

# mySSA: Initiate Earnings Correction

Office of Management & Budget (OMB) Screen Package



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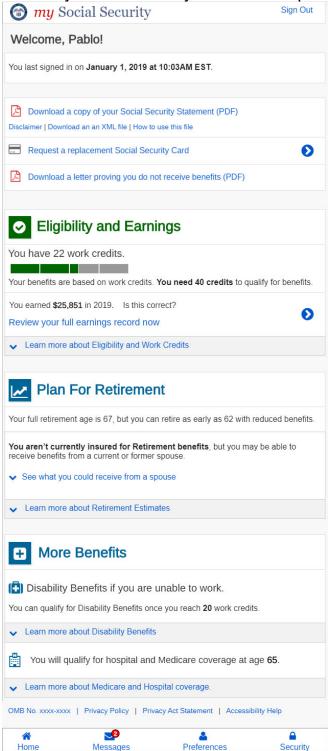
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# 1. Screen Package Document Version Information The first release of this document as a project deliverable is numbered 1.0. Subsequent revisions are numbered 1.1, 1.2, 1.3, etc. Content revisions are listed below with corresponding page numbers.

Version Number	Date	Content Revisions	Page #	Revised by
1.0	July 17, 2020	Author of initial release and all revisions – Caroline Galbraith, William Hanke, Robert Summerville		N/A

### 2. Initiate Earnings Corrections: Happy Path

2.1 My Social Security Plan and Prepare Landing page



#### 2.1.2. Initiate Earnings Corrections Privacy Act Statement

# Privacy Act Statement Collection and Use of Personal Information

Sections 205(a), (c)(2), (4), (5), and 233 of the Social Security Act, as amended, allow us to collect this information. Furnishing us this information is voluntary. However, failing to provide all or part of the information may affect the accuracy of your earnings record.

We will use the information to correct your earnings record. We may also share your information for the following purposes, called routine uses:

- To employers or former employers, including State Social Security administrators, for correcting and reconstructing State employee earnings records and for Social Security purposes.
- 2. To officers and employees of Federal, State or local agencies upon written request in accordance with the Internal Revenue Code (IRC) U.S.C. 6103(I)(7)), tax return information (e.g., information with respect to net earnings from self-employment, wages, payments of retirement income which have been disclosed to the Social Security Administration, and business and employment addresses) for purposes of, and to the extent necessary in, determining an individual's eligibility for, or the correct amount of, benefits under certain programs listed in the IRC.

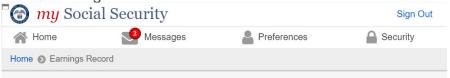
In addition, we may share this information in accordance with the Privacy Act and other Federal laws. For example, where authorized, we may use and disclose this information in computer matching programs, in which our records are compared with other records to establish or verify a person's eligibility for Federal benefit programs and for repayment of incorrect or delinquent debts under these programs.

A list of additional routine uses is available in our Privacy Act System of Records Notices (SORN) 60-0059, entitled Earnings Recording and Self-Employment Income System. Additional information and a full listing of all our SORNs and applicable routine uses are available on our website at <a href="https://www.socialsecurity.gov/foia/bluebook">www.socialsecurity.gov/foia/bluebook</a>.

#### 2.2 Earnings Record – Home



#### 2.2.1. Earnings Record Home - Additional Information shown



#### Earnings Record

#### Review your Earnings Record

Your benefits are based on your earnings. If our records are wrong, you may not receive all the benefits to which you're entitled.

Use your own records to make sure our information is correct, and that we've recorded each year you worked. If you worked for more than one employer during any year, or if you had both earnings and self-employment income, we combined your earnings for the year.

#### ▲ Review your earnings record carefully...

You, your employer and Social Security share responsibility for the accuracy of your earnings record. Since you began working, we recorded your reported earnings under your name and Social Security number. We have updated your record each time your employer (or you, if you're self-employed) reported your earnings.

Remember, it's your earnings, not the amount of taxes you paid or the number of credits you've earned, that determine your benefit amount. When we figure that amount, we base it on your average earnings over your lifetime. If our records are wrong, you may not receive all the benefits to which you're entitled.

#### Review this chart carefully...

Use your own records to make sure our information is correct and that we've recorded each year you worked. You're the only person who can look at the earnings chart and know whether it is complete and correct.

Some or all of your earnings from last year may not be shown on your Statement. It could be that we still were processing last year's earnings report when your Statement was prepared. Note: If you worked for more than one employer during any year, or if you had both earnings and self-employment income, we combined your earnings for the year

#### ▲ Limits on Taxable Earnings for Social Security

There's a limit on the amount of earnings on which you pay Social Security taxes each year. The limit usually increases yearly. Earnings above the limit will not appear on your earnings chart as Social Security earnings. (For Medicare taxes, the maximum earnings amount began rising in 1991. Since 1994, all of your earnings are taxed for Medicare.)

**Note:** Currently, you and your employer each pay a 6.2 percent Social Security tax on up to \$137,700 of your earnings and a 1.45 percent Medicare tax on all your earnings. If you are self-employed, you pay the combined employee and employer amount, which is a 12.4 percent Social Security tax on up to \$137,700 of your net earnings and a 2.9 percent Medicare tax on your entire net earnings. If you have earned income of more than \$200,000 (\$250,000 for married couples filing jointly), you must pay 0.9 percent more in Medicare taxes.

#### ♠ Why would earnings be missing from my record?

If the earnings missing from your Social Security record are for the current year or last year, you don't need to worry. Because these earnings are recent, we may not have recorded them yet. They should appear on a later Statement.

However, earnings could be missing from your record for earlier years for one of the following reasons:

- Your employer reported your earnings using the wrong name or Social Security number.
- · Your employer reported your earnings incorrectly.
- You got married or divorced and changed your name, but never reported the change to Social Security
- · You worked using a Social Security number that didn't belong to you.

1 See something that doesn't match with your records? If there's a mismatch between

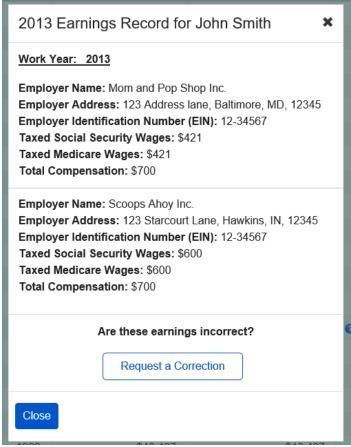
2.2.3. Earnings Record Home – 'Not Yet Recorded' Help Link: Lag year - Light box



#### 2.3. Earnings record with details



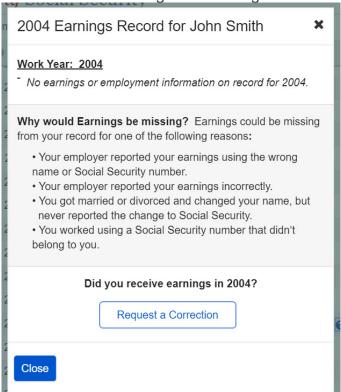
2.3.1. Detailed Earnings: Multiple employers on record



2.3.2. Detailed Earnings: Single employer on record



2.3.3. Detailed Earnings: No earnings on record



2.3.4. Detailed Earnings: Earnings on record but no details available



#### 2.3.5. Detailed Earnings: Lag year - no details available

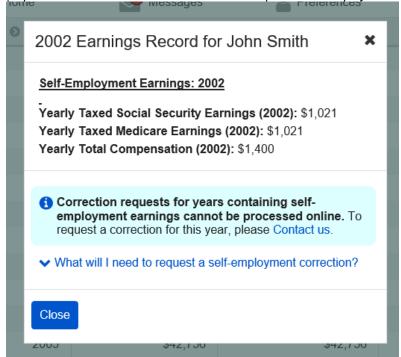


#### 2.3.6. Detailed Earnings: Lag year – Details on record

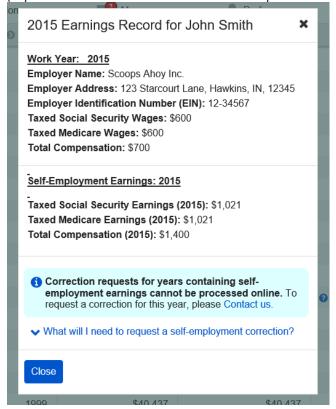


2.3.7. Detailed Earnings: Self-Employment earnings

(Expanded information for 'What will I need to request a self-employment correction?' in 2.3.10.)

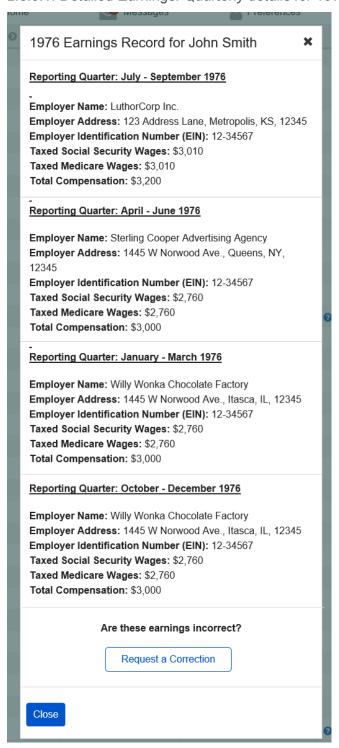


2.3.8. Detailed Earnings: Self-employment and regular wages on record (Expanded information for 'What will I need to request a self-employment correction?' in 2.3.10.)

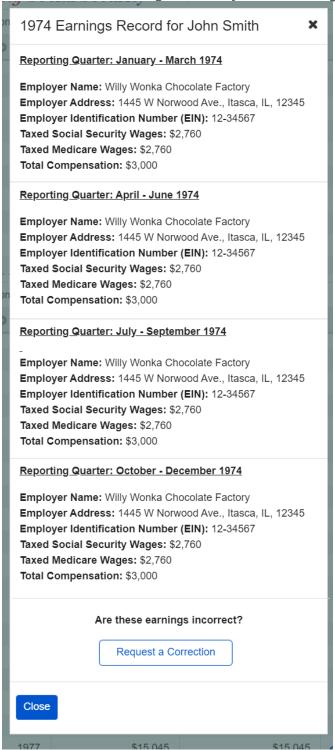


#### 2.3.9. Detailed Earnings Modals for Quarterly Earnings Prior to 1978

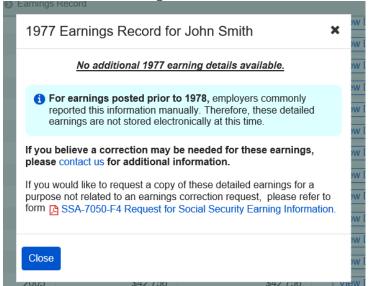
#### 2.3.9.1. Detailed Earnings: Quarterly details for 1978 (& prior years)



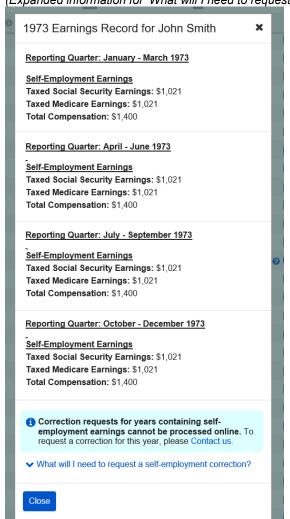
#### 2.3.9.2. Detailed Earnings: Quarterly details for single employer (1978 & prior)



2.3.9.3. Detailed Earnings: Details unavailable for 1978 (& prior years)



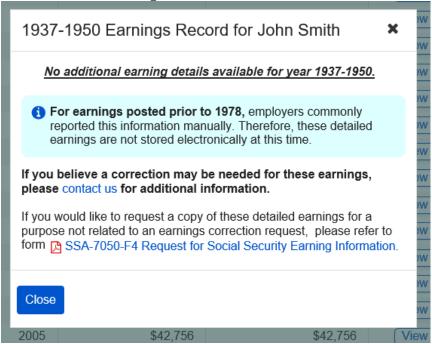
2.3.9.4. Detailed Earnings: Quarterly self-employment 1978 (& prior) (Expanded information for 'What will I need to request a self-employment correction?' in 2.3.10.)



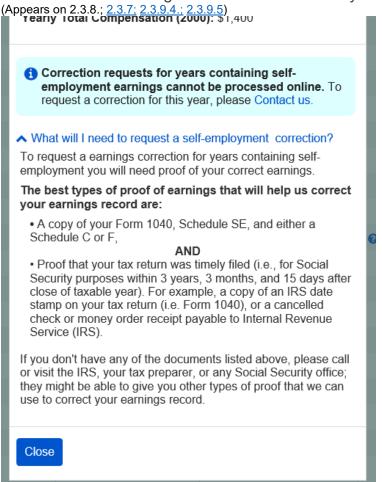
# 2.3.9.5. Detailed Earnings: Quarterly self-employment and wages 1978 (& prior) (Expanded information for 'What will I need to request a self-employment correction?' in 2.3.10.)



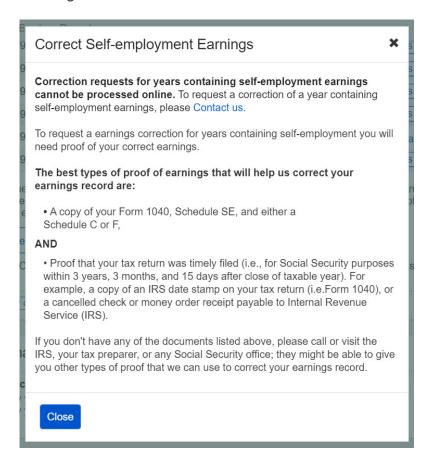
2.3.9.6 Detailed Earnings: Details Unavailable for 1937-1950



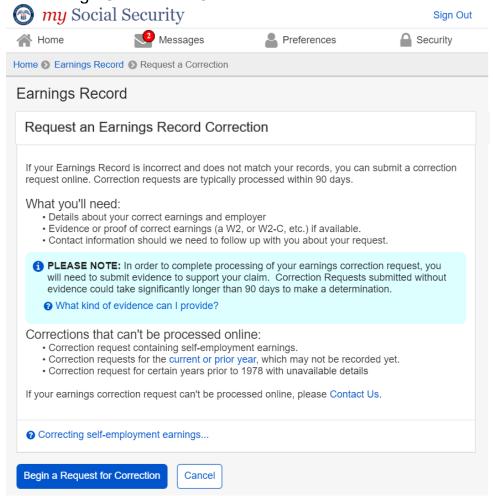
2.3.10. Detailed Earnings: Shown information for years containing Self-employment Earnings (Appears on 2.3.8 : 2.3.7 : 2.3.9.4 : 2.3.9.5)



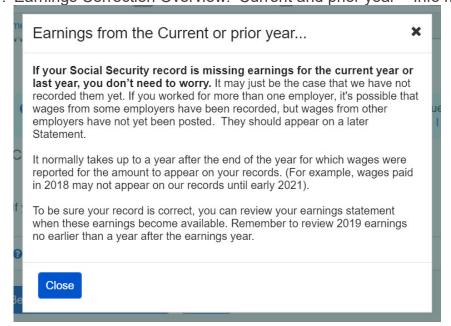
# 2.3.10. Detailed Earnings Screen: 'How do I request a correction of Self-Employment Earnings?' modal



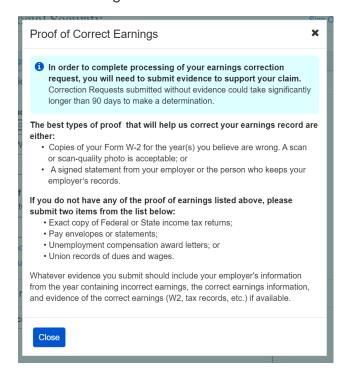
#### 2.4. Earnings Corrections Overview



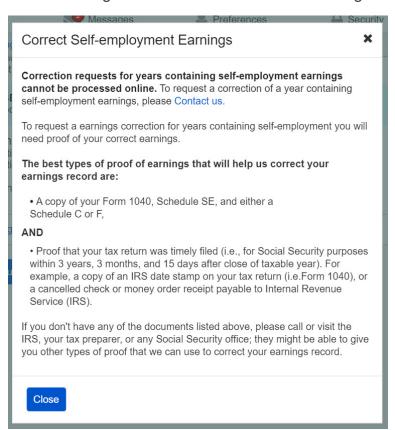
#### 2.4.1. Earnings Correction Overview: 'Current and prior year' - Info modal



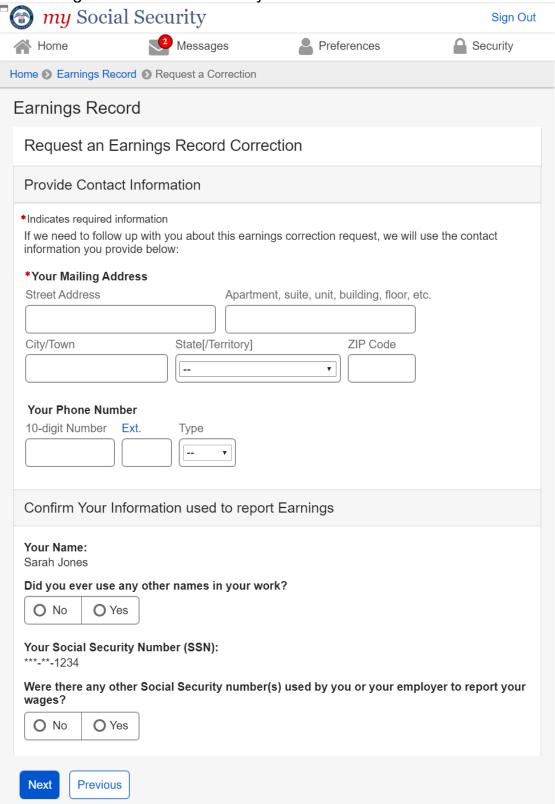
#### 2.4.2. Earnings Correction Overview: 'What kind of evidence can I provide?' modal



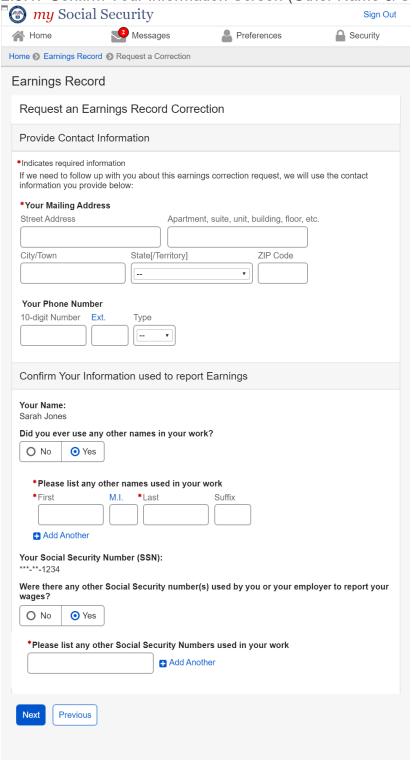
#### 2.4.3. Earnings Corrections Overview: 'Correcting Self-Employment Earnings...' modal



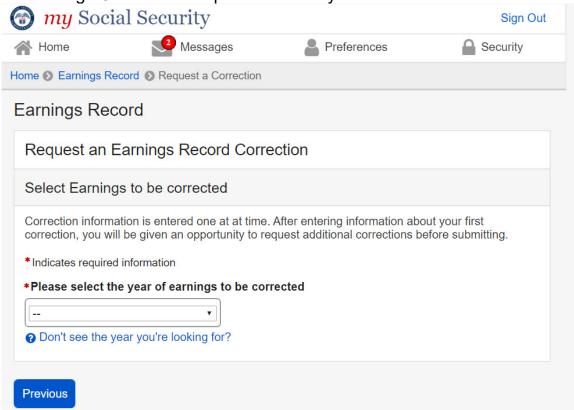
2.5. Earnings corrections: Confirm your information Screen



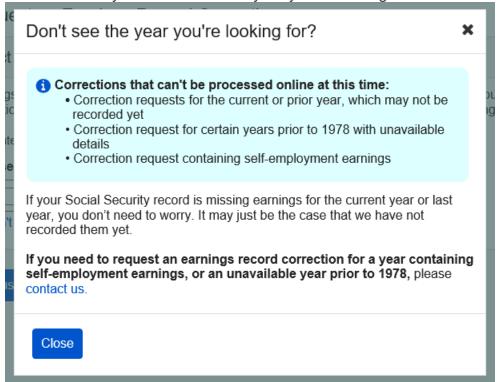
2.5.1. Confirm Your Information Screen (Other Name & SSN)

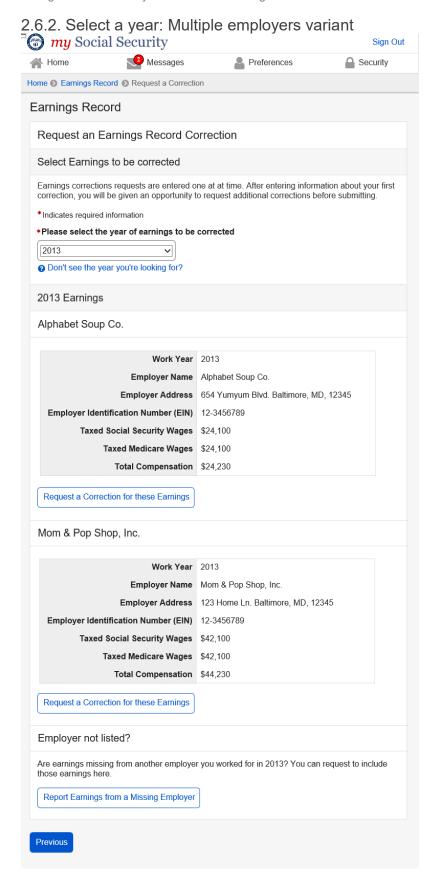


2.6. Earnings Corrections request: Select a year

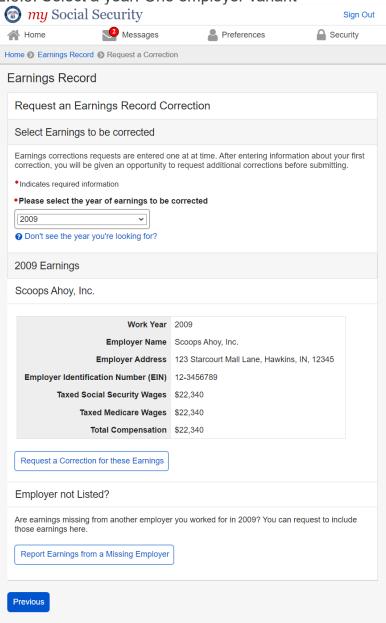


2.6.1. Select a year: 'Don't see the year you're looking for?' modal

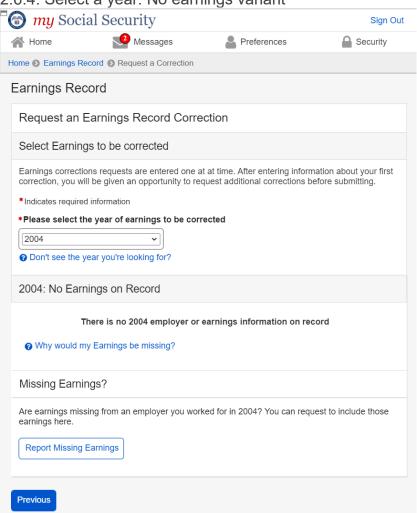




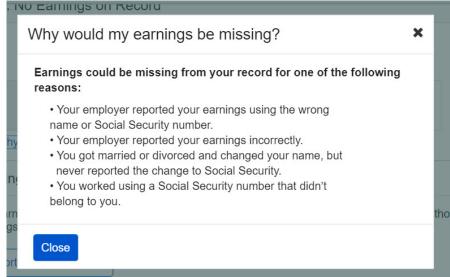
2.6.3. Select a year: One employer variant



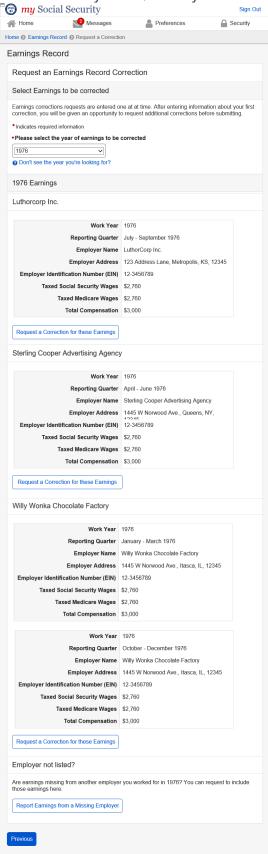
2.6.4. Select a year: No earnings variant



2.6.4.1. Select a year: No earnings variant - 'Why would earnings be missing?' modal

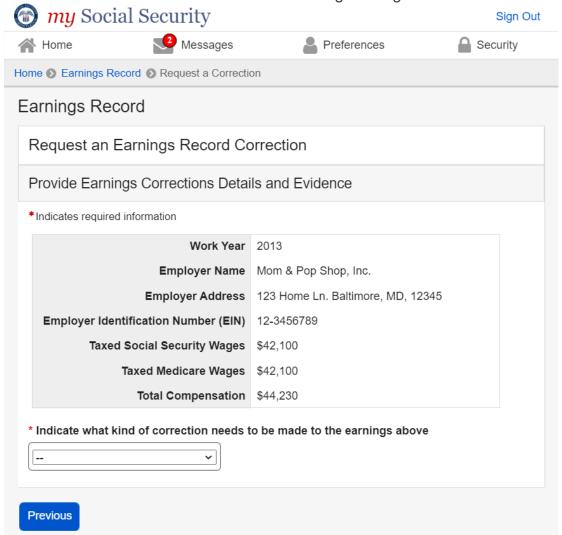


2.6.6. Select year: Quarterly details variant (1978 & prior)



#### 2.7. Correction Details Screens

2.7.1. Correction Details: Correct existing earnings

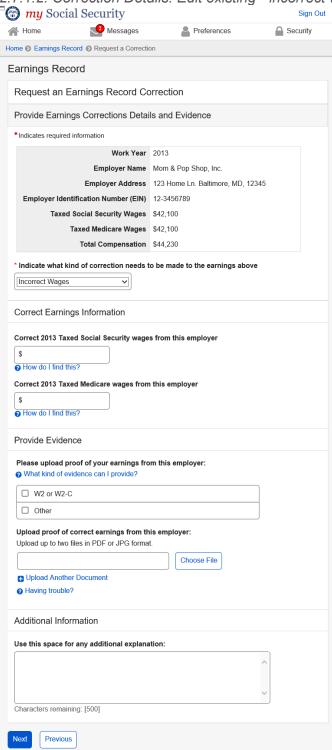


2.7.1.1. Correction Details: Correct existing earnings: Correction type drop down

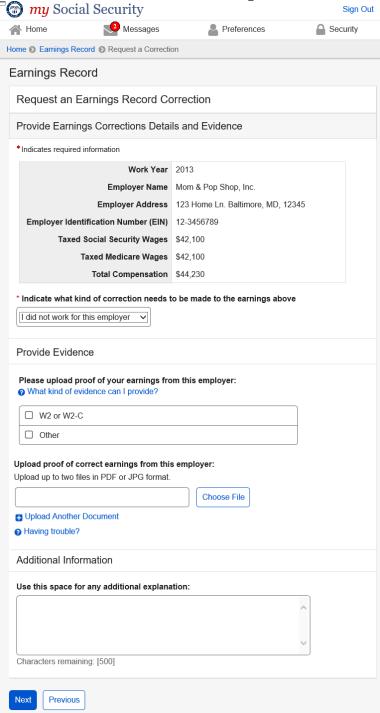
Indicate what kind of correction needs to be made to the earnings above



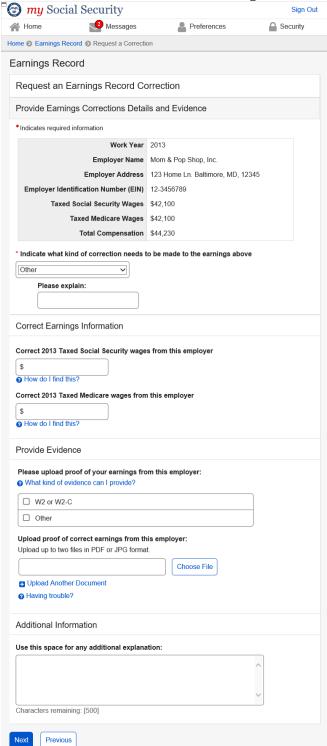
2.7.1.2. Correction Details: Edit existing - incorrect wages



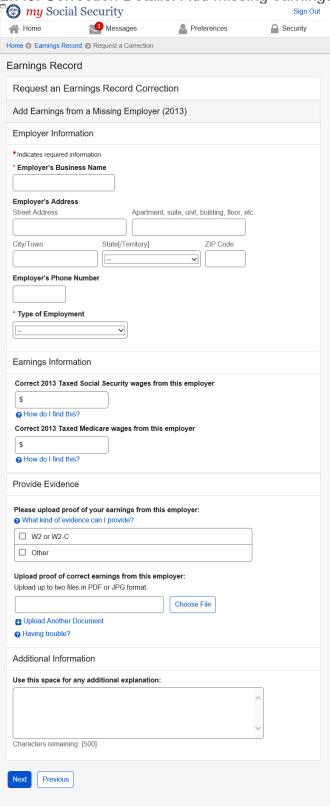
2.7.1.3. Correction Details: Edit existing: did not work for employer



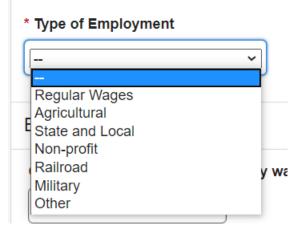
2.7.1.4. Correction Details: Edit existing: Other correction type



2.7.6. Correction Details: Add missing earnings

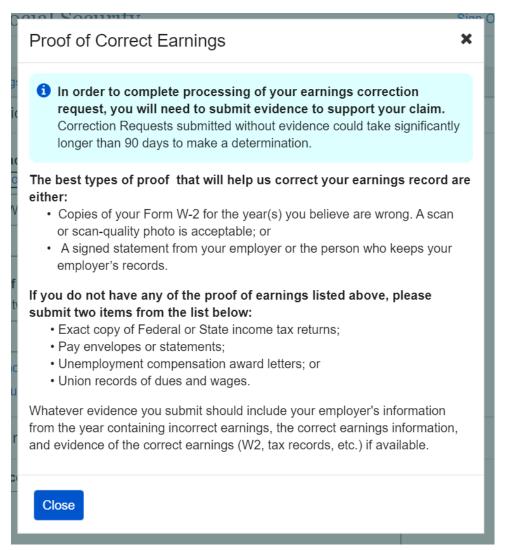


#### 2.7.6.1. Add missing earnings: employment type drop down



#### 2.7.5. Correction Details: Help & hidden information

2.7.5.1. Correction Details: 'What kind of evidence can I provide?' Modal (Appears on 2.7.1.2.; 2.7.1.3.; 2.7.1.4.; 2.7.6)

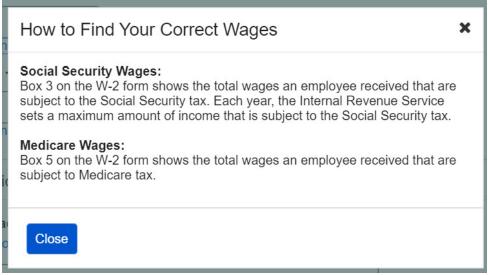


Having Trouble Uploading?

You can upload up to two PDF or JPG files as supporting evidence. Individual files cannot exceed 5MB in size.

In order to upload evidence, your file must be in PDF or JPG format. If you receive an error stating that your upload is in an unsupported file type, convert your evidence to a PDF or JPG format and try uploading it again.

2.7.5.3. Correction Details: 'How do I find this?' help modal (Appears on 2.7.1.2.; 2.7.1.3.; 2.7.1.4.; 2.7.6.)



2.7.5.4. Correction Details: Other Evidence option (Appears on 2.7.1.2.; 2.7.1.3.; 2.7.1.4.; 2.7.6)

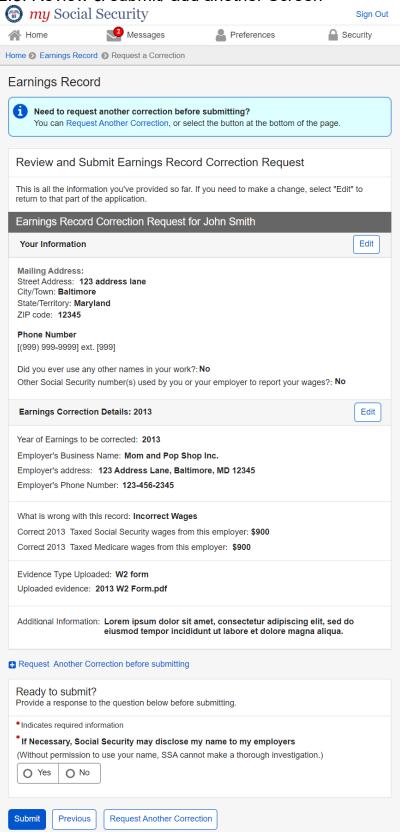
Please upload proof of your earnings from this employer:

What kind of evidence can I provide?

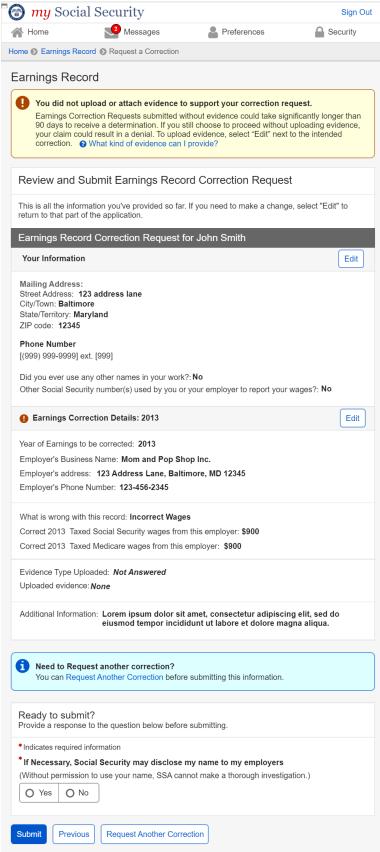
Close

☐ W2 or W2-C	
<b>☑</b> Other	
Please Specify	

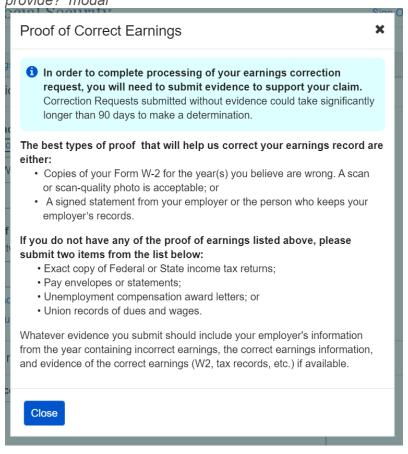
#### 2.8. Review & submit/ add another Screen



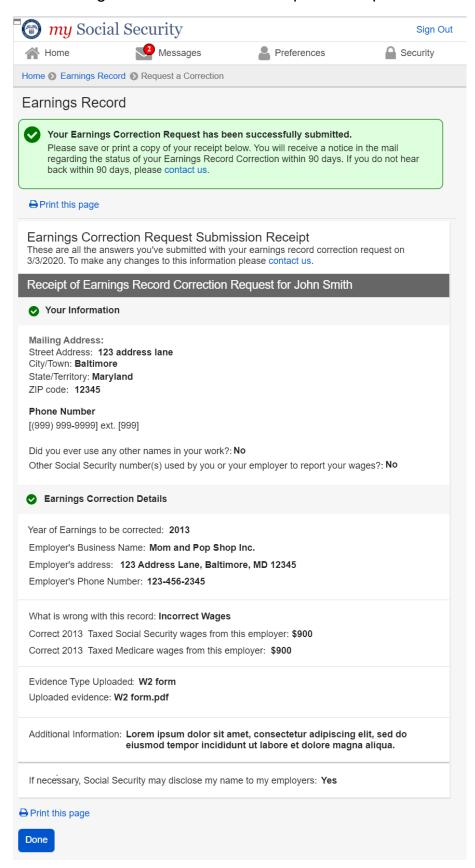
2.8.1. Review & submit/ add another Screen: no evidence warning variant



2.8.1.1. Review & submit/ add another Screen: (Warning Variant) 'What kind of evidence can I provide?' modal

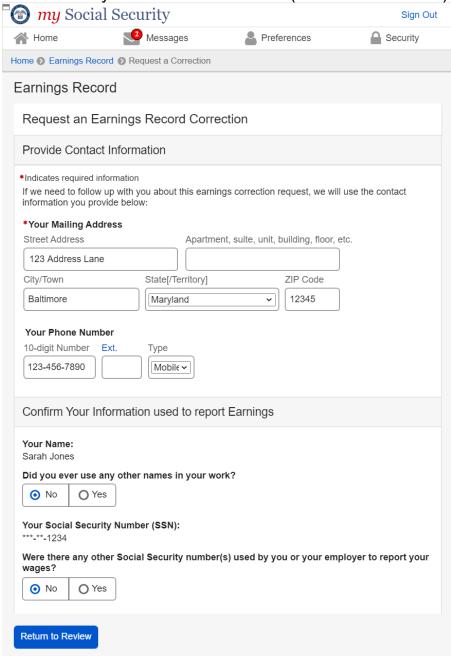


#### 2.9. Earnings Record Correction Request receipt



## 3. mySSA Earnings Corrections: Return screen Variants

3.1. Confirm your information Screen (Return/Edit Variant)



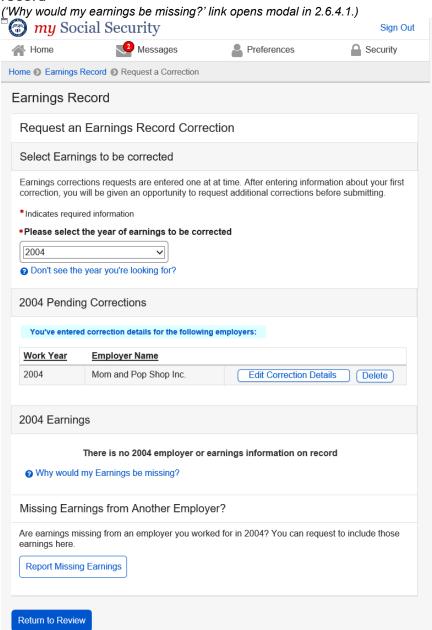
# 3.2. Select a Year Screen (Return Variant) (link 'don't see the year you're looking for?' opens the light box in 2.6.1.)

my Social Security Sign Out Messages Preferences A Home Security Home **③** Earnings Record **⑤** Request a Correction Earnings Record Request an Earnings Record Correction Select Earnings to be corrected Correction information is entered one at at time. After entering information about your first correction, you will be given an opportunity to request additional corrections before submitting. \*Indicates required information \*Please select the year of earnings to be corrected On't see the year you're looking for? Return to Review

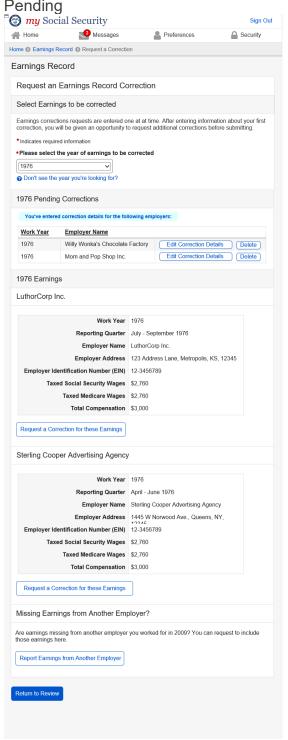
3.2.1. Select a Year Screen (Return Variant): Pending correction

Pending table will display the same way for all pending correction types (edit existing earnings/adding new earnings) my Social Security Sign Out Messages Messages Preferences Security Home **②** Earnings Record **②** Request a Correction Earnings Record Request an Earnings Record Correction Select Earnings to be corrected Earnings corrections requests are entered one at at time. After entering information about your first correction, you will be given an opportunity to request additional corrections before submitting. \*Indicates required information \*Please select the year of earnings to be corrected 2013 On't see the year you're looking for? 2013 Pending Corrections You've entered correction details for the following employers: Work Year **Employer Name** 2013 Mom and Pop Shop Inc. **Edit Correction Details** Delete 2013 Earnings Alphabet Soup Co. Work Year 2013 Employer Name Alphabet Soup Co. Employer Address 654 Yumyum Blvd. Baltimore, MD, 12345 Employer Identification Number (EIN) 12-3456789 Taxed Social Security Wages \$24,100 Taxed Medicare Wages \$24,100 Total Compensation \$24,230 Request a Correction for these Earnings Missing Earnings from Another Employer? Are earnings missing from another employer you worked for in 2013? You can request to include those earnings here. Report Earnings from a Missing Employer Return to Review

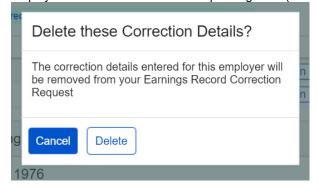
3.2.3. Select a Year Screen (Return Variant): Pending Correction: No Existing Earnings on record



3.2.5. Select a Year Screen (Return Variant): Pending Correction: Multiple Corrections

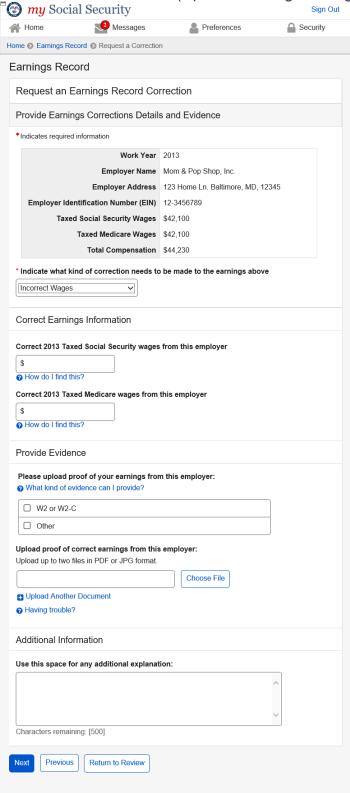


3.2.5.1. Select a Year Screen (Return Variant): Pending: delete confirmation Displays when 'delete' is selected on pending table (3.2.1.; 3.2.2.; 3.2.3.)

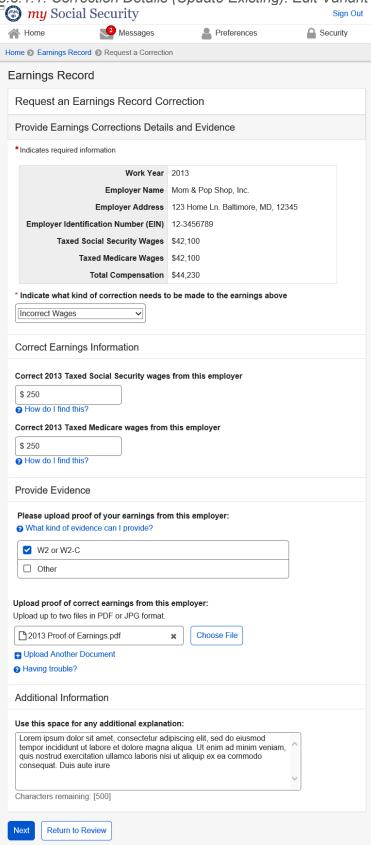


#### 3.3. Correction Details (Return/ Edit Variants)

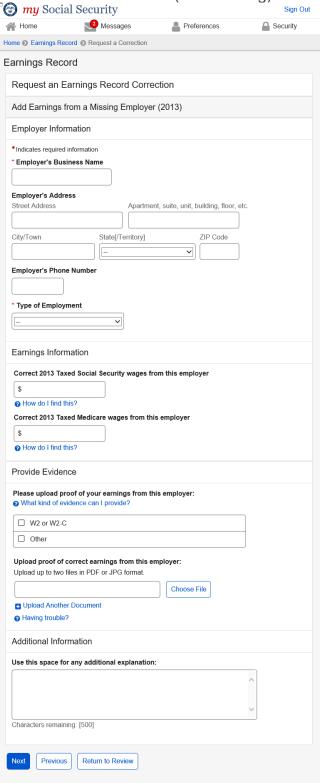
3.3.1. Correction Details (Update Existing Earnings): Return Variant



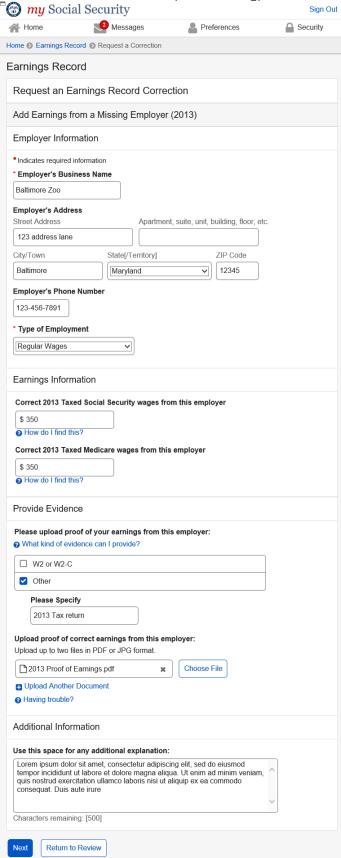
3.3.1.1. Correction Details (Update Existing): Edit Variant



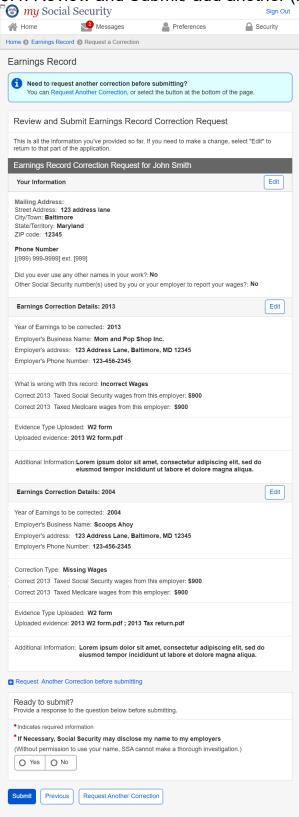
3.3.2. Correction Details (Add missing): Return Variant



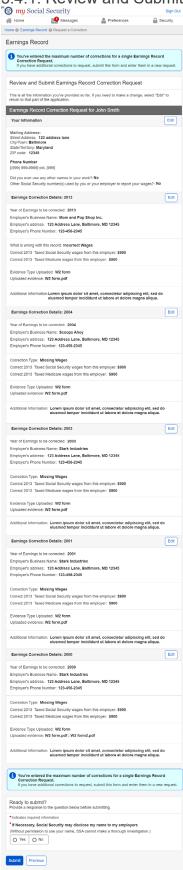
3.3.2.1. Correction Details (Add missing): Edit Variant



3.4. Review and Submit/ add another (Return Variant – Multiple corrections)

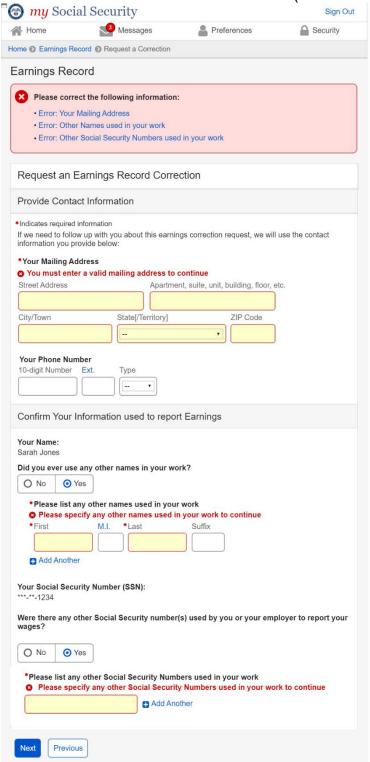


3.4.1. Review and Submit (Return Variant: Maximum corrections)



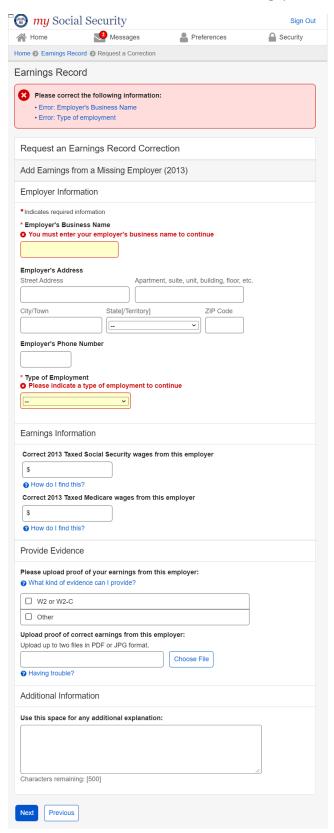
## 4. Initiate Earnings Corrections: Error Variants

4.1. Confirm Your Information Screen (Error Variant)

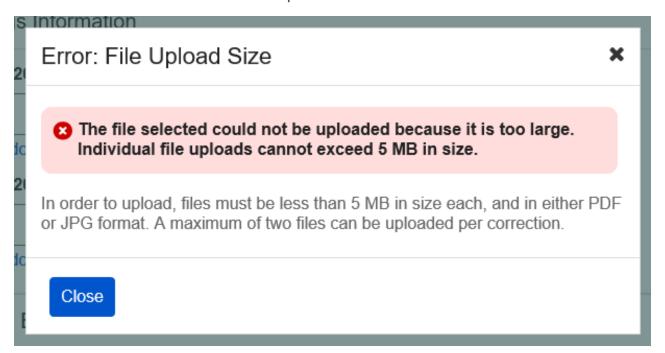


#### 4.3. Correction Details (Error Variants)

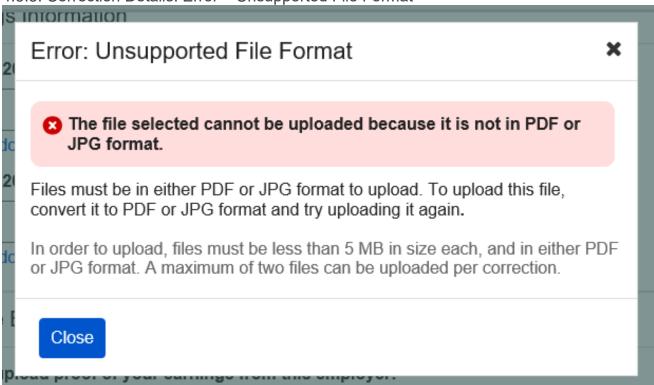
#### 4.3.1. Correction Details: Add missing (Error Variant)



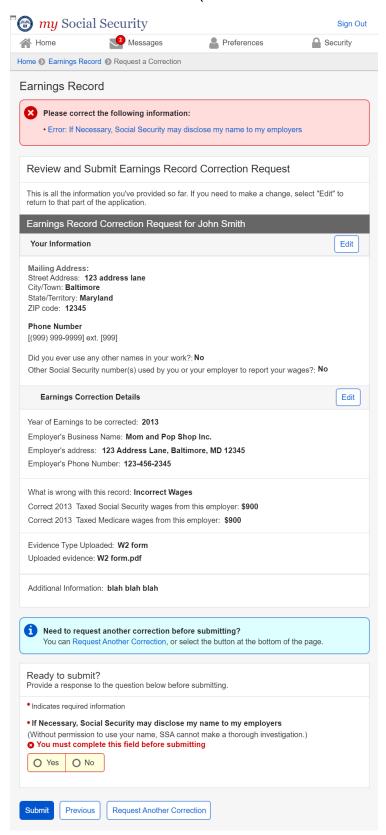
#### 4.3.2. Correction Details: Error - File upload size



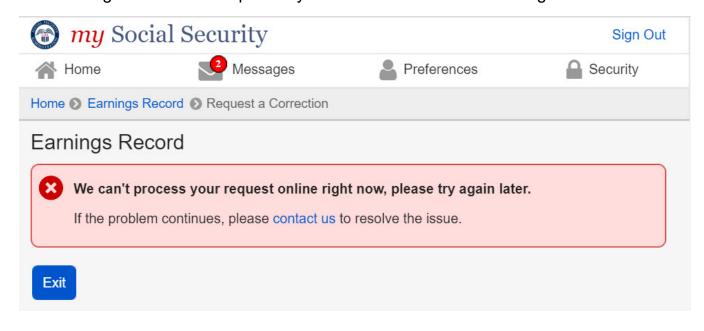
4.3.3. Correction Details: Error – Unsupported File Format



#### 4.4. Review and Submit (Review and add another screen) - Error Variant



#### 4.5. Earnings Correction Request: System Unavailable Error Message



# 5. Initiate Earnings Corrections: Other Screen Variants

### 5.1. Earnings Record Home: No access to Earnings Corrections Variant



5.2. Waiting Indicator modal

