Food Facility Registration User Guide: U.S. Agent Voluntary Identification System (VIS)

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1.1 Overview of the U.S. Agent Voluntary Identification System (VIS) and Associated Systems.

The FDA U.S. Agent Voluntary Identification System (VIS) facilitates the creation of a U.S. Agent I.D.; the hosting and management of the U.S. Agent contact information; the Agent’s acceptance or rejection of a foreign food facility registration; the Agent’s viewing of foreign food facility registration details; the deactivation of the U.S. Agent I.D.; and the creation of potential foreign facilities, which provide for increased automation of U.S. Agent acceptance or rejection of foreign food facility registrations.

2 Creating a U.S. Agent I.D.

2.1 Step 1 – Access the U.S. Agent Voluntary Identification System Section

Upon login to the FFR module in FURLS, choose the “U.S. Agent Voluntary Identification System” option from the FFR main menu (Figure 1).
Figure 1 - U.S. Agent Voluntary Identification System Option

The Voluntary U.S. Agent Information page (Figure 2), is displayed for any user who has not submitted a request for a U.S. Agent I.D.
2.2 Step 2 – Fill out U.S. Agent Contact Information and Submit

There are two options.

1. Enter the U.S. Agent contact information manually by filling out the form, or

2. Click the “Link U.S. Agent to your Account” button.
Option 1: Fill out the contact information for the U.S. Agent on the form. Then click the “Submit” button. The system will send an initial registration notification email to the email address that you provided on the form. Open the email notification, review the contents, and click the “activation” link to receive your U.S. Agent I.D. Upon activation, your U.S. Agent I.D. and a Pin Number will be displayed. You will also receive an email notification that provides you with the same U.S. Agent I.D. and Pin number. The Pin Number is provided so that you can share your account with other U.S. Agents.

Option 2: Click the “Link U.S Agent to your Account” button. Enter the U.S. Agent I.D. and Pin Number in the associated fields. The U.S. Agent I.D. and Pin Number are provided to you by another U.S. Agent. Upon clicking the “Submit” button, you will have access to the features and data, provided to you by the original U.S Agent.

3 Access U.S. Agent Features

Upon receipt of the U.S. Agent I.D., or the successful linking of your account to a U.S. Agent I.D., click the “U.S. Agent Voluntary Identification System” module. The “United States Agent” page will be displayed (Figure 3). This page provides your:

- U.S. Agent I.D.
- Pin Number

This page also provides you with three U.S. Agent features:

1. Update Voluntary U.S. Agent Information: This feature allows you to update your contact information, such as address, email address, and telephone numbers. Each facility that you represent will receive an email notifying them of your change in contact information. This page also allows you to deactivate your U.S. Agent I.D. account.

2. Manage Registrations: This feature allows you to “accept” and “reject” the representation of specific foreign food facilities. It also allows you to view foreign food facility registration details.

3. Add Potential Foreign Facilities: This feature allows you to add foreign food facilities that you expect to represent. When the foreign food facility representative enters your U.S. Agent I.D. in Section 7 (the U.S. Agent section) of the foreign food facility registration, the FFR system will enter your contact information automatically into the registration. Upon submission, you will not have to “accept” or “reject” the registration. The registration will be automatically accepted.
3.1 Access Update Voluntary U.S. Agent Information

After you have clicked the "Update Voluntary U.S. Agent Information" button, the "Voluntary U.S. Agent Information" page will be displayed, with your contact information pre-populated in each field (Figure 4). You can change any field. To submit the changes, click the "Submit" button. The FFR system will send email notifications on the details of your contact information changes to you, and to the foreign facilities.

From the "Update Voluntary U.S. Agent Information" page, you can also deactivate your U.S. Agent I.D. by clicking the "Deactivate U.S. Agent I.D" button.

Note: The U.S. Agent’s email address cannot be changed to an email address in use by a representative of one of the agent’s foreign food facilities.
3.2 Access Manage Registrations

After you have clicked the “Manage Registrations” button, the “Manage Registrations” page will be displayed (Figure 5). This page displays the facility address and receipt code for each foreign food facility associated with your U.S. Agent I.D. or contact information. From this page, you can agree to be the U.S. Agent for a foreign food facility by clicking the “Accept Assignment” button (“checkmark” icon) in the Action column. Or you can reject an assignment as the U.S. Agent to the foreign food facility by clicking the “Reject Assignment” button (“x” icon). Alternatively, you can accept or reject an assignment using
the “Confirm Receipt Code” option by entering the receipt code from the Initial Agent Assignment notification email. The acceptance or rejection from the “Confirm Receipt Code” option will be updated in “Manage Registrations”.

Any foreign food facility registration that you have accepted will display a “View Registration” button (“eye” icon) next to the “Reject Registration” button (“x” icon) in the Action column. Clicking the “View Registration” button will allow you to view the details of the registration. At any time, you can reject an assignment.

**Figure 5 - Access the Manage Registrations Page**

![Manage Registrations Page](image)

### 3.3 Access Add Potential Foreign Facilities

After you have clicked the “Add Potential Foreign Facilities” button, the Add Potential Foreign Facilities page will be displayed (Figure 6). From this page, you can add the name and address of foreign food facilities that you expect to represent in the future. After you have clicked the “Add Facility” button, the foreign food facility will be added to a table. You can add multiple potential foreign food facilities. From the table, you can modify or delete a potential foreign facility. To update the system with your potential foreign food facilities, click the “Submit” button.
If the foreign food facility representative enters your U.S. Agent I.D. in Section 7 during the creation of a foreign facility registration, the representative will be able to view the details of your U.S. Agent’s contact information automatically. Upon submission of the foreign food facility registration by the facility representative, the facility listed in your “Add Potential Foreign Facilities” table will move to the “Manage Registrations” table.

Likewise, the foreign food facility representative could enter your U.S. Agent email address, along with your address details in Section 7, instead of your U.S. Agent I.D. Upon submission of the foreign food facility registration by the facility representative, the facility listed in your “Add Potential Foreign Facilities” table will move to the “Manage Registrations” table.

In both instances, the FFR system will automatically accept the foreign food facility for you. You do not have to formally accept the potential foreign food facility.

**Figure 6 - Access the Add Potential Foreign Facilities Page**
4 Access Foreign Food Facility Registration Section 7 – United States Agent

When registering a Foreign Facility Registration as part of the “Register a Food Facility”, “Update Facility Registration”, or “Biennial Registration Renewal” options, you will be asked whether you have a U.S. Agent I.D. in Section 7: United States Agent (Figure 7).

Figure 7 - U.S. Agent ID in Section 7

If you select “No” you will be able to fill out the U.S. Agent contact information manually, as you do today. However, if you select “Yes”, you will be able to enter the U.S. Agent I.D. (Figure 8):

Figure 8 - U.S. Agent ID Search

After entering the U.S. Agent I.D., and clicking the “Search” button, you will see the U.S. Agent details in a table (Figure 9). Continue with the submission if this is the correct agent. If the correct agent is not displayed, you can delete the agent by selecting the “Delete” icon in the Action column. Enter another U.S. Agent I.D. or enter the agent contact information manually.

Figure 9 - U.S. Agent Contact Information Table
5 Access Foreign Food Facility Registration Submission Confirmation

If the U.S. Agent has identified your facility in advance (as a potential facility), your post-submission confirmation will change (Figure 10). You will receive your registration number and Pin Number immediately because the U.S. Agent has already agreed to represent your facility.

Figure 10 - Foreign FFR Post-Submission - U.S. Agent Confirmation In Advance

If the U.S. Agent has not agreed to represent your facility in advance, the post-submission confirmation screen will not change. It will remain as it is today.