

SAM.GOV

A problem has been identified in SAM.GOV which we want to bring to your attention. Since July 2012, some entities have encountered a situation which causes them to get hung up when submitting an update or new registration.

The defect kicks the user out when he/she tries to submit the record. Instead of seeing the Confirmation page, the user sees the "Welcome to SAM" message (this is the text that is displayed on the MySAM page after logging in) and the submit action is not completed.

The defect only occurs when the entity is large for registrant selected NAICS code(s) but small for at least one NAICS code in the expanded NAICS table within SAM. Bottom line, the registrant thinks they have submitted their registration but it remains in work-in-progress status.

There is a workaround that allows impacted entities to successfully submit their registration.

Workaround: If the user goes to their Incomplete Registration and uses the left hand navigation, he/she can navigate directly to the Submit Certification page, after saving and confirming on the "Verify DUNS Information" page. See attached PowerPoint with detailed workaround instructions.

This issue is scheduled to be addressed and resolved in a SAM Fast Path release in early October.

GSA will be issuing email notifications each business day to those entities who had an incomplete submission during the previous day because of this problem. There are currently 2,535 entities who could have been potentially impacted since July 2012. Please contact Nancy Goode at nancy.goode@gsa.gov for SAM.gov related issues or if you have any further questions concerning this matter. Within ED, please contact LaShawn Pettaway at LaShawn.Pettaway@ed.gov for contracts related issues and Sheila Rieser at Sheila.Rieser@ed.gov for grants related issues.

Incomplete Submission Error Work Around Steps

1. Please go back to “My Sam”

The image shows a screenshot of a web application's navigation menu. At the top, a dark blue horizontal bar contains five main menu items: 'MY SAM', 'SEARCH RECORDS', 'DATA ACCESS', 'GENERAL INFO', and 'HELP'. A light blue arrow points down to the 'MY SAM' item. Below this bar, a vertical dropdown menu is open, listing various options. The 'MY SAM' option is highlighted at the top of the dropdown. Below it are 'Manage My User Roles', 'Manage Entity Users', 'Register/Update Entity', 'Complete Registrations', 'Incomplete Registrations', 'Inactive Registrations', 'Register New Entity', and 'BioPreferred Reporting'. At the bottom of the dropdown are 'Account Settings', 'Data Access', and 'General'. Two light blue arrows point from the right towards the 'Register/Update Entity' and 'Incomplete Registrations' items, with corresponding text labels.

Menu Item	Annotation
MY SAM	1. Please go back to “My Sam”
Register/Update Entity	2. Select “Register/Update Entity”
Incomplete Registrations	3. Select “Incomplete Registrations”

4. Highlight your organization's name under the "Entity List"

The screenshot displays the SAM system interface. At the top is a dark blue navigation bar with the following menu items: MY SAM, SEARCH RECORDS, DATA ACCESS, GENERAL INFO, and HELP. Below this is a left-hand sidebar menu titled 'MY SAM' with the following options: Manage My User Roles, Manage Entity Users, Register/Update Entity (highlighted in dark blue), Complete Registrations, Incomplete Registrations (highlighted in light blue), Inactive Registrations, Register New Entity, BioPreferred Reporting, Account Settings, Data Access, and General. The main content area is split into two panels. The left panel, titled 'Entity List', contains a single entry: 'Gorman Manufacturing Company, Inc.', which is highlighted with a blue selection bar. The right panel, titled 'Registration Details', shows the following information: Entity Name: Gorman Manufacturing Company, Inc.; Entity Details; DUNS Number; Address Line 1; Address Line 2; City; State; Country; ZIP/Postal Code; and Registration Status. A large black redaction box covers the details for DUNS Number, Address Line 1, Address Line 2, City, State, Country, ZIP/Postal Code, and Registration Status. At the bottom of the 'Registration Details' panel are three buttons: 'UPDATE ENTITY' (highlighted in blue), 'VIEW' (grey), and 'DELETE' (red).

5. Click the "Update Entity" button under "Registration Details"

Register Entity

Verify DUNS Information

Gorman Manufacturing Company, Inc.

DUNS: 804735132 CAGE Code: 5AWo7

Registration Overview

Purpose of Registration

Core Data

- ✓ DUNS Information
- ✓ **Verify DUNS Information**
- Business Information
- IRS Consent
- CAGE or NCAGE Code
- 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

CANCEL

PREVIOUS

SAVE AND CONFIRM

Page Description

Please review the information retrieved from Dun & Bradstreet (D&B) for accuracy. If you click "Save & Continue," the information from D&B will appear in your entity's registration. If the information returned is incorrect, please click "Cancel" and make the necessary updates in D&B.

If you've received confirmation from D&B that your requested updates were completed over 24 hours ago, and that information is not yet displayed under "Details returned from D&B", click the button to refresh your data.

REFRESH D&B DATA

Details Entered by the user	Details returned from D&B
DUNS:	DUNS:
Legal Business Name:	Legal Business Name:
Doing Business As:	Doing Business As:
Address Line 1:	Address Line 1:
Address Line 2:	Address Line 2:
City:	City:
State:	State:
ZIP/Postal Code:	ZIP/Postal Code:
Country:	Country:

6. Once the record opens, save and confirm on the "Verify DUNS Information" page

7. Use the left hand navigation links to go to Submit Certification module and click on "Entity Review" to get to the Entity Review Page

Register Entity

Entity Review Gorman Manufacturing Company, Inc.

DUNS: 804735132 CAGE Code: 5AW07

Registration Overview

Purpose of Registration

Core Data

Entity Review

You have completed all sections of your entity's registration in SAM. Please validate that the information below is correct before continuing. Use the EDIT button to make changes to the appropriate sections. If you are satisfied with the information entered previously, please click SUBMIT.

DUNS Number: 804735132

D&B Legal Business Name: Gorman Manufacturing Company, Inc.

Doing Business As: (none)

Core Data [\[Expand All\]](#) | [\[Collapse All\]](#)

Business & TIN Information:

[\[Expand All\]](#) | [\[Collapse All\]](#)

BACK TO USER DASHBOARD

You can not submit your record until you have certified that the information is accurate and complete. Knowingly providing false or misleading information may result in criminal or civil penalties as per Title 18, Section 1001 of the US Criminal Code.

[CANCEL](#) [SUBMIT](#)

8. Click the "Submit" button at the bottom of this page

You will see a “Confirmation” screen when your registration has been submitted successfully. You will also get an e-mail confirming the successful submission of your registration.

