

DUNS Number and SAM.gov Support Guide for LEAs

Fiscal Year 2021 | Updated: June 25, 2021

RURAL EDUCATION ACHIEVEMENT PROGRAM

Getting Started:

A Data Universal Numbering System (DUNS) number is a unique 9-digit number that identifies a local educational agency's (LEA) legal business name and physical address. DUNS numbers are issued by a private company, [Dun & Bradstreet](#). Once issued, a DUNS number must then be registered and activated in the U.S. Department of Treasury's system for award management, [SAM.gov](#), to confirm that the LEA can legally receive grant funds from the U.S. Department of Education (Department). An LEA's DUNS number must be reactivated annually in SAM.gov in order to access Small, Rural School Achievement (SRSA) grant funds in [G5.gov](#), the Department's grant management system.

Overview of DUNS Number Creation and Registration Process:

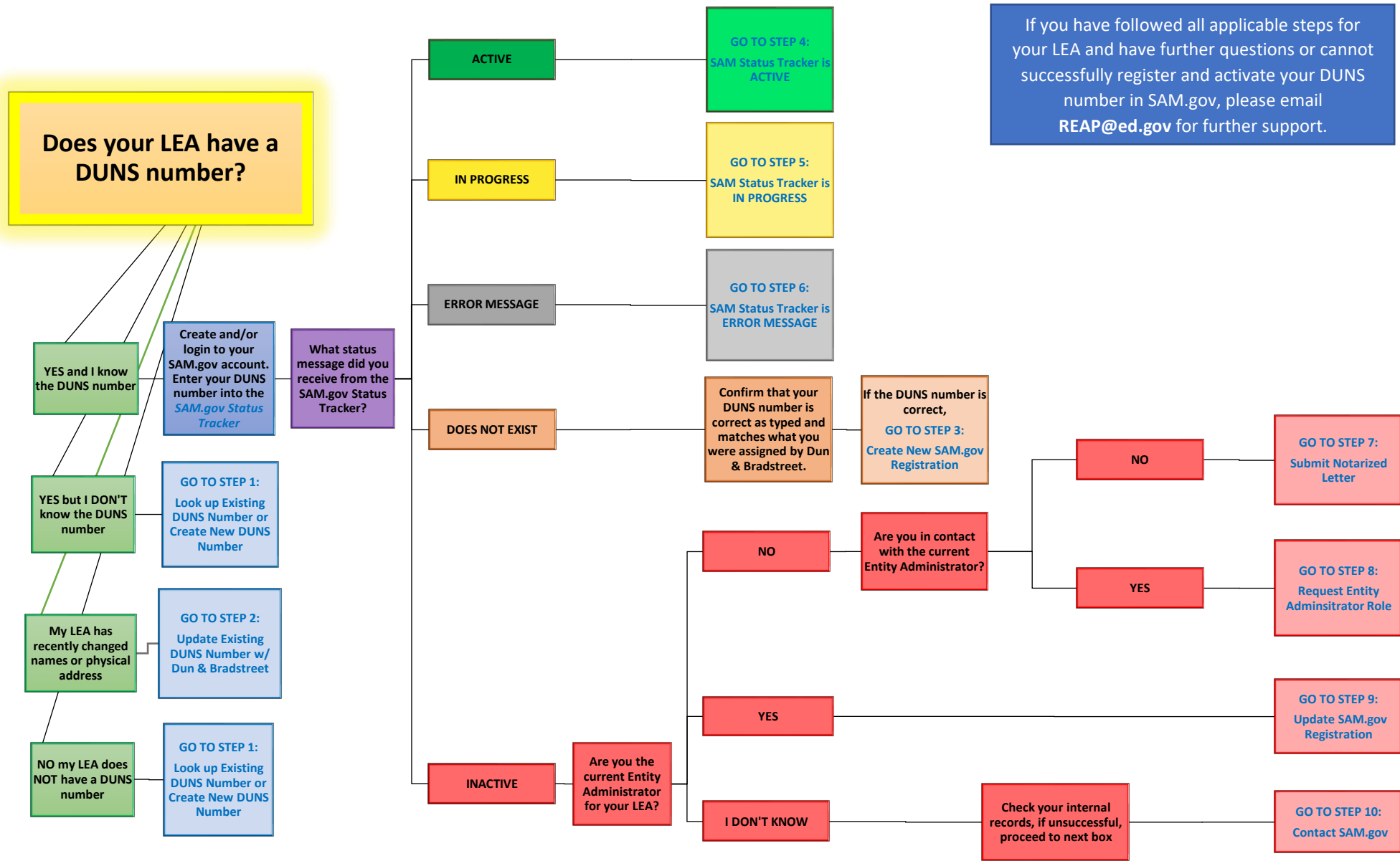
- **Create or Update a DUNS Number:** If your LEA is receiving the SRSA award for the first time or has recently changed its name or physical address, you will need to create a new DUNS number or update an existing DUNS number with Dun & Bradstreet. Once your LEA's DUNS number has been created or updated, you will then need to either register and activate or update and reactivate the DUNS number on SAM.gov. When using a DUNS number in SAM.gov, an LEA is considered an "entity."
- **Entity Administrator Role:** A staff member at your LEA must obtain the Entity Administrator role to make changes to the LEA's SAM.gov account. An LEA may have more than one Entity Administrator; consider adding more if your LEA experiences high turnover.
- **Update SAM.gov Registration:** The Entity Administrator must update their LEA's DUNS number registration in SAM.gov annually by logging into their SAM.gov account and updating their entity's records. These records include the entity's legal business name and physical address, DUNS number, Taxpayer Identification Number (TIN), Commercial and Government Entity Code (CAGE Code), and general contact information.

How to Use this Support Guide:

- Use this support guide as you create or update a DUNS number with Dun & Bradstreet and navigate the SAM.gov registration and activation processes. Start with the flowchart on page 3. Once you know which step to take, use the hyperlink to jump to that section of the guide.
- For best results, be sure to read the **notes** and **tips** located at the bottom of sections.
- See the glossary section located on the last page of this support guide to look up commonly used terms and organizations.

Other Resources:

- **SAM.gov website Before and After:** for a side-by-side comparison of the old and new site's most common pages, view the [guide](#) or [video](#).
- **SAM Video Tutorial:** For a step-by-step guide through the SAM.gov registration and updating processes, view the [SAM Assistance Video](#). This video provides detailed steps for creating a new SAM.gov account, adding a new DUNS number to a SAM.gov account, reactivating the SAM.gov registration annually, submitting a notarized letter, and tips on how to address specific error messages on the TIN and CAGE Code.
- **REAP DUNS Number Support Webpage:** The Rural Education Achievement Program (REAP) has developed a [DUNS Number Support Webpage](#) that includes frequently asked questions relating to the DUNS number and SAM.gov processes (i.e., where to find your DUNS number, how to contact Dun & Bradstreet, and what to do if your elementary school and high school are two separate LEAs).



Step 1: Look up Existing DUNS Number or Create New DUNS Number

Follow these steps if your LEA does not have a DUNS number. You may be in this situation if this is the first time you are receiving SRSA funds.

1. Go to the [Dun & Bradstreet Support](#) website.
2. Click “*Federal Government Contractors or Grantees DUNS Number Support.*”
3. Click “*DUNS Number Search / Look-up.*”
4. Follow the instructions to look up your LEA’s DUNS number in the database to ensure your LEA does not already have a DUNS number. Make sure to enter the LEA name and physical address **exactly** how it appears on legal documents.
 - a. If the search yields no results that match your LEA, go back to the [Dun & Bradstreet Support](#) website and follow the steps to create a new, free DUNS number. The address you provide **cannot** be a P.O. Box. It takes about 24 hours for Dun & Bradstreet to process the new DUNS number. DO NOT SKIP: Once the new DUNS number is processed, you will need to **register the DUNS number with SAM.gov**. For instructions on how to register your DUNS number with SAM.gov go to [Step 3: Create New SAM.gov Registration](#).
 - b. If the search yields a DUNS that matches your LEA’s information, you must then register this existing DUNS number with SAM.gov or update your existing SAM.gov account with this DUNS number. If you do not have a SAM.gov account, go to [Step 3: Create New SAM.gov Registration](#). If you do have a SAM.gov account, go to [Step 9: Update SAM.gov Registration](#).
 - i. DO NOT SKIP: Additionally, you must identify the DUNS number’s expiration date by entering the DUNS number into the [SAM.gov Status Tracker](#) after logging in to SAM.gov. Use the flowchart on page 3 to identify next steps based on the status message you receive.

Note: There can only be one DUNS number for each LEA. If the elementary and high schools within your LEA are considered separate entities and are applying for separate SRSA awards, they will each need their own DUNS number, which is free to request from Dun & Bradstreet. See the below DUNS Number Support Webpage link for more information.

Tip: Visit the [DUNS Number Support Webpage](#) on the REAP website to see a list of frequently asked questions relating to the DUNS number and SAM.gov processes (i.e., where to find your DUNS number, how to contact Dun & Bradstreet, and what to do if your elementary school and high school are two separate LEAs). These may be helpful to review as you begin the DUNS number process.

Step 2: Update Existing DUNS Number with Dun & Bradstreet

Follow these steps if your LEA's name and/or physical address have changed due to a merger or your DUNS number needs to be updated for any other reason. If you are updating your DUNS number due to a merger, please notify the Department by emailing REAP@ed.gov before proceeding with the following steps.

1. Go to the [Dun & Bradstreet Support](#) website.
2. Click "*Federal Government Contractors or Grantees DUNS Number support.*"
3. Click "*Update Your Existing DUNS.*"
4. Click "*For entities **within** the United States/Puerto Rico/U.S. Virgin Islands.*"
5. Follow the instructions to update your DUNS number.
6. DO NOT SKIP: Once you receive confirmation that your DUNS number has been updated, you will need to **update your SAM.gov registration** to reactivate your DUNS number. For instructions on how to register your DUNS number in SAM.gov and how to pull Dun & Bradstreet information into your SAM.gov account go to [Step 9: Update SAM.gov Registration](#).

Tip: Visit the [DUNS Number Support Webpage](#) on the REAP website to see a list of frequently asked questions relating to the DUNS number and SAM.gov processes (i.e., where to find your DUNS number, how to contact Dun & Bradstreet, and what to do if your elementary school and high school are two separate LEAs). These may be helpful to review as you begin the DUNS number process.

Step 3: Create New SAM.gov Registration

Follow these steps if your LEA has received a new DUNS number from Dun & Bradstreet or if your LEA received a 'Does Not Exist' error message in the SAM Status Tracker and you have double-checked that the DUNS number is correct in Dun & Bradstreet.

1. Create a SAM.gov account by using the **How do I create a SAM.gov user account** [guide](#).
 - a. You will need to select an option for the two-factor authentication; choose the option that works best for your LEA.
2. Next, you must register your LEA in SAM.gov by using the **How do I Register a New Entity in SAM.gov** [guide](#). Please read through *all* instructions before proceeding with the steps.

Tip: When selecting a phone number for the two-factor authentication, choose your LEA's main **phone number** (landline rather than cellphone) and choose "*Phone Call*" rather than "*Text Message*." This is to avoid any potential cell phone connectivity issues and will ensure that the SAM.gov account will be accessible even if a staff member leaves. Also, make sure the phone number you provide will ring through and not be answered first by an automated phone directory system.

Step 4: SAM Status Tracker is ACTIVE

Follow these steps if your LEA's DUNS number is currently listed as ACTIVE when using the SAM.gov Status Tracker.

1. Double-check that the LEA name matches your LEA. If it **does not** match, you may need to update your DUNS number with Dun & Bradstreet. For next steps on this process, go to [Step 2: Update Existing DUNS Number with Dun & Bradstreet](#).
 - a. **Note:** If you are a new staff member, you will need to obtain Entity Administrator access before proceeding. For new LEA staff members, answer the question after the "*Inactive*" box in the flowchart to identify your next steps.
2. Record when the DUNS number registration will expire with SAM.gov and plan to reactivate your DUNS number registration **before** that date.

Tip: Update your DUNS number registration with SAM.gov **before** it expires to avoid delays by following the **How do I update my existing SAM.gov entity registration [guide](#)**.

Step 5: SAM Status Tracker is IN PROGRESS

Follow these steps if your LEA's DUNS number is currently listed as IN PROGRESS with the SAM.gov Status Tracker

1. Follow the instructions you received after entering your DUNS number into the Status Tracker – these instructions are specific to your LEA's current progress.
2. If after following the instructions and resubmitting your SAM.gov registration you do not receive a confirmation email within **five business days**, reenter your DUNS number into the [SAM.gov Status Tracker](#) after logging into your SAM.gov account. You may need to follow additional steps. Revisit the flowchart on page 3 of this guide if you receive a Status Tracker message other than *"In Progress."*

Tip I: If the instructions from the SAM.gov Status Tracker involve an error with **TIN** or the **IRS validation**, this means your taxpayer name does not match the TIN number. You will receive an error message email with more details from **SAM.gov**. For next steps, call the following IRS phone number to confirm the information they have on file for your LEA. The information you enter into the IRS Consent page of your SAM.gov registration must **exactly** match the information the IRS provides you. Call 866-255-0654 and ask for the information the IRS has on file for your LEA. Then, enter it into the IRS Consent page of your SAM.gov registration and resubmit for processing.

Tip II: If the instructions from the SAM.gov Status Tracker involve an error with the **CAGE Code**, please be aware that the CAGE Code checks for the following three things:

1. If there have been changes to the legal name or physical address of the LEA in Dun & Bradstreet.
2. If there is another entity co-located with the one that is being registered/updated.
3. If the physical address for your LEA cannot be validated by the United States Postal Service (USPS).

If there are any errors with the three items listed above, you will receive an error message from an email ending in **DLA.MIL**. You must respond to this email within **three business days**, or you will have to re-submit your SAM.gov update and restart the process from the beginning. Please make sure to answer all questions completely and submit all documents requested within the time limit.

Step 6: SAM Status Tracker is ERROR MESSAGE

Follow these steps if your LEA's DUNS number received a "mandatory error" or any other error message with the SAM.gov Status Tracker.

1. This means your SAM.gov account is set to private or there is an error associated with your DUNS number and you will need to contact SAM.gov directly for next steps.
2. To contact SAM.gov, use the FSD.gov [live chat](#) or call 866-606-8220. To use the live chat, sign-in with your SAM.gov account information or create a new account.

Note: The live chat is the fastest way to get in touch with a live SAM agent. Expect at least 30 minutes of hold time for phone calls.

Tip: If you are a new staff member to your LEA, you will need to get Entity Administrator access. For new staff members, answer the question after the *"Inactive"* box in the flowchart on page 3 of this guide to identify your next steps.

Step 7: Submit Notarized Letter

Follow these steps if someone at your LEA needs access to SAM.gov for the first time and the previous Entity Administrator is not available to grant a role change or the previous Entity Administrator granted you the role, but you did not receive a response from SAM.gov within five business days.

1. Steps to create a SAM.gov account:

- a. Create a SAM.gov account by using the **How do I create a SAM.gov user account** [guide](#).
 - i. You will need to select an option for the two-factor authentication; choose the option that works best for your LEA.

2. Steps to writing and submitting the Notarized Letter:

- a. Go to the **How can I become the new administrator for our entity registration** [guide](#).
- b. Scroll down until you see the “*Template 1 – Single Entity*” link. Click on it to download a Notarized Letter template.
- c. Copy and paste from page 2 to the end of the document onto your LEA’s letterhead.
- d. In the template, fill out all the areas that start with “*Insert*” and lines provided to write in a response.
- e. Make sure to check a box under “*Account Administration Preference*.” Your letter will be rejected if none of the boxes are checked.
- f. The physical address in the letter must **exactly** match your LEA’s address in SAM.gov. You can find this address by using the SAM.gov search feature (see the steps below). The address you enter must be a **physical** address. A letter containing a P.O. Box address will be rejected.
 - i. View the [Before and After Guide – SAM.gov Entity Search](#) for instructions on how to search for your LEA’s address in the new SAM.gov website.
- g. The person who signs the letter can be anyone at your LEA with signing authority, such as the Superintendent, and **can** be the same person who is requesting the Entity Administrator role.
- h. To submit the letter, follow the steps for Submitting Notarized Letter to Federal Service Desk at the bottom of the [guide](#).
 - i. **Note:** You must create a SAM.gov account before submitting the notarized letter. The information in the letter must **exactly** match the name, email, and phone number associated with your SAM.gov account.
- i. DO NOT SKIP: Once you become the Entity Administrator, go to [Step 9: Update SAM.gov Registration](#) to reactive your DUNS number.

Tip: When selecting an option for the two-factor authentication, choose your LEA's main **phone number** (landline rather than cellphone) and choose "*Phone Call*" rather than "*Text Message*." This is to avoid any potential cell phone connectivity issues and will ensure that the SAM.gov account will be accessible even if a staff member leaves. Also, make sure the phone number you provide will ring through and not be answered first by an automated phone directory system.

Step 8: Request Entity Administrator Role

Follow these steps if someone at your LEA needs access to SAM.gov and the previous Entity Administrator is available to fulfill the request for a role change.

1. Create a SAM.gov account by using the **How do I create a SAM.gov user account** [guide](#).
 - a. You will need to select an option for the two-factor authentication; choose the option that works best for your LEA.
2. Go to **How do I view/request roles in SAM.gov** [guide](#) and request the Entity Administrator role.
3. An email will be sent to the current Entity Administrator to confirm the request.
4. Once your LEA's current Entity Administrator has confirmed the request, wait **five business days** to receive a confirmation email from SAM.gov.
5. If you do **not** receive a response from SAM.gov within **five business days**, go to [Step 7: Submit Notarized Letter](#).
6. DO NOT SKIP: If your request is granted and you become the Entity Administrator, go to [Step 9: Update SAM.gov Registration](#) to reactive your DUNS number.

Tip: When selecting an option for the two-factor authentication, choose your LEA's main **phone number** (landline rather than cellphone) and choose "*Phone Call*" rather than "*Text Message*." This is to avoid any potential cell phone connectivity issues and will ensure that the SAM.gov account will be accessible even if a staff member leaves. Also, make sure the phone number you provide will ring through and **not** be answered first by an automated phone directory system.

Step 9: Update SAM.gov Registration

Follow these steps if your LEA's DUNS number has expired and the current Entity Administrator is still working at your LEA or you have just become the new Entity Administrator for your LEA.

1. Follow the steps in the **How do I update my existing SAM.gov entity registration** [guide](#) to update your SAM.gov registration and reactivate your DUNS number.

Note I: If you do not receive a confirmation email within **five business days**, reenter your DUNS number into the [SAM.gov Status Tracker](#). You may need to follow additional steps; please revisit the flowchart to identify your next steps.

Note II: If you have created a new DUNS number or updated your DUNS number in Dun & Bradstreet, you must update your SAM.gov registration with this information once you receive confirmation that the update has successfully processed. See the **How do I update my legal business name, or other DUNS number information, at Dun & Bradstreet** [guide](#) for instructions on “refreshing the D&B Data” of your SAM.gov registration.

Step 10: Contact SAM.gov

Follow these steps if your LEA's DUNS number has expired and you are unsure of who the current Entity Administrator is.

1. Contact SAM.gov and ask the agent to provide the name and email address of the current Entity Administrator. After confirming, return to the flowchart and identify your next steps.
3. To contact SAM.gov, use the FSD.gov [live chat](#) or call 866-606-8220. To use the live chat, sign-in with your SAM.gov account information or create a new account.

Note: The live chat is the fastest way to get in touch with a live SAM agent. Expect at least 30 minutes of hold time for phone calls.

GLOSSARY

CAGE Code	<p>A Commercial and Government Entity Code (CAGE code) is a five-character alpha-numeric identifier assigned to entities located in the United States and its' territories. The CAGE code checks for three things:</p> <ol style="list-style-type: none"> 1. If there have been changes to the legal name or physical address of the entity in Dun & Bradstreet. 2. If there is another entity co-located with the one that is being registered. 3. If the physical address cannot be validated by the United States Postal Service (USPS).
DNB.com	The Dun & Bradstreet website used to request a new Data Universal Numbering System (DUNS) number; use to look up a DUNS number that has already been issued, or to change the local educational agency's (LEA) legal name or physical address.
Dun & Bradstreet (D&B)	The Dun & Bradstreet corporation is an American company that creates and manages DUNS numbers for LEAs.
Entity	An entity is a business, organization, or LEA.
Entity Administrator	The individual at your LEA who previously updated the SAM.gov registration and has the login credentials for your LEA. The Entity Administrator is the only role that allows you to update your SAM.gov registration to reactivate your DUNS number.
FSD.gov	The System for Award Management (SAM) Federal Service Desk's online platform used to chat directly with a live SAM agent.
Local Educational Agency (LEA)	An LEA is defined in section 8101(30) of the ESEA as a public board of education or other public authority legally constituted within a State for either administrative control or direction of, or to perform a service function for, public elementary schools or secondary schools in a city, county, township, school district, or other political subdivision of a State, or for a combination of school districts or counties that is recognized in a State as an administrative agency for its public elementary schools or secondary schools.
Login.gov	The Federal government's platform for securely logging into other Federal platforms. You will login to SAM.gov and FSD.gov with the same account information routed through Login.gov. You can update how you receive your security code, your email, phone number, security questions, and password by going to login.gov > <i>Account Settings</i> > <i>Edit User Account</i> .
REAP	The U.S. Department of Education's Rural Education Achievement Program, which administers two formula grant programs: the Small, Rural School Achievement (SRSA) grant and the Rural and Low-Income School (RLIS) grant.
SAM.gov	SAM.gov is the U.S. Department of Treasury's platform used to annually update entity registration and reactivate LEA DUNS numbers.
Taxpayer Identification Number (TIN)	The Taxpayer Identification Number (TIN) checks that your LEA's tax information exactly matches what is on file with the IRS.