

Pay-Net uses the [Social Security Number Verification Service \(SSNVS\)](#) to submit employee information via our Electronic Verification Service (EVS) on behalf of our participating clients.

This is an opt-out service, so if you do NOT want verifications automatically submitted on behalf of your company, please email us at operations@pay-net.net.

What information does Pay-Net send to the SSA?

We send all Name fields (First, Middle, Last), Social Security Number (SSN), Birth Date (if available), and Address.

Generally, only the Name and SSN are subject to verification.

What does this service do?

Per the Social Security Administration (SSA):

The Social Security Number Verification Service (SSNVS) allows employers to match their record of employee names and Social Security numbers (SSNs) with Social Security records before preparing and submitting Forms W-2.

Why is this important?

Per the Social Security Administration (SSA):

Making sure names and SSNs on the W-2 match our records is important because unmatched records can result in additional processing costs for you and uncredited earnings for your employees. Uncredited earnings can affect future eligibility to (and amounts paid under) Social Security's retirement, disability and survivors program.

What to do if I am notified of a mismatch?

Per the Social Security Administration (SSA):

- *Make sure you did not make a typographical error.*
- *You may ask to see the employee's Social Security card to ensure you have the correct information.*
- *If you cannot resolve the error, then ask your employee to contact their local Social Security office, using the [Social Security Office Locator](#).*

A mismatch may occur because the employee's:

- Citizenship or immigration status is not up-to-date with SSA
- Name change was not reported to SSA
- Name, SSN, and/or Date of Birth is incorrect in SSA
- SSA record contains another type of mismatch
- Information was not entered correctly by the employer
- Last name is hyphenated, or has multiple family names, and may have their names registered differently with the SSA than in the payroll system (for instance, one last name being registered as a middle name instead).



Mismatch notifications from Pay-Net look like this:

From: noreply@pay-netonline.com [mailto:noreply@pay-netonline.com]
Subject: Employee Verification Results – CLIENT ID, Date

Employee Verification Notification
We have received notification from the S.S.A. that the following employees have invalid social security numbers. Please check the employee compliance tab for the results.

Id #	First Name	Middle Name	Last Name	Status Message
999	FIRST		LAST	Name does not match; DOB not checked

Please review each employee listed above and correct any issues. By correcting the issues, the system will automatically re-verify each employee.
For more information please contact your Account Manager.
Regards,
Pay-Net
operations@pay-net.net
(858) 268-1000

The middle part of the message will display a list of employees who were submitted for Electronic Verification, but failed (highlighted in blue above).

Next to the employee name, you will see under the Status Message the reason for the failure (highlighted in red above).

What to do when you receive this notification:

As stated in the email that’s automatically sent, if you are able to correct the listed issue, the Electronic Verification will automatically be re-attempted.

For instance, if you notice that the name in Pay-Net’s system does not match the spelling on the employee’s Social Security card, you can edit the name online, which should hopefully correct the error.

If you have consulted with the employee and can find no possible correction to attempt, then the employee will have to contact the SSA in order to ensure they are registered correctly, and to find out how their information needs to be entered into the payroll system. [SEE INSTRUCTIONS ON FIRST PAGE]

Still have questions? Contact us at operations@pay-net.net or call 858-268-1000.