

### SBA Answer Desk

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800-UASK-SBA (1-800-827-5722),  
TTY Directory [Text] or [PDF]. Send e-  
mails to: [answerdesk@sba.gov](mailto:answerdesk@sba.gov).

Other good ways to access compliance information about SBA programs are going to the SBA Web site's frequently asked questions about SBA programs at <http://app1.sba.gov/faqs/> or to SBA's main web page, <http://www.sba.gov/>

Small Business Administration Single Point of Contact: Ms. Jacqueline K. White, Chief, Administrative Information Branch, U.S. Small Business Administration, 409 3rd Street, SW., MC5101, Washington, DC 20416-0005, Telephone: 202-205-7044, Fax: 202-481-2916. E-mail: [jacqueline.white@sba.gov](mailto:jacqueline.white@sba.gov).

### Social Security Administration

The majority of the services listed below are offered as a part of the Social Security Administration's (SSA) overall service to the business community in general, not specifically to small businesses. These services are directed to employers, businesses or organizations that serve as representative payees to Social Security beneficiaries, businesses that seek contracts with SSA and to schools. There are four primary avenues of access to these services with significant overlaps between them.

#### Toll-Free Telephone Service

- The Teleservice Center (TSC) number 800-772-1213 may be used by employers to verify that they have the correct Social Security number (SSN) for an employee. This verification saves the often difficult job of correcting wage reports made under an incorrect SSN. Up to five SSNs may be verified with one call if the employer can furnish their address and employer identification number (EIN). If they need to verify more than 5 but less than 50, the TSC will advise the employer to contact the nearest SSA Field Office (FO) and provide them with the FO's telephone number and address. There is a procedure for verifying more than 50, but this should not be an issue with small businesses.

- New employers wishing to apply for an EIN may also request from the TSC that the application form SS-4, *Application for Employer Identification Number*, be sent to them along with the Internal Revenue Service (IRS) publication, *Instructions for Form SS-4*.

- SSA maintains the SSA Employer Reporting Service Center at 800-772-

6270 or online at <http://www.ssa.gov/employer/>. It can also be reached online from the SSA home page. This center can provide very detailed information on the best way for a particular employer to report wages. An employer calling the TSC but wanting more in-depth information about reporting wages, etc., will be referred to this number or Web site.

- Organizational Representative Payees are governmental or non-profit social service agencies that manage benefits for beneficiaries who are not able to manage benefits on their own. The TSC is a resource for organizational representative payees who must deal with the many issues that often arise with beneficiaries who cannot manage their own benefits. Changes in address or circumstances, non-receipt of check, work issues and many other issues can be dealt with primarily by phone.

#### Online Services

- The SSA Web site, <http://www.ssa.gov>, contains a link that directs businesses to the Business Services Online (BSO) Web site, <http://www.ssa.gov/bso/bsowelcome.htm>. BSO is a suite of business services for companies to conduct business with SSA. BSO consists of Registration Services, Employer Services (Submit a Wage File, W-2 Online, View Status, View Notices, and View Errors), and the Social Security Number Verification Service. The employer must be a registered BSO user to use these services; however, registration is free. Businesses needing personalized assistance with wage reporting can follow a link, [http://www.ssa.gov/employer/wage\\_reporting\\_specialists.htm](http://www.ssa.gov/employer/wage_reporting_specialists.htm), to find a current list of Employer Services Liaison Officers for each region who are available to discuss specific wage reporting issues by phone. Social Security personnel at these telephone numbers can help callers with all questions about how to submit W-2's to SSA. These are not toll-free telephone numbers, however.

- SSA's Office of Acquisition and Grants (OAG) maintains a Web site, <http://www.ssa.gov/oag>, which contains very helpful acquisition information to assist small businesses interested in doing business with SSA. OAG's policies in general make doing business with SSA very easy for small businesses. All contracts are offered on an "open bid" basis, meaning the bidding contractor does not have to be on any specific list of approved contractors. Also, they reserve some contracts for award to small businesses only.

- SSA maintains an excellent Web site, <http://www.ssa.gov/payee>, dedicated to Representative Payee requirements and responsibilities. This is significant because many beneficiaries who need a payee have no family or friends willing to serve in this capacity. As a result, many small social service organizations serve as payees. This Web site makes it very easy for small businesses to apply and be approved as an organizational payee. Training materials for payees are available at the Web site, including a written lesson, a PowerPoint presentation, and a video. The written material and the PowerPoint program can be downloaded from the Web site and the video can be ordered. Also, interested parties can request the material, including the video, on a compact disk.

- SSA must verify the full time attendance of certain students by asking school officials to complete a form certifying that the student/beneficiary is in full time attendance at the school. School officials can access a dedicated Web site, <http://www.ssa.gov/schoolofficials/>, which explains the verification process, why the information is needed, and what is expected of them. The site also has a "Frequently Asked Questions" service. School officials are also able to download the form if they or the student lose the form they received from SSA.

#### Publications

- SSA publishes a quarterly newsletter in conjunction with the IRS called the SSA-IRS Reporter. This newsletter is mailed by IRS along with Form 941, Employer's Quarterly Federal Tax Return. It contains up-to-date wage and tax reporting information. While it is mailed to all employers, surveys show that it is predominately read by small business owners.

- Another helpful publication is a pamphlet called *W-2 Wage Reports for Your Employees Are Filed with the SSA*. This pamphlet (SSA Pub. No. 16-009, ICN 361758) is sent by IRS to all new employers. It tells the new employer about different methods of reporting wages, how to avoid errors in SSN and name, and how to get more information about Social Security.

- The *Employer's Guide to Filing Timely and Accurate W-2 Wage Reports* is available both in hard copy and on the SSA Web site at <http://www.ssa.gov/employer/pub.htm>. This pamphlet (SSA Pub. No. 16-004) explains an employer's responsibilities, how to file, where to file, how to avoid common reporting errors, how to correct them, finding help, etc.