SAM
SYSTEM FOR AWARD MANAGEMENT

How do I start a registration?

You must have an active registration in SAM to do business with the Federal Government. If you already started your registration, check your status by entering your DUNS Number or CAGE Code in the SAM Status Tracker.

If you have not yet started your registration, please create an individual user account and log into SAM to register your entity. To register in SAM, at a minimum, you will need the following information:

•INTERNATIONAL REGISTRANTS:

1. Your NATO Commercial and Government Entity (NCAGE) Code

• If you don't already have one, you can request an NCAGE Code online for FREE.

2. Your DUNS Number, Legal Business Name, and Physical Address from your Dun & Bradstreet (D&B) record. Make sure your DUNS information and NCAGE information match.

• If you don't already have one, you can request a DUNS Number for FREE from Dun & Bradstreet (D&B).

Learn About Registration Status

What is Draft Status?

When you first begin your entity registration, your record is in Draft status. This means you are working on completing the Core Data section. Each time you save your entity record, all information that you completed to date is stored and will appear the next time you log in to continue working on your record.

Your registration will remain in the Draft status until you complete Core Data. While in the Draft status, your registration is not searchable.

If the DUNS Number you enter in the SAM Status Tracker is in Draft status, you will get this error message: ERROR: Status of DUNS #########-#### could not be retrieved. This DUNS Number is not registered in SAM.

What is Work In Progress status?

When your entity registration record enters the Work in Progress stage, it means that you've completed all Core Data, or you've initiated an update to a currently active or already expired record. If you've initiated an update to an existing record, the record will enter this stage once you verify the unique identifier information, i.e. the DUNS Number or DoDAAC verification. The SAM Status Tracker uses seven circles to represent steps in the registration process: Core Data, Assertions, Reps & Certs, POCs, Submit, Processing, and Active. You enter information as necessary based on why you are registering in SAM. Your registration will remain in Work In Progress status from Core Data, through Assertions, Reps & Certs, and POCs, until you Submit the record.

When a section or step in the process is complete, it will have a green checkmark and state Completed. Those you have started, but not completed, will be yellow and state In Progress. Those you do not need to complete based on why you are registering will be lined out and state Not Required. Those you have not started will be grey and empty.

What is Submitted status?

Once you enter all the information required, review it, and submit your registration, it gets processed. If it wasn't already sent after you completed the IRS Consent Form, your entity's taxpayer information (if applicable) is sent to the IRS for validation. When that is complete, your registration is sent for CAGE/NCAGE Code assignment or validation. While the average overall processing time is up to three business days, these external reviews can take up to ten business days. You will be notified by e-mail when the reviews are complete.

What is Active status?

Once your entity registration is successfully processed, i.e. passes the external validations, it becomes Active in SAM. It will remain active for 365 days from the date you submitted it for processing, unless it is deactivated by your Entity Administrator. Remember, you must log into SAM, review your registration information and update as necessary, at least once within the 365 days or your record will expire.

What is Expired status?

If you have not logged in and updated your entity registration record within at least the past 365 days, your record will Expire and go into an inactive status. If you have initiated an update to an existing record, the updated record will replace the older record once the updated record finishes processing. The SAM Status Tracker will display empty, grey circles for an Inactive registration and provide a message that tells you the date that registration expired.

What If?

What if my entity fails CAGE Code validation?

SAM will send you an email with your entity's CAGE Code validation failure reason. For more information, contact the Commercial and Government Entity (CAGE) Code Program at:

Toll Free: 1-877-352-2255

Commercial/FTS: 1-269-961-7766

DSN: 661-7766

Email: dlacontactcenter@dla.mil

Note: CAGE Codes for entities located outside the United States and its territories are called NCAGE Codes.

What if I still need help?

Find the full SAM User Guide, Quick Start Guides, Helpful Hints, and Webinars on the SAM HELP tab. Contact our Service Desk to search for answers on-line or request additional help.

What's Next?

Find Your Registration in SAM

Log into your account on the SAM homepage. Once logged in, select Entity Registrations from the My SAM sub-navigation menu to create, update, renew, or deactivate your entity registration.

Updating a SAM.gov Registration

Step 1. Go to the homepage: www.sam.gov.

Step 2. Login first – this is really important! It's not possible to renew without this step, the SAM.gov system requires user verification before allowing access to the renewal functionality. Individuals must log in before attempting to renew, by entering the username and password for the Entity Administrator associated with the entity registration, and then clicking the "Log In" button.

Step 3. Select "Entity Registrations" on the left-side of your screen.

Step 4. Click "Existing Entity Registrations" to view the registrations to which you have access.

Step 5. Select the entity record that you want to update from the Entity List box and click the "Update" button to begin the renewal.

Additional steps are detailed in the Quick Start Guide for Updating an Entity Registration available to download at:

https://www.fsd.gov/fsd-gov/answer.do?sysparm_number=KB0011590

Note: Once the update is submitted, changes cannot be made until the submitted registration has been processed.

Frequently Asked Questions

Is SAM.gov registration mandatory for overseas organizations?

The System for Award Management (SAM) is the Federal government's primary database for complying with FFATA reporting requirements. The Office of Management and Budget (OMB) designated the System for Award Management (SAM) as the central repository to facilitate applicant and recipient use of a single public website that consolidates data on all federal financial assistance. This means all domestic and overseas recipients must register.

Who needs a Unique Entity Identifier (UEI) or DUNS Number ?

For all assistance awards issued to organizations, both domestic and foreign, prior to award, Grants Officers must obtain the potential recipient organization's Unique Entity Identifier number from Dun and Bradstreet (D&B). This code is also the first step to SAM.gov registration.

Are NCAGE codes are mandatory for overseas recipients?

Yes recipients located outside the United States and its territories need to register for a NATO Commercial and Government Entity (NCAGE) codes. NCAGE codes are mandatory to obtain before the recipient registers in SAM.gov.

***What is the most common reason SAM.gov registration is not completed?

All three address entered by the recipient must match exactly. We recommend recipients take screen shots when they register in DUNS their address and use this to enter into NCAGE and SAM.gov

***Where may recipients seek help with process?

Regional Help Centers for D&B:
http://www.dnb.com/utility-pages/global-customer-service-centers.html
Customer Service Link for D&B: This link contains too free number and email. If you use the "Contact Us
Now" button, they will answer in one day or less:
http://www.dnb.com/government/customer-service.html

NCAGE help guide:
https://eportal.nspa.nato.int/AC135Public/Docs/US%20Instructions%20for%20NSPA%20NCAGE.pdf

Help Desk link for SAM.GOV: Has YouTube videos on how to register for both grants and contracts. Has written guides on how to fill out the application.

- FAQs
- User Guides
- Demonstration Videos
- Exclusions Information

Do the systems, (DUNS, NCAGE & SAM.gov) send expiration reminders to grantees automatically?

Yes to the email that was used to register in the system. It is recommended an organization email be used instead of an employee email, because if the employee goes away, the organization will have to go through a validation process to update the email and gain access to the systems. Yearly renewals are needed.

If a grantee has let their registration expire, so that it is inactive in the Sam system - do they have to start from the beginning again or can their inactive registration be edited somehow?

Yes, they may update their expired registration. See next answer on how to edit.

How does the recipient update or change information?

They will need the email address they started the accounts and they go here:

1. DUNS
http://fedgov.dnb.com/webform/searchAction.do

2. NCAGE (Overseas only, domestic recipients will be assigned during SAM.gov registration.)
https://eportal.nspa.nato.int/AC135Public/scage/CageList.aspx

3. SAM.GOV
https://www.sam.gov/portal/SAM/#1

Some recipients mention that the local company responsible for the DUNS registration makes mistakes during the registration: they change official name or address without notification. Then when recipient registers for the NCAGE number, they get a different registration data and the information does not match. How do they change the information?

First recipients don't have to have the regional DUNS help desk enter information. The recipient may do their own registration at the link below. This is the same link they may use to update their information if it was entered incorrectly. If DUNS information is entered incorrectly by the system (or company transferring this information) you may use the link below.

http://fedgov.dnb.com/webform/searchAction.do

If DUNS information is entered incorrectly by the system (or company transferring this information) you may send complaints about this error or issues with regional help desks to this email:
SAMHELP@dnb.com

If the DUNS information is modified, should they modify the NCAGE and sam.gov information as well?

Yes all three address/names must match exactly in all three systems.

***Is the GOR able to contact SAM.gov/DUNS/NCAGE for one of their recipients to see what the issue is?

No, due to privacy issues the GOR may not call or write the help desks on behalf on the recipient.

If a recipient is active in SAM.gov, does that automatically mean that their NCAGE and DUNS numbers are still active?

No, they will need to check those systems to ensure they are active before their SAM.gov register needs to be renewed.

***Recipients have reported that they received messages from companies charging $500 or more for the SAM.gov/DUNS/NCAGE registration. Is this legal?

Recipients **NEVER** have to pay to enter their own info into any of the systems. The emails are attempts by companies to generate income for their companies. So if an organization wishes to pay someone for the service, they are free to do so. **If organization does not want to pay, they will need to enter the information themselves.** Emails that seem like fraud, may be reported here: www.fsd.gov

***Does individual grantee follow the steps the organizational grantees follow for DUNS/NCAGE/SAM.gov?

No, individuals are exempt from DUNS/NCAGE/SAM.gov.

Additional Recommendations

- Create a generic, not personal email account to use in all three systems. This will facilitate the process when it's time to perform the annual update.
- Keep email account information (including passwords), screenshots and notes in one file, let everyone involved in the process know where it's being kept. This will be helpful in cases where key employees leave the organization.
- Remember to use the same **Name** and **Address** information on all three systems. This information MUST match.
- Be on the lookout for "Third Paty Communications". Keep in mind that there are no additional requirements for an entity to register on systems other than DUNS/NCAGE/SAM.gov.
- Registrations on DUNS/NCAGE/SAM.gov are **FREE**.