

Common Questions & Answers for International Applicants

Problem/Issue	Resource/Contact
Registration: Organization or AOR/SO	
<ol style="list-style-type: none"> 1. SAM questions & issues 2. NCAGE code questions & issues 3. DUNS Number questions & issues 4. Grants.gov registration questions 5. eRA Commons registration 6. EIN 	<ol style="list-style-type: none"> 1. Contact the System for Award Management 2. Contact NCAGE 3. Contact Dun & Bradstreet 4. Contact the Grants.gov Contact Center 5. eRA Commons Help Desk 6. International organizations don't need an EIN. Instead use 44-4444444. For detailed information visit: http://era.nih.gov/ElectronicReceipt/preparing.htm#4
How do I know if my organization is registered with SAM and find my NCAGE code?	To view your organization's SAM status and NCAGE number, go to https://www.SAM.gov and click on the SEARCH tab.
What should I do if I live outside of the U.S. and am unable to access the SAM Web site?	If you are unable to access the SAM Web site then send an e-mail to them at security@bpn.gov and copy the NIH Electronic Submission mailbox at NIHElectronicSubmiss@mail.nih.gov .
How do I know if my organization is registered in the Commons? How do I check my organization's DUNS for NIH applications?	A list of registered organizations and their DUNS can be found at: http://era.nih.gov/userreports/ipf_com_org_list.cfm
How do I know if my organization is registered in Grants.gov?	To check to see if your organization is already registered with Grants.gov you must call the Grants.gov help desk (606-545-5035), with your DUNS number, and they will verify whether or not your organization is registered.
Registration PD/PI	
How do I get registered in eRA Commons?	Your Signing Official must register you in Commons. See: http://grants.nih.gov/ElectronicReceipt/files/grantee_registration_process_for_commons.pdf
Find Opportunity & Download Application	
Where can I find an opportunity?	Funding Opportunity Announcements (FOAs) are posted in the NIH Guide for Grants and Contracts (http://grants.nih.gov/grants/guide/index.html) and in Grants.gov <i>Find</i> (http://www.grants.gov/applicants/find_grant_opportunities.jsp)
Application Submission	
I have completed my application but when I try to submit to Grants.gov, I cannot.	Be sure that you have completed all Mandatory Documents and fields as well as any required Optional Documents. Verify that you have moved all of the completed documents over to the "Completed Documents for Submission" section. Save your application and try to submit again. Contact the Grants.gov contact center if you still have a problem.
Grants.gov has processed my application but I do not see it in the eRA Commons.	eRA Commons may take up to 1 business day to process the application. If you have waited this long and do not see your application, submit a Web Ticket online (http://itservicedesk.nih.gov/era/) or contact the eRA Help Desk and provide your Grants.gov Tracking Number
Application Status/Application Image	
When checking the status of my application in eRA Commons, I found that I have eSubmission Errors. How do I correct my errors or warnings?	<ol style="list-style-type: none"> 1. Go back to the copy of the application saved on your computer 2. Make changes to respond to the error/warning messages 3. Check box # 8 on cover component for changed/corrected application 4. Include federal identifier in box #4 on cover component <ul style="list-style-type: none"> - for new apps, use the Grants.gov tracking number for original submission - for resubmissions continue to use the serial number from original grant award (ex. CA123456) 5. AOR submits changed/corrected application to Grants.gov <p><i>Track application through until you can see the application in the eRA Commons.</i> For detailed instructions visit: http://era.nih.gov/ElectronicReceipt/avoiding_errors.htm and check the application guide. If you need additional assistance, contact the eRA Commons Help Desk.</p>
My application image is distorted or unreadable or there are attachments missing.	Complete a web ticket immediately (http://itservicedesk.nih.gov/era/). The eRA Commons Help Desk will work with you to fix the problems. If the problems were caused by a system issue beyond your control, you will not be penalized as long as the application was submitted on time and the issue was reported to the Help Desk.