



# **IRS/SSA RECONCILIATION APPLICATION OMB SCREEN PACKAGE**



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## 1. Design Specification Document Version Information

The first release of this design specifications 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.

| <b>Version Number</b> | <b>Date</b> | <b>Content Revisions</b>                                                                                                                                                      | <b>Page #</b>   | <b>Revised by</b> |
|-----------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|
| 1.0 (First Release)   | 10/03/2022  |                                                                                                                                                                               | N/A             | N/A               |
| 1.1 (First Revision)  | 01/05/2023  | Updated per OGC requests made Nov 2022. Updated language in Privacy Act Statement. Added blue notice language to the Resource section's "Contact SSA" on the Next Step pages. | 12, 44-49,52-58 | Emily Ficner      |
| 1.2 (Second Revision) |             |                                                                                                                                                                               |                 |                   |

## 2. Screen Designs

### 2.1. Employer Wage Reporting Homepage

Social Security Online

Business Services Online

www.socialsecurity.gov

BSO Main Menu | BSO Information | Keyboard Navigation | Logout

 **Electronic Wage Reporting (EWR)**

**Reporting Wages to Social Security**

Forms W-2/W-3 Online

Forms W-2c/W-3c Online

Upload Formatted Wage File

AccuWage Online

Create/Resume Forms W-2/W-3 Online (PDF is not available for W-2PR/W-3PR.)

- Create (fill in the form), save, print and submit Forms W-2 and W-3 with up to 50 forms W-2 per W-3. There is no limit on the number of Forms W-3 an employer can submit, even for the same Employer Identification Number (EIN).
- Up to 50 Forms W-3 can be saved at a time to be resumed/submitted at a later date. Each Form W-3 can have up to 50 Forms W-2 associated with it.
- A pre-submission PDF is provided to print the Forms W-2 for distribution to the employees and for the employer review.
- Read the [list of restrictions](#) to determine whether you can use Forms W-2/W-3 Online.

Save (or Print) Submitted W-2 Report(s)/PDF to Your Computer (PDF is not available for W-2PR/W-3PR.)

A printable final PDF version of a wage report created and submitted using Forms W-2/W-3 Online can be saved to your computer. The final PDF(s) are available for download for only 30 days from the date of submission.

**Submission Status**

[View Submission Status](#)

Check report status, errors, and notice information for previously submitted wage reports (Forms W-2/W-3).

**Resubmission Notice**

If you received a Resubmission Notice, you may use the following link to request a one-time 15-day extension of the deadline:

[Request an Extension to File a Resubmission](#)

- You will need information from the Notice to request an extension.
- You cannot extend if (a) the file has previously been resubmitted or (b) today is more than 45 days from the date on the Resubmission Notice.

**Employer Report Status**

[View Employer Report Status](#)

Check wage report status or view errors for reports submitted for your company by a third party.

**IRS/SSA Reconciliation Notice**

If you received a Reconciliation Notice, use the following link to manage your response to a current or past notice:

[Manage Reconciliation Notices](#)

- View your reconciliation notice(s) for the last 3 Tax Years.
- Acknowledge receipt of notice and intent to resolve.
  - (Optional) Answer a questionnaire to determine your Next Steps to resolve your discrepancy.
- View the status of your reconciliation case(s).

[View Reconciliation Help Documentation](#)

[E-mail a Wage Reporting Expert](#)

[Información en Español](#)

**Online Tutorials & Training**

[Wage Reporting Handbook](#)

[SSN Verification Handbook](#)

[Online Registration Handbook](#)

[Online Tutorial](#)

[FAQs - General Employer](#)

**Other Useful Information**

[Before You File](#)

[Checking SSNs](#)

[Uploading Formatted Files](#)

[For Other Electronic Filers](#)

[General Info about Wage Filing](#)

[IRS Information](#)

[Publication Resources](#)

[Employer Support Links](#)

Have a question? Call **1-800-772-6270** Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call **1-800-325-0778**

## 2.2. Reconciliation Home - New Notice

John Public [Sign Out](#)[EWR Home](#) [Reconciliation](#)

## IRS/SSA Reconciliation — Home

**You have a new Reconciliation notice for Tax Year [9999]!**Select '[Begin](#)' to acknowledge receipt of this notice and your intent to resolve.

## Help

[How to Correct and Prevent Reporting Errors](#)
[Employer Reconciliation Process](#)
[Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
[Check Employer Report Status](#)
[IRS.gov/Businesses](#)
[Understanding the Status](#)

## Welcome to the IRS/SSA Reconciliation Application

This application allows you to:

- View your reconciliation notice(s) for the last 3 Tax Years.
- Acknowledge receipt of notice and intent to resolve.
  - *(Optional) Answer a questionnaire to determine how to resolve your discrepancy.*
- View the status of your reconciliation case(s).

**Company Name**  
 [Company Name]

**Employer Identification Number (EIN)**  
 [99-9999999]

## Tax Year 2019

| Last Updated  | Status    | Action Needed                        | Action               |
|---------------|-----------|--------------------------------------|----------------------|
| June 10, 2019 | No Action | SSA case is Closed, no action needed | <a href="#">View</a> |

## Tax Year 2018

| Last Updated   | Status | Action Needed                      | Action                |
|----------------|--------|------------------------------------|-----------------------|
| March 24, 2018 | New    | Review and Acknowledge discrepancy | <a href="#">Begin</a> |

## Tax Year 2017

| Last Updated                                          | Status | Action Needed | Action |
|-------------------------------------------------------|--------|---------------|--------|
| You have no reconciliation notices for this tax year. |        |               |        |

For information regarding Reconciliation notices that are older than 3 years, please contact SSA at 1-800-772-6270 (TTY 1-800-325-0778) or [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

OMB No. 0000-0000 [Privacy Policy](#) [Accessibility Help](#)

## 2.3. Reconciliation Home - Resume Notice



Social Security

John Public [Sign Out](#)
[EWR Home](#) [Reconciliation](#)

### IRS/SSA Reconciliation — Home



**You have a Reconciliation questionnaire In Progress for Tax Year [9999]!**

Select 'Resume' to continue the reconciliation process for this notice, or select the button below.

#### Help

[How to Correct and Prevent Reporting Errors](#)

[Employer Reconciliation Process](#)

[Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)

[Check Employer Report Status](#)

[IRS.gov/Businesses](#)

[Understanding the Status](#)

#### Welcome to the IRS/SSA Reconciliation Application

This application allows you to:

- View your reconciliation notice(s) for the last 3 Tax Years.
- Acknowledge receipt of notice and intent to resolve.
  - *(Optional) Answer a questionnaire to determine how to resolve your discrepancy.*
- View the status of your reconciliation case(s).

**Company Name**  
[Company Name]

**Employer Identification Number (EIN)**  
[99-9999999]

#### Tax Year 2019

| Last Updated  | Status    | Action Needed                        | Action               |
|---------------|-----------|--------------------------------------|----------------------|
| June 10, 2019 | No Action | SSA case is Closed, no action needed | <a href="#">View</a> |

#### Tax Year 2018

| Last Updated   | Status      | Action Needed        | Action                 |
|----------------|-------------|----------------------|------------------------|
| March 24, 2018 | In Progress | Finish Questionnaire | <a href="#">Resume</a> |

#### Tax Year 2017

| Last Updated                                          | Status | Action Needed | Action |
|-------------------------------------------------------|--------|---------------|--------|
| You have no reconciliation notices for this tax year. |        |               |        |

For information regarding Reconciliation notices that are older than 3 years, please contact SSA at 1-800-772-6270 (TTY 1-800-325-0778) or [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

OMB No. 0000-0000 [Privacy Policy](#) [Accessibility Help](#)

## 2.4. Reconciliation Home - Action Needed

John Public [Sign Out](#)
[EWR Home](#) [Reconciliation](#)

## IRS/SSA Reconciliation — Home

**You have Action Needed for Tax Year [9999]!**

Select "View" to review your discrepancy and the Next Steps needed to resolve it.

## Help

[How to Correct and Prevent Reporting Errors](#)
[Employer Reconciliation Process](#)
[Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
[Check Employer Report Status](#)
[IRS.gov/Businesses](#)
[Understanding the Status](#)

## Welcome to the IRS/SSA Reconciliation Application

This application allows you to:

- View your reconciliation notice(s) for the last 3 Tax Years.
- Acknowledge receipt of notice and intent to resolve.
  - *(Optional) Answer a questionnaire to determine how to resolve your discrepancy.*
- View the status of your reconciliation case(s).

**Company Name**  
 [Company Name]

**Employer Identification Number (EIN)**  
 [99-9999999]

## Tax Year 2019

| Last Updated  | Status    | Action Needed                        | Action               |
|---------------|-----------|--------------------------------------|----------------------|
| June 10, 2019 | No Action | SSA case is Closed, no action needed | <a href="#">View</a> |

## Tax Year 2018

| Last Updated   | Status | Action Needed                           | Action               |
|----------------|--------|-----------------------------------------|----------------------|
| March 24, 2018 | Action | Resolve discrepancy with SSA and/or IRS | <a href="#">View</a> |

## Tax Year 2017

| Last Updated                                          | Status | Action Needed | Action |
|-------------------------------------------------------|--------|---------------|--------|
| You have no reconciliation notices for this tax year. |        |               |        |

For information regarding Reconciliation notices that are older than 3 years, please contact SSA at 1-800-772-6270 (TTY 1-800-325-0778) or [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

OMB No. 0000-0000 [Privacy Policy](#) [Accessibility Help](#)

## 2.5. Reconciliation Home - No Notices

**Social Security**

John Public

[Sign Out](#)[EWR Home](#)[Reconciliation](#)

### IRS/SSA Reconciliation — Home

**You have no outstanding IRS/SSA Reconciliation notices.**

#### Help

[How to Correct and Prevent Reporting Errors](#)[Employer Reconciliation Process](#)[Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)[Check Employer Report Status](#)[IRS.gov/Businesses](#)[Understanding the Status](#)

#### Welcome to the IRS/SSA Reconciliation Application

This application allows you to:

- View your reconciliation notice(s) for the last 3 Tax Years.
- Acknowledge receipt of notice and intent to resolve.
  - *(Optional) Answer a questionnaire to determine how to resolve your discrepancy.*
- View the status of your reconciliation case(s).

**Company Name**

[Company Name]

**Employer Identification Number (EIN)**

[99-9999999]

*You have no reconciliation notices for Tax Years 2019, 2018, or 2017.*

For information regarding Reconciliation notices that are older than 3 years, please contact SSA at 1-800-772-6270 (TTY 1-800-325-0778) or [✉ employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [✉ employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

[OMB No. 0000-0000](#) [Privacy Policy](#) [Accessibility Help](#)

## 2.6. Help Panel - Understanding the Status

The screenshot displays the Social Security Administration's IRS/SSA Reconciliation Application. At the top, the Social Security logo is on the left, and the user's name 'John Public' with a 'Sign Out' link is on the right. Below the header, there are navigation links for 'EWR Home' and 'Reconciliation'. The main heading is 'IRS/SSA Reconciliation — Home'. A notification bar states: 'You have no outstanding IRS/SSA Reconciliation notices.' On the left, a 'Help' sidebar lists several topics: 'How to Correct and Prevent Reporting Errors', 'Employer Reconciliation Process', 'Specifications for Filing Forms W-2 and W-2c (EFW2/EFW2C)', 'Check Employer Report Status', 'IRS.gov/Businesses', and 'Understanding the Status'. The main content area is titled 'Welcome to the IRS/SSA Reconciliation Application'. A modal window titled 'Understanding the Status' is open, showing a list of status categories and their descriptions:

| Status      | Description                                                                                                                                            |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| New         | An online questionnaire awaits your response.                                                                                                          |
| In Progress | You've started to respond to the online questionnaire, but you haven't completed it.                                                                   |
| Action      | You've completed the online questionnaire and now must take action with SSA and/or the IRS, as outlined in the Next Steps.                             |
| Action-SSA  | You've completed the online questionnaire and now must take action with SSA, as outlined in the Next Steps (e.g., uploading your W-2 and W-3 reports). |
| Action-IRS  | You've completed the online questionnaire and now must take action with the IRS, as outlined in the Next Steps (e.g., providing them your Form 941-x). |
| No Action   | Your discrepancy still exists. However, you don't need to do anything else, unless SSA or the IRS contacts you.                                        |
| Resolved    | Your discrepancy is corrected. You're done!                                                                                                            |

At the bottom of the modal is a 'Close' button. The background of the application is dimmed.

## 2.7. Notice Summary – Privacy Act Statement popup

The screenshot shows a web application interface for the Social Security Administration. At the top, the "Social Security" logo is on the left, and "John Public" with a "Sign Out" link is on the right. Below the header, there are navigation links for "EWR Home" and "Reconciliation". The main heading is "IRS/SSA Reconciliation — Notice Summary". A modal window titled "Privacy Act Statement" is open in the center. The modal contains the following text:

**Privacy Act Statement**

**Collection and Use of Personal Information**

Sections 205(c)(2)(A) and 232 of the Social Security Act allow us to collect this information, which will use to properly post employee wages and maintain accurate earnings records. Providing this information is voluntary, but not providing all or part of the information may result in incorrect payments to beneficiaries due to missing discrepant earnings information and in referral of your case to the Internal Revenue Service for penalty assessment purposes. As law permits, we may use and share the information you submit, including with other Federal agencies, contractors, employers or former employers, and others, as outlined in the routine uses within System of Records Notice (SORN) 60-0059, Earnings Recording and Self-Employment Income System, available at [www.ssa.gov/privacy](http://www.ssa.gov/privacy). The information you submit may also be used in computer matching programs to establish or verify eligibility for Federal benefit programs and to recoup debts under these programs.

At the bottom of the modal is a blue button labeled "Close Window".

Below the modal, a table is partially visible with the following headers and values:

| Medicare Wages |                  |                  |                  |
|----------------|------------------|------------------|------------------|
|                | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |

## 2.8. Notice Summary - No Record of Employees' Earnings


**Social Security**

John Public [Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

IRS/SSA Reconciliation — Notice Summary

Progress

[Notice Summary](#)
[Questionnaire](#)
[Review](#)
[Next Steps](#)

Help

[How to Correct and Prevent Reporting Errors](#)
[Employer Reconciliation Process](#)
[Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
[Check Employer Report Status](#)
[IRS.gov/Businesses](#)
[Understanding the Status](#)

**Status**  
New ⓘ

**Tax Year**  
[9999]

**Employer Identification Number (EIN)**  
[99-9999999]

**Notice Summary**  
**Issue: No Record of Employees' Earnings**  

The IRS records show that you paid Social Security and/or Medicare taxes on the wages that appear below. However, SSA does not have a record of your Forms W-2 and W-3 for these wages. The IRS requires you to send Forms W-2 of your employees to SSA.

**Reported Information**  
**Employer Information**  
 Tax Year: [9999]  
 Employer Identification Number (EIN): [99-9999999]  
 Employer's Name: [Employer's Name]
   
**Wage Information**  


**SSA has no record of employees' earnings.**

The following table represents the wages processed by SSA and IRS for Tax Year [9999]:


[What does this mean?](#)

|                              | SSA Processed    | IRS Processed    | Difference       |
|------------------------------|------------------|------------------|------------------|
| <b>Social Security Wages</b> | \$[999999999.99] | \$[999999999.99] | \$[999999999.99] |
| <b>Social Security Tips</b>  | \$[999999999.99] | \$[999999999.99] | \$[999999999.99] |
| <b>Medicare Wages</b>        | \$[999999999.99] | \$[999999999.99] | \$[999999999.99] |

SSA recommends that you check [Employer Report Status](#) to verify the status of your submissions.

**What's Next?**  

To acknowledge you read the Notice Summary and your intent to resolve the discrepancy, choose one of the following options to continue:

**Option 1**  
**Answer the Questionnaire**  
 If you need assistance analyzing your issue to determine your next steps. Some issues, such as loss of records, may be resolved using this questionnaire.
   
  
[Answer the Questionnaire](#)

**Option 2**  
**Acknowledge Only**  
 If you understand how to resolve your discrepancy and do not need to answer a questionnaire.
   
  
[Acknowledge Only](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7.00 a.m. and 7.00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

OMB No. 0000-0000 [Privacy Policy](#) [Accessibility Help](#)

## 2.9. Notice Summary - Discrepancy Between IRS and SSA


**Social Security**

John Public [Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

### IRS/SSA Reconciliation — Notice Summary

**Progress**

- Notice Summary**
- Questionnaire
- Review
- Next Steps

**Help**

- [How to Correct and Prevent Reporting Errors](#)
- [Employer Reconciliation Process](#)
- [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
- [Check Employer Report Status](#)
- [IRS.gov/Businesses](#)
- [Understanding the Status](#)

**Status**  
New

**Tax Year**  
[9999]

**Employer Identification Number (EIN)**  
[99-9999999]

#### Notice Summary

Issue: **Discrepancy Between IRS and SSA**

The IRS records show that you paid Social Security and/or Medicare taxes on more employee wages than SSA processed. We base our wage amount on your Forms W-2 and W-3 reports. The total wages on your Forms W-2 and W-3 for a year should equal the sum of the amounts that you report quarterly or annually to IRS on your Forms 941, 943, 944, or Schedule H (Household Employment Taxes).

#### Reported Information

**Employer Information**

Tax Year: [9999]  
 Employer Identification Number (EIN): [99-9999999]  
 Employer's Name: [Employer's Name]

**Wage Information**

**✖ The IRS processed more taxable Social Security and/or Medicare wages and tips for your employees than SSA processed.**

The following table represents the wages processed by SSA and IRS for Tax Year [9999]:

[What does this mean?](#)

|                              | SSA Processed    | IRS Processed    | Difference       |
|------------------------------|------------------|------------------|------------------|
| <b>Social Security Wages</b> | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |
| <b>Social Security Tips</b>  | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |
| <b>Medicare Wages</b>        | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |

SSA recommends that you check [Employer Report Status](#) to verify the status of your submissions.

#### What's Next?

To acknowledge you read the Notice Summary and your intent to resolve the discrepancy, choose one of the following options to continue:

**Option 1**

**Answer the Questionnaire**

If you need assistance analyzing your issue to determine your next steps. Some issues, such as loss of records, may be resolved using this questionnaire.

[Answer the Questionnaire](#)

**Option 2**

**Acknowledge Only**

If you understand how to resolve your discrepancy and do not need to answer a questionnaire.

[Acknowledge Only](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.9.1. Status Help Tooltip – New


**Social Security**

John Public [Sign Out](#)

[EWR Home](#)
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### IRS/SSA Reconciliation — Notice Summary

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- [IRS.gov/Businesses](#)
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**Status**  
New

**Tax Year**  
[9999]

**Employer Identification Number (EIN)**  
[99-9999999]

**Action Needed**

**Notice**  
Issue: Review and Acknowledge discrepancy

The IRS records show that you paid Social Security and/or Medicare taxes on more employee wages than SSA processed. We base our wage amount on your Forms W-2 and W-3 reports. The total wages on your Forms W-2 and W-3 for a year should equal the sum of the amounts that you report quarterly or annually to IRS on your Forms 941, 943, 944, or Schedule H (Household Employment Taxes).

### Reported Information

**Employer Information**

Tax Year: [9999]  
 Employer Identification Number (EIN): [99-9999999]  
 Employer's Name: [Employer's Name]

**Wage Information**

✖ The IRS processed more taxable Social Security and/or Medicare wages and tips for your employees than SSA processed.

The following table represents the wages processed by SSA and IRS for Tax Year [9999]:

[What does this mean?](#)

|                              | SSA Processed    | IRS Processed    | Difference       |
|------------------------------|------------------|------------------|------------------|
| <b>Social Security Wages</b> | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |
| <b>Social Security Tips</b>  | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |
| <b>Medicare Wages</b>        | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |

SSA recommends that you check [Employer Report Status](#) to verify the status of your submissions.

### What's Next?

To acknowledge you read the Notice Summary and your intent to resolve the discrepancy, choose one of the following options to continue:

**Option 1**

**Answer the Questionnaire**

If you need assistance analyzing your issue to determine your next steps. Some issues, such as loss of records, may be resolved using this questionnaire.

[Answer the Questionnaire](#)

**Option 2**

**Acknowledge Only**

If you understand how to resolve your discrepancy and do not need to answer a questionnaire.

[Acknowledge Only](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.9.2. Wage Information Tooltip (“What does this mean?”)


**Social Security**

[John Public](#)
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**Status**  
New

**Tax Year**  
[9999]

**Employer Identification Number (EIN)**  
[99-9999999]

#### Notice Summary

Issue: **Discrepancy Between IRS and SSA**

The IRS records show that you paid Social Security and/or Medicare taxes on more employee wages than SSA processed. We base our wage amount on your Forms W-2 and W-3 reports. The total wages on your Forms W-2 and W-3 for a year should equal the sum of the amounts that you report quarterly or annually to IRS on your Forms 941, 943, 944, or Schedule H (Household Employment Taxes).

#### Reported Information

**Employer Information**

Tax Year: [9999]  
 Employer Identification Number (EIN): [99-9999999]  
 Employer's Name: [Employer's Name]

**Wage Information**

The total annual wage amounts **SSA Processed** (Forms W-3 and W-2) should equal the quarterly or annual sum of amount **IRS Processed** (Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes). The **Difference** should equal \$0.00.

The following \$0.00 .

[What does this mean?](#)

|                              | SSA Processed    | IRS Processed    | Difference       |
|------------------------------|------------------|------------------|------------------|
| <b>Social Security Wages</b> | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |
| <b>Social Security Tips</b>  | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |
| <b>Medicare Wages</b>        | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |

SSA recommends that you check [Employer Report Status](#) to verify the status of your submissions.

#### What's Next?

To acknowledge you read the Notice Summary and your intent to resolve the discrepancy, choose one of the following options to continue:

**Option 1**

**Answer the Questionnaire**

If you need assistance analyzing your issue to determine your next steps. Some issues, such as loss of records, may be resolved using this questionnaire.

[Answer the Questionnaire](#)

**Option 2**

**Acknowledge Only**

If you understand how to resolve your discrepancy and do not need to answer a questionnaire.

[Acknowledge Only](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.9.3. Acknowledge Only Confirmation Message

 Social Security

John Public Sign Out

[EWR Home](#) [Reconciliation](#)

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[IRS.gov/Businesses](#)

Understanding the Status

Status  
New

Tax Year  
[9999]

Employer Identification Number (EIN)  
[99-9999999]

Notice Summary

Issue: **Discrepancy Between IRS and SSA**

The IRS records show that you paid Social Security and/or Medicare taxes on more employee wages than SSA processed. We base our wage amount on your Forms W-2 and W-3 reports. The total wages on your Forms W-2 and W-3 for a year should equal the sum of the amounts that you report quarterly or annually to IRS on your Forms 941, 943, 944, or Schedule H (Household Employment Taxes).

Reported Information

Employer Information

Tax Year: [9999]  
Employer Identification Number (EIN): [99-9999999]  
Employer's Name: [Employer's Name]

Wage Information

The IRS processed more taxable Social Security and/or Medicare wages and tips for your employees than SSA processed.

The following table represents the wages processed by SSA and IRS for Tax Year [9999]:  
[What does this mean?](#)

|                                | SSA Processed    | IRS Processed    | Difference       |
|--------------------------------|------------------|------------------|------------------|
| Social Security Wages          | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |
| Social Security Medicare Wages |                  |                  | 999999.99]       |
|                                |                  |                  | 999999.99]       |

SSA recommends you resolve the discrepancy by submitting a Questionnaire.

What's Next

To acknowledge the discrepancy, choose one of the following options:

Option 1

**Answer the Questionnaire**  
If you need assistance analyzing your issue to determine your next steps. Some issues, such as loss of records, may be resolved using this questionnaire.

Answer the Questionnaire

Option 2

**Acknowledge Only**  
If you understand how to resolve your discrepancy and do not need to answer a questionnaire.

Acknowledge Only

Are you sure you want to Acknowledge Only?

By clicking continue, you acknowledge you read this Notice Summary and do not need to answer a Questionnaire.

SSA expects you to resolve the discrepancy within 45 days of the notice to avoid additional follow-up.

Continue Cancel

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10. Questionnaire - No Record of Employees' Earnings

### 2.10.1. Question 1 – Confirm Access

#### 2.10.1.1. (Question 1 Variation) Initial



Social Security

John Public

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### IRS/SSA Reconciliation — Questionnaire

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#### Status

In Progress

#### Tax Year

[9999]

#### Employer Identification Number (EIN)

[99-9999999]

### Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

#### Before you begin...

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

### 1 Confirm Access

\* **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**

You will need access to this wage information to resolve your discrepancy.

☐ Yes☐ No[Back](#)[Save and Exit](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.1.2. (Question 1 Variation) No

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## IRS/SSA Reconciliation — Questionnaire

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In Progress

**Tax Year**

[9999]

**Employer Identification Number (EIN)**

[99-9999999]

## Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

**1 Confirm Access**

\* **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**

You will need access to this wage information to resolve your discrepancy.

☐ Yes ☒ No

\* **My Forms are not available due to**

- ☐ Extraordinary Circumstances (e.g., bankruptcy, death, or divorce)
- ☐ Catastrophe (e.g., fire, flood, or hurricane)
- ☐ Other

[Back](#)[Save and Exit](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.1.3. (Question 1 Variation) No\_Other

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Tax Year

[9999]

Employer Identification Number (EIN)

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

• Indicates required information

1 Confirm Access

• **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☐ Yes ☒ No

• **My Forms are not available due to**

☐ Extraordinary Circumstances (e.g., bankruptcy, death, or divorce)

☐ Catastrophe (e.g., fire, flood, or hurricane)

☒ Other

• **Other - Reason**  
Please describe the reason you are unable to provide a copy of Forms W-2, W-2c, W-3, and W-3c. (500 characters maximum)

Characters remaining: 500

Continue

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Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.2. Question 2 - Confirm Self-Employment Status

### 2.10.2.1. (Question 2 Variation) Initial

 Social Security

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### IRS/SSA Reconciliation — Questionnaire

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| Status      | Tax Year | Employer Identification Number (EIN) |
|-------------|----------|--------------------------------------|
| In Progress | [9999]   | [99-9999999]                         |

### Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

**1** Confirm Access

\* **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☒ Yes ☐ No

**2** Confirm Self-Employment Status

\* **Were you self-employed for the Tax Year [9999]?**

☐ Yes ☐ No

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.2.2. (Question 2 Variation) Yes

 Social Security

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Status

Tax Year

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[9999]

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

• **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**

You will need access to this wage information to resolve your discrepancy.

☒ Yes ☐ No

2 Confirm Self-Employment Status

• **Were you self-employed for the Tax Year [9999]?**

☒ Yes ☐ No

**What was the circumstance of your self-employment?**

☐ I had employees working for me during the tax year (including myself).

☐ I provided copies of IRS Form 1099-MISC to contract employees.

☐ I was not required to file Forms W-2 with the SSA. I submitted copies of Schedule SE (Self-Employed Tax) or Schedule C to the IRS.

☐ I had no employees and paid neither Social Security nor Medicare wages in the specified tax year.

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.2.3. (Question 2 Variation) Yes\_Option 1

 Social Security

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Tax Year

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In Progress 

[9999]

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

• Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?

You will need access to this wage information to resolve your discrepancy.

☒ Yes

☐ No

2 Confirm Self-Employment Status

• Were you self-employed for the Tax Year [9999]?

☒ Yes

☐ No

What was the circumstance of your self-employment?

☒ I had employees working for me during the tax year (including myself).

☐ I provided copies of IRS Form 1099-MISC to contract employees.

☐ I was not required to file Forms W-2 with the SSA. I submitted copies of Schedule SE (Self-Employed Tax) or Schedule C to the IRS.

☐ I had no employees and paid neither Social Security nor Medicare wages in the specified tax year.

3 Confirm Filing Status

• Did you file wages with SSA for Tax Year [9999]?

This includes Forms W-2/W-3 or W-2c/W-3c.

☐ Yes

☐ No

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Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.2.4. (Question 2 Variation) Yes\_Not Option 1

 Social Security

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In Progress [?](#)

Tax Year

[9999]

Employer Identification Number (EIN)

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

• **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**

You will need access to this wage information to resolve your discrepancy.

☒ Yes ☐ No

2 Confirm Self-Employment Status

• **Were you self-employed for the Tax Year [9999]?**

☒ Yes ☐ No

**What was the circumstance of your self-employment?**

☐ I had employees working for me during the tax year (including myself).

☒ I provided copies of IRS Form 1099-MISC to contract employees.

☐ I was not required to file Forms W-2 with the SSA. I submitted copies of Schedule SE (Self-Employed Tax) or Schedule C to the IRS.

☐ I had no employees and paid neither Social Security nor Medicare wages in the specified tax year.

Continue

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If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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### **2.10.3. Question 3 – Confirm Filing Status**

#### **2.10.3.1. (Question 3 Variation) Initial**

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[9999]

**Employer Identification Number (EIN)**

[99-9999999]

## Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

**1 Confirm Access**

- \* **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☒ Yes ☐ No**2 Confirm Self-Employment Status**

- \* **Were you self-employed for the Tax Year [9999]?**

☐ Yes ☒ No**3 Confirm Filing Status**

- \* **Did you file wages with SSA for Tax Year [9999]?**

This includes Forms W-2/W-3 or W-2c/W-3c.

☐ Yes ☐ No[Back](#)[Save and Exit](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.3.2. (Question 3 Variation) No

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## IRS/SSA Reconciliation — Questionnaire

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## Status

In Progress

## Tax Year

[9999]

## Employer Identification Number (EIN)

[99-9999999]

## Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

## Before you begin...

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

Indicates required information

## 1 Confirm Access

- Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☒ Yes ☐ No

## 2 Confirm Self-Employment Status

- Were you self-employed for the Tax Year [9999]?**

☐ Yes ☒ No

## 3 Confirm Filing Status

- Did you file wages with SSA for Tax Year [9999]?**

This includes Forms W-2/W-3 or W-2c/W-3c.

☐ Yes ☒ No

[Continue](#)[Back](#)[Save and Exit](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.4. Question 4 – Confirm Employer Identification Number

### 2.10.4.1. (Question 4 Variation) Initial


**Social Security**

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Status

Tax Year

Employer Identification Number (EIN)

In Progress

[9999]

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

• **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☒ Yes
 ☐ No

2 Confirm Self-Employment Status

• **Were you self-employed for the Tax Year [9999]?**

☐ Yes
 ☒ No

3 Confirm Filing Status

• **Did you file wages with SSA for Tax Year [9999]?**  
This includes Forms W-2/W-3 or W-2c/W-3c.

☒ Yes
 ☐ No

**If available, please provide the Wage File Identifier (WFID).**  
A WFID is a confirmation for electronically filed wages.

Optional

[+ Add Another WFID](#)

4 Confirm Employer Identification Number (EIN)

• **Did you file under the Employer Identification Number (EIN) [99-9999999]?**  
This is the EIN associated with your Business Services Online (BSO) User ID.

☐ Yes
 ☐ No

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.4.2. (Question 4 Variation) Yes

 Social Security

John Public [Sign Out](#)

[EWR Home](#) [Reconciliation](#)

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| Status                        | Tax Year | Employer Identification Number (EIN) |
|-------------------------------|----------|--------------------------------------|
| In Progress <a href="#">?</a> | [9999]   | [99-9999999]                         |

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

\* Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?  
You will need access to this wage information to resolve your discrepancy.

☒ Yes ☐ No

2 Confirm Self-Employment Status

\* Were you self-employed for the Tax Year [9999]?

☐ Yes ☒ No

3 Confirm Filing Status

\* Did you file wages with SSA for Tax Year [9999]?  
This includes Forms W-2/W-3 or W-2c/W-3c.

☒ Yes ☐ No

If available, please provide the Wage File Identifier (WFID).  
A WFID is a confirmation for electronically filed wages.

Optional

[Add Another WFID](#)

4 Confirm Employer Identification Number (EIN)

\* Did you file under the Employer Identification Number (EIN) [99-9999999]?  
This is the EIN associated with your Business Services Online (BSO) User ID.

☒ Yes ☐ No

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Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.4.3. (Question 4 Variation) No

John Public [Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

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Status

Tax Year

Employer Identification Number (EIN)

In Progress

[9999]

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

• **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☒ Yes
 ☐ No

2 Confirm Self-Employment Status

• **Were you self-employed for the Tax Year [9999]?**

☐ Yes
 ☒ No

3 Confirm Filing Status

• **Did you file wages with SSA for Tax Year [9999]?**  
This includes Forms W-2/W-3 or W-2c/W-3c.

☒ Yes
 ☐ No

If available, please provide the Wage File Identifier (WFID).  
A WFID is a confirmation for electronically filed wages.

Optional

[Add Another WFID](#)

4 Confirm Employer Identification Number (EIN)

• **Did you file under the Employer Identification Number (EIN) [99-9999999]?**  
This is the EIN associated with your Business Services Online (BSO) User ID.

☐ Yes
 ☒ No

**Why did you file under a different EIN?**

☐ I made a mistake that I need to correct with SSA.

☐ IRS assigned more than one EIN for my business/organization and I filed wages under that other EIN.

☐ The EIN has been incorporated into another EIN (e.g., mergers and acquisitions); all wages have been reported under that EIN.

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Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.4.4. (Question 4 Variation) No\_Option 1

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Status

Tax Year

Employer Identification Number (EIN)

In Progress

[9999]

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

• **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☒ Yes
 ☐ No

2 Confirm Self-Employment Status

• **Were you self-employed for the Tax Year [9999]?**

☐ Yes
 ☒ No

3 Confirm Filing Status

• **Did you file wages with SSA for Tax Year [9999]?**  
This includes Forms W-2/W-3 or W-2c/W-3c.

☒ Yes
 ☐ No

**If available, please provide the Wage File Identifier (WFID).**  
A WFID is a confirmation for electronically filed wages.

Optional

[Add Another WFID](#)

4 Confirm Employer Identification Number (EIN)

• **Did you file under the Employer Identification Number (EIN) [99-9999999]?**  
This is the EIN associated with your Business Services Online (BSO) User ID.

☐ Yes
 ☒ No

**Why did you file under a different EIN?**

☒ I made a mistake that I need to correct with SSA.

☐ IRS assigned more than one EIN for my business/organization and I filed wages under that other EIN.

☐ The EIN has been incorporated into another EIN (e.g., mergers and acquisitions); all wages have been reported under that EIN.

Continue

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Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.10.4.5. (Question 4 Variation) No\_Not Option 1

John Public [Sign Out](#)

[EWR Home](#)
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| Status      | Tax Year | Employer Identification Number (EIN) |
|-------------|----------|--------------------------------------|
| In Progress | [9999]   | [99-9999999]                         |

#### Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

#### 1 Confirm Access

**Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☒ Yes ☐ No

#### 2 Confirm Self-Employment Status

**Were you self-employed for the Tax Year [9999]?**

☐ Yes ☒ No

#### 3 Confirm Filing Status

**Did you file wages with SSA for Tax Year [9999]?**  
This includes Forms W-2/W-3 or W-2c/W-3c.

☒ Yes ☐ No

**If available, please provide the Wage File Identifier (WFID).**  
A WFID is a confirmation for electronically filed wages.

Optional

[Add Another WFID](#)

#### 4 Confirm Employer Identification Number (EIN)

**Did you file under the Employer Identification Number (EIN) [99-9999999]?**  
This is the EIN associated with your Business Services Online (BSO) User ID.

☐ Yes ☒ No

**Why did you file under a different EIN?**

☐ I made a mistake that I need to correct with SSA.

☒ IRS assigned more than one EIN for my business/organization and I filed wages under that other EIN.

☐ The EIN has been incorporated into another EIN (e.g., mergers and acquisitions); all wages have been reported under that EIN.

**Please specify the other EIN.**  
If different than the EIN associated with your BSO ID, please specify the other EIN.

[Add Another EIN](#)

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If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.11. Questionnaire - Discrepancy between IRS and SSA

### 2.11.1. Question 1 – Confirm Access

#### 2.11.1.1. (Question 1 Variation) Initial

 Social Security

John Public [Sign Out](#)

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| Status                                                                                        | Tax Year | Employer Identification Number (EIN) |
|-----------------------------------------------------------------------------------------------|----------|--------------------------------------|
| In Progress  | [9999]   | [99-9999999]                         |

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

**\* Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☐ Yes ☐ No

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If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.11.1.2. (Question 1 Variation) No



Social Security

John Public

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In Progress ?

**Tax Year**

[9999]

**Employer Identification Number (EIN)**

[99-9999999]

## Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

**1 Confirm Access**

\* **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**

You will need access to this wage information to resolve your discrepancy.

☐ Yes ☒ No

\* **My Forms are not available due to**

- ☐ Extraordinary Circumstances (e.g., bankruptcy, death, or divorce)
- ☐ Catastrophe (e.g., fire, flood, or hurricane)
- ☐ Other

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If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.11.1.3. (Question 1 Variation) No\_Other

 Social Security

John Public [Sign Out](#)

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In Progress [?](#)

Tax Year

[9999]

Employer Identification Number (EIN)

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

**\*** Indicates required information

1 Confirm Access

**\*** Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?

You will need access to this wage information to resolve your discrepancy.

☐ Yes ☒ No

**\*** My Forms are not available due to

☐ Extraordinary Circumstances (e.g., bankruptcy, death, or divorce)

☐ Catastrophe (e.g., fire, flood, or hurricane)

☒ Other

**\*** Other - Reason

Please describe the reason you are unable to provide a copy of Forms W-2, W-2c, W-3, and W-3c. (500 characters maximum)

Characters remaining: 500

Continue

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Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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ODT/DUEA/UXG

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## **2.11.2. Question 2 – Confirm Wage Information**

### **2.11.2.1. (Question 2 Variation) Initial**

## IRS/SSA Reconciliation — Questionnaire

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## Status

In Progress 

## Tax Year

[9999]

## Employer Identification Number (EIN)

[99-9999999]

## Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

## Before you begin...

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

## 1 Confirm Access

- **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**

You will need access to this wage information to resolve your discrepancy.

☒ Yes ☐ No

## 2 Confirm Wage Information

- **The IRS processed more taxable Social Security and/or Medicare wages and tips for your employees than SSA processed.**

The following records are associated with Tax Year [9999].

|                              | SSA Processed   | IRS Processed   | Difference      |
|------------------------------|-----------------|-----------------|-----------------|
| <b>Social Security Wages</b> | [\$99999999.99] | [\$99999999.99] | [\$99999999.99] |
| <b>Social Security Tips</b>  | [\$99999999.99] | [\$99999999.99] | [\$99999999.99] |
| <b>Medicare Wages</b>        | [\$99999999.99] | [\$99999999.99] | [\$99999999.99] |

- **Are the amounts IRS Processed, as indicated above, correct?**

☐ Yes ☐ No

- **Are the amounts SSA Processed, as indicated above, correct?**

☐ Yes ☐ No

- **Did any of your employees receive sick pay from a third party?**

☐ Yes ☐ No[Back](#)[Save and Exit](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.11.2.2. (Question 2 Variation) Sick Pay\_No

 Social Security

John Public [Sign Out](#)

EWR Home [Reconciliation](#)

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Status

In Progress 

Tax Year

[9999]

Employer Identification Number (EIN)

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

**\* Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☒ Yes ☐ No

2 Confirm Wage Information

 The IRS processed more taxable Social Security and/or Medicare wages and tips for your employees than SSA processed.

The following records are associated with Tax Year [9999].

|                       | SSA Processed    | IRS Processed    | Difference       |
|-----------------------|------------------|------------------|------------------|
| Social Security Wages | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |
| Social Security Tips  | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |
| Medicare Wages        | [\$999999999.99] | [\$999999999.99] | [\$999999999.99] |

**\* Are the amounts IRS Processed, as indicated above, correct?**

☒ Yes ☐ No

**\* Are the amounts SSA Processed, as indicated above, correct?**

☒ Yes ☐ No

**\* Did any of your employees receive sick pay from a third party?**

☐ Yes ☒ No

Continue

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

OMB No. 0000-0000 [Privacy Policy](#) [Accessibility Help](#)

## 2.11.2.3. (Question 2 Variation) Sick Pay\_Yes

 Social Security

John Public [Sign Out](#)

[EWR Home](#) [Reconciliation](#)

IRS/SSA Reconciliation — Questionnaire

Progress

✓ Notice Summary

Questionnaire

Review

Next Steps

Help

[How to Correct and Prevent Reporting Errors](#)

[Employer Reconciliation Process](#)

[Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)

[Check Employer Report Status](#)

[IRS.gov/Businesses](#)

[Understanding the Status](#)

Status  
In Progress [?](#)

Tax Year  
[9999]

Employer Identification Number (EIN)  
[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

• Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?

You will need access to this wage information to resolve your discrepancy.

☒ Yes ☐ No

2 Confirm Wage Information

✖ The IRS processed more taxable Social Security and/or Medicare wages and tips for your employees than SSA processed.

The following records are associated with Tax Year [9999].

|                       | SSA Processed   | IRS Processed   | Difference      |
|-----------------------|-----------------|-----------------|-----------------|
| Social Security Wages | [\$99999999.99] | [\$99999999.99] | [\$99999999.99] |
| Social Security Tips  | [\$99999999.99] | [\$99999999.99] | [\$99999999.99] |
| Medicare Wages        | [\$99999999.99] | [\$99999999.99] | [\$99999999.99] |

• Are the amounts IRS Processed, as indicated above, correct?

☒ Yes ☐ No

• Are the amounts SSA Processed, as indicated above, correct?

☒ Yes ☐ No

• Did any of your employees receive sick pay from a third party?

☒ Yes ☐ No

Sick Pay Provider

Please provide the following information related to the Third Party Provider who paid sick pay.

• Third Party Provider Name

• Third Party EIN

• Sick Pay Amount

\$

Continue

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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ODT/DUEA/UXG

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### 2.11.3. Questionnaire Component - Status Help Tooltip

 Social Security

John Public [Sign Out](#)

EWR Home [Reconciliation](#)

## IRS/SSA Reconciliation — Questionnaire

| Progress                                                                                                  | Status                                                                                        | Tax Year | Employer Identification Number (EIN) |
|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|----------|--------------------------------------|
| <div><div>Notice Summary</div><div><b>Questionnaire</b></div><div>Review</div><div>Next Steps</div></div> | In Progress  | [9999]   | [99-9999999]                         |

### Help

 [How to Correct and Prevent Reporting Errors](#)

 [Employer Reconciliation Process](#)

 [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)

 [Check Employer Report Status](#)

 [IRS.gov/Businesses](#)

[Understanding the Status](#)

Action Needed 

Question

Finish Questionnaire

The following information is the typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

**1 Confirm Access**

\* **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**

You will need access to this wage information to resolve your discrepancy.

☐ Yes

☐ No

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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ODT/DUEA/UXG

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## 2.11.4. Questionnaire Component - Save and Exit Message

 Social Security

John Public [Sign Out](#)

[EWR Home](#) [Reconciliation](#)

IRS/SSA Reconciliation — Questionnaire

Progress

✓ Notice Summary

**Questionnaire**

Review

Next Steps

Help

[How to Correct and Prevent Reporting Errors](#)

[Employer Reconciliation Process](#)

[Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)

[Check Employer Report Status](#)

[IRS.gov/Businesses](#)

[Understanding the Status](#)

Status

In Progress 

Tax Year

[9999]

Employer Identification Number (EIN)

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

Before you begin...

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all necessary information related to Tax Year [9999].
- You may also be accessing Employer Report Status.
- If you need more information, please contact the SSA.

If you need more information, please contact the SSA.

\* Indicates required question

1 Confirm

\* Do you have a tax return for the Tax Year [9999]?  
You will need a tax return to complete this questionnaire.

☒ Yes

☐ No

2 Confirm Self-Employment Status

\* Were you self-employed for the Tax Year [9999]?  
If you were self-employed, you will need to provide additional information.

☐ Yes

☐ No

Back

Save and Exit

Are you sure you want to save and exit?

Your questionnaire has not been submitted and it will not be processed at this time.

"Yes, I Want to Exit" saves the information you have entered on your questionnaire and allows you to complete and submit your questionnaire later. Display options: "Yes , I Want to Exit" or "No, Return to Questionnaire"

Yes, I Want to Exit

No, Return to Questionnaire

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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ODT/DUEA/UXG

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## 2.12. Review - No Record of Employees' Earnings

[John Public](#) [Sign Out](#)[EWR Home](#) [Reconciliation](#)

### IRS/SSA Reconciliation — Review

#### Progress

[✓ Notice Summary](#)[✓ Questionnaire](#)

#### Review

[Next Steps](#)

#### Help

[How to Correct and Prevent Reporting Errors](#)[Employer Reconciliation Process](#)[Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)[Check Employer Report Status](#)[IRS.gov/Businesses](#)[Understanding the Status](#)

#### Status

In Progress [?](#)

#### Tax Year

[9999]

#### Employer Identification Number (EIN)

[99-9999999]

### Review and Submit your Response

To make changes, please select the "Edit" button for the corresponding question.

Submitting your response will determine Next Steps to resolve your issue.

#### 1 Confirm Access

[Edit](#)Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]? : **No**My forms are not available due to : **Other**

Other - Reason : [Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar sic tempor. Sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar sic tempor. Sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Lorem ipsum dolor sit amet.]

#### 2 Confirm Self-Employment Status

[Edit](#)Were you self-employed for the Tax Year [9999]? : **Yes**What was the circumstance of your self-employment? : **I had employees working for me during the tax year (including myself).**

#### 3 Confirm Filing Status

[Edit](#)Did you file wages with SSA for Tax Year [9999]? : **Yes**If available, please provide the Wage File Identifier (WFID). : **Not Answered**

#### 4 Confirm Employer Identification Number (EIN)

[Edit](#)Did you file under the Employer Identification Number (EIN) [99-9999999]? : **No**Why did you file under a different EIN? : **IRS assigned more than one EIN for my business/ organization and I filed wages under that other EIN.**Please specify the other EIN. : **[99-9999999]**[Submit](#)[Back](#)[Save and Exit](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.13. Review - Discrepancy between IRS and SSA

 Social Security

John Public [Sign Out](#)

[EWR Home](#) [Reconciliation](#)

IRS/SSA Reconciliation — Review

Progress

✓ Notice Summary

✓ Questionnaire

**Review**

Next Steps

Help

 [How to Correct and Prevent Reporting Errors](#)

 [Employer Reconciliation Process](#)

 [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)

 [Check Employer Report Status](#)

 [IRS.gov/Businesses](#)

[Understanding the Status](#)

| Status                                                                                        | Tax Year | Employer Identification Number (EIN) |
|-----------------------------------------------------------------------------------------------|----------|--------------------------------------|
| In Progress  | [9999]   | [99-9999999]                         |

Review and Submit your Response

To make changes, please select the "Edit" button for the corresponding question.  
Submitting your response will determine Next Steps to resolve your issue.

1 Confirm Access

Edit

Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]? : **No**

My forms are not available due to : **Other**

Other - Reason : [Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar sic tempor. Sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar sic tempor. Sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Lorem ipsum dolor sit amet.]

2 Confirm Wage Information

Edit

Are the amounts IRS Processed, as indicated above, correct? : **Yes**

Are the amounts SSA Processed, as indicated above, correct? : **No**

Did any of your employees receive sick pay from a third party? **Yes**

**Sick Pay Provider**

Third Party Provider Name : [Answer]

Third Party EIN : [Answer]

Sick Pay Amount : [Answer]

Submit

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.14. Next Steps - Acknowledge Only Path

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[EWR Home](#)
[Reconciliation](#)

### IRS/SSA Reconciliation — Next Steps

**You have acknowledged your IRS/SSA Reconciliation issue and a Case ID has been created.**

Take action to resolve your discrepancy by the date listed below.

Action Needed By: **November 7, 2021**

Acknowledged On: **September 24, 2021 11:11AM**

Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

#### Progress

- Notice Summary
- Questionnaire
- Review
- Next Steps**

#### Help

- [How to Correct and Prevent Reporting Errors](#)
- [Employer Reconciliation Process](#)
- [Specifications for Filing Forms W-2 and W-2c \(EPW2/EPW2C\)](#)
- [Check Employer Report Status](#)
- [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status | Tax Year | Employer Identification Number (EIN) |
|--------|----------|--------------------------------------|
| Action | [9999]   | [99-9999999]                         |

#### Next Steps

You indicated you understand what you need to do to resolve your discrepancy.

**Please reconcile your wages by [45+date of notice].**  
 Correct this within 45 days of this notice, [DATE OF NOTICE]. Failure to report accurate wage information to SSA could affect entitlement to, the amount of Social Security benefits, and Medicare eligibility for employees, and could result in penalties from the IRS.

**If you need more help...**

[Answer the Questionnaire](#)

The questionnaire will help you analyze your issue and determine how to resolve your discrepancy. Some issues, such as loss of records, may be resolved by the questionnaire.

#### Resources for Reconciling Discrepancies

**Check your SSA Wage Status**

[Employer Report Status](#) - Verify your wages were submitted to SSA and are without errors

**Submit Wages to SSA**

[Forms W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

**Submit Corrected Wages to SSA**

[Forms W-2c/W-3c Online](#) - Create and submit corrected Forms W-2c/W-3c

**Submit Wages or Corrected Wages to SSA**

[Upload Formatted Wage File](#) - Submit an EPW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

**Contact SSA**

Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

**Contact IRS to Correct Employment Taxes**

[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)
[Answer the Questionnaire](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.15. Next Steps - No Record of Employees' Earnings Path

### 2.15.1. NR1\_Contact Us


**Social Security**

John Public [Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

### IRS/SSA Reconciliation — Next Steps


**You have acknowledged your IRS/SSA Reconciliation Issue and a Case ID has been created.**  
 Take action to resolve your discrepancy by the date listed below.  
 Action Needed By: **November 7, 2021**  
 Acknowledged On: **September 24, 2021 11:11AM**  
 Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.  
[Print Reconciliation Case](#)

**Progress**

-  Notice Summary
-  Questionnaire
-  Review
- Next Steps**

**Help**

-  [How to Correct and Prevent Reporting Errors](#)
-  [Employer Reconciliation Process](#)
-  [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
-  [Check Employer Report Status](#)
-  [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status                                                                                         | Tax Year | Employer Identification Number (EIN) |
|------------------------------------------------------------------------------------------------|----------|--------------------------------------|
| Action - SSA  | [9999]   | [99-9999999]                         |

### Next Steps

Based on your answers, it appears additional assistance is needed to resolve your discrepancy.

**Contact the Social Security Administration to resolve your discrepancy.**  
 Please call SSA at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

**Please take action by (45+date of notice).**  
 Correct this within 45 days of this notice, (DATE OF NOTICE). Failure to report accurate wage information to SSA could affect entitlement to, the amount of Social Security benefits, and Medicare eligibility for employees, and could result in penalties from the IRS.

### Resources for Reconciling Discrepancies

**Check your 88A Wage Status**  
 Employer Report Status - Verify your wages were submitted to SSA and are without errors

**Submit Wages to 88A**  
 Forms W-2/W-3 Online - Create and submit Forms W-2/W-3

**Submit Corrected Wages to 88A**  
 Forms W-2c/W-3c Online - Create and submit **corrected** Forms W-2c/W-3c

**Submit Wages or Corrected Wages to 88A**  
 Upload Formatted Wage File - Submit an EFW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

**Contact 88A**  
 Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.


 Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

**Contact IRS to Correct Employment Taxes**  
[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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[Accessibility Help](#)

## 2.15.2. NR2\_IRS

John Public [Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

## IRS/SSA Reconciliation — Next Steps

**You have acknowledged your IRS/SSA Reconciliation Issue and a Case ID has been created.**

Take action to resolve your discrepancy.

Acknowledged On: **September 24, 2021 11:11AM**

Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

### Progress

- Notice Summary
- Questionnaire
- Review
- Next Steps**

### Help

- [How to Correct and Prevent Reporting Errors](#)
- [Employer Reconciliation Process](#)
- [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
- [Check Employer Report Status](#)
- [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status       | Tax Year | Employer Identification Number (EIN) |
|--------------|----------|--------------------------------------|
| Action - IRS | [9999]   | [99-9999999]                         |

### Next Steps

Your answers indicate you were self-employed for Tax Year [9999] and were not required to submit Forms W-2/W-3 to SSA.

**Contact the Internal Revenue Service at [IRS.gov/Businesses](#) for assistance in resolving the discrepancy and for your due date information.** No further action is needed with SSA.

*Failure to take action to resolve the discrepancy with the IRS may result in penalties.*

### Resources for Reconciling Discrepancies

**Check your SSA Wage Status**

[Employer Report Status](#) - Verify your wages were submitted to SSA and are without errors

**Submit Wages to SSA**

[Forms W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

**Submit Corrected Wages to SSA**

[Forms W-2c/W-3c Online](#) - Create and submit *corrected* Forms W-2c/W-3c

**Submit Wages or Corrected Wages to SSA**

[Upload Formatted Wage File](#) - Submit an EFW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

**Contact SSA**

Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

**Contact IRS to Correct Employment Taxes**

[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.15.3. NR3\_Submit

John Public
Sign Out

[EWR Home](#)
[Reconciliation](#)

## IRS/SSA Reconciliation — Next Steps

**You have acknowledged your IRS/SSA Reconciliation issue and a Case ID has been created.**

Take action to resolve your discrepancy by the date listed below.

Action Needed By: **November 7, 2021**

Acknowledged On: **September 24, 2021 11:11AM**

Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

### Progress

- Notice Summary
- Questionnaire
- Review
- Next Steps**

### Help

- [How to Correct and Prevent Reporting Errors](#)
- [Employer Reconciliation Process](#)
- [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
- [Check Employer Report Status](#)
- [IRS.gov/Businesses](#)
- [Understanding the Status](#)

|                               |                           |                                                             |
|-------------------------------|---------------------------|-------------------------------------------------------------|
| <b>Status</b><br>Action - SSA | <b>Tax Year</b><br>[9999] | <b>Employer Identification Number (EIN)</b><br>[99-9999999] |
|-------------------------------|---------------------------|-------------------------------------------------------------|

### Next Steps

Your answers indicate you did not submit Forms W-2/W-3 to SSA for Tax Year [9999].

**You must take action to resolve the discrepancy with SSA.**

- Submit Wages to SSA**
  - [Use Forms W-2c/W-3c Online or Upload Formatted Wage File](#)

**Please reconcile your wages by [45+date of notice].**  
*Correct this within 45 days of this notice, [DATE OF NOTICE]. Failure to report accurate wage information to SSA could affect entitlement to, the amount of Social Security benefits, and Medicare eligibility for employees, and could result in penalties from the IRS.*

### Resources for Reconciling Discrepancies

**Check your SSA Wage Status**  
[Employer Report Status](#) - Verify your wages were submitted to SSA and are without errors

**Submit Wages to SSA**  
[Forms W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

**Submit Corrected Wages to SSA**  
[Forms W-2c/W-3c Online](#) - Create and submit *corrected* Forms W-2c/W-3c

**Submit Wages or Corrected Wages to SSA**  
[Upload Formatted Wage File](#) - Submit an EFW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

**Contact SSA**  
 Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

**Contact IRS to Correct Employment Taxes**  
[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.15.4. NR4\_Correction EIN

### 2.15.4.1. Detailed Instructions collapsed

John Public [Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

### IRS/SSA Reconciliation — Next Steps

**You have acknowledged your IR 8/88A Reconciliation Issue and a Case ID has been created.**

Take action to resolve your discrepancy by the date listed below.

Action Needed By: **November 7, 2021**

Acknowledged On: **September 24, 2021 11:11AM**

Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

#### Progress

- Notice Summary
- Questionnaire
- Review
- Next Steps**

#### Help

- [How to Correct and Prevent Reporting Errors](#)
- [Employer Reconciliation Process](#)
- [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
- [Check Employer Report Status](#)
- [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status       | Tax Year | Employer Identification Number (EIN) |
|--------------|----------|--------------------------------------|
| Action - SSA | [9999]   | [99-9999999]                         |

#### Next Steps

Your answers indicate the Employer Identification Number (EIN) [99-9999999] provided to SSA is incorrect.

**You must take action to update 88A to match the EIN provided to the IR 8.**

- Submit Corrected Wages to 88A**
  - To correct an EIN on a previously submitted Form W-2/W-3, you must submit two sets of Forms W-2c/W-3c. [See detailed instructions below.](#)
  - Use Forms W-2c/W-3c Online or Upload Formatted Wage File

[View detailed instructions for correcting your EIN](#)

**Please reconcile your wages by [45+date of notice].**  
Correct this within 45 days of this notice, (DATE OF NOTICE). Failure to report accurate wage information to SSA could affect entitlement to, the amount of Social Security benefits, and Medicare eligibility for employees, and could result in penalties from the IRS.

#### Resources for Reconciling Discrepancies

##### Check your 88A Wage Status

[Employer Report Status](#) - Verify your wages were submitted to SSA and are without errors

##### Submit Wages to 88A

[Forms W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

##### Submit Corrected Wages to 88A

[Forms W-2c/W-3c Online](#) - Create and submit **corrected** Forms W-2c/W-3c

##### Submit Wages or Corrected Wages to 88A

[Upload Formatted Wage File](#) - Submit an EFW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

##### Contact 88A

Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

##### Contact IR 8 to Correct Employment Taxes

[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.15.4.2. Detailed Instructions expanded

John Public [Sign Out](#)

[EOPR Home](#)
[Reconciliation](#)

## IRS/SSA Reconciliation — Next Steps

**You have acknowledged your IRS/SSA Reconciliation notice and a Case ID has been created.**

Take action to resolve your discrepancy by the date listed below:

Action Needed By: **November 7, 2021**

Acknowledged On: **September 24, 2021 11:11AM**

Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

### Progress

- Notice Summary
- Questionnaire
- Review
- Next Steps**

### Help

- [How to Correct and Prevent Reporting Errors](#)
- [Employer Reconciliation Process](#)
- [Specifications for Filing Forms W-2 and W-3c \(CPW2CPW3C\)](#)
- [Check Employer Report Status](#)
- [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status       | Tax Year | Employer Identification Number (EIN) |
|--------------|----------|--------------------------------------|
| Action - SSA | [2020]   | [00-0000000]                         |

### Next Steps

Your answers indicate the Employer Identification Number (EIN) [00-0000000] provided to SSA is incorrect.

**You must take action to update SSA to match the EIN provided to the IRS.**

- 1. Submit Corrected Wages to SSA**
  - To correct an EIN on a previously submitted Form W-2/W-3, you must submit two sets of Forms W-2c/W-3c. [See detailed instructions below](#)
  - Use Forms W-2c/W-3c Online or Upload Formatted Wage File
  - [Hide detailed instructions for correcting your EIN](#)
  - To correct an EIN on a previously submitted Form W-2/W-3, you must submit two sets of Forms W-2c/W-3c.**
- 2. Submit a second Form W-3c along with a second Form W-2c for each affected employee.**
  - On the Form W-3c, enter the correct EIN in box 6. **(Note: Please refer to the EIN featured in Question 3 of your Questionnaire)**
  - Enter the original money amounts into "Previously Reported". For the money amounts in the "Correct Information," enter zeros.
  - Submit a second Form W-3c along with a second Form W-2c for each affected employee.
  - On the Form W-3c, enter the correct EIN in box 6. **(Note: Please refer to the EIN featured in Question 3 of your Questionnaire)**
  - Enter zeros in the "Previously Reported" boxes, and enter the correct money amounts in the "Correct Information" boxes.

**If you need more help...**

- [IRS Forms & Instructions \(www.irs.gov/forms-instructions\)](#)
  - [More details found in General Instructions for Forms W-2 and W-3](#)
- [CPW2C Publication \(www.ssa.gov/employer/CPW2CPW3C.html\)](#)
  - [Instructions for correcting your EIN by uploading a formatted wage file](#)

**Please reconcile your wages by 14th day of notice.**

Correct this within 45 days of this notice. (DATE OF NOTICE). Failure to report accurate wage information to SSA could affect entitlement to the amount of Social Security benefits, and Medicare eligibility for employees, and could result in penalties from the IRS.

### Resources for Reconciling Discrepancies

**Check your SSA Wage Status**

[Employer Report Status](#) - Verify your wages were submitted to SSA and are without errors

**Submit Wages to SSA**

[Forms W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

**Submit Corrected Wages to SSA**

[Forms W-2c/W-3c Online](#) - Create and submit corrected Forms W-2c/W-3c

**Submit Wages or Corrected Wages to SSA**

[Upload Formatted Wage File](#) - Submit an CPW2C formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

**Contact SSA**

Please call us at 1-800-772-6270 (TTY: 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

**Contact IRS to Correct Employment Taxes**

[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)
[Return to EOPR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY: 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.15.5. NR5\_No Further Action


**Social Security**

John Public [Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

## IRS/SSA Reconciliation — Next Steps


**Your response was submitted.**  
 No additional user action is required.


**You have acknowledged your IRS/SSA Reconciliation issue and a Case ID has been created.**  
 Acknowledged On: **September 24, 2021 11:11AM**  
 Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.  
[Print Reconciliation Case](#)

### Progress

-  Notice Summary
-  Questionnaire
-  Review
- Next Steps**

### Help

-  [How to Correct and Prevent Reporting Errors](#)
-  [Employer Reconciliation Process](#)
-  [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
-  [Check Employer Report Status](#)
-  [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status                                                                                      | Tax Year | Employer Identification Number (EIN) |
|---------------------------------------------------------------------------------------------|----------|--------------------------------------|
| No Action  | [9999]   | [99-9999999]                         |

### Next Steps

Your answers indicate you are no longer able to access the W-3/W-2 data for the Employer Identification Number (EIN) [99-9999999] and Tax Year [9999].

**Based on your response, the Social Security Administration (SSA) is closing its inquiry.** Information concerning missing or deficient Forms W-2/W-3 will be forwarded to the Internal Revenue Service (IRS). The IRS may initiate its own investigation based on its rules and may contact you for additional information regarding these Forms W-2/W-3.

[Return to Reconciliation Home](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.15.6. NR6\_SSA Calls You

John Public [Sign Out](#)
[EWR Home](#) [Reconciliation](#)

## IRS/SSA Reconciliation — Next Steps

**Your response was submitted.**

No additional user action is required.

**You have acknowledged your IRS/SSA Reconciliation issue and a Case ID has been created.**Acknowledged On: **September 24, 2021 11:11AM**Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

## Progress



Notice Summary



Questionnaire



Review

**Next Steps**

## Help


[How to Correct and Prevent Reporting Errors](#)

[Employer Reconciliation Process](#)

[Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)

[Check Employer Report Status](#)

[IRS.gov/Businesses](#)
[Understanding the Status](#)
**Status**

No Action

**Tax Year**

[9999]

**Employer Identification Number (EIN)**

[99-9999999]

## Next Steps

Your answers indicate you did not file with SSA under the Employer Identification Number (EIN) assigned to your Business Services Online (BSO) User ID. You provided EIN [99-9999999].

**No further action is necessary with the Social Security Administration.** SSA will review the information you provided. You will be contacted by SSA if additional action is needed.

[Return to Reconciliation Home](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## **2.16. Next Steps - Discrepancy between IRS and SSA Path**

### **2.16.1. D1\_Contact Us**

## IRS/SSA Reconciliation — Next Steps

**You have acknowledged your IRS/SSA Reconciliation issue and a Case ID has been created.**

Take action to resolve your discrepancy by the date listed below.

Action Needed By: **November 7, 2021**Acknowledged On: **September 24, 2021 11:11AM**Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

## Progress

Notice Summary

Questionnaire

Review

**Next Steps**

## Help

[How to Correct and Prevent Reporting Errors](#) [Employer Reconciliation Process](#) [Specifications for Filing Forms W-2 and W-2c \(EPW2/EPW2C\)](#) [Check Employer Report Status](#) [IRS.gov/Businesses](#)[Understanding the Status](#)

## Status

Action - SSA

## Tax Year

[9999]

## Employer Identification Number (EIN)

[99-9999999]

## Next Steps

Based on your answers, it appears additional assistance is needed to resolve your discrepancy.

**Contact the Social Security Administration to resolve your discrepancy.**

Please call SSA at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m.

Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.**Please take action by [45+date of notice].***Correct this within 45 days of this notice, [DATE OF NOTICE]. Failure to report accurate wage information to SSA could affect entitlement to, the amount of Social Security benefits, and Medicare eligibility for employees, and could result in penalties from the IRS.*

## Resources for Reconciling Discrepancies

## Check your SSA Wage Status

[Employer Report Status](#) - Verify your wages were submitted to SSA and are without errors

## Submit Wages to SSA

[Forms W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

## Submit Corrected Wages to SSA

[Forms W-2c/W-3c Online](#) - Create and submit **corrected** Forms W-2c/W-3c

## Submit Wages or Corrected Wages to SSA

[Upload Formatted Wage File](#) - Submit an EPW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

## Contact SSA

Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

## Contact IRS to Correct Employment Taxes

[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes[Return to Reconciliation Home](#)[Return to EWR Home](#)If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.OMB No. 0000-0000 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

## 2.16.2. D4a\_IRS

John Public    Sign Out

[EWR Home](#)    [Reconciliation](#)

## IRS/SSA Reconciliation — Next Steps

**You have acknowledged your IRS/SSA Reconciliation Issue and a Case ID has been created.**

Take action to resolve your discrepancy.

Acknowledged On: **September 24, 2021 11:11AM**

Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

### Progress

- Notice Summary
- Questionnaire
- Review
- Next Steps**

### Help

- [How to Correct and Prevent Reporting Errors](#)
- [Employer Reconciliation Process](#)
- [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
- [Check Employer Report Status](#)
- [IRS.gov/Businesses](#)
- [Understanding the Status](#)

|                               |                           |                                                             |
|-------------------------------|---------------------------|-------------------------------------------------------------|
| <b>Status</b><br>Action - IRS | <b>Tax Year</b><br>[9999] | <b>Employer Identification Number (EIN)</b><br>[99-9999999] |
|-------------------------------|---------------------------|-------------------------------------------------------------|

### Next Steps

Your answers indicate the wages processed by the IRS are incorrect.

**Contact the Internal Revenue Service at [IRS.gov/Businesses](#) for assistance in resolving your discrepancy and for your due date information.** No further action is needed with the Social Security Administration.

*Failure to take action to resolve the discrepancy with the IRS may result in penalties.*

### Resources for Reconciling Discrepancies

**Check your SSA Wage Status**

[Employer Report Status](#) - Verify your wages were submitted to SSA and are without errors

**Submit Wages to SSA**

[Forms W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

**Submit Corrected Wages to SSA**

[Forms W-2c/W-3c Online](#) - Create and submit **corrected** Forms W-2c/W-3c

**Submit Wages or Corrected Wages to SSA**

[Upload Formatted Wage File](#) - Submit an EFW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

**Contact SSA**

Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

**Contact IRS to Correct Employment Taxes**

[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)    [Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.16.3. D4b1\_IRS\_Sick Pay equals Discrepancy


**Social Security**

John Public    [Sign Out](#)

[EWR Home](#)    [Reconciliation](#)

## IRS/SSA Reconciliation — Next Steps


**You have acknowledged your IRS/SSA Reconciliation Issue and a Case ID has been created.**  
 Take action to resolve your discrepancy.  
 Acknowledged On: **September 24, 2021 11:11AM**  
 Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.  
[Print Reconciliation Case](#)

### Progress

-  Notice Summary
-  Questionnaire
-  Review
- Next Steps**

### Help

-  [How to Correct and Prevent Reporting Errors](#)
-  [Employer Reconciliation Process](#)
-  [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
-  [Check Employer Report Status](#)
-  [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status                                                                                         | Tax Year | Employer Identification Number (EIN) |
|------------------------------------------------------------------------------------------------|----------|--------------------------------------|
| Action - IRS  | [9999]   | [99-9999999]                         |

### Next Steps

Your answers indicate the wages processed by the IRS are incorrect. The Third Party Sick Pay amount you entered equals the amount of the discrepancy. Therefore, it is likely that your Third Party Sick Pay was misreported to the IRS.

**You must take action to resolve the discrepancy with the IRS.**

- Contact the IRS**
  - You must contact the IRS to address discrepancies involving Third Party Sick Pay. For more information, including how to determine your due date, visit [IRS.gov/Businesses](#).
- No further action is required with SSA.

*Failure to take action to resolve the discrepancy with the IRS may result in penalties.*

### Resources for Reconciling Discrepancies

**Check your SSA Wage Status**  
[Employer Report Status](#) - Verify your wages were submitted to SSA and are without errors

**Submit Wages to SSA**  
[Forms W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

**Submit Corrected Wages to SSA**  
[Forms W-2c/W-3c Online](#) - Create and submit *corrected* Forms W-2c/W-3c

**Submit Wages or Corrected Wages to SSA**  
[Upload Formatted Wage File](#) - Submit an EFW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

**Contact SSA**  
 Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

 Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

**Contact IRS to Correct Employment Taxes**  
[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)    [Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.16.4. D4b2\_IRS\_Sick Pay not equal Discrepancy

John Public
[Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

### IRS/SSA Reconciliation — Next Steps

**You have acknowledged your IRS/SSA Reconciliation issue and a Case ID has been created.**

Take action to resolve your discrepancy.

Acknowledged On: **September 24, 2021 11:11AM**

Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

#### Progress

- Notice Summary
- Questionnaire
- Review
- Next Steps**

#### Help

- [How to Correct and Prevent Reporting Errors](#)
- [Employer Reconciliation Process](#)
- [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
- [Check Employer Report Status](#)
- [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status       | Tax Year | Employer Identification Number (EIN) |
|--------------|----------|--------------------------------------|
| Action - IRS | [9999]   | [99-9999999]                         |

#### Next Steps

Your answers indicate the wages processed by the IRS are incorrect and that you had third party sick pay.

**You must take action to resolve the discrepancy with the IRS.**

- Contact the IRS**
  - You must contact the IRS to address discrepancies.  
For more information, including how to determine your due date, visit [IRS.gov/Businesses](#).
- No further action is required with SSA.

*Failure to take action to resolve the discrepancy with the IRS may result in penalties.*

#### Resources for Reconciling Discrepancies

##### Check your SSA Wage Status

Employer Report Status - Verify your wages were submitted to SSA and are without errors

##### Submit Wages to SSA

Forms [W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

##### Submit Corrected Wages to SSA

Forms [W-2c/W-3c Online](#) - Create and submit **corrected** Forms W-2c/W-3c

##### Submit Wages or Corrected Wages to SSA

[Upload Formatted Wage File](#) - Submit an EFW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

##### Contact SSA

Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

##### Contact IRS to Correct Employment Taxes

[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## D6\_Correction\_IRS

John Public [Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

### IRS/SSA Reconciliation — Next Steps

**1** You have acknowledged your IRS/SSA Reconciliation Issue and a Case ID has been created.

Take action to resolve your discrepancy by the date listed below:

Action Needed By: **November 7, 2021**

Acknowledged On: **September 24, 2021 11:11AM**

Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

#### Progress

- Notice Summary
- Questionnaire
- Review
- Next Steps**

#### Help

- [How to Correct and Prevent Reporting Errors](#)
- [Employer Reconciliation Process](#)
- [Specifications for Filing Forms W-2 and W-2c \(EPW2/EPW2C\)](#)
- [Check Employer Report Status](#)
- [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status | Tax Year | Employer Identification Number (EIN) |
|--------|----------|--------------------------------------|
| Action | [9999]   | [99-9999999]                         |

#### Next Steps

Your answers indicate that both the processed SSA wages and the processed IRS wages are incorrect and that you had third party sick pay.

**You must take action to resolve the discrepancy with both SSA and the Internal Revenue Service.**

- Correct wages processed by SSA
  - If wages are incorrect, **Submit Corrected Wages to SSA**
    - Use Forms W-2c/W-3c Online or Upload Formatted Wage File
  - If wages are missing, you must **Submit Wages to SSA**
    - Use Forms W-2/W-3 Online or Upload Formatted Wage File
- Contact the IRS
  - You must contact the IRS to address discrepancies involving Third Party Sick Pay.

For more information, including how to determine your due date, visit [IRS.gov/Businesses](#).

**Please reconcile your wages by [45+date of notice].**

Correct this within 45 days of this notice. (DATE OF NOTICE). Failure to report accurate wage information to SSA could affect entitlement to, the amount of Social Security benefits, and Medicare eligibility for employees, and could result in penalties from the IRS.

#### Resources for Reconciling Discrepancies

**Check your SSA Wage Status**

[Employer Report Status](#) - Verify your wages were submitted to SSA and are without errors

**Submit Wages to SSA**

[Forms W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

**Submit Corrected Wages to SSA**

[Forms W-2c/W-3c Online](#) - Create and submit corrected Forms W-2c/W-3c

**Submit Wages or Corrected Wages to SSA**

[Upload Formatted Wage File](#) - Submit an EPW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

**Contact SSA**

Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

**Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.**

**Contact IRS to Correct Employment Taxes**

[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

OMB No. 0500-0000 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

## 2.16.5. D7\_Correction

John Public [Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

## IRS/SSA Reconciliation — Next Steps

**You have acknowledged your IRS/SSA Reconciliation Issue and a Case ID has been created.**

Take action to resolve your discrepancy by the date listed below.

Action Needed By: **November 7, 2021**

Acknowledged On: **September 24, 2021 11:11AM**

Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

### Progress

- Notice Summary
- Questionnaire
- Review
- Next Steps**

### Help

- [How to Correct and Prevent Reporting Errors](#)
- [Employer Reconciliation Process](#)
- [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
- [Check Employer Report Status](#)
- [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status       | Tax Year | Employer Identification Number (EIN) |
|--------------|----------|--------------------------------------|
| Action - SSA | [9999]   | [99-9999999]                         |

### Next Steps

Your answers indicate that the wages processed by SSA are incorrect.

**You must take action to resolve the discrepancy with SSA.**

- Correct wages processed by SSA
  - If wages are incorrect, **Submit Corrected Wages to SSA**
    - Use [Forms W-2c/W-3c Online](#) or [Upload Formatted Wage File](#)
  - If wages are missing, **Submit Wages to SSA**
    - Use [Forms W-2/W-3 Online](#) or [Upload Formatted Wage File](#)

**Please reconcile your wages by [45+date of notice].**  
 Correct this within 45 days of this notice, [DATE OF NOTICE]. Failure to report accurate wage information to SSA could affect entitlement to, the amount of Social Security benefits, and Medicare eligibility for employees, and could result in penalties from the IRS.

### Resources for Reconciling Discrepancies

**Check your SSA Wage Status**  
[Employer Report Status](#) - Verify your wages were submitted to SSA and are without errors

**Submit Wages to SSA**  
[Forms W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

**Submit Corrected Wages to SSA**  
[Forms W-2c/W-3c Online](#) - Create and submit **corrected** Forms W-2c/W-3c

**Submit Wages or Corrected Wages to SSA**  
[Upload Formatted Wage File](#) - Submit an EFW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

**Contact SSA**  
 Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

**Contact IRS to Correct Employment Taxes**  
[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.16.6. D8\_All Options

John Public [Sign Out](#)

[EWR Home](#) [Reconciliation](#)

### IRS/SSA Reconciliation — Next Steps

**You have acknowledged your IRS/SSA Reconciliation issue and a Case ID has been created.**

Take action to resolve your discrepancy by the date listed below.

Action Needed By: **November 7, 2021**

Acknowledged On: **September 24, 2021 11:11AM**

Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.

[Print Reconciliation Case](#)

#### Progress

- Notice Summary
- Questionnaire
- Review
- Next Steps**

#### Help

- [How to Correct and Prevent Reporting Errors](#)
- [Employer Reconciliation Process](#)
- [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
- [Check Employer Report Status](#)
- [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status | Tax Year | Employer Identification Number (EIN) |
|--------|----------|--------------------------------------|
| Action | [9999]   | [99-9999999]                         |

#### Next Steps

Your answers indicate that both the processed SSA wages and the processed IRS wages are incorrect.

**You must take action with both SSA and the IRS to resolve the discrepancy.**

- Correct wages processed by SSA
  - If wages are incorrect, **Submit Corrected Wages to SSA**
    - Use Forms W-2c/W-3c Online or Upload Formatted Wage File
  - If wages are missing, **Submit Wages to SSA**
    - Use Forms W-2/W-3 Online or Upload Formatted Wage File
- Correct wages processed by the IRS
  - Contact the IRS** for assistance in resolving the discrepancy.

For more information, including how to determine your due date, visit [IRS.gov/Businesses](#).

**Please reconcile your wages by [45+date of notice].**

Correct this within 45 days of this notice, (DATE OF NOTICE). Failure to report accurate wage information to SSA could affect entitlement to, the amount of Social Security benefits, and Medicare eligibility for employees, and could result in penalties from the IRS.

#### Resources for Reconciling Discrepancies

**Check your SSA Wage Status**

[Employer Report Status](#) - Verify your wages were submitted to SSA and are without errors

**Submit Wages to SSA**

[Forms W-2/W-3 Online](#) - Create and submit Forms W-2/W-3

**Submit Corrected Wages to SSA**

[Forms W-2c/W-3c Online](#) - Create and submit corrected Forms W-2c/W-3c

**Submit Wages or Corrected Wages to SSA**

[Upload Formatted Wage File](#) - Submit an EFW2 formatted wage file for your Forms W-2/W-3 or corrected Forms W-2c/W-3c

**Contact SSA**

Please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

Please note this email mailbox is not a secure means of communication with us. It is possible that information you include in an email could be intercepted by others outside of SSA and used by those third parties for purposes you did not intend. For this reason, please limit personal information about both yourself and others when transmitting information to us via email. Please include only the minimal information that is necessary and do not include any Social Security numbers in the email.

**Contact IRS to Correct Employment Taxes**

[IRS.gov/Businesses](#) - For issues with Forms 941, 943, 944, or Form 1040/Schedule H Household Employment Taxes

[Return to Reconciliation Home](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.16.7. D9\_No Further Action


**Social Security**

John Public [Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

## IRS/SSA Reconciliation — Next Steps


**Your response was submitted.**  
 No additional user action is required.


**You have acknowledged your IRS/SSA Reconciliation issue and a Case ID has been created.**  
 Acknowledged On: **September 24, 2021 11:11AM**  
 Reconciliation Case ID: **123456**

Use the print below to print your full Reconciliation Case, including your notice summary and next steps for resolution.  
[Print Reconciliation Case](#)

### Progress

-  Notice Summary
-  Questionnaire
-  Review
- Next Steps**

### Help

-  [How to Correct and Prevent Reporting Errors](#)
-  [Employer Reconciliation Process](#)
-  [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
-  [Check Employer Report Status](#)
-  [IRS.gov/Businesses](#)
- [Understanding the Status](#)

| Status                                                                                      | Tax Year | Employer Identification Number (EIN) |
|---------------------------------------------------------------------------------------------|----------|--------------------------------------|
| No Action  | [9999]   | [99-9999999]                         |

### Next Steps

Your answers indicate you are no longer able to access the W-3/W-2 data for the Employer Identification Number (EIN) [99-9999999] and Tax Year [9999].

**Based on your response, the Social Security Administration (SSA) is closing its inquiry.** Information concerning missing or deficient Forms W-2/W-3 will be forwarded to the Internal Revenue Service (IRS). The IRS may initiate its own investigation based on its rules and may contact you for additional information regarding these Forms W-2/W-3.

[Return to Reconciliation Home](#)
[Return to EWR Home](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

OMB No. 0000-0000 [Privacy Policy](#) [Accessibility Help](#)

## 2.17. Next Steps Component - Status Help Tooltip

### 2.17.1. Action-SSA

| Status         | Tax Year |
|----------------|----------|
| Action - SSA ? | [9999]   |

**Action Needed** ✕  
Resolve discrepancy with SSA

Next Step

Based on your information, the discrepancy is

### 2.17.2. Action-IRS

| Status         | Tax Year |
|----------------|----------|
| Action - IRS ? | [9999]   |

**Action Needed** ✕  
Contact IRS to resolve discrepancy

Next Step

Your answers indicate the wages processed by the IRS

## 2.18.

### 2.18.1. Action

| Status   | Tax Year |
|----------|----------|
| Action ? | [9999]   |

**Action Needed** ✕  
Resolve discrepancy with SSA and/or IRS

Next

You indicate, , d to

### 2.18.2. No Action

| Status      | Tax Year |
|-------------|----------|
| No Action ? | [9999]   |

**Action Needed** ✕  
SSA case is Closed, no action needed

Next Step

Your answer at

ODT/DUEA/UXG

ODT/DUEA/UXG

## 2.21. Error Messaging

### 2.21.1. Invalid Entry Errors - Text Exceeded Max Length

The screenshot displays the Social Security Reconciliation application interface. A modal error message is shown, stating: "SSA.gov says Your text has exceeded the maximum length allowed." with an "OK" button. The background shows the "IRS/SSA Reconciliation — Questionnaire" page. The left sidebar contains navigation links: "Progress" (Notice Summary, Questionnaire, Review, Next Steps), "Help" (How to Correct and Prevent Reporting Errors, Employer Reconciliation Process, Specifications for Filing Forms W-2 and W-2c (EFW2/EFW2C), Check Employer Report Status, IRS.gov/Businesses, Understanding the Status), and user information (John Public, Sign Out). The main content area is titled "Questionnaire" and includes instructions, a "Before you begin..." section with tips, and a "Confirm Access" section with questions about wage information and form availability. The "Confirm Access" section includes radio buttons for "Yes" and "No" for the first question, and a text area for the second question. At the bottom, there are "Continue", "Back", and "Save and Exit" buttons.

**SSA.gov says**  
Your text has exceeded the maximum length allowed.  
**OK**

**Progress**

- Notice Summary
- Questionnaire**
- Review
- Next Steps

**Help**

- How to Correct and Prevent Reporting Errors
- Employer Reconciliation Process
- Specifications for Filing Forms W-2 and W-2c (EFW2/EFW2C)
- Check Employer Report Status
- IRS.gov/Businesses
- Understanding the Status

**Questionnaire**

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

**1 Confirm Access**

\* **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☐ Yes ☒ No

\* **My Forms are not available due to**

☐ Extraordinary Circumstances (e.g., bankruptcy, death, or divorce)

☐ Catastrophe (e.g., fire, flood, or hurricane)

☒ Other

\* **Other - Reason**  
Please describe the reason you are unable to provide a copy of Forms W-2, W-2c, W-3, and W-3c. (500 characters maximum)

Ut facilis ante ac eleifend ullamcorper. In ut augue aliquam, tempor tellus eget, scelerisque tortor. Nullam faucibus, elit nec eleifend suscipit, ante velit scelerisque nisl, ac blandit neque velit non ipsum. Vivamus eu neque eget orci aliquam viverra. Ut semper eu sapien ut tristique. Fusce volutpat mi massa, vel semper ligula rutrum quis. Nunc egestas lacinia libero. Maecenas a rhoncus elit. Quisque sit amet fringilla mi, ornare commodo arcu. Orci varius natoque penatibus et magnis dis partu

Characters remaining: -1

**Continue** **Back** **Save and Exit**

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

OMB No. 0000-0000 [Privacy Policy](#) [Accessibility Help](#)

## 2.21.2. Invalid Entry Errors - WFID

John Public
[Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

### IRS/SSA Reconciliation — Questionnaire

**Please correct the following information:**

- Error: Wage File Identifier (WFID)

**Progress**

- Notice Summary
- Questionnaire**
- Review
- Next Steps

**Help**

- How to Correct and Prevent Reporting Errors
- Employer Reconciliation Process
- Specifications for Filing Forms W-2 and W-2c (EFW2/EFW2C)
- Check Employer Report Status
- IRS.gov/Businesses
- Understanding the Status

| Status      | Tax Year | Employer Identification Number (EIN) |
|-------------|----------|--------------------------------------|
| In Progress | [9999]   | [99-9999999]                         |

#### Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

#### 1 Confirm Access

**Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☒ Yes ☐ No

#### 2 Confirm Self-Employment Status

**Were you self-employed for the Tax Year [9999]?**

☐ Yes ☒ No

#### 3 Confirm Filing Status

**Did you file wages with SSA for Tax Year [9999]?**  
This includes Forms W-2/W-3 or W-2c/W-3c.

☒ Yes ☐ No

**If available, please provide the Wage File Identifier (WFID).**  
A WFID is a confirmation for electronically filed wages.  
**WFID must contain 6 characters consisting of numbers and/or letters.**

a1

Optional

#### 4 Confirm Employer Identification Number (EIN)

**Did you file under the Employer Identification Number (EIN) [99-9999999]?**  
This is the EIN associated with your Business Services Online (BSO) User ID.

☐ Yes ☒ No

**Why did you file under a different EIN?**

☐ I made a mistake that I need to correct with SSA.

☒ IRS assigned more than one EIN for my business/organization and I filed wages under that other EIN.

☐ The EIN has been incorporated into another EIN (e.g., mergers and acquisitions); all wages have been reported under that EIN.

**Please specify the other EIN.**  
If different than the EIN associated with your BSO ID, please specify the other EIN

[Add Another EIN](#)

[Continue](#) [Back](#) [Save and Exit](#)

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.21.3. Invalid Entry Errors - EIN

John Public [Sign Out](#)

[EWR Home](#)
[Reconciliation](#)

IRS/SSA Reconciliation — Questionnaire

**Please correct the following information:**

- Error. Please specify the other EIN.

Progress

Notice Summary

**Questionnaire**

Review

Next Steps

Help

How to Correct and Prevent Reporting Errors

Employer Reconciliation Process

Specifications for Filing Forms W-2 and W-2c (EFW2/EFW2C)

Check Employer Report Status

IRS.gov/Businesses

Understanding the Status

Status

Tax Year

Employer Identification Number (EIN)

In Progress

[9999]

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

**\* Indicates required information**

1 Confirm Access

**\* Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**

You will need access to this wage information to resolve your discrepancy.

☒ Yes
 ☐ No

2 Confirm Self-Employment Status

**\* Were you self-employed for the Tax Year [9999]?**

☐ Yes
 ☒ No

3 Confirm Filing Status

**\* Did you file wages with SSA for Tax Year [9999]?**

This includes Forms W-2/W-3 or W-2c/W-3c.

☒ Yes
 ☐ No

**If available, please provide the Wage File Identifier (WFID).**

A WFID is a confirmation for electronically filed wages.

Optional

[Add Another WFID](#)

4 Confirm Employer Identification Number (EIN)

**\* Did you file under the Employer Identification Number (EIN) [99-9999999]?**

This is the EIN associated with your Business Services Online (BSO) User ID.

☐ Yes
 ☒ No

**Why did you file under a different EIN?**

☐ I made a mistake that I need to correct with SSA.

☒ IRS assigned more than one EIN for my business/organization and I filed wages under that other EIN.

☐ The EIN has been incorporated into another EIN (e.g., mergers and acquisitions); all wages have been reported under that EIN.

**\* Please specify the other EIN.**

If different than the EIN associated with your BSO ID, please specify the other EIN.

**\* Please enter a 9-digit number to proceed.**

[Add Another EIN](#)

Continue

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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2.21.4. Invalid Entry Errors - Sick Pay Provider EIN

John Public    [Sign Out](#)

[EWR Home](#)    [Reconciliation](#)

IRS/SSA Reconciliation — Questionnaire

Please correct the following information:

• Error: Sick Pay Provider

Progress

✓ Notice Summary

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Help

[How to Correct and Prevent Reporting Errors](#)

[Employer Reconciliation Process](#)

[Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)

[Check Employer Report Status](#)

[IRS.gov/Businesses](#)

[Understanding the Status](#)

Status  
In Progress

Tax Year  
[9999]

Employer Identification Number (EIN)  
[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

• Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?

You will need access to this wage information to resolve your discrepancy.

☒ Yes

☐ No

2 Confirm Wage Information

The IRS processed more taxable Social Security and/or Medicare wages and tips for your employees than SSA processed.

The following records are associated with Tax Year [9999].

|                       | SSA Processed    | IRS Processed    | Difference       |
|-----------------------|------------------|------------------|------------------|
| Social Security Wages | \$(999999999.99) | \$(999999999.99) | \$(999999999.99) |
| Social Security Tips  | \$(999999999.99) | \$(999999999.99) | \$(999999999.99) |
| Medicare Wages        | \$(999999999.99) | \$(999999999.99) | \$(999999999.99) |

• Are the amounts IRS Processed, as indicated above, correct?

☒ Yes

☐ No

• Are the amounts SSA Processed, as indicated above, correct?

☐ Yes

☒ No

• Did any of your employees receive sick pay from a third party?

☒ Yes

☐ No

\* Sick Pay Provider

Please provide the following information related to the Third Party Provider who paid sick pay.

• Please enter a 9-digit number to proceed.

• Third Party Provider Name

ABC

• Third Party EIN

• Sick Pay Amount

\$ 123.45

Continue

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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ODT/DUEA/UXG

69

ODT/DUEA/UXG

## 2.21.6. Required Field Errors - Other Reason

 Social Security

John Public [Sign Out](#)

[EWR Home](#) [Reconciliation](#)

IRS/SSA Reconciliation — Questionnaire

 Please correct the following information:

[Error: Other - Reason](#)

Progress

 Notice Summary

**Questionnaire**

Review

Next Steps

Help

 [How to Correct and Prevent Reporting Errors](#)

 [Employer Reconciliation Process](#)

 [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)

 [Check Employer Report Status](#)

 [IRS.gov/Businesses](#)

[Understanding the Status](#)

Status

In Progress 

Tax Year

[9999]

Employer Identification Number (EIN)

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

 Indicates required information

**1 Confirm Access**

 **Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**  
You will need access to this wage information to resolve your discrepancy.

☐ Yes

☒ No

 **My Forms are not available due to**

☐ Extraordinary Circumstances (e.g., bankruptcy, death, or divorce)

☐ Catastrophe (e.g., fire, flood, or hurricane)

☒ Other

 **Other - Reason**  
Please describe the reason you are unable to provide a copy of Forms W-2, W-2c, W-3, and W-3c. (500 characters maximum)

 **Field is required.**

Characters remaining: 500

Continue

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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ODT/DUEA/UXG

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## 2.21.7. Required Field Errors - EIN

Social Security

John Public [Sign Out](#)

EWR Home [Reconciliation](#)

IRS/SSA Reconciliation — Questionnaire

Please correct the following information:
 

- Error. Please specify the other EIN.

Progress

Notice Summary

**Questionnaire**

Review

Next Steps

Help

How to Correct and Prevent Reporting Errors

Employer Reconciliation Process

Specifications for Filing Forms W-2 and W-2c (EFW2/EFW2C)

Check Employer Report Status

IRS.gov/Businesses

Understanding the Status

Status

Tax Year

Employer Identification Number (EIN)

In Progress

[9999]

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

**Before you begin...**

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

Indicates required information

1 Confirm Access

**Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?**

You will need access to this wage information to resolve your discrepancy.

☒ Yes
 ☐ No

2 Confirm Self-Employment Status

**Were you self-employed for the Tax Year [9999]?**

☐ Yes
 ☒ No

3 Confirm Filing Status

**Did you file wages with SSA for Tax Year [9999]?**

This includes Forms W-2/W-3 or W-2c/W-3c.

☒ Yes
 ☐ No

**If available, please provide the Wage File Identifier (WFID).**

A WFID is a confirmation for electronically filed wages.

Optional

[Add Another WFID](#)

4 Confirm Employer Identification Number (EIN)

**Did you file under the Employer Identification Number (EIN) [99-9999999]?**

This is the EIN associated with your Business Services Online (BSO) User ID.

☐ Yes
 ☒ No

**Why did you file under a different EIN?**

☐ I made a mistake that I need to correct with SSA.

☒ IRS assigned more than one EIN for my business/organization and I filed wages under that other EIN.

☐ The EIN has been incorporated into another EIN (e.g., mergers and acquisitions); all wages have been reported under that EIN.

**Please specify the other EIN.**

If different than the EIN associated with your BSO ID, please specify the other EIN.

**Field is required.**

[Add Another EIN](#)

Continue

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.21.8. Required Field Errors - Sick Pay Provider

 Social Security

John Public    [Sign Out](#)

[EWR Home](#)    [Reconciliation](#)

IRS/SSA Reconciliation — Questionnaire

 Please correct the following information:

- Error: Sick Pay Provider

Progress

 Notice Summary

**Questionnaire**

Review

Next Steps

Help

 [How to Correct and Prevent Reporting Errors](#)

 [Employer Reconciliation Process](#)

 [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)

 [Check Employer Report Status](#)

 [IRS.gov/Businesses](#)

[Understanding the Status](#)

Status

In Progress 

Tax Year

[9999]

Employer Identification Number (EIN)

[99-9999999]

Questionnaire

The following questions will walk you through some typical causes of discrepancies between the IRS and SSA. The answers you provide will result in Next Steps to resolve your issue.

Before you begin...

- Answer each question as if you're the addressee of the IRS/SSA Reconciliation notice.
- You are encouraged to gather all your wage information related to Tax Year [9999].
- You may also want to verify the status of your reports submitted to SSA by accessing [Employer Report Status](#).
- If you need more help, review the [Employer Reconciliation Process](#).

If you need more time to answer the questions, you can Save and Exit to return another time.

\* Indicates required information

1 Confirm Access

• Do you have access to your wage information (used in W-2, W-2c, W-3 and/or W-3c) for Tax Year [9999]?

You will need access to this wage information to resolve your discrepancy.

☒ Yes

☐ No

2 Confirm Wage Information

 The IRS processed more taxable Social Security and/or Medicare wages and tips for your employees than SSA processed.

The following records are associated with Tax Year [9999].

|                       | SSA Processed    | IRS Processed    | Difference       |
|-----------------------|------------------|------------------|------------------|
| Social Security Wages | \$(999999999.99) | \$(999999999.99) | \$(999999999.99) |
| Social Security Tips  | \$(999999999.99) | \$(999999999.99) | \$(999999999.99) |
| Medicare Wages        | \$(999999999.99) | \$(999999999.99) | \$(999999999.99) |

• Are the amounts IRS Processed, as indicated above, correct?

☒ Yes

☐ No

• Are the amounts SSA Processed, as indicated above, correct?

☐ Yes

☒ No

• Did any of your employees receive sick pay from a third party?

☒ Yes

☐ No

• Sick Pay Provider

Please provide the following information related to the Third Party Provider who paid sick pay.

 Field is required.

• Third Party Provider Name

• Third Party EIN

• Sick Pay Amount

Continue

Back

Save and Exit

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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## 2.21.9. System Errors - Invalid URL

 Social Security

John Public [Sign Out](#)

[EWR Home](#) [Reconciliation](#)

IRS/SSA Reconciliation

 **Invalid URL**  
If the problem persists, please contact Business Services Online Technical Assistance at 1-888-772-2970 (TTY 1-800-325-0778) Monday through Friday, 7am – 7pm, Eastern Time.  
[Return to EWR Home](#)

## 2.21.10. System Errors - System Failure

 Social Security

John Public [Sign Out](#)

[EWR Home](#) [Reconciliation](#)

IRS/SSA Reconciliation

 **System Failure occurred while processing your request. Please try again.**  
If the problem persists, please contact, Business Services Online Technical Assistance at 1-888-772-2970 (TTY 1-800-325-0778) Monday through Friday, 7am – 7pm, Eastern Time.  
[Return to EWR Home](#)

## 2.21.11. System Errors - Application Error

 Social Security

John Public [Sign Out](#)

[EWR Home](#) [Reconciliation](#)

IRS/SSA Reconciliation

 **The application encountered an error.**  
If the problem persists, please contact, Employer Wage Report Online General Assistance at 1-800-772-6270.  
[Return to EWR Home](#)

## 2.21.12. System Errors - Refresh Data



Social Security

John Public [Sign Out](#)[EWR Home](#) [Reconciliation](#)

### IRS/SSA Reconciliation

**The information that you are trying to update has changed.**

Please return to Reconciliation Home for the most up to date information and try again.

[Return to Reconciliation Home](#)

## 2.22. Page Footer

If you have additional questions, please call us at 1-800-772-6270 (TTY 1-800-325-0778) between 7:00 a.m. and 7:00 p.m. Eastern time, Monday through Friday, or email us at [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov). This email address does not accept attachments.

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### 2.22.1. Page Footer – OMB Link\_Paperwork Reduction Act Statement

#### 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 (OMB) control number.

The employer has an obligation to provide the information in this information collection request to the Social Security Administration. While respondents are not required to use this particular information collection tool to provide the information, if they do not, they must use other means. For example, employers may use our Business Services Online (OMB Control #0960-0626) to submit W-2(c)/W-3(c) information.

The OMB control number for collection of this information is 0960-0432. The expiration date is May 31, 2024.

We estimate that it will take about 30 minutes to read the instructions, gather the facts, and answer the questions.

*You may send comments on our time estimate to:*

Social Security Administration  
6401 Security Blvd.  
Baltimore, MD 21235-0001

**Send only comments regarding this burden estimate or any other aspect of this collection, but nothing else.**

[Close](#)

### 3. Appendix A - UXG Contact Information for Analysts, Developers and Others

For information about any of the content included in this design specifications document, contact the User Experience Group (UXG) Project Lead for this project and/or the appropriate project team member (for some projects a UXG designer may have specialized knowledge of one or more parts of the design).

To ensure a timely response to your inquiry in case of absence, please cc the UXG Team Lead.

| <b><i>Name</i></b> | <b><i>Project Role</i></b> | <b><i>Email</i></b>  | <b><i>Phone</i></b> | <b><i>Specialized Project Knowledge</i></b> |
|--------------------|----------------------------|----------------------|---------------------|---------------------------------------------|
| Sheila Y. Lee      | UXG Project Lead           | Sheila.Y.Lee@ssa.gov | (410) 965-5695      | All                                         |
| Emily Ficner       | UXG Designer               | Emily.Ficner@ssa.gov | (610) 704-8588      | All                                         |