



Ministry  
of Defence



## **SAM REGISTRATION ADJUSTMENT Terms and Conditions**

### 1. Scope of the Service

- a. This service is offered to assist UK suppliers who are experiencing difficulty in securing a System of Award Management (SAM) registration due to inconsistencies between their NCAGE system records and the information captured on SAM. This service is restricted to UKNCB adjusting key information on the NCAGE system to reflect that held on SAM.
- b. If you believe the conditions stated above do not fully reflect your requirements, please contact UKNCB for advice and guidance.
- c. The Customer should contact UKNCB NCAGE Manager, with any queries or interest relating to NCAGE in general on 030 6770 2997 or [NCBGBRNCAGE@mod.gov.uk](mailto:NCBGBRNCAGE@mod.gov.uk)
- d. This service does not provide the Customer with access to the CSIS database. If the Customer requires access to CSIS database, a subscription licence can be purchased separately however the customer is required to have a MOD sponsor. If you would like to know more information about CSIS subscriptions, please contact 030 6770 2778 or [NCBGBRCSISRnwl@mod.gov.uk](mailto:NCBGBRCSISRnwl@mod.gov.uk)

### 2. Applications for SAM Registration Adjustment

The Customer is mandated to complete an on-line form to provide necessary contact information, NCAGE number and source data in accordance with condition 3 below. Applications will not be processed until payment for the service required has been made in accordance with condition 6.

### 3. Source Data

- a. The Customer must provide our NCAGE Manager with a specific screenshot from the SAM system, namely the 'Complete/Incomplete Registration' screen. Customers can access this by logging onto their SAM account as follows:- SAM -> Entity -> Entity Registration -> New or Existing Entity -> Entity List, then scroll down on this page to Registration Details for Complete Record Details and Registration Details for Complete Registration Incomplete Registration Details. Take a screen shot of this page.

- b. The screenshot should be attached to the online form, and then submitted using the Submit button at the foot of the form.

#### 4. Timescales

- a. The UKNCB will endeavour to carry out corrective action on the NCAGE System and have this uploaded and visible on the SAM System within 20 working days of receipt of correct information from the customer.
- b. The 20 working days timescale shall apply only where appropriate source data is supplied by the customer as part of their application, and the UKNCB has no need to generate any queries against the application.

#### 5. Prices

- a. The Price for this service can be found on our website.
- b. The price is exclusive of VAT and other duties and taxes unless otherwise stated. Any VAT or other applicable duties or taxes are payable and shall be charged in addition.
- c. UKNCB reserves the right to revise the pricing of this service. UKNCB will endeavour to provide 30 days' notice of any changes before they are due to come into effect.

#### 6. Payment

The Customer shall pay for services via a secure payment link which will be sent to them by email following the submission of each Application. Full instructions for this can be found on the website.

#### 7. Refunds

To meet the timescales at condition 4a, the UKNCB aim to complete the adjustment on the NCAGE system and submit to SAM immediately after being notified of payment. As a consequence, UKNCB regret that they are unable to accept cancellation of any Application or make any refunds.