



## Helpful Hints for International Registrants

Entities registering in the System for Award Management (SAM) from some countries need extra help to get their Data Universal Numbering System (DUNS) Number assigned or to have their country match in the DUNS Number and NATO Commercial and Government Entity (NCAGE) Code records. Here are some helpful hints for those entities.

### **I am an international entity trying to register in SAM. My country does not correctly match between my NCAGE Code record and my DUNS Number record. What do I do?**

SAM has a process to work around the identified country name mismatches.

For entities located in the **West Bank** or **Gaza Strip**:

DUNS Number: Select **Palestine Territory** or **Israel** as your country in the [D&B Webform](#) when requesting your DUNS Number.

NCAGE Code: Select either **West Bank** or **Gaza Strip** as your country in the [NCAGE Code Request tool](#) when requesting your NCAGE Code.

SAM: On the DUNS Information page, select either **Palestine Territory** or **Israel** as your country when entering your DUNS Physical Address. On the Verify DUNS Information page, select the country drop down to correct the country from **Palestine Territory** or **Israel** under Details Returned from D&B to **West Bank** or **Gaza Strip** as appropriate.

For entities located in **Kosovo**:

DUNS Number: Select **Kosovo** as your country in the [D&B Webform](#) when requesting your DUNS Number.

NCAGE Code: Select **Serbia** as your country in the [NCAGE Code Request tool](#) when requesting your NCAGE Code.

SAM: On the DUNS Information page, select **Kosovo** as your country when entering your DUNS Physical Address. On the Verify DUNS Information page, make sure **Kosovo** is selected under the country drop under Details Returned from D&B. If not, change it to **Kosovo**.

For any other questions regarding the countries listed in the [D&B webform](#), please contact Dun & Bradstreet at [SAMHelp@dnb.com](mailto:SAMHelp@dnb.com).

For any other questions regarding the countries listed in the [NCAGE Code Request tool](#), please contact the NATO Support & Procurement Agency (NSPA) at [ncage@nspa.nato.int](mailto:ncage@nspa.nato.int).

### **I am an international entity from one of the following locations and I cannot get past the DUNS Information page in SAM.**

If you are located in Libya, Mayotte, Mongolia, New Caledonia, Niue, Palau, St. Pierre, Wallis and Futuna, or the United States Minor Outlying Islands (which include Baker Island, Howland Island, Jarvis Island, Johnston Atoll, Kingman Reef, Midway Atoll, Palmyra Atoll, Wake Island, and Navassa Island), you need manual assistance to begin your entity registration in SAM.



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Once you have your DUNS Number and your NCAGE Code assigned, and have confirmed the legal business name and physical address match for both records, please contact our supporting Federal Service Desk at [www.fsd.gov](http://www.fsd.gov), or by telephone at 866-606-8220 (toll free) or 334-206-7828 (internationally) for FREE help. The service desk will manually start the registration for you.

### I am an international entity from Denmark, Finland, Iceland, Norway, or Sweden. I am getting address errors between my DUNS Number record and my NCAGE Code record when trying to register in SAM.

Businesses in Nordic countries typically have two types of addresses, Registered and Visitor. Registered is the address associated with official government documents and listed in the country's Government Registry. This address could be a physical or mailing address, i.e. a Postal Box. The Visitor address is the physical address of the business.

Entities registering in SAM must use their physical address when requesting their DUNS Number and NCAGE Code. The Dun & Bradstreet (D&B) record only contains the Registered Address.

If you are getting address mismatch errors, contact D&B at [SAMHelp@dnb.com](mailto:SAMHelp@dnb.com). They will provide instructions on how to get started using the Registered Address on file, then will work with the SAM technical team directly to change the address to the Visitor address. This should allow you to proceed with your registration.

### I am an international entity and I have a different question about getting my legal business name and physical address to match between my DUNS Number and NCAGE Code records so I can register in SAM.

For any questions about your entity registration in SAM, contact our supporting Federal Service Desk at [www.fsd.gov](http://www.fsd.gov), or by telephone at 866-606-8220 (toll free) or 334-206-7828 (internationally).

For any questions regarding your legal business name and physical address associated with your DUNS Number as listed in the [D&B webform](#), please contact Dun & Bradstreet at [SAMHelp@dnb.com](mailto:SAMHelp@dnb.com).

For any questions regarding the legal business name and physical address associated with your NCAGE Code as listed in the [NCAGE Code Request tool](#), please contact your National Codification Bureau (NCB) representative for NCAGE matters. If your country does not have an NCB, contact the NATO Support & Procurement Agency (NSPA) at [ncage@nspa.nato.int](mailto:ncage@nspa.nato.int).

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\* **INDIA, INDONESIA, JORDAN, OMAN, SWEDEN and UKRAINE,** Although being Tier 1 countries, are managing the assignment of their own S-CAGE codes on behalf of NSPA.