



OFFICE OF THE PROCUREMENT EXECUTIVE
PROCUREMENT INFORMATION BULLETIN (PIB) 2016-11

SUBJECT: System for Award Management (SAM) Common Registration Issues

1. Scope. This PIB applies to all domestic and overseas contracting offices.
2. Background. Vendors have experienced difficulty registering in SAM. One of the most common issues is inaccurate address validation. SAM first validates that NATO Commercial and Government Entities (NCAGE) and Dun & Bradstreet (DUNS) addresses match. Following that, there is a check that the D&B address matches what the entity has on file with their national central bank (NCB). The NCB address is pulled from the vendor's primary bank account. Because SAM compares NCAGE and DUNS addresses before comparing DUNS and NCB addresses, entities occasionally correct addresses in both DUNS and NCAGE systems only to find out that they have to change those addresses again to match their NCB address.
3. Responsibilities and Requirements. When informing vendors about SAM registration requirements, or when responding to entity reports of address issues during SAM registration, convey that any mismatch in addresses including: bank account, NCAGE registration, DUNS registration, and SAM business address will cause a validation error. In order to mitigate the risk of a validation error, the following actions are recommended:
 - a. Have the vendor identify the exact address data on file with their bank for the following elements:

STREET ADDRESS LINE 1
STREET ADDRESS LINE 2
CITY
STATE
POSTAL CODE
COUNTRY
 - b. Inform the vendor that both the NCAGE and DUNS addresses must match the banking address. See Attachment 1 for screenshots of address entry screens.
 - c. In order to reduce opportunities for error, recommend that the vendor type, or if possible, copy and paste their banking address into a plain text editor (e.g. Notepad). After that, the vendor may copy and paste from the text editor into DUNS, NCAGE, and SAM.

Accented characters (e.g. ñ, á, ç) in banking address data will also cause a validation problem. If this situation exists, the entity should contact the Federal Service Desk (FSD) at 866-606-8220, report the problem, request that no action be taken and that the ticket be left open, then report the problem to Adam Butler in OPE.

See Attachment 2 for examples of address inconsistencies that will cause SAM validation errors.

4. Important Note: Vendors should never pay a fee to register in SAM.
5. Questions. Questions may be directed to Adam Butler at 703-516-1683 or butlerah@state.gov.

9-27-2016

Date

Corey M. Rindner

Corey M. Rindner
Procurement Executive

Attachment(s):

1. Address Entry Screens
2. Examples of Errors

Distribution:

A/OPE Staff

All Overseas Heads of Contracting Activities

All Directors, Regional Procurement Support Offices

All Directors, Narcotics Affairs Sections

OSDBU – George Price

A – Joyce Barr

L/BA – Dennis Gallagher

FSI/SPAS/MTT – Bess Zelle

Drafter: Adam H. Butler – A/OPE/PD (703-516-1683)

Network Location: O:\Cross Cutting Projects\PIB\2016\Draft PIBS\Common SAM Registration Issues

Clearances:

A/OPE/PD – Eric Moore	Cleared on 09/12/2016
A/OPE/EAD – Polly Donnelly	Cleared on 09/13/2016
L/BA – Dennis Gallagher	Cleared on 09/23/2016
OSDBU – George Price	Cleared on 09/26/2016
A/LM/AQM – Ray Bouford	Cleared on 09/12/2016
A/FO – Deidra Reid	Cleared on 09/26/2016

Attachment 1 – Address Entry Fields

DUNS Physical Address Data in SAM (This SAM.gov screen requires vendors to enter their address so that it matches the Physical Address in DUNS exactly) ([SAM.gov](https://sam.gov))

Purpose of Registration

Core Data

- DUNS Information
- Verify DUNS Information
- Business Information
- CAGE or NCAGE Code
- Ownership Details
- Predecessor Details
- General Information
- Financial Information
- Executive Compensation Questions
- Proceedings Questions
- Information Opt-Out
- Review Core Data

Assertions

Representations and Certifications

Points of Contact

Submit Certification

[BACK TO USER DASHBOARD](#)

Page Description

Please enter the information associated with the unique identifier of the entity you want to register, i.e. the information for the DUNS Number you were assigned by Dun & Bradstreet (D&B).

Mandatory fields are marked with an asterisk or star symbol. Complete all mandatory fields before continuing to the next page.

Unique Identifier:

DUNS Number:*

If you don't already have one, you can request a DUNS Number for FREE from Dun & Bradstreet (D&B). For help, U.S. entities can contact D&B at 1-866-705-5711 or govt@dnb.com. International entities can email SAMhelp@dnb.com.

Entity Name:

D&B Legal Business Name:*

DUNS Physical Address:

Please enter the physical address associated with this DUNS number. Your SAM registration will not be activated if you used a mailing address to get your DUNS Number.

Address Line 1:*

Address Line 2:

City:*

State/Province:*

ZIP/Postal Code:*

Country:*

SAM DUNS Physical Address Data (showing validation against DUNS data feed) ([SAM.gov](https://sam.gov))

Purpose of Registration

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- ✓ DUNS Information
- ✓ Verify DUNS Information
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Page Description

Please carefully review the information retrieved from Dun & Bradstreet (D&B) for your entity's DUNS Number. Once you select Save and Continue on this page, the information from D&B will appear in your entity's registration. You cannot change this information in SAM. If the information returned from D&B is incorrect, please select Cancel and go to D&B to make the necessary updates.

If D&B sent you confirmation that your updates were completed more than 24 hours ago, and you don't see the updated information displayed under "Details Returned from D&B," select the "Refresh D&B Data" button.

Details Entered by the User	Details Returned from D&B
DUNS: 123456789	DUNS: 123456789
Legal Business Name: Test University	Legal Business Name: Test University
Doing Business As: (none)	Doing Business As: (none)
Address Line 1: High Street	Address Line 1: High Street
Address Line 2:	Address Line 2:
City: Oxford	City: Oxford
State: Oxfordshire	State: Oxfordshire
ZIP/Postal Code: OX1 4AJ	ZIP/Postal Code: OX1 4AJ
Country: UNITED KINGDOM	Country: UNITED KINGDOM

Attachment 1 – Address Entry Fields

NCAGE Address Data Entry screen (<https://eportal.nspa.nato.int>)

NATO Codification Tools

eng

NSPA
NATO SUPPORT AND PROCUREMENT AGENCY

NCMRL-WEB NCMRL Offline CAGE/NCAGE Code Request ACodP2/3

Home CAGE/NCAGE Code Request

This [link](#) is to a document that explains CAGE/NCAGE procedures. It also includes the process as they relate to registering in and updating data in U.S. System for Award Management (SAM). We highly recommend organizations trying to do business with the U.S. Federal government read the document and follow the instructions. The document also contains points of contact for CAGE/NCAGE matters for the National Codification Bureaus.

Search Criteria

When the search is done, the "Request New" button will become available.

CAGE/NCAGE Code

Organization Name

Country

City

Postal Code

Phone Number

Identification Number (IDN)

Results

Request New

Attachment 1 – Address Entry Fields

Dun & Bradstreet Registration Data Entry (<https://fedgov.dnb.com/webform>)



[D-U-N-S Number Request >](#) [Search >](#) [Enter Your Company Information >](#)

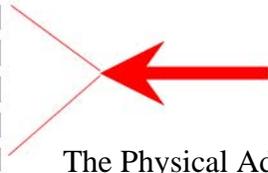
Request for New D-U-N-S Number

Any affiliated companies at the same address, will not be affected. If there are affiliated companies at the same address, please specify in the Notes section.

Complete the information below to obtain a new D-U-N-S Number for your company's physical location.

Note: All fields are required unless otherwise indicated.

Company Name	
? Legal Name	<input type="text"/>
? Legal Structure	Select one <input type="button" value="v"/>
? Tradestyle Name 1 (optional)	<input type="text"/>
Tradestyle Name 2	<input type="text"/>
Tradestyle Name 3	<input type="text"/>
? Phone Number of Business (at the location listed below)	<input type="text"/>
Physical Address (Postbok, Post Box and APO/FPO address not accepted)	
? Street	<input type="text"/>
? City	<input type="text"/>
? State	<input type="text"/>
? Zip Code + 4/Postal Code	<input type="text"/>
Country	Select one <input type="button" value="v"/>



The Physical Address must match the NCB and NCAGE addresses exactly

Attachment 2 – Address Entry Fields

The following are examples of mismatches that will cause validation to fail:

Issue: Street Address Line 1 data mismatch (abbreviation)

DUNS Registration		NCAGE Registration	
STREET LINE 1:	WETSTRAAT 99 PB 11	STREET LINE 1:	WETSTRAAT 99 POST BOX 11
STREET LINE 2:		STREET LINE 2:	
CITY:	BRUSSEL	CITY:	BRUSSEL
STATE:		STATE:	
POSTAL CODE:	1040	POSTAL CODE:	1040
COUNTRY:	BELGIUM	COUNTRY:	BELGIUM

Issue: Street Address Line 1 data mismatch (punctuation)

DUNS Registration		NCAGE Registration	
STREET LINE 1:	WETSTRAAT 99 PB 11	STREET LINE 1:	WETSTRAAT 99 P.B. 11
STREET LINE 2:		STREET LINE 2:	
CITY:	BRUSSEL	CITY:	BRUSSEL
STATE:		STATE:	
POSTAL CODE:	1040	POSTAL CODE:	1040
COUNTRY:	BELGIUM	COUNTRY:	BELGIUM

Issue: Accented character in Banking Address City name (must be resolved through FSD)

Banking Address		DUNS Registration	
STREET LINE 1:	1RA. PRIV JUAN CASTILLO 102	STREET LINE 1:	1RA. PRIV JUAN CASTILLO 102
STREET LINE 2:	EJIDO ZAPATA	STREET LINE 2:	EJIDO ZAPATA
CITY:	OAXACA DE JUÁREZ	CITY:	OAXACA DE JUAREZ
STATE:	OAXACA	STATE:	OAXACA
POSTAL CODE:	68026	POSTAL CODE:	68026
COUNTRY:	MEXICO	COUNTRY:	MEXICO