



May 29, 2013

TO: Entities Attempting to Complete FFATA Reporting on Montana State University

I want to provide you with an explanation as well as supporting documentation of a situation I have discovered as it relates to the four digit (+4) extension to our zip code. As you may have discovered, Montana State University does not currently have the +4 added to our zip code in SAM, which in turn restricts your ability to report our institution for FFATA reporting purposes. When MSU's data was migrated over to SAM, it had the +4 zip code extension of 0000 which seemed to work in CCR, but in the migration this information was dropped to just the 59717.

In early May of 2013 this situation was brought to our attention by several institutions that were trying to complete the FFATA reporting and on May 13th I contacted Dun & Bradstreet to add the +4 to our zip code only to discover that this is turning into an impossible task. After 11 separate phone calls and/or e-mails over the past three weeks I am still unable to get this issue resolved. After a thorough investigation I believe that the issue involves the software that transmits data from D&B into the SAM registration and that I am unable to get this fixed. I have determined that D&B has our correct physical address for our DUNS # 625447982 (Congressional district #1) which should pull up our correct zip with the +4 zip as confirmed by the USPS, but unfortunately it does not. I have reported this to the Federal Service Desk and they say that they cannot make this change, so I believe I have exhausted all of the possible options to fix this and I am supplying this letter and documentation so that you can provide it to your auditors as proof that Montana State University has in good faith attempted to comply with FFATA reporting requirements. If you see a solution or step that I have missed please contact me.

Sincerely,

Leslie L. Schmidt

Assistant Vice President for Research

**Office of Sponsored
Programs**

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P.O. Box 172470
Bozeman, MT 59717-2470

Tel (406) 994-2381
Fax (406) 994-7951

research@montana.edu
www.montana.edu/wwwvr/

Schmidt, Leslie

From: Daniel, Pamela <DanielP@dnb.com>
Sent: Friday, May 24, 2013 10:41 AM
To: Schmidt, Leslie; judith.nelson@gsa.gov
Cc: Bunge, Barbara; Daniel, Pamela
Subject: RE: Requesting Assistance with D&B Data for Montana State University

Hi Leslie,

I have been on vacation which is why I have not picked up your voicemail.

D&B does not assign a +4, it is taken directly from the US Postal Service (based on the "physical" address). We collect the physical address of the company and when it is delivered to SAM it includes the +4 as issued by USPS.

DUNS: 62-544-7982
MONTANA STATE UNIVERSITY, INC
MONT ST UNIV/GRANTS & CONTRACT
OFFICE OF SPONSORED PROGRAM

PO BOX 172470
BOZEMAN MT 59717
307 MONTANA HALL
BOZEMAN MT 59717

According to USPS, this address is not recognized. As a result, no +4 is sent to SAM. Previously, when this situation occurred, registrants in CCR were asked to enter a +4 and, at one time, it looks like 0000 was entered. Now, SAM is trying to have a proper +4 added so that congressional district can be determined.

307 MONTANA HALL
BOZEMAN MT

- Unfortunately, this address wasn't found.

Below are the steps you must follow going forward to have this issue resolved:

- Go to www.fsd.gov
- Send an email via their site which will ultimately open a "ticket"
- In the subject line type: *NEED zip+4 manually added to my registration*
- Please be sure to provide them the +4 you are needing.
- Finally copy/paste into the email:
"D&B states that the +4 Zip Code could not be processed on their side because USPS does not recognize the physical address"

Future communication will be between the awardee and the Federal Service Desk.

*done
5/24/13*

Schmidt, Leslie

From: Federal Service Desk <service@fsd.gov>
Sent: Friday, May 24, 2013 11:19 AM
To: Schmidt, Leslie
Subject: NEED zip+4 Zip Code manually added to my registration [Incident:130524-000883]

Response

Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response.

Please visit www.fsd.gov to take advantage of the many tools and resources provided by the Federal Service Desk:

At the FSD.gov website, you can access our "Answer Center", which contains answers to many frequently asked questions.

Register for a User Account on the website to review your incident correspondence history and submit webforms.

At the FSD.gov website you may complete and submit your question(s) in the webform by clicking on "Submit a Question to the FSD Help Desk" link. For your convenience, questions can be submitted 24 hours, 7 days a week. Federal Service Desk Agents will respond to your request during normal business hours.

Discussion Thread

Response Via Email (Kathy T1) 05/24/2013 01:18 PM
Mr./Ms. Schmidt,

Please visit the USPS.com and look up the valid address that will be recognized in our system and with D&B. We cannot make these changes. If D&B is having issues, SAM will as well. See below for contact information.

The user needed further clarification on items related to their Zip Code. The Federal Service Desk does not service the U.S. Postal Service and therefore is unable to properly assist with this issue. Federal Service Desk Agents are not authorized to make recommendations regarding this service. For further assistance, please visit <http://zip4.usps.com/zip4/welcome.jsp>. You may submit questions by visiting <http://faq.usps.com/eCustomer/iq/usps/escalate.jsp> and completing an email form or call (1-800-275-8777) Monday-Friday, 8:00 a.m. to 8:30 p.m., Eastern Time or Saturday 8:00 a.m. to 6:00 p.m., Eastern Time.

Customer By Web Form (Leslie Schmidt) 05/24/2013 01:12 PM

D&B states that the +4 Zip Code could not be processed on their side because USPS does not recognize the physical address. I need it to read 59717-2470. Thank you so very much!

Question Reference #130524-000883

Product Level 1: System for Award Management (SAM)

Date Created: 05/24/2013 01:12 PM

Last Updated: 05/24/2013 01:18 PM
Status: Resolved
Business Type: Contracts & Grants
DUNS/BPN/DoDAAC: 625447982
Program #:
Notice #:
Name of Exclusion:
Cage Code: 1KQE9
Issue Type: Have Registration Problem
Role:
Contract ID:

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You entered:

P.O. BOX 172470
BOZEMAN MT 59717-2470

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Here's the full address, using standard abbreviations and formatting...

PO BOX 172470
BOZEMAN MT 59717-2470

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BOZEMAN MT 59717-2470

Unfortunately, this address wasn't found.
Please double-check it and try again.

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