

Department of State Electronic Commerce Program System for Award Management (SAM)

Updated September 6, 2016

System for Award Management (SAM)

SAM registration is free for all users at SAM.gov. SAM registration must be renewed annually. There is guidance on how to renew their registration on SAM.gov under the "help" tab on the upper right corner if the vendor/grantee needs assistance and again it is free.

Troubleshooting Overseas Address Issues for New Registrations:

- When registering, vendors should register in the following systems in the following order: Dun & Bradstreet (D&B), NATO Commercial and Government Entity (NCAGE), then SAM. D&B and NCAGE registrations must be completed prior to initiating SAM registration.
- For D&B, NCAGE, and SAM, vendors will need to use the same business address they have on record with their bank. As a first step, vendors are encouraged to cut & paste or type their exact banking address into a plain text editor (such as MS Notepad or equivalent) by line for the lines below. STREET ADDRESS LINE 2 may not be applicable in all cases and should be left blank if not applicable.

STREET ADDRESS LINE 1
STREET ADDRESS LINE 2
CITY
STATE
POSTAL CODE
COUNTRY

To ensure there is an exact match in each system, vendors are encouraged to cut & paste the address from the text editor into the D&B, NCAGE, and SAM systems when registering. Any mismatch between the addresses for banking, D&B, NCAGE, and SAM, including mismatches in punctuation or spacing, will cause the registration to fail validation. Accented or special characters should not be entered into D&B, NCAGE, and SAM address fields, as these will cause validation to fail. If the address the vendor has on file with their bank contains accented letters, those letters should be entered into D&B, NCAGE, and SAM without accents.

- The URL for D&B registration is: <http://fedgov.dnb.com/webform>
- The URL for NCAGE registration and lookup is: <https://eportal.nspa.nato.int/AC135Public/scage/CageList.aspx>
- Registration status may be checked at any time by going to SAM.gov, then clicking the Check Status button under the Register / Update Entity heading on the main landing page.
- If the vendor receives a SAM validation error referring to the NCB address, NCB means "national central bank." This error results from one of the addresses entered in NCAGE, D&B, or SAM not matching the address the vendor has on record with their bank. If the bank address contains accented characters, but all addresses are otherwise an exact match, and validation fails, vendors should contact FSD. If FSD cannot resolve the issue, please report the problem to [Adam Butler](#) and include the most recent FSD ticket number.
- If the vendor is located in a country that is not available to select in D&B, the vendor should choose the closest available country. After completing SAM registration, the vendor should then call the Federal Service Desk and request that a ticket be opened to correct the country. FSD first level support will not be able to perform this action, so the vendor should request that the ticket be left open. The vendor should then provide the FSD ticket number and screenshots of the address in each system to post. Post may provide that information to [Adam Butler](#), who will coordinate with FSD to have the address changed manually in SAM.
- DoD developed two sets of slides explaining how foreign vendors or grantees should register in SAM. These instructions also apply to foreign vendors or grantees involved with Department of State contracts and grants. Please review the following two sets of slides:

- [new foreign vendors or grantees that have never registered in SAM before](#)
- [foreign vendors or grantees renewing their SAM registration](#)
- For SAM Frequently Asked Questions:
 - [Regular FAQs for SAM Government Users](#)
 - [Regular FAQs for vendors or grantees using SAM](#)

For help with SAM, visit the Federal Service Desk website at <http://www.fsd.gov>, contact the Federal Service Desk by phone at (866-606-8220), or contact [Adam Butler](#). When contacting Adam Butler, if you have already contacted FSD, please provide the most recent FSD ticket number.