



DUN & BRADSTREET GOVERNMENT

# FDA DUNS PORTAL

## Quick User Guide

The purpose of the FDA DUNS Portal website is to assist Trade with the Lookup / Creation / Modification / Verification / Validation of DUNS Number data needed for submission of entry data through the ACE/ITDS Single Window Program. The following instructions will assist with utilizing the website.

URL: <https://fdadunslookup.com>

### USER REGISTRATION

New users can register to access the site by clicking on the ‘Register’ button on the website and completing the online user registration form. After submitting your user information, a system generated email will be sent to your email address. Open the email and click on the ‘Activate’ button to activate your account.

### PASSWORD

Users can manage their password by clicking on the ‘Forgot Password’ link on the portal’s landing page.

### FACILITY LOOKUP

This service is used to lookup a facility within the Dun & Bradstreet database and obtain the DUNS Number for a facility.

### NAME AND ADDRESS SEARCH:

Enter required input search fields (indicated with an asterisk) and click ‘Lookup’. The ‘List of Facilities’ page will load with potential candidates sourced from the Dun & Bradstreet database.

Review the query results (‘List of Facilities’) for one of the following outcomes:

<b>FACILITY FOUND:</b> Name and Address of Dun & Bradstreet Record is Correct	Click on ‘Accept & View DUNS’ to obtain the DUNS Number that is displayed on the next page. Additionally, a system generated email of the Dun & Bradstreet record (to include the DUNS Number) will be emailed to the user.
<b>UNSURE OF RESULT:</b> Search Again Using Different Input Data	Click on ‘Modify Existing Search’ or ‘Lookup Another Business’ to return to the main search page and search for a facility using modified or different input data.  <b>NOTE:</b> Trade/Portal Users need to work with their clients/stakeholders to ensure the correct record is identified and selected within the Portal when a name and address lookup returns multiple candidates.
<b>FACILITY FOUND:</b> But Modifications to the Name or Address are Needed	Click on the ‘Update’ button to initiate an inquiry request for Dun & Bradstreet to modify the record.  The ‘Create Update Request’ page is loaded. Complete the request form with the appropriate contact information of the facility. Please include the name, email, and phone of the point of contact that is physically located at the facility.  Click the ‘Create Inquiry’ button to submit the request. A system generated email will be emailed to the user that contains the inquiry ticket number.  Once the inquiry is completed, users will be contacted via email with the results of the inquiry.
<b>FACILITY NOT LISTED AND/OR NO</b>	<b>Scenario 1:</b> Facility is not found on the ‘List of Facilities’ page: Click on the ‘Facility Not in the List’ button to initiate a request for Dun & Bradstreet to conduct inquiry of the record.

<b>FACILITY RETURNED:</b>  But Modifications to the Name or Address are Needed	<p>The ‘Create Inquiry’ page is loaded. Complete the request form with the appropriate contact information of the facility. Please include the name, email, and phone of the point of contact that is physically located at the facility.</p> <p>Click the ‘Create Inquiry’ button to submit the request. A system generated email will be emailed to the user that contains the inquiry ticket number.</p> <p>Once the inquiry is completed, users will be contacted with the results of the inquiry.</p> <p><b>Scenario 2:</b> No Facility candidates are returned:</p> <p>The ‘Create Inquiry’ page is loaded. Complete the request form with the appropriate contact information of the facility. Please include the name, email, and phone of the point of contact that is physically located at the facility.</p> <p>Click the ‘Create Inquiry’ button to submit the request. A system generated email will be emailed to the user that contains the inquiry ticket number.</p> <p>Once the inquiry is completed, users will be contacted via email with the results of the inquiry.</p>
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## FACILITY VALIDATION

This service is used to validate the DUNS Number, name and address of a facility against the Dun & Bradstreet database. The Validation service is a process that requires the user to enter a DUNS Number AND the facility name and address to determine 1) if the submitted DUNS Number is a valid DUNS Number, AND 2) if the submitted business name and address match the D&B name and address associated with the submitted DUNS Number.

### DUNS NUMBER, NAME AND ADDRESS VALIDATION:

Enter the DUNS Number, Facility Name and Street Address information of the facility. Note, the required input fields are indicated with an asterisk. Click ‘Validate’. Below are the possible Validation outcomes:

<b>VALIDATION PASSED</b>	<p>The combination of input values (i.e. DUNS Number, name and address) pass the validation routine.</p>
<b>VALIDATION FAILED:</b> But proper candidate is found	<p>The combination of input values does not pass the validation routine. The service automatically preforms a lookup using the DUNS Number, name and address submitted in the initial validation and a matching candidate is found on the ‘List of Facilities.’</p> <p>Click on ‘Accept &amp; View DUNS’ to obtain the full Dun &amp; Bradstreet record (DUNS Number, name and address) that is displayed on the next page. Additionally, a system generated email of the Dun &amp; Bradstreet record (to include the DUNS Number) will be emailed to the user.</p>
<b>VALIDATION FAILED:</b> Candidate is found but modifications to name or address is needed	<p>The combination of input values does not pass the validation routine. The service automatically preforms a lookup using the name and address submitted in the initial validation and a list of potential matching candidates is populated on the ‘List of Facilities’ page. After reviewing the list, the correct match is found, but modifications to the name or address is needed.</p> <p>Click on the ‘Update’ button to initiate a request for Dun &amp; Bradstreet to inquiry the record.</p> <p>The ‘Create Update Request’ page is loaded. Complete the request form with the appropriate contact information of the facility. Please include the name, email, and phone of the point of contact that is physically located at the facility.</p> <p>Click the ‘Create Inquiry’ button to submit the request. A system generated email will be emailed to the user that contains the inquiry ticket number. Once the inquiry is completed, users will be contacted via email with the results of the inquiry.</p>

	<p>Click on ‘Lookup Another Business’ to return to the main search page and search for a facility using different input data.</p>
<p><b>VALIDATION FAILED:</b> And no match candidates are found</p>	<p>The combination of input values does not pass the validation routine. The service automatically preforms a lookup using the name and address submitted in the initial validation and no match candidates are found.</p> <p>The ‘Create Inquiry’ page is automatically loaded. Complete the request form with the appropriate contact information of the facility. Please include the name, email, and phone of the point of contact that is physically located at the facility.</p> <p>Click the ‘Create Inquiry’ button to submit the request. A system generated email will be emailed to the user that contains the inquiry ticket number. Once the inquiry is completed, users will be contacted via email with the results of the inquiry.</p> <p>Click on ‘Lookup Another Business’ to return to the main search page and search for a facility using different input data.</p>

### FAQ Guide:

#### Question 1: Does D&B charge users to obtain a DUNS number?

Answer: There is no charge to obtain a DUNS Number from D&B, the DUNS Portal is free for all users, and there is no charge for any aspect of the service provided.

#### Question 2: How long does it take for D&B to complete an inquiry?

Answer: Inquires are typically completed within 7-15 business days and an email notification will be sent to the user upon completion with notes detailing what action was taken.

#### Question 3: What if inquiry results do not yield the requested changes a user has made?

Answer: Inquires can be re-opened and further information can be included to allow our data stewards to make further updates if an inquiry resolution is not sufficient.

## FEEDBACK

Users may submit questions, feedback or suggestions by clicking the ‘Provide Feedback’ button in the top, right-hand corner of the page.

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### ABOUT DUN & BRADSTREET

Dun & Bradstreet (NYSE: DNB) grows the most valuable relationships in business. By uncovering truth and meaning from data, we connect customers with the prospects, suppliers, clients and partners that matter most, and have since 1841. Nearly ninety percent of the Fortune 500, and companies of every size around the world, rely on our data, insights and analytics. For more about Dun & Bradstreet, visit [DNB.com](http://DNB.com).