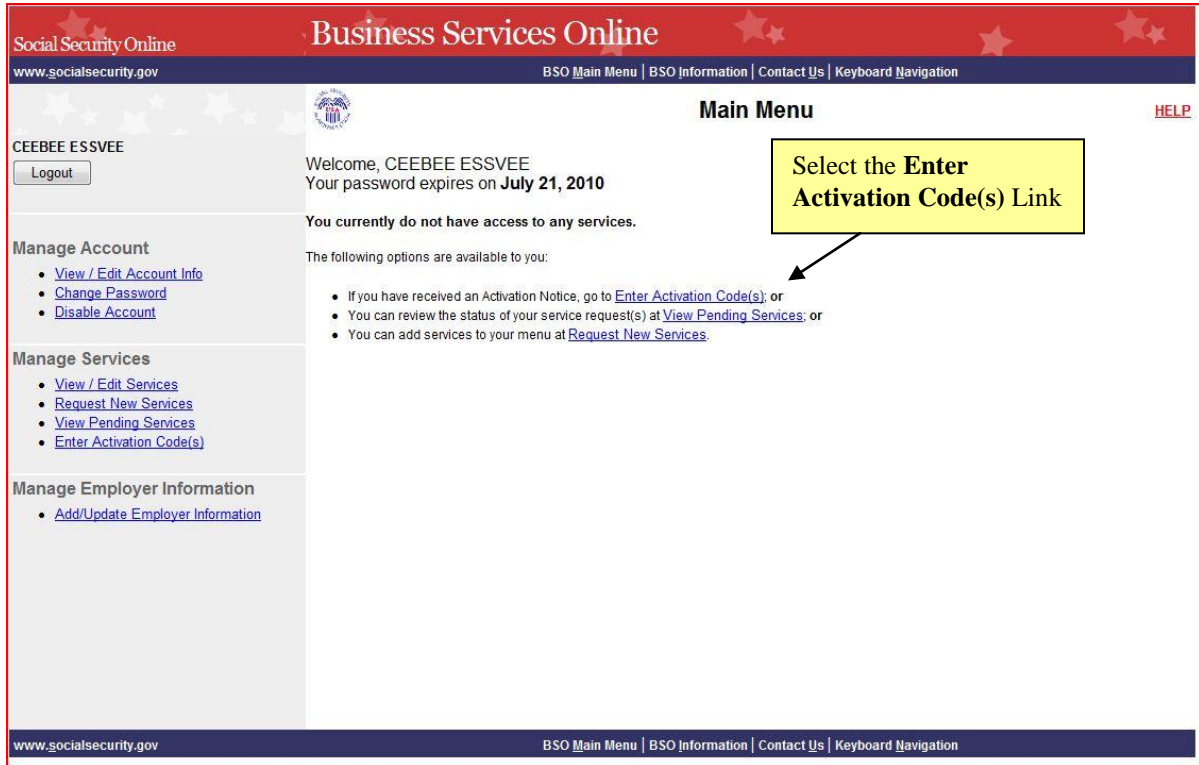
Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.
For TDD/TTY call 1-800-325-0778.

USA.gov Privacy Policy | Website Policies & Other Important Information | Site Map [Need Larger Text?](#)
Last reviewed or modified Saturday, Dec 04, 2010

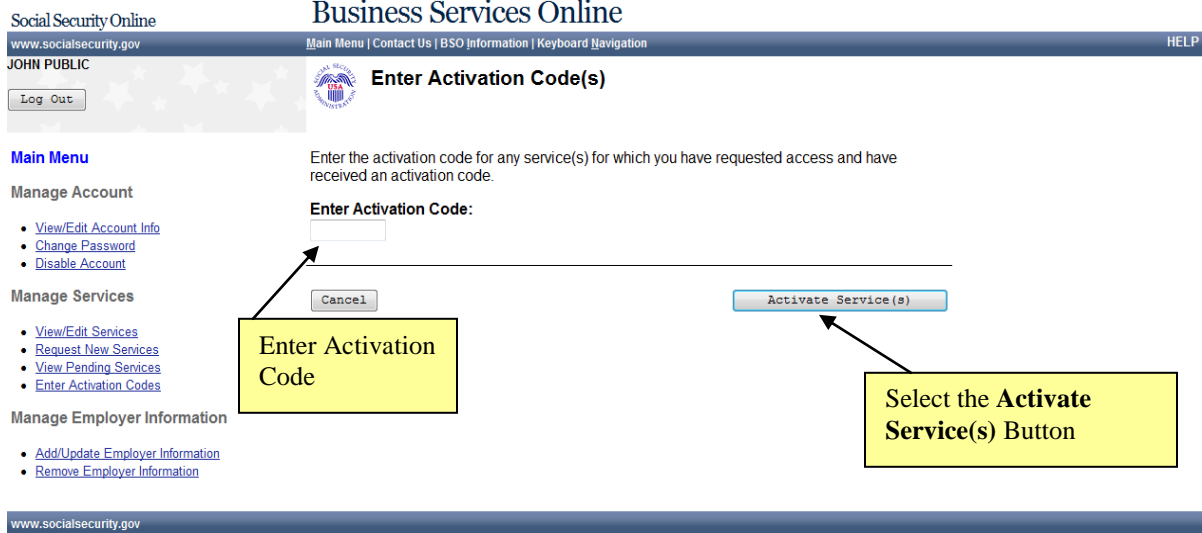
3. The system displays the *Log In to Online Services* Web Page. Enter User ID and Password.
4. Select the **I Accept** button to indicate that you have read the user certification statement and agree to its contents.
5. Select the **Log In** button at the bottom of the page.

The screenshot shows the 'Log In to Online Services' page on the Social Security Online website. The page is titled 'Business Services Online' and includes a navigation bar with links for 'BSO Welcome', 'BSO Information', and 'Keyboard Navigation'. A 'HELP' link is also present. The main content area is divided into two sections: 'New User?' and 'Existing User?'. The 'New User?' section explains that users must create an account and lists the information needed: personal information, contact information, and a password and security questions. A 'Create Log In Account' link is provided. The 'Existing User?' section prompts users to log in with their User ID and Password, and includes links for 'Forgot user ID?' and 'Forgot your password?'. Below the login fields is a 'User Certification' section with a statement: 'I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.' and a checkbox for 'I have read & agree to these terms.' A 'Log In' button is located at the bottom right. Annotations in yellow boxes with arrows point to the 'Enter User ID' field, the 'Enter Password' field, the 'I Accept' checkbox, and the 'Log In' button. A 'Log In' button is also visible at the bottom right of the page.

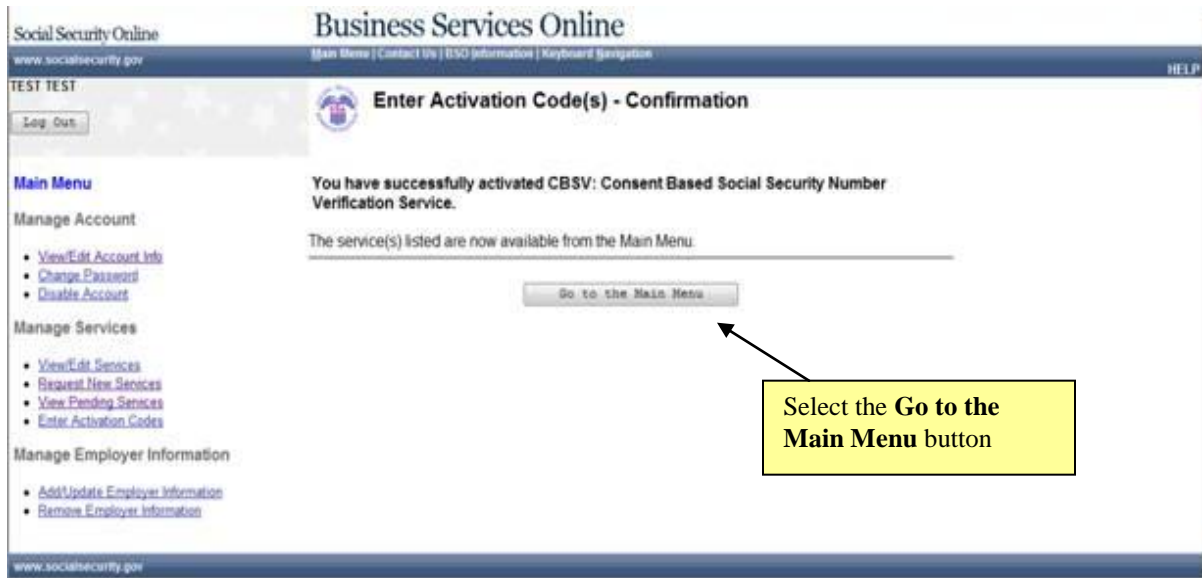
- The system displays the *BSO Main Menu* Web Page. Select the **Enter Activation Code(s)** link.



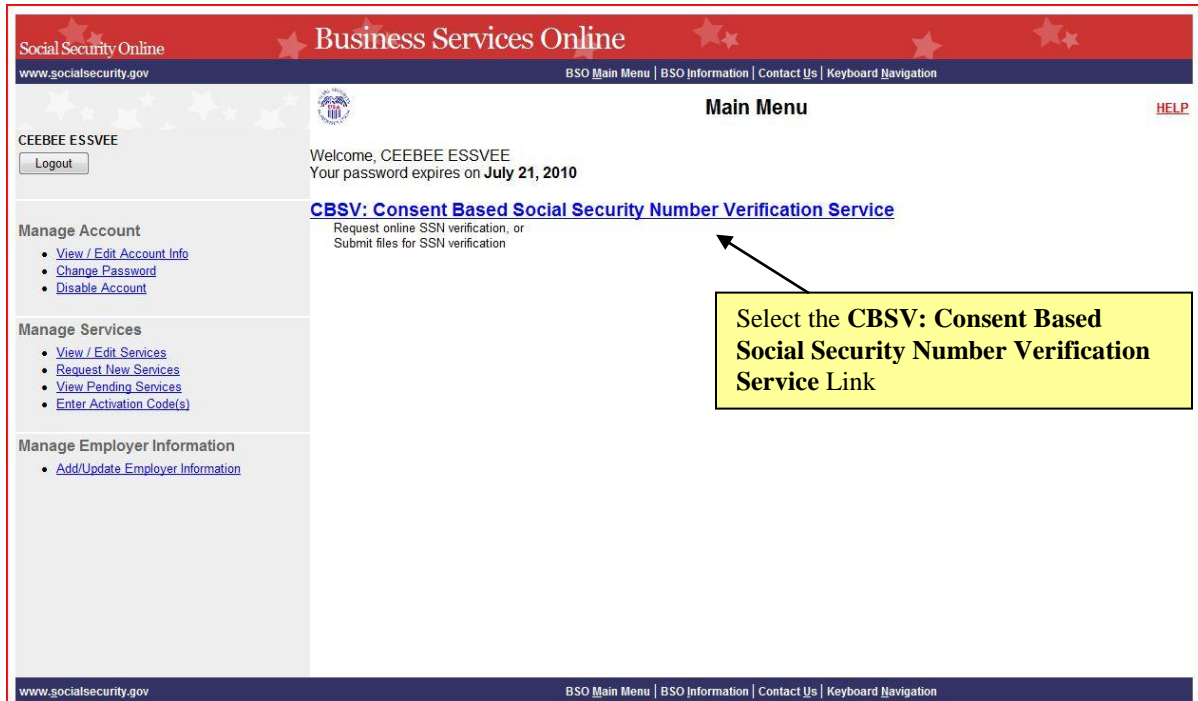
- The system displays the *Enter Activation Code(s)* Web Page. Enter the Activation code.
- Select the **Activate Service(s)** button.



9. The system displays the *Enter Activation Code(s)-Confirmation* Web Page indicating that SSA has approved your request and you may begin using CBSV immediately.
10. Select the **Go to the Main Menu** button.



11. The system displays the *BSO Main Menu* Web Page. Select the **CBSV: Consent Based Social Security Number Verification Service** link to start using CBSV.



2.10 RE-REQUESTING ACTIVATION CODE

Activation codes expire 60 days from the date they are issued. If your activation code expires, you will need to re-request one.

If you do not receive your activation code 2-3 weeks after SSA has processed your contract, the designated Responsible Company Official should call SSA at (1-888-772-2970).

NOTE: *Once an activation code has been re-requested, the original activation code is deactivated and is no longer valid.*

2.11 REMOVE ACCESS TO CBSV

Access to CBSV may be removed by the Responsible Company Official only.

2.11.1 HOW THE EMPLOYER REMOVES EMPLOYEE ACCESS TO CBSV

- If a company wishes to cancel an employee's access to CBSV the designated Responsible Company Official should contact SSA at 1-888-772-2970 to cancel CBSV access.
- If an **employee wishes to cancel** their access to CBSV they should inform their designated Responsible Company Official and have them contact SSA at 1-888-772-2970 to cancel CBSV access on their behalf.

2.12 UPDATING YOUR CONTACT INFORMATION

Log in to BSO using the BSO Welcome page: www.socialsecurity.gov/bsv. From the left menu of most pages, select the View/Edit Account Information link to access the View/Edit Account Information Web Page.

The screenshot displays the Business Services Online (BSO) interface. At the top, the header includes 'Social Security Online' and 'Business Services Online'. The user is logged in as 'CEE BEE ESSVEE' with a 'Logout' button. The main menu on the left lists several categories: 'Manage Account' (with links for 'View / Edit Account Info', 'Change Password', and 'Disable Account'), 'Manage Services' (with links for 'View / Edit Services', 'Request New Services', 'View Pending Services', and 'Enter Activation Code(s)'), and 'Manage Employer Information' (with a link for 'Add/Update Employer Information'). A yellow callout box with an arrow points to the 'View / Edit Account Info' link, with the text 'Select the View/Edit Account Info Link'. The main content area shows a welcome message: 'Welcome, CEEBEE ESSVEE. Your password expires on July 21, 2010.' Below this is a link for 'CBSV: Consent Based Social Security Number Verification Service' with sub-links for 'Request online SSN verification, or' and 'Submit files for SSN verification'. The footer contains the URL 'www.socialsecurity.gov' and navigation links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'.

Social Security Online
www.socialsecurity.gov

Business Services Online
Main Menu | Contact Us | BSO Information | Keyboard Navigation

JOHN PUBLIC
Log Out

View/Edit Account Information

Your account information is displayed below. You may update this information at anytime.

Personal & Contact Information [Edit Personal Information](#)

Name: JOHN PUBLIC
Date of Birth: 04/18/1978
SSN: XXX-XX-1234
Country: United States
Home Street Address: 123 MAIN STREET
City, State, Zip: MY CITY , AK 12345
Daytime Phone Number: (123) 123-1234
Fax Number:
Email: USER@DEMOEMPLOYER.COM

Security Questions and Answers [Edit Security Questions](#)

Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW?
Answer 1: ANSWER
Question 2: WHAT IS THE NAME OF YOUR FIRST NIECE?
Answer 2: ANSWER
Question 3: WHAT IS THE MIDDLE NAME OF YOUR MOTHER?
Answer 3: ANSWER
Question 4: WHAT IS THE MIDDLE NAME OF YOUR FATHER?
Answer 4: ANSWER
Question 5: IF YOU COULD PLAY ANY INSTRUMENT WHAT WOULD IT BE?
Answer 5: ANSWER

On the View/Edit Account Information Web Page:

- To change any of the Personal and Contact information displayed in the top half of the page, select the Edit Personal Information button.
- To change any of the Security Questions and Answers displayed in the bottom half of the page, select the Edit Security Questions button

3.0 CBSV WEB SERVICE

The CBSV Web Service is designed to support interoperable machine-to-machine interaction over the Internet. Companies may create their own, unique interface with CBSV. If you are a developer who works for a company that accesses CBSV through a Web Service, it is recommended that you refer to the *Interface Specification for CBSV Web Service* document, located at www.socialsecurity.gov/cbsv

The Web Service Description Language (WSDL) for CBSV is documented in the *Interface Specification for CBSV Web Service* document.

If you are an employee of a company that accesses CBSV through a Web Service, your company will provide you with instructions on how to use your company's interface.

The Web Services Description Language is an XML-based language that provides a model for describing Web services. WSDL is often used in combination with SOAP and XML Schema to provide Web services over the Internet. A client program connecting to a Web service can read the WSDL to determine the functions that are available on the server.

4.0 CBSV ONLINE VERIFICATION SERVICE

CBSV allows you to request verification of up to 10 names and SSNs at a time, online, and receive immediate results. There is no limit to the number of times the CBSV Verification web page may be used within a session or within a day.

The CBSV Online Verification service requires you to have:

- Internet access; and,
- A Web browser, such as Internet Explorer or FireFox for Windows OS or Safari for Mac OS. Your browser version must allow 'cookies' (files store temporarily on your computer) and have 128-bit encryption.

NOTE: In order to use BSO, your browser version must be set to accept cookies and support 128-bit encryption. This is the default setting for most browsers. If you received a request to store a file on your computer, select "Yes." BSO cookies will be deleted when you close your browser.

4.1 LOGGING IN TO BSO

1. Open the *BSO Welcome* Web Page: www.socialsecurity.gov/bsv
2. Select the **Log In** button on the *BSO Welcome* Web Page.

Social Security Online
www.socialsecurity.gov

Home FAQs Contact Us Text Size Search GO

Online Services Availability
Monday-Friday: 5 AM - 1 AM ET
Saturday: 5 AM - 11 PM ET
Sunday: 8 AM - 11:30 PM ET

DON'T USE YOUR BROWSER'S BACK BUTTON

Business Services Online
Welcome to Business Services Online [BSO HELP](#)

BSO Information

- [BSO Electronic W-2 Filing Handbook](#)
- [Tutorial](#)
- [Suite of Services](#)
- [Navigation](#)
- [Online Security Policy](#)

Wage Reporting

Social Security

- [Frequently Asked Questions](#)
- [Employer W-2 Filing Instructions & Information](#)
- [W-2 News - Subscribe Today!](#)
- [Contact Us](#)

Internal Revenue Service

- [IRS Employment Tax & W-2 Requirements](#)
- [Apply For EIN](#)

SSN Verification

- [SSNVS Handbook](#)
- [CBSV](#)

Other Governmental & Employment Links

- [The Privacy Act and the Freedom of Information Act](#)
- [Electronic Records Express](#)
- [Government to Government Services Online](#)

News

- [Wage News](#)
- [Electronic Records Express News](#)
- [Social Security Number Verification News](#)
- [Consent Based SSN Verification News](#)
- [Form SSA-1694 News](#)

Business Services Online (BSO) enables organizations and authorized individuals to conduct business with and submit confidential information to the Social Security Administration. You must Register to use this website. Registered users may Request, Activate and Access various BSO services and functions.

REGISTRATION - If you are a new user, select the "Register" button to create a password and receive your User ID. If you have started and need to complete your Registration process, select the "Complete Phone Registration" button. In either case, after your Registration is complete, you can Request, Activate and Access services and functions.

LOG IN to REQUEST, ACTIVATE AND ACCESS FUNCTIONS - Registered users can select the "Log In" button to login and display the BSO Main Menu. Then you may access services and functions (you have already activated, or you may select links from the left panel to manage your account information (your User ID and change your password) or manage your services (request new services, view services, and enter activation code), and in some cases manage your employer information.

[Información para el Empleador en Español](#)

Log in to Business Services Online here

New user? Register for Business Services Online here

Complete Phone Registration [what is this?](#)

Explanation of BSO Services

Reporting Wages to the SSA

Allows you to send forms W-2 and W-2c to Social Security by uploading a specifically formatted electronic file or by directly keying W-2 and W-2c information into an online form. Capability to view Submission and Report processing status is available. If you have received a notice requesting that you resubmit your wage file, you may ask for a one time 15-day extension to the deadline for resubmitting.

[More information about Reporting Wages](#)

Social Security Number Verification Service (SSNVS)

For the purposes of completing W-2 and W-2c SSNVS allows you to complete an online form or submit specifically formatted files to request verification of names and Social Security Numbers of employees of the company for which you work or the company that has hired you to perform this service.

[More information about Verifying Social Security Numbers](#)

Form SSA-1694 Request for Business Entity Taxpayer Information

Business entities that have attorney and/or non-attorney representatives as partners or employees who receive direct payment may provide SSA with taxpayer identification information using the Form SSA-1694.

To Login or Register Online

Scroll to the top of this page and:

- **Select Login** to complete, update or view the Form SSA-1694.
- **Select Register** to obtain a User ID and password to complete the Form SSA-1694.

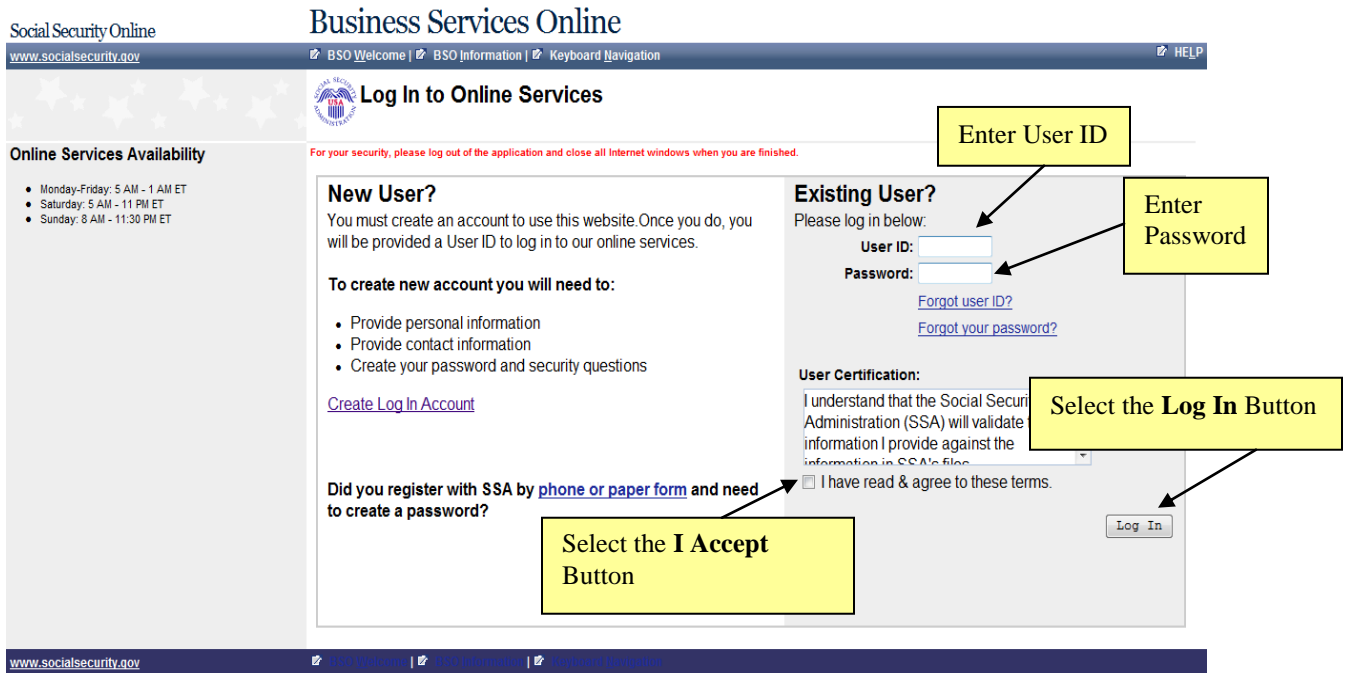
[To complete a paper Form SSA-1694 with instructions](#)

[More information about Direct Payment, Attorneys and Appointed Representatives](#)

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.
For TDD/TTY call 1-800-325-0778.

USA.gov [Privacy Policy](#) | [Website Policies & Other Important Information](#) | [Site Map](#) [Need Larger Text?](#)
Last reviewed or modified Saturday, Dec 04, 2010

3. This will open the *Log In to BSO* Web Page containing an attestation statement.
4. Enter your User ID and password.
5. Select the **I Accept** button to indicate that you have read the user certification statement and agree to its contents.



6. Select the **Log In** button from the *Log In to BSO* Web Page. This will open the *BSO Main Menu* Web Page. The *BSO Main Menu* Web Page is your point of entry for CBSV.



4.2 ACCESSING THE REQUEST ONLINE SSN VERIFICATION SERVICE

1. From the *BSO Main Menu* Web Page, select the *Consent Based Social Security Number Verification Services* link.
2. The system displays the *CBSV Main Menu* page.
3. From the *CBSV Main Menu* page, select the *Request Online SSN Verification* link.

Social Security Online
Business Services Online
Social Security's Business Services Online (BSO)

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

[CBSV Help](#)

Consent Based SSN Verification Service

Select the **Request Online SSN Verification** Link

[Request Online SSN Verification](#)
Manually enter and submit up to 10 Social Security Numbers and Names to be verified by Social Security. Results are returned immediately for review.

[Submit an Electronic File for SSN Verification](#)
Submit a file containing Names and Social Security Numbers to be verified by Social Security. The data in the file must be in correct format.

[View Status and Retrieval Information](#)
View the current status of a submission

[View CBSV Handbook](#)
Review additional information on submitting files to Social Security for verification and retrieving the results of the submissions.

[BSO Main Menu](#)


Have a question? Call **1-888-772-2970** to speak with Technical Assistance / Customer Support
The Hours are from 8:30a.m to 4:30p.m EST

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

4. The system displays the *Consent Based SSN Verification* Web Page.

4.3 ENTERING DATA ON THE REQUEST ONLINE SSN VERIFICATION SERVICE

The *Consent Based SSN Verification* Web Page contains data entry fields in a table format.



[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

CBSV Help

Consent Based SSN Verification

Name: **John Williams** Submitter EIN: **931357045**

Please Note:

- All records will be returned.
- The first five digits of the SSN will be masked.
- Mandatory fields are indicated by an *.
- Field specific help is available by selecting the underlined links below.

Please enter the following information for each number holder you would like to verify.

	*SSN <small>(999999999)</small>	*First Name	Middle Name	*Last Name	Suffix	Date of Birth <small>(MMDDYYYY)</small>	Gender <small>(F / M)</small>
1.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

You may want to print or save this page BEFORE you submit, as this information will NOT be visible after submission. This page contains confidential information. Please keep the printed / saved page in a secure place.

Have a question? Call **1-888-772-2970** to speak with Technical Assistance / Customer Support.
The Hours are from 8:30 a.m to 4:00 p.m Eastern Time

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

Following is a list of the data entry fields and the criteria to follow when entering data in these fields:

SSN (999999999)

- The SSN field is mandatory.
- The SSN must be nine (9) numerical characters only.
Alphabetic characters, hyphens, slashes or any other special characters are not allowed.
- Spaces are not allowed.

First Name

- The First Name field is mandatory.
- The First Name must be between one (1) and 10 characters in length.
- If the First Name is longer than 10 characters, enter the first 10 characters of the First Name.
- Enter the First Name using alphabetic characters only.
Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

Middle Name

- The Middle Name field is optional.
- If entered, the Middle Name must be between one (1) and seven (7) characters in length. If the Middle Name is longer than seven (7) characters, enter the first seven (7) characters of the Middle Name.
- Enter the Middle Name using alphabetic characters only.
Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

Last Name

- The Last Name field is mandatory.
The Last Name must be between one (1) and 13 characters in length.
- If the Last Name is longer than 13 characters, enter the first 13 characters of the Last Name.
- Enter the Last Name using alphabetic characters only.
- Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

Suffix

- The Suffix field is optional.
- If entered, the Suffix must be Jr, Sr, or a Roman Numeral I through X.
- Numbers, hyphens, slashes or any other characters are not allowed.

Date of Birth (DOB)

- The DOB field is optional.
- If entered, the DOB must contain eight (8) digits.
- Enter the Number Holder's DOB using the format MMDDYYYY where:

- MM is the month; enter a value of 01 through 12
- DD is the day; enter a value of 01 through 31
- YYYY is the 4 digit year.
- Use numeric characters only.
Letters, hyphens, slashes, or any other characters are not allowed.
Spaces are not allowed.
- The DOB cannot be before 1800 or after the current date.

Gender (F/M)

- The Gender field is optional.
 - F = Female
 - M = Male

The First, Middle and Last Name fields provide links to the help guide for entering complex names. To access the *CBSV Help Web Page*, you must be logged into CBSV. The **Help** button is in the upper left-hand corner of each CBSV Web Page and opens in a new browser window.

Once you have entered the data you wish to verify, select the **Submit** button on the *Consent Based SSN Verification Web Page*.

4.4 CONSENT BASED SSN VERIFICATION RESULTS

Data verified via the *Consent Based SSN Verification* Web Page is displayed on the *Consent Based SSN Verification Results* Web Page in a table format.

NOTE: For Security reasons, the first five (5) digits of the Social Security Number (SSN) will be masked for all results returned (regardless of whether or not the SSN “verified”).

4.4.1 RESULTS

The possible results are:

“Yes” Response Means Verified

- The information submitted for verification matches Social Security Administration’s records
- A “Yes” in the *Results* column = a verified SSN.

“No” Response Means Verification Failed

- The information submitted for verification does not match Social Security Administration’s records
- A “No” Results column = a failed SSN verification.

“Deceased” (Per SSA Records)

- The name and SSN combination submitted for verification matches Social Security Administration’s SSA’s records, but our records indicate that the Number Holder is deceased.

NOTE: *If the Verification Code is **not** equal to "Yes", please refer to the Section 6.0, Instructions for Numbers that Do Not Verify section of the CBSV User's Guide.*

4.5 POTENTIAL MISUSE ALERT PAGE

If the CBSV system's review of the input data determines that identical SSN or identical First and Last names were entered more than five times, the system may display a Potential Misuse Alert page. First and last names are considered a single data element for the purpose of this edit.

The system may display the following alert to the user:

"Consent Based SSN Verification

!!! Potential Misuse Alert!!!

You have entered either identical Social Security Numbers or identical First and Last Names multiple times. To deter potential misuse or fraud, we cannot process your request. Please check the information to verify that the information you submitted matches your records before resubmitting your data."

NOTE: *You will be allowed up to five attempts to correctly enter a name and SSN combination into the CBSV application. The Company will be charged for each request.*

4.6 LOGGING OUT OF CBSV

To log out of CBSV:

- Select the Logout link at the top or bottom of any CBSV Web Page.
- The BSO Logout Web Page will display.
- Select "Yes" to exit and return to the BSO Welcome Web Page.

5.0 BATCH FILE PROCESS: SUBMIT A FILE FOR CONSENT BASED SSN VERIFICATION

CBSV allows you to request Name and SSN verifications through overnight batch (electronic file) submissions. You will use the Submit a File for Consent Based SSN Verification page. The batch file process requires you to have:

- Internet access; and
- A Web browser, such as Internet Explorer or FireFox for Windows OS or Safari for Mac OS. Your browser version must allow 'cookies' (files store temporarily on your computer) and have 128-bit encryption.

NOTE: In order to use BSO, your browser version must be set to accept cookies and support 128-bit encryption. This is the default setting for most browsers. If you received a request to store a file on your computer, select "Yes." BSO cookies will be deleted when you close your browser.

5.1 REQUESTOR IDENTIFICATION (RID)

All CBSV Subscriber Companies are assigned a Requestor Identification (RID). When your company submits batch files for Consent Based SSN Verification, your company's RID must be included in the appropriate space in the file.

NOTE: A RID is needed only when you submit batch files. The RID is not needed for Online or Web Service SSN verifications.

SSA recommends that you record the RID that is assigned to your company in the space below, for future reference.

RID: _____

5.2 PREPARING A BATCH FILE FOR SUBMISSION TO CBSV

Before you may submit a batch file, you must prepare the file. To ensure your electronic file submission processes successfully, the file must be a text file in the following format:

NOTE: Do not use field delimiters (i.e., do not place a comma or any other character after any field).

NOTE: If a field marked "May not be left blank." does not contain an entry, the entire file will be rejected.

NOTE: In order to sort the return file to your specifications, we recommend using the User Control Data field to create a unique identifier for each record. This unique identifier would be placed in positions 90-103 in your submission file and returned to you in positions 84-97 in the return file.

5.2.1 BATCH FILE FORMAT

FIELD NAME	INSTRUCTION	POSITION	FIELD SIZE	FIELD TYPE
SOCIAL SECURITY NUMBER	<ul style="list-style-type: none"> • Must include all 9 digits including lead zeros. • May not be left blank. 	1-9	9	Numeric
ENTRY CODE "TPV"	<ul style="list-style-type: none"> • Must insert "TPV". • May not be left blank. 	10-12	3	Alpha
PROCESSING CODE 213	<ul style="list-style-type: none"> • Must insert "213". • May not be left blank. 	13-15	3	Numeric
LAST NAME	<ul style="list-style-type: none"> • Do not use hyphens, apostrophes, spaces, periods, suffixes (Jr) or prefixes (Dr). • Must contain at least one character. • May not be left blank. 	16-28	13	Alpha
FIRST NAME	<ul style="list-style-type: none"> • Do not use hyphens, apostrophes, spaces, periods, suffixes (Jr) or prefixes (Dr). • Must contain at least one 	29-38	10	Alpha

FIELD NAME	INSTRUCTION	POSITION	FIELD SIZE	FIELD TYPE
	character. • May not be left blank.			
MIDDLE NAME / INITIAL	• Do not use hyphens, apostrophes, spaces, periods, suffixes (Jr) or prefixes (Dr). • Optional	39-45	7	Alpha
DATE OF BIRTH (MMDDYYYY)	• If unknown, leave blank. • Optional	46-53	8	Numeric
GENDER CODE	• Must contain one of the following: ○ M=Male or ○ F=Female • Optional	54	1	Alpha
BLANK	SSA	55-89	35	Blanks
USER CONTROL DATA	Free form text for company.	90-103	14	Alphanumeric
BLANK	SSA use only	104-123	20	Blanks
REQUESTOR IDENTIFICATION CODE	• Enter your company's assigned RID code. (See section 5.1) • May not be left blank.	124-127	4	Alphanumeric
MULTIPLE REQUEST INDICATOR	• Must insert "000". • May not be left blank.	128-130	3	Numeric

5.3 LOGGING IN TO BSO

Once your file is prepared, you will log in to BSO so you can access the Submit a File for Consent Based SSN Verification service. To log in to BSO, follow these steps (for more information regarding logging in to BSO, see Section 4.1, Logging in to BSO):

1. Open the *BSO Welcome* Web Page: www.socialsecurity.gov/bsv

2. Select the **Log In** button on the *BSO Welcome* Web Page. This will open the *Log In to BSO* Web Page containing an important user attestation statement.
3. Enter your User ID and password.
4. Select the **I Accept** button to indicate that you have read the user certification statement and agree to its contents.
5. Select the **Log In** button from the *Log In to BSO* Web Page. This will open the *BSO Main Menu* Web Page. The *BSO Main Menu* Web Page is your point of entry for CBSV.

NOTE: *If you forgot your password, please refer to 'Your BSO Password' section of this User's Guide under the REGISTRATION section.*

5.4 ACCESSING THE SUBMIT A FILE FOR CONSENT BASED SSN VERIFICATION SERVICE

1. From the *BSO Main Menu* Web Page, select the Consent Based SSN Verification Services link.
2. The system displays the *CBSV Main Menu* page.
3. From the *CBSV Main Menu* page, select the Submit an Electronic File for SSN Verification link.
4. The system displays the *Submit a File For Consent Based SSN Verification – Before You Start* Web Page.

Social Security Online
Business Services Online
Social Security's Business Services Online (BSO)

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

CBSV Help

Submit a File for Consent Based SSN Verification - Before You Start

Name: **Jane Doe** Submitter EIN: **931357045**

Steps: **1. Before You Start** 2. [Submit Your File](#) 3. [Confirmation](#)

1. Before You Start

The following items below are suggestions to follow before submitting your file for SSN verification.

- **Review your file(s) for correct formatting**
Before submitting your file, we recommend that you ensure the file is error-free and can be sent quickly.
 - We provide the proper file format on the CBSV Help page and in the CBSV User Guide. Reviewing your file for proper formatting may prevent it from being rejected.
[Submission File Format](#)
 - Do **NOT** send an Excel Spreadsheet. If you are using Excel, select [Excel Users](#) for more information.
- **Zip Your File**
If you have over 500 Name/SSN requests or a slow connection, the transmission will be faster if the file is zipped (compressed). WinZip and PKZip are examples of acceptable compression packages. This will substantially reduce the time required to transmit your file.
- Batch files can contain up to 5000 Name/SSN requests.

Have a question? Call **1-888-772-2970** to speak with Technical Assistance / Customer Support
The Hours are from 8:30 a.m to 4:00 p.m EasternTime

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

5.5 REDUCE THE NUMBER OF ERRORS IN YOUR CBSV FILE

The *Submit a File For Consent Based SSN Verification – Before You Start* Web Page offers suggestions to reduce the number of errors in a submission and reduce the transmission time. The page contains the following information:

Review your file for correct formatting to ensure that file is error-free. A properly formatted file will not be rejected. See Section 5.2, *Preparing a Batch File for Submission to CBSV*, for the correct file format. All files are scanned for format errors (surface errors). A file will fail validation if at least one (1) record in the file did not have the correct length of 130 characters or any record in the file contains format errors.

1. Excel Users

To ensure that your electronic file submission processes successfully, the file must NOT be in a *.xls format. If you are using Excel, you must save the file in the appropriate format. To properly save an Excel file for processing:

1. Select *Save As* from the File Menu.
2. In the *Save As* dialog box, select the drop-down box *Save as type*.
3. Select *Formatted text (Space delimited) (*.prn)*.
4. Insert your filename and click *Save*.

2. Once you have saved your file, check your file against the submission file format. Please ensure that the record is 130 characters and all fields are properly placed in their respective positions.
3. **Zip your file** if you have over 500 name and SSNs verification requests or you have a slow connection. The transmission time required will be substantially reduced if the file is zipped (compressed). WinZip and PKZip are examples of acceptable compression packages.

5.6 SUBMITTING YOUR FILE FOR VERIFICATION

1. When the file is ready to upload, select the Continue button on the **Submit a File For Consent Based SSN Verification – Before You Start** Web Page.
2. The *Submit a File for Consent Based SSN Verification – Submit Your File* Web Page allows you to either manually enter a file name and path, or browse your system and select a file for upload. Upon selecting the Submit button on this page, an animated dialog box will display confirming that the file submission is in progress when JavaScript is enabled, as shown below.



NOTE: *File submission processing times depend on many factors. SSA allows up to four (4) hours for a single file submission. If your connection is lost during file submission, you will have to submit the file again.*

NOTE: *Do not exit CBSV or log out until you receive your confirmation number.*

3. Once your file is successfully uploaded, the system displays the *Submit a File for Consent Based SSN Verification – Confirmation* Web Page.

Social Security Online
Business Services Online
Social Security's Business Services Online (BSO)

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

CBSV Help

Submit a File for Consent Based SSN Verification -Confirmation

Name: **Jane Doe** Submitter EIN: **931357045**

Steps: 1. [Before You Start](#) 2. [Submit Your File](#) 3. **Confirmation**

3. Confirmation Receipt - Your File Was Received

Your submission was **successful**. Use your browser menu to save or print this acknowledgement of receipt for your records. You will need the confirmation number assigned by SSA to retrieve the results of your submission.

Confirmation Number assigned by SSA: 11B7A2C1110EB242

Date: 07/31/2008 Time: 01:30 PM Eastern Standard Time
Your file name: verify_req.txt File size: 6744 bytes (6.5859375 Kb)

What You Should Do Next:

Check the size of your file right click on the file (or tab to it and select Shift+F10) and select Properties. The size given in bytes should match the size given on the Confirmation page. If it does not match, there may have been a problem with transmission. Please contact the Technical Assistance/Customer Support at 1-888-772-2970. The Hours are from 8:30 a.m to 4:00 p.m EasternTime.

What to expect:

You may check your results from the View Status and Retrieval Information link on the CBSV Main Menu. Normally, file results will be available the next government business day.

Thank you for submitting your file using Business Service Online.

Have a question? Call **1-888-772-2970** to speak with Technical Assistance / Customer Support
The Hours are from 8:30 a.m to 4:00 p.m EasternTime

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

4. The *Submit a File for Consent Based SSN Verification - Confirmation* Web Page provides feedback to the user confirming receipt of the Names/SSN file as well as displaying the Confirmation Number and other submission related information.
5. The *Submit a File for Consent Based SSN Verification - Confirmation* Web Page contains the following information:
 - Confirmation number, a 16, 17, or 18 position alphanumeric number, assigned by SSA, that you will need to retrieve the results of your submission. Make a note of this number; you need it to check the status of your file.
 - Date of submission
 - Your file name (For information only, not to be used for tracking the status of your file)
 - File size
 - What you should do next
 - What to expect


A JavaScript dialog box also displays recommending that you save or print the page. The pop-up below should display after the Confirmation page displays.



- Once a file is successfully submitted and you have noted the associated confirmation number, you can process more files by selecting the **Submit Another File** button; this returns you to the *Submit a File for Consent Based SSN Verification – Submit Your File* Web Page.

5.7 SUBMIT A FILE FOR CONSENT BASED SSN VERIFICATION - PROBLEM: FILE NOT RECEIVED

The *Submit a File for Consent Based SSN Verification - Problem: File Not Received* Web Page alerts you to the presence of an error which prevented receipt of the Name/SSN file. Possible reasons include a zero-byte file, a file without a proper extension, or no file being selected.



[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

CBSV Help

Submit a File for Consent Based SSN Verification - Problem: File Not Received

Name: **MARK KOCH** Submitter EIN: **931357045**

Steps: 1. [Before You Start](#) 2. **Submit Your File** 3. [Confirmation](#)

Problem: File Not Received

Your submission was **not** successful. Either the file name you entered was incorrect (or blank) or the file you submitted was empty. Please try again. If you continue to receive this message contact your technical support staff.

Use the Browse button to locate your file. Then, select the Submit button to upload your file.

Select file

Normally, the results will usually be available the next government business day. You will receive a confirmation number and message when your file submission is complete.

Have a question? Call **1-888-772-2970** to speak with Technical Assistance / Customer Support
The Hours are from 8:30 a.m. to 4:00 p.m. Eastern Time, Monday - Friday.

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

IMPORTANT: Encrypted batch files cannot be uploaded to the CBSV service. Do not encrypt files or protect them with a password.

5.8 CONSENT BASED SSN VERIFICATION STATUS AND RETRIEVAL

The *Consent Based SSN Verification Status and Retrieval* Web Page allows you to request the status of files that have been submitted for batch processing.


[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

CBSV Help

Consent Based SSN Verification Status and Retrieval

Name: Jane Doe Submitter EIN: 931357045

There are three options for checking the status of the file(s):

Option 1 - Confirmation Number: Enter your Confirmation Number for a submitted file.

Option 2 - Date Range: View status of your submitted files by entering a range of submission dates.

Option 3 - All Submissions: Retrieve a list of your submitted files available for your User ID.

Option 1	Confirmation Number	<input type="text"/>	<input type="button" value="Submit 1"/>
Option 2	Range Start Date MMDDYYYY	<input type="text"/>	<input type="button" value="Submit 2"/>
	Range End Date MMDDYYYY	<input type="text"/>	
Option 3	All Submissions		<input type="button" value="Submit 3"/>

Have a question? Call **1-888-772-2970** to speak with Technical Assistance / Customer Support
The Hours are from 8:30 a.m to 4:00 p.m EasternTime

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

IMPORTANT: 30 Day Availability: You can download SSN verification results for 30 days from the day they become available. The “Available Through” field will provide a date denoting availability. The (-) symbol in this field indicates that the files are beyond the 30 days when they could have been downloaded. You can download available files an unlimited number of times.

When you select one of the Submit buttons (Submit1, Submit 2, or Submit 3), CBSV searches for files that were submitted within the last two years with the search criteria you enter (Confirmation Number, Range Date or All Submissions - which retrieves up to the last 100 submissions), and displays the appropriate Status and Retrieval Results Web Page.

5.9 CONSENT BASED SSN VERIFICATION STATUS AND RETRIEVAL RESULTS

The *Consent Based SSN Verification Status and Retrieval Results* Web Page is dynamically created and displayed based on the option you select. This Web Page is displayed when you select one of the Submit buttons on the *CBSV Status and Retrieval* Web Page and CBSV does not find any format edit errors.

Consent Based SSN Verification Status and Retrieval Results

Name: **KAMALJITRANDEHAWA** Submitter EIN: **010392104**

The Following table displays your submitted file(s):

- You may retrieve your submission(s) by selecting the DOWNLOAD link under Retrieve File.
- Please note large files may take some time to open.
- SSNs will be masked. Select [Why Are SSNs Masked?](#) for more information.
- SSN did not verify? Select [What to do if an SSN fails to verify.](#)

Retrieve File

- Select "Download" to download your file.
- To save the downloaded file as a text file:
 - Right click "DOWNLOAD"
 - Select "Save Target As"
 - Complete the Save As dialog box

Status of Submission: 11BC7966A7249E5D

Submission Date	Confirmation Number	Records Submitted	Failed Verification (N)	Deceased (D)	Verified (Y)	Status	Retrieve File	Available Through
08/15/2008	11BC7966A7249E5D	13	13	0	0	DOWNLOADED	DOWNLOAD	09/22/2008

Have a question? Call **1-888-772-2970** to speak with Technical Assistance / Customer Support
 The hours are from 8:30 a.m. to 4:00 p.m. Eastern Time, Monday - Friday.

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#) | [Logout](#)

The **Retrieve File** column within the *Consent Based SSN Verification Status and Retrieval Results* table indicates whether the file can be downloaded.

If you select a Download link, the *Consent Based SSN Verification Status and Retrieval Results* Web Page remains displayed and the file download begins.

If the file is in process or was not processed due to an edit check or unzip failure, the following columns will contain a hyphen: **Records Submitted**, **Failed Verification**, **Deceased**, **Verified**, **Retrieve File**, and **Available Through**.

5.10 RETURN FILE FORMAT

The returned text file is formatted as defined in the following table:

FIELD NAME	INSTRUCTION	POSITION	FIELD SIZE	FIELD TYPE
SOCIAL SECURITY NUMBER	For security reasons, the first five (5) positions will be masked with an "X."	1-9	9	Alphanumeric
LAST NAME	Data identical to input provided by the requester.	10-22	13	Alpha
FIRST NAME	Data identical to input provided by the requester.	23-32	10	Alpha
MIDDLE NAME / INITIAL	Data identical to input provided by the requester.	33-39	7	Alpha
DATE OF BIRTH (MMDDYYYY)	Data identical to input provided by the requester.	40-47	8	Numeric
GENDER CODE	Data identical to input provided by the requester.	48	1	Alpha
CONFIRMATION NUMBER	16, 17, or 18 position number assigned to your file.	49-97	49	Alphanumeric
VERIFICATION CODE	'blank' = Verified N = Verification failed	98	1	Alpha
PROCESSING CODE	Data identical to input provided by the requester.	99-101	3	Numeric
REQUESTOR IDENTIFICATION CODE (RID)	Data identical to input provided by the requester.	102-105	4	Alphanumeric
MULTIPLE REQUEST INDICATOR	Data identical to input provided by the requester.	106-108	3	Numeric
DEATH INDICATOR	Y = Death information is present N = Death information is not present	109	1	Alpha

FIELD NAME	INSTRUCTION	POSITION	FIELD SIZE	FIELD TYPE
	Blank = Death information not checked			
BLANK	SSA use only	110 -160	51	Blanks

5.11 CONSENT BASED SSN VERIFICATION RESULTS

The following verification codes are returned in the downloaded file:

“blank” Response Means Verified

- The information submitted for verification matches Social Security Administration’s records
- A “blank” in the *Verification Code* column = a verified SSN.

“N” Response Means Verification Failed

- The information submitted for verification does not match Social Security Administration’s records
- An “N” in the *Verification Code* column = a failed SSN verification.

“Y” (For Deceased Per SSA Records)

- The name and SSN combination submitted for verification matches Social Security Administration’s records, but our records indicate that the Number Holder is deceased.
- A “Y” in the *Death Indicator* column = Death information is present.

NOTE: If the *Verification Code* is **not** equal to “blank”, or if SSA’s records indicate that the Number Holder is deceased, please refer to the Section 6.0, *Instructions for Numbers that Do Not Verify* section of the CBSV User’s Guide.

5.12 LOGGING OUT OF CBSV

To log out of CBSV:

- Select the Logout link at the top or bottom of any CBSV Web Page.
- The BSO Logout Web Page will display.
- Select *Yes* to exit and return to the *BSO Welcome* Web Page.

6.0 INSTRUCTIONS FOR NUMBERS THAT DO NOT VERIFY

Each Social Security Number (SSN) submitted will be returned to you with a Verification Code that the submission either agrees or does not agree with SSA's records. **If SSA's response is that the submission does not match our records then take the following actions:**

1. Review the data submitted to SSA against the data contained in your records. If it does not match, resubmit the corrected data to SSA for verification. The cost for the resubmission will be borne by you, the Requesting Party.
2. If the data in your records matches the data submitted to SSA, then re-contact the SSN holder and ask to see his/her Social Security Card and/or verify the information provided to you to assure that the SSN and name were correctly shown on your request. If the number holder corrects the original data, then you should submit the corrected data to SSA for verification. The cost for resubmission will be borne by you, the Requesting Party.
3. If you cannot resolve the "no match" data discrepancy, then you will refer the SSN holder to the Social Security Field Office that services where he/she resides to determine the nature of the problem. The servicing SSA Field Office can be located by visiting www.socialsecurity.gov. Select the "Find a Social Security Office" link and follow the instructions.

NOTE: If the Social Security Administration's records are wrong, only the Number Holder can request that the record be corrected.

7.0 SECURITY

CBSV and all applications within the BSO Suite of Services use Secure Sockets Layer (SSL) communications protocol and 128-bit line encryption to protect your privacy. These technologies mitigate the possibility of Personally Identifiable Information (PII) data being intercepted by unauthorized parties and ensure the security of data transmitted over the Internet.

These security features do not apply to Internet E-mail. SSA recommends that you not include private information, such as your SSN, password and User ID in Internet E-mail communications.

8.0 ACCOUNTING

The Requesting Party must provide SSA with advance payment for the full annual cost of the estimated number of verifications it expects to submit for SSA's entire fiscal year (October 1st – September 30th). Payment for SSN verification transaction fees will be submitted with a signed Form SSA-1235 (Agreement Covering Reimbursable Services). The Requesting Party will then “draw down” deposited funds as it submits verification requests. Services will be provided only if sufficient funds are on deposit in the Requesting Party's credit account. **If any file submitted does not conform to the requirements of the User Agreement or the User's Guide, the Requesting Party is still liable for the full record processing cost for that file.**

NOTE: SSN results will not be released until the Requesting Party's account is restored to a positive cash balance commensurate with the total amount owed for services used. You will be unable to use the service if there are no funds available in your account. If the Requesting Party's account has been blocked due to insufficient funds the Company will be notified by SSA through E-mail to contact SSA's Office of Financial Policy and Operations. Until the account balance is resolved, your company will not be able to access any of the CBSV services.

8.1 QUARTERLY STATEMENTS AND END OF YEAR SETTLEMENT

The quarterly statements will be sent during the months of January, April, July and October. These statements will summarize all account activity for the previous quarter including account decrements as the CBSV service is utilized. SSA will reconcile the account at the end of the fiscal year and any funds not utilized in the fiscal year will be refunded to the customer.

9.0 CBSV COMPLIANCE REVIEW AUDIT

Please refer to your company's CBSV User Agreement for information about the requirements of the CBSV Compliance Review Audit.

10.0 GETTING CBSV HELP AND SUPPORT

10.1 HELP LINK

Each CBSV Web Page contains a CBSV Help button located in the upper left hand corner. This button will open a new browser window providing access to the *CBSV Help* Web Page. You must be logged into CBSV to access the Help button.

10.2 CONTACTING SSA

CBSV Hours of Support

CBSV customer support is available during the following hours:

<u>Day</u>	<u>Time</u>
Monday – Friday	8:30 a.m. to 4:00 p.m. Eastern Time

You may either E-mail us or speak with a representative on the telephone.

Please send E-mails to: verificationinfo@ssa.gov

- Please make your message as specific as possible, and include:
- The question or problem
- Web Page details (e.g., title, URL, etc.)
- Any error message messages received
- A telephone number where we may contact you
- Any other relevant information

Or if you wish to speak with a representative please telephone 888-772-2970.

10.2.1 QUESTIONS ON FINANCE AND AGREEMENTS

Questions about finances, account balances and the User Agreement may also be sent to: verificationinfo@ssa.gov

Or if you wish to speak with a representative please telephone 866-395-8801.

10.2.2 GENERAL QUESTIONS

Please send general questions on CBSV to: SSA.CBSV@ssa.gov.

APPENDIX

Pre-Approval Form For Consent Based Social Security Number Verification (CBSV)

COMPANY REGISTRATION

1. Name of the Company: _____

2. Company Address (P.O. Box alone is not acceptable)

Address Line 1: _____

Address Line 2: _____

City: _____ State: _____ Zip Code: _____

3. EIN (Employer Identification Number):
(Provide primary EIN if your company uses more than one.)

4. Designated email mailbox for receipt of technical bulletins from SSA:

Please note, the SSA will only send technical bulletins to one email address per company. You may provide this information later if you do not have one now.

EMPLOYEE(S) AUTHORIZED TO USE CBSV

List the names of all employees unless your company will access CBSV solely through a web service platform.

Note: If your company will access CBSV solely through a web service platform, please provide corresponding information of the Responsible Company Official as the employee authorized to use CBSV.

5. Name of Employee(s) Authorized to use CBSV: _____

6. Telephone Number of Employee(s) Authorized to use CBSV (include area code): _____

7. E-mail Address of Employee(s) Authorized to use CBSV: _____

AUTHORIZED SIGNATURE OF RESPONSIBLE COMPANY OFFICIAL

8. _____
Name of Responsible Company Official (print or type) Title

Signature of Responsible Company Official Date

Telephone Number (include area code): _____

E-mail Address: _____

See SSA's CBSV User Guide for information regarding the extent and nature of employee's authority to use CBSV. Notify us if your authorized employee leaves your company or if you choose to revoke any or all of your employee's authorization to use SSA's Business Services Online (BSO).

Privacy Act Notice

The Social Security Administration (SSA) is allowed to collect the information on this form under Sections 205 and 1106 of the Social Security Act and the Privacy Act of 1974 (5 U.S.C. § 552a). We need this information to register your company and your authorized employee(s) to use our system for verifying Social Security Numbers and to contact you, if necessary. Giving us this information is voluntary. However, without the information we will not be able to provide this service to your company. We use the information we collect on this form for such purposes authorized by law, including to ensure the accuracy, reliability, and security of the service.

See revised
Privacy Act
Statement below.

Paperwork Reduction Act Notice

This information collection meets the clearance requirements of 44 U.S.C. 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You are not required to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take you about 5 minutes to complete this form. *You may send comments on our time estimate above to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401. **Send only comments relating to our time estimate to this address, not the completed form.***

Privacy Act Statement Collection and Use of Personal Information

Sections 205 and 1106 of the Social Security Act, as amended, and the Privacy Act of 1974 (5 U.S.C. § 552a) authorize us to collect this information. We need this information to register you or your company and your authorized employee(s) to use our system for verifying Social Security numbers (SSN) and to contact you, if necessary.

Furnishing us this information is voluntary. However, failing to provide us with all or part of the information may prevent you or your company from using the service.

We rarely use the information you supply us for any purpose other than to register you or your company and your authorized employee(s) to use our system for verifying SSNs and to contact you. However, we may use it for the administration and integrity of our programs. We may also disclose the information to another person or to another agency in accordance with approved routine uses, including but not limited to the following:

1. To comply with Federal laws requiring the release of information from Social Security records (e.g. to the Government Accountability Office and Department of Veterans Affairs);
2. To facilitate statistical research, audit, or investigative activities necessary to assure the integrity and improvement of Social Security programs;
3. To respond to a request from a Congressional office or the Office of the President made to that office at the request of the subject of a record; and
4. To other Federal agencies and our contractors, including external data sources, to assist us in efficiently administering our programs.

A complete list of routine uses of the information you provided us is available in our System of Records Notice entitled, Central Repository of Electronic Authentication Data Master File, 60-0373. Additional information about these and other system of records notices and our programs are available online at www.socialsecurity.gov or at your local Social Security office.

Authorization for the Social Security Administration (SSA) To Release Social Security Number (SSN) Verification

Printed Name:	Date of Birth:	Social Security Number:
---------------	----------------	-------------------------

I want this information released because I am conducting the following business transaction:

Reason (s) for using CBSV: (Please select all that apply)

- Mortgage Service Banking Service
- Background Check License Requirement
- Credit Check Other

with the following company ("the Company"):

Company Name: _____

Company Address: _____

I authorize the Social Security Administration to verify my name and SSN to the Company and/or the Company's Agent, if applicable, for the purpose I identified.

The name and address of the Company's Agent is:

I am the individual to whom the Social Security number was issued or the parent or legal guardian of a minor, or the legal guardian of a legally incompetent adult. I declare and affirm under the penalty of perjury that the information contained herein is true and correct. I acknowledge that if I make any representation that I know is false to obtain information from Social Security records, I could be found guilty of a misdemeanor and fined up to \$5,000.

This consent is valid only for 90 days from the date signed, unless indicated otherwise by the individual named above. If you wish to change this timeframe, fill in the following:

This consent is valid for _____ days from the date signed. _____ (Please initial.)

Signature _____ Date Signed _____

Relationship (if not the individual to whom the SSN was issued): _____

Contact information of individual signing authorization:

Address _____

City/State/Zip _____

Phone Number _____

Privacy Act Statement

SSA is authorized to collect the information on this form under Sections 205 and 1106 of the Social Security Act and the Privacy Act of 1974 (5 U.S.C. § 552a). We need this information to provide the verification of your name and SSN to the Company and/or the Company's Agent named on this form. Giving us this information is voluntary. However, we cannot honor your request to release this information without your consent. SSA may also use the information we collect on this form for such purposes authorized by law, including to ensure the Company and/or Company's Agent's appropriate use of the SSN verification service.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 3 minutes to complete the form. *You may send comments on our time estimate above to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401. **Send to this address only comments relating to our time estimate, not the completed form.***

-----TEAR OFF -----

NOTICE TO NUMBER HOLDER

The Company and/or its Agent have entered into an agreement with SSA that, among other things, includes restrictions on the further use and disclosure of SSA's verification of your SSN. To view a copy of the entire model agreement, visit <http://www.ssa.gov/cbsv/docs/SampleUserAgreement.pdf>