

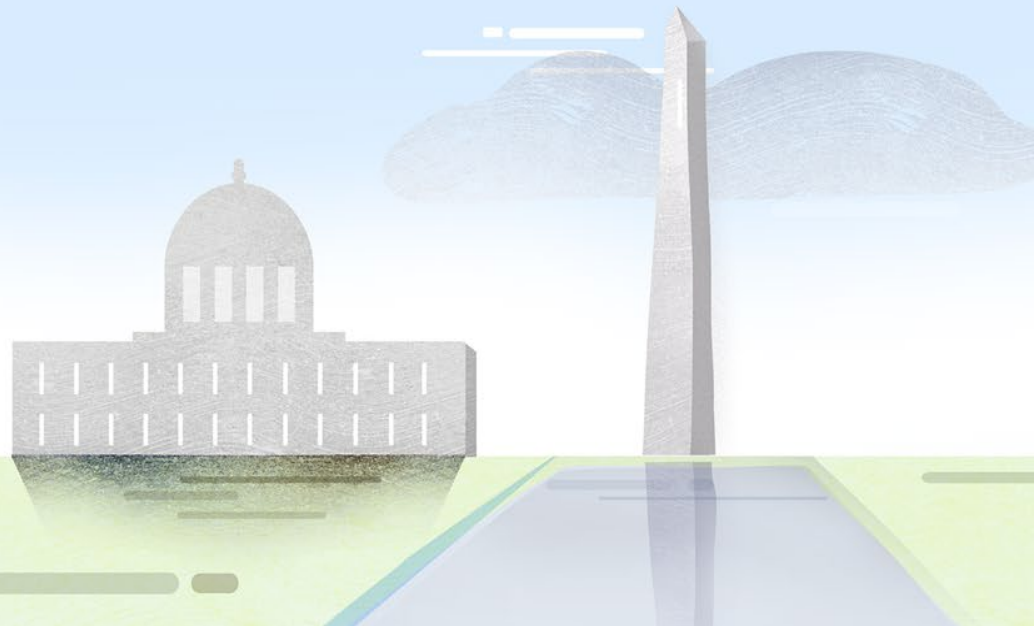


U.S. General Services Administration

# SAM.gov Entity Validation

**Integrated Award Environment  
Stakeholder Forum**  
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Technology Transformation Service (TTS)



# 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)

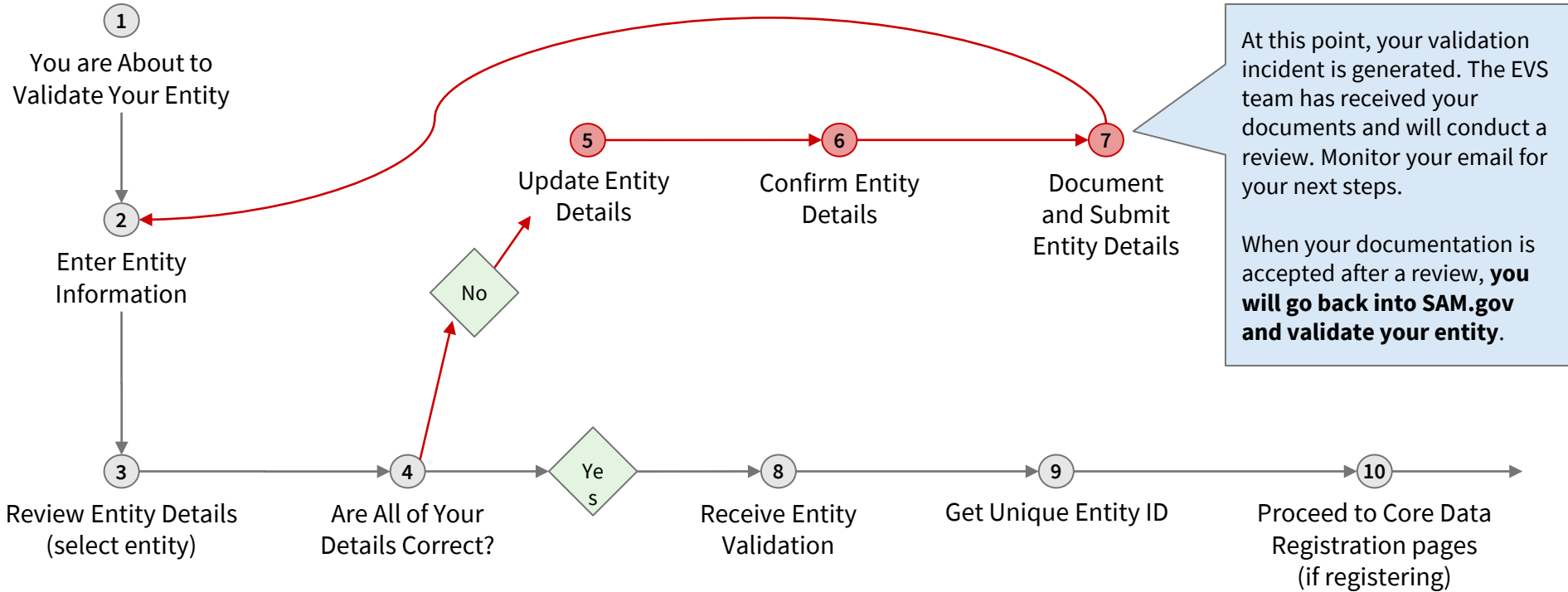
Validation is just one step in the process to get a Unique Entity ID and register your entity.



# How Does Entity Validation Work in SAM.gov?



# How Does Entity Validation Work in SAM.gov?





**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 have an 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?**



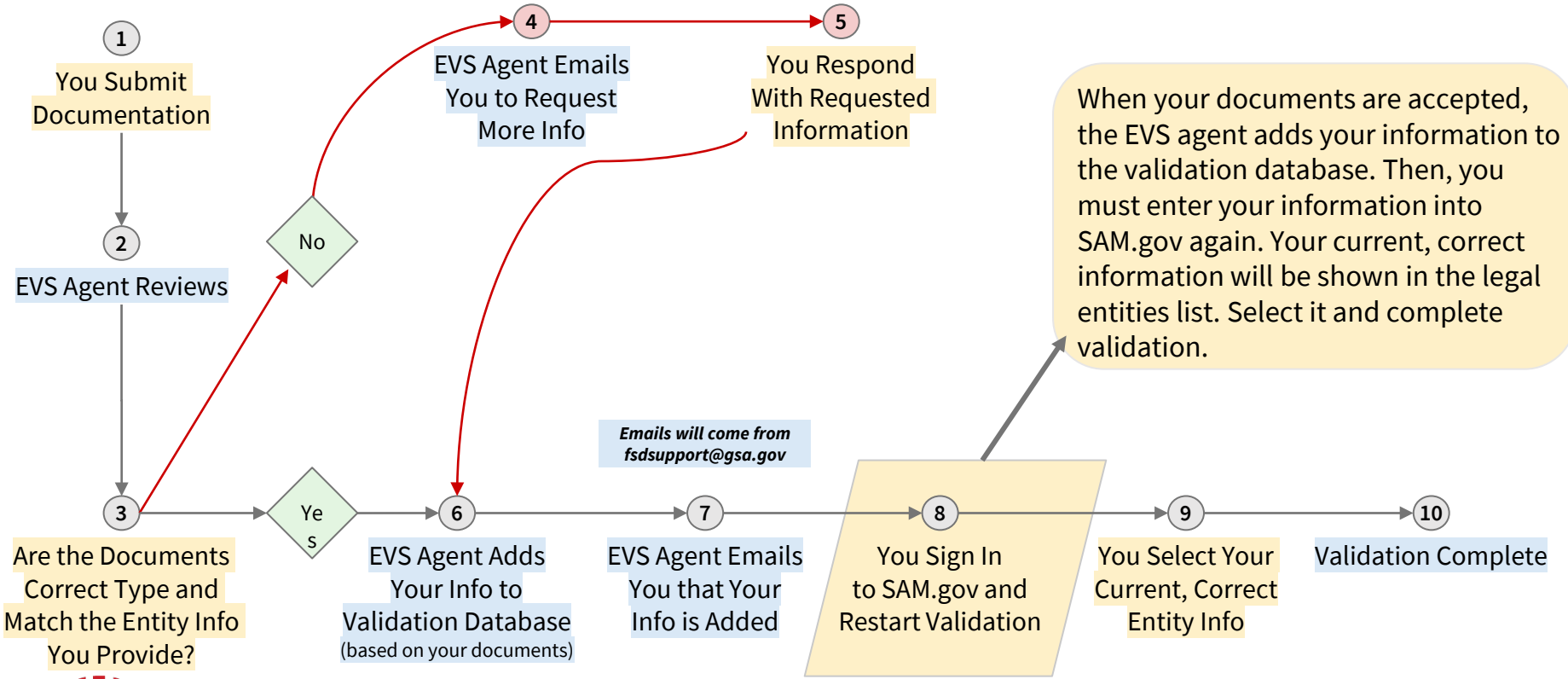
**My ticket from a while ago was not resolved.**



**My documents were accepted but my information hasn't changed in my entity profile. What do I do now?**



# EVS Documentation Review Process



## 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.**



My Incidents **3**

# 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.

## Review Entity Information

Review the legal entity list and select whether or not you clearly recognize an entity as yours.

### Select an Option

I recognize my entity in the legal entities list.  
If some details are not correct, you can update them.

I don't recognize my entity in this list.  
Select Next to continue.

#### LEGAL ENTITIES LIST

[WHERE DO THESE RESULTS COME FROM?](#)

#### Showing Top Results

**XXXXXXXXXX CORP**

USA

**XXXXXXXXXX CORP**

USA

# 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).

## 2 Attach documents.

You must attach one or more [official documents](#) that prove each of the items listed.

- ✓ Legal business name and physical address in the same document.
- ✓ Legal business name and doing business as name in the same document
- ✓ Legal business name and U.S. state of incorporation in the same document
- ✓ Legal business name and start year in the same document.

	Document <b>test.txt</b> 0.004 KB	Document Type <b>Certificate of formation/organization</b>	<b>Update</b> <b>Delete</b>
Includes:			
<ul style="list-style-type: none"><li>• Legal business name and physical address in the same document.</li><li>• Legal business name and doing business as name in the same document</li><li>• Legal business name and U.S. state of incorporation in the same document</li></ul>			

	Document <b>test.txt</b> 0.004 KB	Document Type <b>Share certificates</b>	<b>Update</b> <b>Delete</b>
Includes:			
<ul style="list-style-type: none"><li>• Legal business name and start year in the same document.</li></ul>			

**Add Document**

## 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.







The dashboard widget displays the following data:

Status	Count
ACTIVE REGISTRATION	3
WORK IN PROGRESS REGISTRATION	1
SUBMITTED REGISTRATION	1
ID ASSIGNED	1
PENDING ID ASSIGNMENT	1

Next Update Due: **Mar 7, 2023** | Due in Next 30 days: **0 Entities**



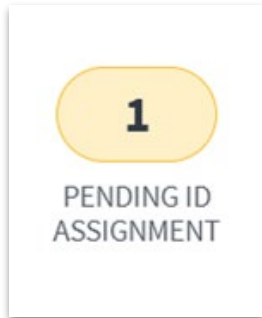
# Entity Statuses

Status Label	Description	Actions you can take
 <b>Pending ID Assignment</b>	You are in the process of validating your entity to get a Unique Entity ID.	View documents submitted and add more if needed
 <b>ID Assigned</b>	Your entity has been validated and you do not have a registration. You only have a Unique Entity ID.	View, update, or register
 <b>Work in Progress Registration</b>	Your entity has been validated and you have begun, but not completed, a registration.	View, update, or delete the draft registration
 <b>Submitted Registration</b>	You have submitted a registration, and it is pending the TIN and CAGE validation.	View only
 <b>Active Registration</b>	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 "Active Registration" status.	View, update, or deactivate the active registration
 <b>Inactive Registration</b>	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.	View and register

# 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.



**Entities**

<b>3</b> ACTIVE REGISTRATION	<b>1</b> WORK IN PROGRESS REGISTRATION	<b>1</b> SUBMITTED REGISTRATION	<b>1</b> ID ASSIGNED	<b>1</b> PENDING ID ASSIGNMENT
---------------------------------	-------------------------------------------	------------------------------------	-------------------------	-----------------------------------

Next Update Due: **May 23, 2023** | Due in Next 30 days: **0 Entities**

**Register Your Entity or Get a Unique Entity ID**

[What do I need for registration?](#)

**Get Started**

**Renew/Update Your Entities**

Select Renew/Update to go to your entity workspace and renew/update your entities.

[How to renew or update an entity](#)

**Renew/Update**

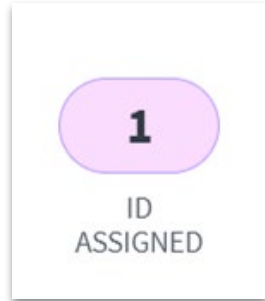
● Pending ID Assignment    ⚠ **Draft Registration** ⓘ

Unique Entity ID: (blank)      Physical Address: [Redacted]

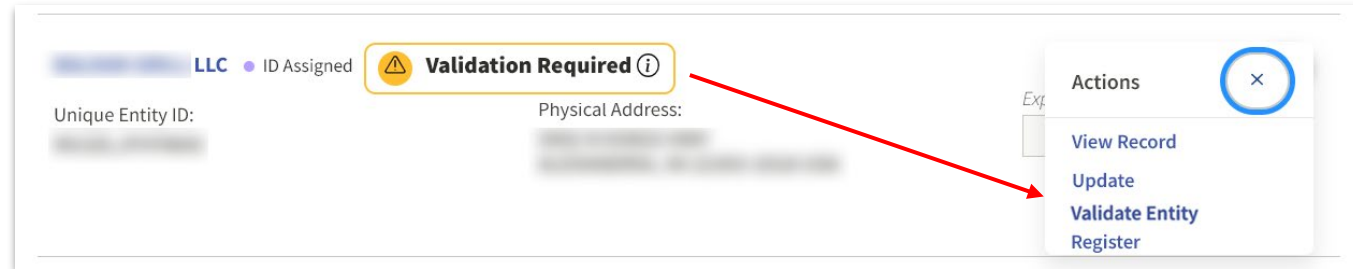


## What Do I Do Next After My Entity is Validated?

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 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)?**



My Incidents **3**



### **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.



**Why am I using FSD.gov to correspond with GSA?**



**Answer**

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.



**We have multiple addresses and individual departments with registrations. There is a central accounting office to other sites in other cities so bills don't come to us. What documents can we use?**



### **Answer**

Examples of acceptable documents are available at [FSD.gov](https://www.fsd.gov) and linked to on [SAM.gov](https://www.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](https://www.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.

The screenshot shows the SAM.gov Help page. At the top, there is a navigation bar with links for Home, Search, Data Bank, Data Services, and Help. A red arrow points from the 'Explore' button in the 'Use SAM.gov self help options' section to the 'Explore' button in the 'Help Topic Trends' section.

**Help**

Official U.S. Government Website  
100% Free

**1 Use SAM.gov self help options**

[Search](#)  
Search help articles to find answers to your questions.

[Explore](#)  
Explore a menu of our most popular help topics.

**2 Ask the federal service desk**

[Go to FSD](#)

Go to FSD to

- Get help with your account
- Resolve technical issues
- Create and manage help desk tickets
- Chat with a help desk agent

Please do not contact FSD.gov about specific contracts, opportunities, or agency processes.

**Help Topic Trends**

- [Validate My Entity](#) **NEW**
- [Transition from DUNS to Unique Entity ID](#)
- [Register your entity to get started with government contracts and assistance](#)
- [FAQs for help with login](#)
- [Supported Browsers](#)
- [Most Searched Articles](#)

**Find What's New in SAM.gov**

- [View Release Notes](#)
- [View Blogs](#)
- [View All IAE System Announcements](#)
- [GSA Twitter](#)
- [GSA LinkedIn](#)

**Explore popular help topics**

**Help For Non-Federal Users**

- [New to SAM.gov?](#)
- [Searching for Information in SAM.gov](#)
- [Managing and Requesting Roles in SAM.gov](#)
- [Managing My Entity, Registration, & Reporting](#)
- [Using Data Services](#)

**Help For Federal Users**

- [User Community](#)

**New to SAM.gov?**

If you're new to SAM.gov, review this menu for information about how to start your account. Other topics on this help landing page provide details about things you can do in SAM.gov.

- [Do I need an account to use SAM.gov?](#)
- [What's the difference between signing up and registering?](#)
- [How to use login.gov with SAM.gov](#)
- [What happens to my SAM.gov access if I change my email address on login.gov?](#)





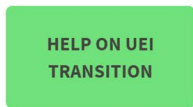
## Federal Service Desk

This site is for people who make, receive, and manage federal awards. It provides support for government-wide systems required by federal policy.

Need help? Get an answer fast!

Easily find all you need to know about SAM.gov, FPDS.gov, eSRS.gov, and FSRG.gov.

Search Here for Help (User Guides, FAQs, Videos, Definitions)



We will also continue to update our FSD help pages for all the latest information around validation and other changes impacting any IAE system.

## Learn How to Register Your Entity

Get Started with Your Registration

Check Registration Status

Update Your Registration

Become an Entity Administrator

Validate Your Entity

Access User Guides



## All Systems (FAQs)

Entity Registration

Contract Opportunities

SAM.gov Data Services

Workspace

Federal Hierarchy

Fraud

Entity Reporting

Wage Determinations

SAM.gov Site Information

Login.gov

FOIA Requests

Assistance Listings

SAM.gov User Accounts

Contract Data

SAM.gov Search

Show More  
Showing 15 categories

## Validating your Entity

KB0058422

[Print](#)

2mo ago · ★★★★★

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 entity 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 entity when asked to enter or validate my entity information. What should I do?](#)

## Related Articles

[How can I view my Unique Entity ID?](#)



[What documentation do I need to validate my entity?](#)



[Validating your Entity](#)



[How to renew or update an entity](#)



[Checking the Status of Your Entity Registration](#)



[View all 244 articles](#)






# The Integrated Award Environment

Subscribe to our blog for the latest updates:

<https://buy.gsa.gov/interact/community/47/activity-feed>

A dark blue rectangular box containing two overlapping speech bubbles and the text "Integrated Award Environment (IAE) Industry".

Integrated Award  
Environment (IAE) Industry

**Questions?**

**Thank you!**

