

# Troubleshooting DUNS, SAM, GrantSolutions and Grants.gov issues when applying to the NMBCA Program

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If you are having trouble using the DUNS, SAM, GrantSolutions, or Grants.gov websites, please read the information below. The suggestions listed here may help you with some common problems we have heard about from applicants. Please note that DUNS, SAM, GrantSolutions, or Grants.gov are not part of USFWS and the steps below are merely suggestions. If these suggestions are insufficient, please contact the helpdesks of DUNS, SAM, GrantSolutions, or Grants.gov directly.

**Alert:** We have heard that some applicants have been contacted by companies that request a fee for assistance in using DUNS, SAM and Grants.gov. Companies that request a fee are not affiliated with these Federal websites. Registration, application and use of these systems are free and do not require the involvement of any other entities that require payment of fees.

## DUNS problems

- Your organization must have a **current** Dun and Bradstreet number (DUNS). You must use the exact same name and address that you are using to apply through GrantSolutions.gov and to register in SAM.
- Read the tips on how to apply for DUNS in <http://fedgov.dnb.com/webform/displayFAQPage.do> and in <http://www.grants.gov/web/grants/applicants/organization-registration/step-1-obtain-duns-number.html>.
- If you need help, contact DUNS: [http://fedgov.dnb.com/webform/pages/contact\\_info.jsp](http://fedgov.dnb.com/webform/pages/contact_info.jsp)

## SAM problems

- You must have an **active** System for Award Management (SAM) registration to apply through GrantSolutions.gov.
- If you registered in SAM over 12 months ago, and you have not returned to the SAM since then, your registration is **not** active. You must go into the SAM system at least every year to renew your registration.
- You cannot register in SAM without a DUNS number. See the tips above on obtaining a DUNS number.
- You must use the exact same name and address that you used to register in DUNS. Check for typos!
- Read the tips on how to register in SAM here: <http://www.grants.gov/web/grants/applicants/organization-registration/step-2-register-with-sam.html>
- If you encounter technical problems or need additional help, go to <https://sam.gov/content/help>.
- If your organization is based outside the USA, you will need to go through additional steps in SAM, which may take additional weeks.
- If Spanish is your first language, you can find tips on registering in SAM here: <https://www.fws.gov/migratorybirds/pdf/grants/SAMInformacionGeneral.pdf> and <https://www.fws.gov/migratorybirds/pdf/grants/SAMNuevosRegistros.pdf>. Please note that these are unofficial documents developed by our office. If there is a discrepancy in the instructions, follow the official guidance on the SAM website.

## GrantSolutions.gov problems

- **HELPDESK SUPPORT:** Please send all GrantSolutions related help desk questions/issues to [help@grantsolutions.gov](mailto:help@grantsolutions.gov). If needed GrantSolutions will forward the issue to FWS or escalate it up response tiers. If you do not receive a response or if the response did not resolve the issue please ask that the ticket be escalated to Tier 2 or 3.
- If you need additional help, the GrantSolutions help desk is available for assistance on all GrantSolutions products and services.  
Hours of Operation: Monday through Friday 7 a.m. – 8 p.m. ET (closed on [Federal holidays](#)).  
**Phone:** 1.866.577.0771 or 202.401.5282
- If Spanish is your first language, you can find unofficial translations for the SF-424 here: [https://www.fws.gov/migratorybirds/pdf/grants/SPA\\_SF424%20Instructions\\_for\\_Organizations.pdf](https://www.fws.gov/migratorybirds/pdf/grants/SPA_SF424%20Instructions_for_Organizations.pdf)

## Grants.gov problems (NOTE: Applicants should apply through GrantSolutions)

- Registering in Grants.gov requires several preliminary steps. If you are having trouble, make sure you have completed the SAM and DUNS registration processes. Tips on how to do that are given above.
- You must use the exact same organizational name and address that you used to register in SAM and DUNS. Check for typos!
- Read the step-by-step Application Process here: <http://www.grants.gov/web/grants/applicants/apply-for-grants.html>.
- Read the steps to register your organization in Grants.gov, available here: <https://www.grants.gov/web/grants/applicants/organization-registration.html>
- Review the information in the grants.gov support portal at <https://www.grants.gov/web/grants/support.html> .
- To attach your proposal narrative and your signed Partner Contribution, go to Box 15 in the Grants.gov application package and click on the “Add Attachments” button.
- Try this link: <http://www.dummies.com/how-to/content/how-to-complete-federal-grant-application-cover-fo.html>. This link was provided by an applicant who found it useful. The USFWS does not endorse this page or this product, and has not reviewed its content.
- If Spanish is your first language, you can find unofficial instructions on applying through grants.gov here: <https://www.fws.gov/migratorybirds/pdf/grants/GuiaGrantsGovI.pdf> and <https://www.fws.gov/migratorybirds/pdf/grants/GuiaGrantsGovII.pdf>. Please note that these are unofficial documents developed by our office. If there is a discrepancy in the instructions, follow the official guidance on the grants.gov website.
- Here are some hints that might help foreign organizations fill out the application. 1) Where it asks for a “Competition ID”, insert “15.635”. This is the CFDA number for the Neotropical Migratory Bird Conservation Act. 2) Where it asks for “Applicant Identifier”, leave it blank. 3) Where it asks for a “Federal Entity Identifier”, leave it blank. 4) Where it asks for “Federal Award Identifier”, enter the number for the Neotropical Migratory Bird Conservation Act, and where it asks for “type of application”, always check off the “NEW” box, even if you had a previous phase funded by NMBCA. 5. Where it asks for “Estimated Funding”, enter your grant request (the U.S. dollar amount you are requesting in your proposal) under “Federal”. The match amount should include your entire match, and all your partners’ match, including cash and in-kind. (Exception: if you are working in Canada, in-kind match should not be included.)
- If the resources listed above are insufficient, contact the Grants.gov support center: (24 hours a day, 7 days a week). Phone: 1-800-518-4726 (local toll free). For International callers, please dial 606-545-5035 to speak with a Contact Center representative. Email: [support@grants.gov](mailto:support@grants.gov)