SAM.gov Entity Validation

Integrated Award Environment
Stakeholder Forum
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Agenda

- What Is Entity Validation?
- How Does Entity Validation Work in SAM.gov?
- Managing Your Validation Ticket
- Entity Statuses
- Your Questions about Validation
- Where to Get Help
What Is Entity Validation?
What Is Entity Validation? (1 of 2)

The validation process is a critical piece of the federal awards ecosystem. It prevents improper payments, procurement fraud, and helps ensure the integrity of government contracts and grants processes, representing trillions of dollars in taxpayer funds each year.

SAM.gov uses an entity validation service (EVS) to independently verify the existence and uniqueness of an entity.

- Validation is required when you
  - register an entity
  - renew your entity registration each year
  - get a Unique Entity ID, and
  - update or change your entity’s name or address

- Every entity must validate with the EVS provider’s databases and data sources, even if you had an active registration.
What Is Entity Validation? (2 of 2)

Validation is just one step in the process to get a Unique Entity ID and register your entity.

1. Sign in to SAM.gov
2. Get Started
3. Validate Your Entity
4. Receive Unique Entity ID
5. Start Registration
6. Complete All Sections
7. Submit Registration
8. IRS Validation
9. CAGE Validation
10. Registration Active
11. Renew Registration (365 days after submission)
How Does Entity Validation Work in SAM.gov?
How Does Entity Validation Work in SAM.gov?

1. You are About to Validate Your Entity
2. Enter Entity Information
3. Review Entity Details (select entity)
4. Are All of Your Details Correct?
   - No
   - Yes
5. Update Entity Details
6. Confirm Entity Details
7. Document and Submit Entity Details
8. Receive Entity Validation
9. Get Unique Entity ID
10. Proceed to Core Data Registration pages (if registering)

At this point, your validation incident is generated. The EVS team has received your documents and will conduct a review. Monitor your email for your next steps.

When your documentation is accepted after a review, you will go back into SAM.gov and validate your entity.
How long does it take to get my entity validated?

Answer

Each validation case is different and resolution time varies for many reasons.

For those who need to submit documentation, the average amount of time for processing and resolving new incidents with acceptable, correct documentation is typically 14 business days.

Enter “KB0055230” on FSD.gov to go the help article for acceptable EVS documentation.

Submitting incorrect documents or not responding to email from EVS help agents will delay incident resolution.
How much time do I need to renew my registration before it expires?

Answer

Actual time can vary for many reasons. On average, most entities’ submitted renewal is active after 10 business days. But you must plan for entity validation as part of the process - so when you begin may be earlier than in the past.

If your active registration and your information has changed and you have to submit documentation for validation, you can still proceed to renew while your documents are reviewed as long as your entity is active when you started the renewal. Note that after submitting your renewal, validations by CAGE and the IRS can take 7-12 business days.
Managing Your Validation Ticket
Managing Your Validation Ticket

Once I create an incident and attach documents what happens?

Why is my ticket closed after five business days?

My ticket was closed but my issue was not resolved. What happened?

My ticket from a while ago was not resolved.

My documents were accepted but my information hasn't changed in my entity profile. What do I do now?
When your documents are accepted, the EVS agent adds your information to the validation database. Then, you must enter your information into SAM.gov again. Your current, correct information will be shown in the legal entities list. Select it and complete validation.
Managing Your Validation Ticket

If you don’t respond to a message from the validation service within five business days, the ticket will close so we can work on active issues.

- Messages from an EVS agent will go to your email address and be on your incident record at FSD.gov.
- If you need more time to get documentation requested, reply by email or sign in to FSD.gov and reply so your ticket won’t close.

Reply by email or sign in to FSD.gov and reply.
Managing Your Validation Ticket

- If your ticket is closed, try to validate again in SAM.gov. If you see your current, correct information on the legal entities list, select your entity and complete validation.
Managing Your Validation Ticket

- If you can’t locate your information, submit another ticket with documentation and provide your original ticket reference number (INC-GSAFSD1234567).
What Happens After My Information is Updated by EVS?

Go to SAM.gov and select the “Entities” widget.

Your next action will depend on your entity’s status. If you manage multiple entities, go to the entities workspace to select the entity referenced in the email.

Next Update Due: Mar 7, 2023 | Due in Next 30 days: 0 Entities
# Entity Statuses

<table>
<thead>
<tr>
<th>Status Label</th>
<th>Description</th>
<th>Actions you can take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending ID Assignment</td>
<td>You are in the process of validating your entity to get a Unique Entity ID.</td>
<td>View documents submitted and add more if needed</td>
</tr>
<tr>
<td>ID Assigned</td>
<td>Your entity has been validated and you do not have a registration. You only have a Unique Entity ID.</td>
<td>View, update, or register</td>
</tr>
<tr>
<td>Work in Progress Registration</td>
<td>Your entity has been validated and you have begun, but not competed, a registration.</td>
<td>View, update, or delete the draft registration</td>
</tr>
<tr>
<td>Submitted Registration</td>
<td>You have submitted a registration, and it is pending the TIN and CAGE validation.</td>
<td>View only</td>
</tr>
<tr>
<td>Active Registration</td>
<td>When your registration passes all the required processing and validations it is active. You must update/renew your registration each year to remain in the &quot;Active Registration&quot; status.</td>
<td>View, update, or deactivate the active registration</td>
</tr>
<tr>
<td>Inactive Registration</td>
<td>If you do not update/renew within a year, your registration will expire and be in the inactive status. Your Unique Entity ID remains connected to the registration and does not expire.</td>
<td>View and register</td>
</tr>
</tbody>
</table>
What Do I Do Next After My Entity is Validated?

If your entity is in the **Pending ID Assignment** status, select “Get Started” from your Entities Workspace.

Enter your entity information. This time, you should see an exact match for your entity’s name and physical address.
What Do I Do Next After My Entity is Validated?

If your entity is in the **ID Assigned** status, go to your Entities Workspace by selecting the ID Assigned bubble.

If your entity has a “Validation Required” alert, select “Validate Entity” from the Actions menu (the three vertical dots) to complete the Entity Validation process.

You should find an exact match for your entity’s name and physical address.
Your Questions about Validation
Why am I not seeing a match for my entity?

Answer

The new validation provider uses different sources to validate information than the prior service. As expected, some entities’ information is not matching in the new database.

Your previously validated information is still a part of your SAM.gov registration, but it can’t be validated by a third party. In these cases, you must submit documentation in SAM.gov to complete the new validation process.
Why is my documentation getting rejected?

Enter “KB0055230” on FSD.gov to go to the help article for acceptable EVS documentation.

Answer

The most common reasons documents are rejected are:

- Document is an application or web form, not a certified document
- Document is too old (bank statements and utility bills are accepted, but they must be 5 years old or less)
- Document shows an address or name that doesn’t match the address or name entered in SAM.gov for validation
- Document is in a language other than English and no certified translation was provided
Where do I find the status of my incident (ticket)?

Answer

Sign in to the Federal Service Desk (FSD) at FSD.gov using your SAM.gov username and password to view the incident and its status.

Select “My Incidents” from the page menu. Select the incident number and description assigned to your ticket to see its status.

Do not use the chat feature or call the FSD. If you need to contact a customer service agent about your validation incident, respond only in your FSD ticket at FSD.gov.
When you create a validation incident in SAM.gov, we also create an FSD ticket. The FSD is our ticket management and tracking system. It enables communication between our agents and you as they review your documentation.

Although the incident is managed through the FSD.gov ticket, specialists from our EVS team review and process your incident.

Emails about your incident will come from fsdsupport@gsa.gov.
What documentation does a joint venture (JV) need to submit?

Answer

If you don’t find a match, JVs will need to submit a fully executed contract between both parties and it must include one name and one address that matches what you searched on SAM.gov.

In most cases, JVs will need to submit documentation to be added to the EVS database as JVs are not available in typical sources for validation information.
Examples of acceptable documents are available at FSD.gov and linked to on SAM.gov. Both your legal business name and physical address must be on at least one of your documents.

Please work within your organization to secure acceptable documentation ahead of beginning entity validation to avoid delays.

Enter “KB0055230” on FSD.gov to go the help article for acceptable EVS documentation.
My organization does not have a physical address, we use a P.O. Box. Can I use my P.O. Box for validation?

Answer

No. P.O. Boxes are not accepted for an entity’s physical address. This is a long standing requirement for entities doing business with the federal government.

The physical address in SAM.gov is the location where the principals of your organization conduct their business. If you work at more than one location or use a virtual office, your entity’s physical address should be the address where you keep the books and records for your organization.
What can I do if I don't have the documents requested?

Answer
You can’t do business with the federal government without validating your entity.

Enter “KB0055230” on FSD.gov to get a list of acceptable EVS documents.
Where to Get Help
Where to Get Help

The Help page on SAM.gov includes a list of help topic trends, including validation help, FAQs, and a menu to navigate through help topics.
We will also continue to update our FSD help pages for all the latest information around validation and other changes impacting any IAE system.
Here is a list of resources to help you with entity validation in SAM.gov:

**Preparing to Validate Your Entity**

- Why do I need to validate my entity when I’ve been registered in SAM.gov for years?
- What does entry validation do, and what is an Entity Validation Service (EVS)?
- What information will I need to provide to get a Unique Entity ID?
- What address should I give when I am applying for my Unique Entity ID?
- What does “physical address” mean?
- What is my “legal business name”? Should I update my registration now, even though my entity is not expiring?

**Validating Your Entity**

- What is the new process for validations?
- Why am I seeing multiple matches when I try to validate my entity in SAM.gov?
- My entity has a match, and already has a Unique Entity ID or is registered. Now what?

**Updating Your Entity Registration**

- How do I update an existing entity registration in SAM.gov?
- What should I do if I need to change my name or address?

**What to Do If You Can’t Find a Match for Your Entity When Validating or Updating**

- Why don’t I see a match for my entity when I try to validate in SAM.gov?
- I am unable to find a matching entry when asked to enter or validate my entity information. What should I do?
The Integrated Award Environment

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Questions?

Thank you!