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”

2. Select “Register/Update Entity”

3. Select “Incomplete Registrations”
4. Highlight your organization's name under the “Entity List”

5. Click the “Update Entity” button under “Registration Details”
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

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.