

Frequently Asked Questions for SAM.gov Registration for International Entities

These Frequently Asked Questions are intended to address general guidance and best practices for successfully registering in SAM.gov, which is required for all recipients of federal assistance awards. For additional information, please see:

New Registrations:

https://www.fsd.gov/qsafsd_sp?id=qsafsd_kb_articles&sys_id=e465a4b61b2e8d54937fa64ce54bcbf6

Registration Renewals:

https://www.fsd.gov/qsafsd_sp?id=qsafsd_kb_articles&sys_id=0575c1c81b8138905465eaccac4bcb16

UEI Validations:

https://www.fsd.gov/qsafsd_sp?id=qsafsd_kb_articles&sys_id=f1e47a8f1babc5903565ed3ce54bcb28

What is SAM.gov?

The System for Award Management (SAM.gov) is a system operated by the General Services Administration (GSA). Organizations are required to obtain a UEI and register in SAM.gov for a federal assistance action (Grants, contracts, etc.) to be obligated and for the Department of State to issue payments against those obligations.

What is NCAGE?

NATO Commercial and Government Entity (NCAGE) codes are unique identifiers for foreign entities that do business with and/or seek financial assistance from the U.S. government. Foreign organizations must first obtain an NCAGE code to register in SAM.gov.

What is login.gov?

Login.gov is a secure sign in service used to sign in to participating government agencies. Login.gov is utilized by the GSA for accessing SAM.gov. This is required to verify that only authorized people have access to the information. For assistance with login.gov, see: <https://www.login.gov/help/> or contact login.gov: <https://www.login.gov/contact/>.

I am an international applicant / recipient. How do I register in SAM.gov?

To register in SAM.gov an entity must follow all the steps and ensure information provided is both accurate and constant across all systems. Furthermore, the entity must be diligent in being responsive to requests for additional information. Failure to respond to these requests in a timely matter may cause additional delays in registering on SAM.gov.

To register in SAM.gov:

1. Obtain an NCAGE number by visiting: <https://www.nato.int/structur/ac/135/welcome.htm>
 - a. Click on NCAGE request
 - b. Click on "Request New"
 - c. Provide the required information

- d. For additional information:
https://eportal.nspa.nato.int/Codification/Support/Docs/NCAGE/US_Instructions_for_NSPA_NCAGE.pdf
- e. The following is a list of contacts for NCAGE that are country-specific if assistance is needed:
<https://eportal.nspa.nato.int/Codification/Support/en/Products/NCAGE/#pocList>
- f. **NOTE:** The information provided to NCAGE must match EXACTLY with the information that will be submitted to SAM.gov. If there is any inconsistency, no matter how minor or insignificant, there may be delays to registering in SAM.gov. For this reason, it is highly recommended that an entity takes screenshots or print out their registration information provided to NCAGE as a reference.

2. Register in SAM.gov

- a. Go to <https://sam.gov>
- b. Click on “Get Started” or “Renew Entity”
- c. Follow the instructions provided
- d. **NOTES:**
 - i. The organization needs to have a Login.gov account to register an entity
 - ii. An entity will be required to undergo an “Entity Validation” process (see below)
 - iii. An entity will also need to provide their NCAGE number
 - iv. All the information provided must be EXACTLY the same as was provided during NCAGE registration
- e. Upon completion of registration, an entity will receive a **Unique Entity Identifier (UEI)**.
- f. For full registration help, see information here: [Quick Start Guide for International Registrants](#).
- g. Additional resources are available at the SAM.gov Help Desk, which is called the Federal Service Desk (FSD): https://www.fsd.gov/gsafsd_sp.

What do I do if my address is not found or does not match with the address in the system during entity validation or when entering the NCAGE number?

Entity Validation is the process during which SAM.gov verifies that the organization registering is a valid organization. Entity validation is the first step of the SAM.gov registration process. If the organization’s correct entity name and address do not match what is displayed in SAM.gov, or there is no address at all, the organization should select “Create Incident” on the SAM.gov page. The entity should attach documents that identifies their information and fully describes that there was no match for the organization in the provided text box. SAM.gov will automatically create an entity validation ticket for the entity. This is the only way to create a ticket for entity matching issues. See this knowledge base article for follow steps:

- Validation with no EXACT match: [GSAFSD Tier 0 Knowledge Base - Validation Results with No Exact Match](#)
- Validation with no results: [GSAFSD Tier 0 Knowledge Base - No Results in the Entity Validation Search](#)

SAM.gov reviews incident tickets in the order received. If the customer service agent has questions or needs additional information or documentation, they will update the ticket and the entity will receive an email notification for additional action. The answer will require the entity to log in to their workspace in SAM.gov to reply. DOS employees may not submit tickets/documents on behalf of recipients.

What is the role of entity validation in obtaining a Unique Entity Identifier (UEI)?

Entity Validation is required to obtain a UEI. This only needs to be done once, when validating an organization, the system may ask for date and state of incorporation, some entities may be asked to provide additional business documents to verify their identity.

Why is annual renewal of my organization important?

SAM.gov requires organizations to maintain registration by verifying and updating information annually. Having an active registration is required for organizations to receive payments on current awards and to receive new awards (or amendments). It is important to renew registration before, not after, it expires. SAM.gov gives priority first to organizations renewing their registration; organizations who have allowed their registration to lapse are assisted with lower priority.

Why do I need to validate my entity when I have been registered in SAM.gov for years?

On April 4, 2022, the federal government stopped using Dun and Bradstreet to verify entities. Even entities that were already registered in SAM.gov must validate their entity information through the new service provider. Data rights limitations require SAM.gov to collect the data from the user directly, not using previously validated data. This means entities may have to provide supporting documentation to update the new service provider's data which is used to provide the UEI. This will only be needed the first time it renews.

What should I do once I have submitted all required information?

Check for messages requesting additional information. This requires the organization to login to SAM.gov and check their workspace for alerts for requests for additional information. Tickets are closed after five days of not replying. If unable to provide requested information within five days, reply to the ticket that the organization is working on the request and give an estimate of when the organization will have the requested information. This way the help ticket will not be closed. See section **Entity Validation Incidents (Help Tickets)** for additional information: [GSAFSD kb articles - GSA Federal Service Desk Service Portal](#).

How do I know if I need to provide additional information?

An e-mail will be sent requesting additional information. Or the organization can log in to SAM.gov and look for "Alerts" in its workspace. All requests for information should be answered in a timely manner.

What documentation (self-certified English translation) may be required for to validate an organization's legal business name?

- Certificate/Articles of Organization or Incorporation
- Operating Agreements
- Doing Business As (DBA) Documentation
- Company Bylaws
- Stock Ownership
- Share Certificates

What documentation (self-certified English translation) may be required for to validate an organization's legal physical address?

- Utility Bills
- Bank Statement
- Employer Identification Number Documentation
- Tax Returns/Filings

What documentation (self-certified English translation) may be required for to validate an organization's date or state of incorporation?

- Certificate/Articles of Organization or Incorporation
- Certificate/Articles of Formation

What might hold up an organization's request or why might it be rejected?

If the name or address on documents submitted for validation do not match the name or address entered in SAM.gov, this could delay validation. Original and self-certified translation not included.

How should self-certification be done?

Certification by Translator

I [insert typed name], certify that I am fluent (conversant) in the English and [insert foreign language] languages, and that the above/attached document is an accurate translation of the document attached entitled [insert translated document name].

[Signature]

[Typed Name]

[Address]

[Certification Date]"

It has past 10 days and EVS/validation is still pending. What should be done?

Submit a ticket to FSD. Either through live chat or create an incident. For security reasons, you must submit any requested attachments in the SAM.gov Workspace for entity validation tickets. Do not attach documents to your ticket at FSD.gov. https://www.fsd.gov/gsafsd_sp

I am not getting my authentication text/call from Login.gov, so I can't access SAM.gov. What do I do?

See the following link for assistance: <https://www.login.gov/help/>. An organization may also visit <https://www.login.gov/contact/> for support. There is no call-in number.

Hours of operation are Monday-Friday 8:00 am to 8:00 pm ET. Allow two business days for a response.

What do I need to do if I am a subrecipient?

Subrecipients do not need to register in SAM.gov, unless they are also recipients of federal awards. Subrecipients only need to obtain a UEI. See the following for more information on obtaining a UEI.

- [Video: How to get only a Unique Entity ID](#)
- [Quick Start Guide for Getting a Unique Entity ID](#)