

## SYSTEM FOR AWARD MANAGEMENT (SAM) APPLICATION INFORMATION

<https://sam.gov/SAM/pages/public/help/samInternationalUserGuide.jsf>

The above link will walk you through the stages and has several PDF guides and videos. The most important thing is to make sure that the details used to register on the Data Universal Numbering System (DUNS) and NATO Commercial and Government Entity (NCAGE) is **exactly** the same and must also be entered in an identical format in SAM. Please make sure that at least the following lines are filled in for your address in each of DUNS and NCAGE, even if it means it's not showing in exactly the format we are accustomed to using in Bermuda:

Address Line 1:

City:

State/Province: *For this we'd suggest the Parish*

Country:

ZIP/Postal Code:

The addresses entered must be identical down to punctuation and abbreviations, so if you put 'St.' in one, do not put 'St' or 'Street' in the other systems as they will not recognize it as identical addresses, it is a computer which checks them not a human, so there is no room for variations which might seem obviously the same address if you or I looked at them.

There are additional documents which I believe are required for the DUNS registration. Therefore, please look out for an email from DUNS following their first submission, and you will need to reply to it within 48 hours or the registration attempt expires. It might be worth checking your spam folder, just in case it ends up in there.

After the DUNS and NCAGE numbers have been created, you will then have to wait a couple of days for SAM to pick up that they have been created, the system does not refresh overnight, and it can take up to a week for it to recognize your company, so if you get a 'this number does not exist error' in SAM when you have confirmation of your DUNS or NCAGE, you will need to try again the next day, the SAM system will eventually recognize the company.

If you require help, the Federal Service Desk is the first point of contact for all queries:

<https://www.fsd.gov/> They have a live chat function and also a FAQ section which can be helpful.