

# **“How-To” Guide for User Fee Account Management System**



# “How-To” Guide

## User Fee Account Management System

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# **“How-To” Guide**

## **User Fee Account Management System**

### **What Is The Purpose Of This Guide?**

The U.S. Food and Drug Administration’s User Fee Account Management System is a tool that allows industry customers to access their receivables data online. This guide contains a step-by-step demonstration of the systems’ features.

## CONTACT INFORMATION

**User Fee Help Desk Email**

[userfees@fda.gov](mailto:userfees@fda.gov)

**User Fee Help Desk Phone Number**

(301) 796-7200

**Account Management Website Home**

[https://fdasfinapp8.fda.gov/OA\\_HTML/irecLogin.jsp](https://fdasfinapp8.fda.gov/OA_HTML/irecLogin.jsp)

# REGISTRATION

## Who Needs to Register

### New Organizations

All NEW establishments that have NOT registered in the User Fee System are required to register as a “New Organization” on the User Fee Account Management website.

**If you need to register, go to page 6 of this document and read, “Register a New Account.”**

### New Account Registration

The screenshot shows the FDA User Fee Account Management website. The header includes the FDA logo and the text "U.S. Food and Drug Administration". Below the header, there are two tabs: "FAQ" and "Sign In". The main content area is titled "User Fee Account Management". Under the heading "Returning user, please login", there are fields for "User Name", "Password", and "User Fee" (with a dropdown menu set to "Animal Drug User Fee"). A "Sign In" button is located below these fields. Below the login section, there is a link "Forgot your Username/Password information?". Under the heading "New user, please register", there is a link "New Account Registration" which is circled in red. At the bottom of the page, there is a footer with links: "FDA Home Page | Search FDA Site | FDA A-Z Index | Contact FDA | Privacy | Accessibility" and "FDA Website Management Staff".

## Who Does NOT Need to Register

### Existing User Fee Systems

All existing establishments of the User Fee System are NOT required to register for an account on the User Fee Account Management website. The single sign-on feature allows you to access both applications and move between the two with the same user name and password.

**If you do not need to register, go to page 13 of this document and read, “Log into Application.”**

### Existing Account Login

The screenshot shows the FDA User Fee Account Management website. The header includes the FDA logo and the text "U.S. Food and Drug Administration". Below the header, there are two tabs: "FAQ" and "Sign In". The main content area is titled "User Fee Account Management". Under the heading "Returning user, please login", there are fields for "User Name" (containing "USER FEE LOGIN"), "Password" (containing "\*\*\*\*\*"), and "User Fee" (with a dropdown menu set to "Animal Drug User Fee"). A "Sign In" button is located below these fields. Below the login section, there is a link "Forgot your Username/Password information?". Under the heading "New user, please register", there is a link "New Account Registration". At the bottom of the page, there is a footer with links: "FDA Home Page | Search FDA Site | FDA A-Z Index | Contact FDA | Privacy | Accessibility" and "FDA Website Management Staff".

## 1.1 Register a New Account


To register you will need a cover sheet or invoice number, as well as the corresponding amount from their customer account.

**Account Management Sign-in Page**



**U.S. Food and Drug Administration**





**User Fee Account Management**

**Returning user, please login**

User Name:

Password:

User Fee:

[Forgot your Username/Password information?](#)

**New user, please register**

**New Account Registration**


PLEASE NOTE - All users that have previously created a cover sheet or order with the User Fee System do **NOT** need to create a new account. Please use the User Fee System's User Name and Password for access

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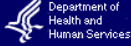
| Step Number                 | Action  |
|-----------------------------|---|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"><li>Access Account Management application with the URL: <a href="https://fdasfinapp8.fda.gov/OA_HTML/irecLogin.jsp">https://fdasfinapp8.fda.gov/OA_HTML/irecLogin.jsp</a></li></ul> |
| 2. <input type="checkbox"/> | <ul style="list-style-type: none"><li>Click "New Account Registration."</li></ul>   |

## 1.2 Enter Cover Sheet/Invoice Number and Total Amount

**Registration Page**



**U.S. Food and Drug Administration**



 [FAQ](#)      [Sign In](#)

---

**FDA Account Management Registration**

To provide secure access to your FDA User Fee customer account information, please enter your Cover Sheet Number or Invoice Number with corresponding Total Amounts below :

Cover Sheet Number :

(Ex. Payment ID: AD1234567-111, enter 1234567)

Total Amount :

(ex. \$3,500, enter 3500)

**OR**

Invoice Number :

(May include numbers and letters, No special characters)

Total Amount :

(ex. \$3,500, enter 3500)

This information is only required when you first set up your account, to verify that unauthorized persons do not access your account details.

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| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Enter either the cover sheet OR invoice number and the total amount. Do <b><u>NOT</u></b> include any symbols (for example, \$, %, @).</li> </ul> <p><b>NOTE: You are <u>NOT</u> required to fill out both a cover sheet and invoice.</b></p> |
| 2. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Click "Continue."</li> </ul>  |

### 1.3 Enter User Information

Confirm the organization listed and enter the required user information. Note the restrictions listed at the bottom of the page for creating your user name and password.

**NOTE: Users that have User Fee accounts do NOT need to register for this application.**

**Business User Registration Page**

---

Business User Registration

\* Indicates required field

Submit

---

Business Information

Organization Name: VYAS INC

Organization Number: 168485

Organization Federal Employer Identification Number: 223344556

Organization DUNS: 998877665

---

User Information

\* First Name:

Middle Name:

\* Last Name:

\* Email Address:

\* Confirm Email Address:

\* Day Phone Number: (  )  Ext.

Evening Phone Number: (  )  Ext.

Fax Number: (  )  Ext.

\* User Name:

\* Password:

\* Confirm Password:

---

Important Notice: You must provide a valid email address for FDA to reach you regarding any payment issues, refunds, or other notices.

Your user name cannot contain any symbols.

Your password must be at least 8 characters long but cannot repeat any of its characters or contain your user name. Your password must include the following character types: uppercase letters, lowercase letters, numbers, and one of the following symbols: @, #, \$, %, ^, &, \*, !

---

Submit

| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>▪ Enter the following information: <ul style="list-style-type: none"> <li>○ First Name</li> <li>○ Last Name</li> <li>○ Email Address</li> <li>○ Confirm Email Address</li> <li>○ Day Phone Number (do not include dashes)</li> <li>○ User Name</li> <li>○ Password</li> <li>○ Confirm Password</li> </ul> </li> </ul> |
| 2. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>▪ Click "Submit."</li> </ul>  |



## Are you a Primary User?

The first person that registers for an account automatically becomes the Primary User. Decide who will register first as this person will be the Primary User and will approve or reject all other requests to access the account.

After a Primary User registers, a confirmation screen appears. The confirmation screen lists the responsibilities of a Primary User. The image shown below displays the confirmation screen.

If you need to change the Primary User, email the User Fee Help Desk at [userfees@fda.gov](mailto:userfees@fda.gov).

**Go to page 10 for more information about the Primary User role.**



## Are you a Secondary User?

A Secondary User must first register for an account and then request access from the Primary User. A Secondary User can only access an account after the Primary User grants the Secondary User access.

After a Secondary User registers, a confirmation screen appears. The image shown below displays the confirmation screen. This confirmation screen verifies that the Secondary User is registered; however, the Secondary User still must wait for approval from the Primary User in order to access the account.

The Secondary User may then log into the account once the Primary User grants access to the Secondary User. The Primary User's contact information is listed on the screen in case the situation is urgent and the Secondary User wants to directly contact the Primary User.

**Go to page 11 for more information about the Secondary User role.**



## 1.4 Primary User Confirmation

**Primary User Confirmation**



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NEERAVTEST1 - Animal Drug User Fee

Thanks for signing up! A confirmation email will be sent to you.

You are now registered as the Primary User for this account.  
As primary user, additional users requesting access to this account will require your approval.


Click on the 'Back to Login Page' to access your customer account.

If designated Primary User needs to be changed, please contact the User Fee Helpdesk at [userfees@fda.gov](mailto:userfees@fda.gov)

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| Step Number                 | Action  |
|-----------------------------|---|
| 1. <input type="checkbox"/> | ▪ View the confirmation screen and notify the Primary User of responsibility. |
| 2. <input type="checkbox"/> | ▪ Receive the Primary User confirmation email (see the below image).          |
| 3. <input type="checkbox"/> | ▪ Click "Back to Login Page" to sign into the application.                    |

### Primary User Confirmation Email

From:  userfees@fda.gov Sent: Mon 11/10/2008 3:44 PM

To:

Cc:

Subject: FDA User Fee Account Management System Access Request 10-NOV-2008 15:31

---

Message from FDA - UDEV

=====

NEERAVTEST1 - Welcome to FDA Account Management System.

You have successfully completed the registration process for FDA Account Management System. You have been granted the Primary User role for your companys FDA Account Management System account.

As the Primary User, you have authority to approve and deny access to additional users who are requestiong access to your companys FDA Account Management System account. The requestors full namewill appear along with an Accept and Reject button. The Accept button will grant the requestors access to your companys receivable information and a Reject will prevent the requestor from logging into the Account Management System application.

As the Primary User, the email address you provided during the registration process will be published to those requesting access to your companys account once successfully answering the challenge question.

If you have any questions, please contact us at userfees@fda.gov or (301)827-9539.

=====

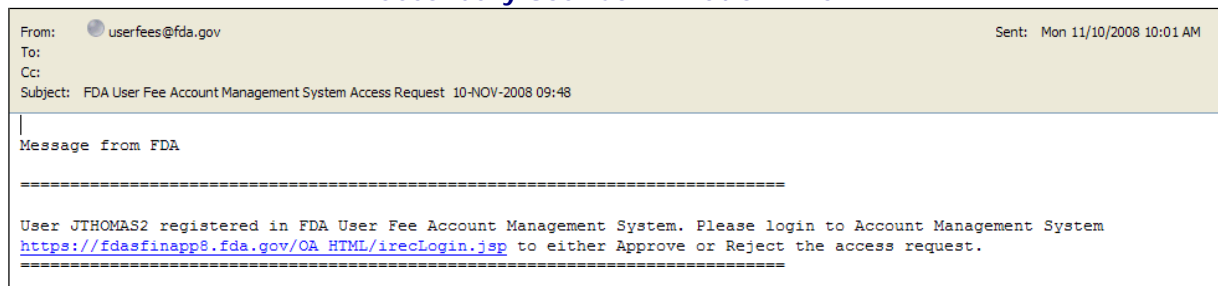
## 1.5 Secondary User Confirmation

The below image shows the confirmation a Secondary User receives once approved by the Primary User.



| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>View the confirmation screen.</li> </ul> <p><b>NOTE: This screen tells you that you have registered. However, you still need to wait for the Primary User to approve your request for access.</b></p> |
| 2. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Receive a Secondary User Confirmation email. This email is from the Primary User, granting you access.</li> </ul>   |
| 3. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Click "Back to Login Page" to return to home page.</li> </ul>   |


### Secondary User Confirmation Email



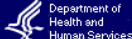
## 1.6 Approving Secondary User

In addition to a confirmation email, a Primary User will receive an email after they log onto the system for the first time. This additional email will tell the Primary User to either approve or reject the user requesting access to the account.

**Primary User Approval Required**



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| Requester Name | Request Date | Fee Type | Action   |
|----------------|--------------|----------|--|
| JOHN SMITH     | 08-OCT-2008  | ADUFA    | <input type="button" value="Approve"/> <input type="button" value="Reject"/> |

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| Step Number                 | Action  |
|-----------------------------|---|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Click "Approve" to approve the user request or "Reject" to deny the user request for Secondary User status.</li> </ul> <p><b>NOTE: If you approve a request, the user's name is highlighted in blue. The names of Primary Users appear on the Primary User's "Go To My Account" page. If you reject the request, the user's name is removed from the page and no longer appears on the screen.</b></p> |

**Primary User Approves Requestor**



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| Requester Name | Request Date | Fee Type | Approve Date |
|----------------|--------------|----------|--------------|
| JOHN SMITH     | 08-OCT-2008  | ADUFA    | 09-OCT-2008  |

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## LOG INTO THE APPLICATION

### 2.1 Account Management Sign In

**Account Management Sign In Page**



**U.S. Food and Drug Administration**





### User Fee Account Management

---

**Returning user, please login**

User Name:

Password:

User Fee:

[Forgot your Username/Password information?](#)

**New user, please register**

[New Account Registration](#)

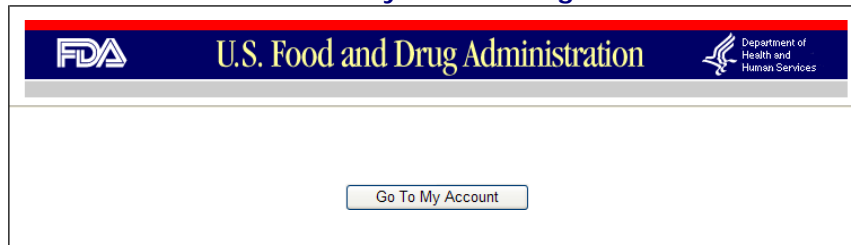
PLEASE NOTE - All users that have previously created a cover sheet or order with the User Fee System do **NOT** need to create a new account. Please use the User Fee System's User Name and Password for access

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| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | ▪ Enter your user name and password.                   |
| 2. <input type="checkbox"/> | ▪ Select appropriate User Fee type from drop-down box. |
| 3. <input type="checkbox"/> | ▪ Click "Sign In" and the following screen appears.    |

### Go To My Account Page





| Step Number                 | Action  |
|-----------------------------|---|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"><li>Click "Go To My Account."</li></ul> |

## USE THE ACCOUNT HOME PAGE

### 3.1 Understanding the Customer Summary Page

The Customer Summary page is also known as the Account Homepage. This page allows you to view and/or pay for open receivables and cover sheets. This page also provides the option to request access to other User Fees, access the User Fee website, or register for other customer accounts.

**Customer Summary Page**

**U.S. Food and Drug Administration**

[Contact Us](#) [Transaction List](#) [Logout](#) [Preferences](#) [Personalize Page](#)

**Customer Summary** **Account**

[Personalize Flow Layout: \(SummaryRegionLabel\)](#)  
**Account Summary: LIPTON INC::62010**

Your Account Balance: **USD 57,223.00**

|                        |                  |                              |
|------------------------|------------------|------------------------------|
| Overdue Receivables    | <u>0.00</u>      | <a href="#">▶ Show Aging</a> |
| Total Open Receivables | <u>57,223.00</u> |                              |
| Open Payments          | <u>0.00</u>      |                              |
| Account Balance        | <u>57,223.00</u> |                              |

☒ **TIP** The above balance represents invoice activities, partially paid and fully paid Coversheets (if applicable).

**Animal Drug User Fee**

Switch User Fee

To create and/or view Cover Sheets, [click here](#)

To request access to view submitted application/invoices for another User Fee associated with your account, [click here](#)

To request access to other customer accounts, [click here](#). Be prepared with:

- Payment ID number and amount or,
- Invoice Number and amount

**Submitted Cover Sheets**

| Cover Sheet             | Total Due | Total Paid | Action                  |
|-------------------------|-----------|------------|-------------------------|
| <a href="#">1000224</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000221</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000220</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |

[Customer Summary](#) | [Account](#) | [Contact Us](#) | [Transaction List](#) | [Logout](#) | [Preferences](#) | [Personalize Page](#)

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Below is a list of all available features of the Customer Summary page and a brief explanation of each feature's functionality. Step-by-step directions of these features are provided in the following sections.

- 1. Account Name**
  - Displays the Customer Account Name and Customer Account Number
- 2. Open Invoice Receivables**
  - Only displays invoice activities and partially/fully paid cover sheets.
  - Total amount does NOT include submitted cover sheets.
- 3. Customer Summary Tab**
  - The Account Home page (displayed above)
- 4. Account Details Tab**
  - Search Invoice Details
  - Pay for Invoices
  - Print Invoices
- 5. Account User Fee**
  - Displays current User Fee being accessed
- 6. Create and View Cover Sheets**
  - User directed to User Fee System

**7. Request Access to another User Fee for Account**

- If Account belongs to multiple User Fees, access can be requested here.

**8. Requesting Access to another Customer Account**

- If user belongs to multiple Customer Accounts, access can be requested here.

**9. Submitted Cover Sheets**

- All submitted cover sheets associated with this account displayed.

**10. Pay for Submitted Cover Sheet**

- User can pay for cover sheet through Pay.gov

**11. Preferences**

- Change your password

**12. Logout**

- Logout of Account Management application



The following sections explain these features in more detail.



## 3.2 Using the Application

The Account Management system offers a variety of options from the Customer Summary page as explained above. The table below provides a list of these different options, as presented on the Customer Summary page.

**Customer Summary Page**


**U.S. Food and Drug Administration**

 Department of Health and Human Services

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[Transaction List](#)
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**Customer Summary**
Account

Personalize Flow Layout: (SummaryRegionLabel)  
**Account Summary: LIPTON INC::62010**

Your Account Balance: USD 57,223.00

Overdue Receivables 0.00 [Show Aging](#)  
 Total Open Receivables 57,223.00 **A**  
 Open Payments 0.00  
 Account Balance 57,223.00

**Animal Drug User Fee**  
**C** Switch User Fee - select - **D**  
 To create and/or view Cover Sheets, [click here](#) **D**  
 To request access to view submitted application/invoices for another User Fee associated with your account, [click here](#) **B**  
**E** To request access to other customer accounts, [click here](#). Be prepared with:  

- Payment ID number and amount or,
- Invoice Number and amount

**Submitted Cover Sheets**  

| Cover Sheet                      | Total Due | Total Paid | Action                           |
|----------------------------------|-----------|------------|----------------------------------|
| <b>F</b> <a href="#">1000224</a> | \$246300  | \$0        | <b>G</b> <a href="#">Pay Now</a> |
| <a href="#">1000221</a>          | \$246300  | \$0        | <a href="#">Pay Now</a>          |
| <a href="#">1000220</a>          | \$246300  | \$0        | <a href="#">Pay Now</a>          |

**TIP** The above balance represents invoice activities, partially paid and fully paid Coversheets (if applicable).

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The Customer Summary page offers the following options:

| To:   | Skip to: |
|---|----------|
| <b>A. View and Pay Open Invoices</b>                            | Page 19  |
| <b>B. Request Access to other User Fees within your Account</b> | Page 24  |
| <b>C. Switch User Fees</b>                                      | Page 25  |
| <b>D. Create and View Cover Sheets in User Fee website</b>      | Page 26  |
| <b>E. Request Access to other Customer Accounts</b>             | Page 27  |
| <b>F. View Cover Sheet</b>                                      | Page 30  |
| <b>G. Pay for Cover Sheet</b>                                   | Page 30  |
| <b>H. Change Password</b>                                       | Page 31  |



The following sections provide step-by-step directions for each option listed above.

### 3.3 View and Pay Open Invoices

#### Customer Summary Page

You can view and pay for all open invoices (this does not include submitted cover sheets). A breakdown of all invoices and paid cover sheets is available on the Account Details page.

**Customer Summary Page**


**U.S. Food and Drug Administration**

 Department of Health and Human Services

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[Customer Summary](#)
[Account](#)

[Personalize Flow Layout: \(SummaryRegionLabel\)](#)  
**Account Summary: LIPTON INC::62010**

Your Account Balance: **USD 57,223.00**

|                        |           |                            |
|------------------------|-----------|----------------------------|
| Overdue Receivables    | 0.00      | <a href="#">Show Aging</a> |
| Total Open Receivables | 57,223.00 |                            |
| Open Payments          | 0.00      |                            |
| Account Balance        | 57,223.00 |                            |

[Animal Drug User Fee](#)  
 Switch User Fee:   
 To create and/or view Cover Sheets, [click here](#)  
 To request access to view submitted application/invoices for another User Fee associated with your account, [click here](#)  
 To request access to other customer accounts, [click here](#). Be prepared with:
 

- Payment ID number and amount or,
- Invoice Number and amount

**Submitted Cover Sheets**

| Cover Sheet             | Total Due | Total Paid | Action                  |
|-------------------------|-----------|------------|-------------------------|
| <a href="#">1000224</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000221</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000220</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |

☒ **TIP** The above balance represents invoice activities, partially paid and fully paid Coversheets (if applicable).

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| Step Number                 | Action  |
|-----------------------------|---|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Click either the "Account" tab in the top right corner of the page, or the dollar amount next to "Total Open Receivables" on the left side of the page.</li> </ul> |

## Account Details Page

If you want to view or pay open invoices, go to the Account Details page. This page allows you to select the specific invoice you want to view/pay.

**NOTE: You can view paid cover sheets on this page but you CANNOT pay for cover sheets using this process. To pay for cover sheets, go to "View and Pay Cover Sheets" section.**

**Account Details Page**

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Department of Health and Human Services

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[Customer Summary](#) | **[Account](#)**

[Personalize Flow Layout: \(AcctDetailsPageLabel\)](#)

**Account Details: LIPTON INC:62010**

Account Balance: 57,223.00

**Search**

Status: Open/pending ▼

Transaction Type: All Transactions ▼

Currency: USD ▼

[Show Advanced Search](#)

Go

---

Total Transactions 3
Total Original Amount 57,223.00
Total Remaining Amount 57,223.00

☐ Select All 3

**Select Receivables:** Pay Add to Transaction List

[Select All](#) | [Select None](#)

| Select Transaction               | Type    | Status | Transaction Date | Due Date    | Coversheet | Original Amount | Remaining Amount |
|----------------------------------|---------|--------|------------------|-------------|------------|-----------------|------------------|
| <input type="checkbox"/> 1000363 | Invoice | Open   | 10-Nov-2008      | 10-Nov-2008 |            | 23,000.00       | 23,000.00        |
| <input type="checkbox"/> 1000364 | Invoice | Open   | 10-Nov-2008      | 10-Nov-2008 |            | 7,523.00        | 7,523.00         |
| <input type="checkbox"/> 1000365 | Invoice | Open   | 10-Nov-2008      | 10-Nov-2008 |            | 26,700.00       | 26,700.00        |

Recalculate
Selected Transactions
Original Amount
Remaining Amount

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| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | View the open invoices and paid cover sheets as listed under the transaction column. |
| 2. <input type="checkbox"/> | Click the desired transaction you want to view/pay.                                  |
| 3. <input type="checkbox"/> | View the invoice template of the desired transaction as displayed on your screen.    |

## Invoice

To view invoice details, go to the standard invoice template; this includes description, quantity, and total amount. For a printable version of an invoice, click the "Printable Page." You may pay for an invoice by clicking on the "Pay."

**Standard Invoice Template**

**U.S. Food and Drug Administration**  
Department of Health and Human Services

[Contact Us](#) | [Transaction List](#) | [Home](#) | [Logout](#) | [Preferences](#)

[Customer Summary](#) | **Account**

[Account](#) >

**Invoice 1000304**

**Bill To:**  
VYAS INC  
1000 Rockville Pike  
ROCKVILLE, MD 20183

**Remit To:**  
U S FOOD AND DRUG ADMINISTRATION  
P O BOX 956733  
ST LOUIS, MO 63195-6733

**Ship To:**

Please include the invoice number on all remittances and include remittance copy with postal payments.

| Invoice      |                 |
|--------------|-----------------|
| 1000304      |                 |
| Billing Date | Customer Number |
| 09-Oct-2008  | 61880           |
| Coversheet   |                 |
|              |                 |

| Terms     | Due Date    | Customer Contact | Contact Phone | Contact Fax |
|-----------|-------------|------------------|---------------|-------------|
| IMMEDIATE | 09-Oct-2008 | Neerav Vyas      | 1234567       |             |

| Item Num | Description | Quantity Shipped | Unit Price | Extended Amount |
|----------|-------------|------------------|------------|-----------------|
| 1        | Testing 2   | 33               | 2,300.00   | 75,900.00       |

|                           |                  |
|---------------------------|------------------|
| SubTotal                  | 75,900.00        |
| Tax                       | 0.00             |
| Shipping                  | 0.00             |
| <b>Total</b>              | <b>75,900.00</b> |
| Payments and Credits      | 0.00             |
| Financial Charges         | 0.00             |
| Outstanding balance as of | 75,900.00        |
| 09-Oct-2008 in USD        |                  |

[Return to Account Details](#)

[Customer Summary](#) | [Account](#) | [Contact Us](#) | [Transaction List](#) | [Home](#) | [Logout](#) | [Preferences](#)

[Printable Page](#) | [Pay](#)

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| Step Number                 | Action  |
|-----------------------------|---|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>View invoice details on this page.</li> </ul>                                  |
| 2. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>To print an invoice, click "Printable Page" and a new window opens.</li> </ul> |
| 3. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>To pay for an invoice, click "Pay."</li> </ul>                                 |
| 4. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>View the "Payment" page as displayed on your screen.</li> </ul>                |

## Payment

To confirm the payment is accurate and make a payment through Pay.gov, go to the "Payment" page.

**Payment Page**

**U.S. Food and Drug Administration**  
Department of Health and Human Services

[Contact Us](#) | [Transaction List](#) | [Home](#) | [Logout](#) | [Preferences](#)

Customer Summary | Account

[Account](#) > [Invoice](#) >

**Payment**

\* Indicates Required Field

**Installment Summary**

| Transaction Number | Transaction Type | Transaction Date | Due Date    | Payment Terms | Amount Due Remaining | Discount Amount | Payment Amount | Service Charge Amount | Dispute Amount | Currency Code | Action  |
|--------------------|------------------|------------------|-------------|---------------|----------------------|-----------------|----------------|-----------------------|----------------|---------------|---------|
| 1000303            | Invoice          | 09-Oct-2008      | 09-Oct-2008 | IMMEDIATE     | 2,500.00             | 0.00            | 2,500.00       | 0.00                  | 0.00           | USD           | Pay Now |

Remaining Balance 2,500.00 USD  
 Total Payment Amount 2,500.00 USD  
 Balance Due 0.00 USD  
 Dispute Amount 0.00 USD

[Customer Summary](#) | [Account](#) | [Contact Us](#) | [Transaction List](#) | [Home](#) | [Logout](#) | [Preferences](#)

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| Step Number                 | Action  |
|-----------------------------|---|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Confirm all payment information is accurate.</li> </ul>          |
| 2. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Click "Pay Now" to access Pay.gov and make a payment.</li> </ul> |

## Pay.Gov

Select the "Pay Now" button and the page will be redirected to Pay.gov. Pay.gov provides two payment methods: ACH and debit/credit card.

Note: The electronic payment option depends on the payment due. The credit card option may not be available based on the credit card limit. If the balance due exceeds the credit card limit of \$24,999.99, only the ACH option is available.

### Pay.gov Payment Site

The screenshot shows the Pay.gov payment interface for the FDA. At the top left is the FDA U.S. Food & Drug Administration logo, and at the top right is the Pay.gov logo. The main heading is "FDA USER FEESP2". Below this, the instruction "Please select a payment method:" is displayed. There are two radio button options: "I want to pay with a withdrawal from a checking or savings account (ACH)" and "I want to pay with a debit or credit card". To the right of the second option is a row of credit card logos: VISA, MasterCard, AMEX, Discover, JCB, UnionPay, and Diners Club. Above the ACH option is a green house icon with a dollar sign. At the bottom, there are two buttons: a blue "Cancel" button and a red "Continue" button.

FDA U.S. FOOD & DRUG ADMINISTRATION

Pay.gov

**FDA USER FEESP2**


Please select a payment method:

☐ I want to pay with a withdrawal from a checking or savings account (ACH)


☐ I want to pay with a debit or credit card

Cancel Continue

## ACH Payment Option



**U.S. FOOD & DRUG**  
 ADMINISTRATION



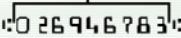
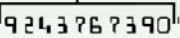

**FDA USER FEESP2**

**Please enter checking or savings account information below.**  
\* indicates required fields

Agency Tracking ID: 50268041  
 Payment Amount: \$5,236.00

\* Account Holder Name:

\* Account Type:

| Routing Number  | Account Number  | Check Number   |
|---|---|--|
|  |  |  |

\* Routing Number:


\* Account Number:

\* Confirm Account Number:


[Previous](#)   
 [Cancel](#)   
 Continue

| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Click on "I want to pay with a withdrawal from a checking or savings account (ACH)".</li> </ul>   |
| 2. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Click on the "Continue" button.</li> </ul>  |
| 3. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Enter/select the required fields and click the "Continue" button.</li> </ul>  |
| 4. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Review the payment information. Check the box next to "I agree to the Pay.gov authorization and disclosure statement" and click "Continue".</li> </ul>  |
| 5. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>If the payment was processed successfully, a Payment Confirmation message will be displayed at the top of the page, and an email confirmation will be sent as well. Please note the "Pay.gov Tracking ID" and "Coversheet Number/PIN Number" for record.</li> </ul> |

## Credit Card/Debit Card Payment Option



**U.S. FOOD & DRUG**  
 ADMINISTRATION



### FDA USER FEESP2

**Please provide the Credit or Debit Card Information below**

\* indicates required fields

Agency Tracking ID: 50268042

Payment Amount: \$5,236.00

\* Country:

\* Billing Address:


Billing Address 2:

\* City:

State/Province:

ZIP/Postal Code:

\* Account Holder Name:



\* Card Number:

\* Expiration Date:

\* Card Security Code:

[Previous](#)
[Cancel](#)
[Continue](#)

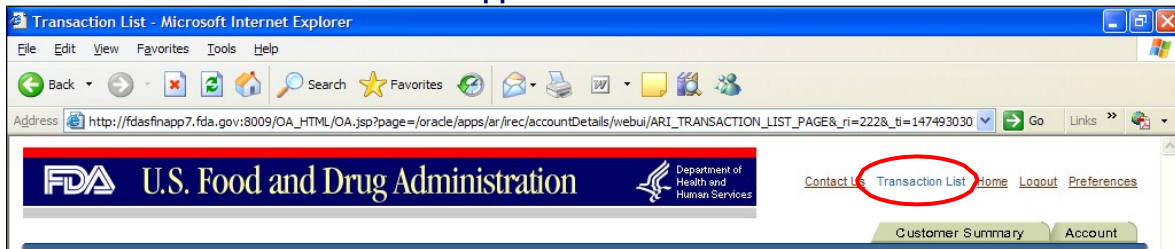
| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Click on "I want to pay with a debit or credit card".</li> </ul>  |
| 2. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Click on the "Continue" button.</li> </ul>  |
| 3. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Enter the required fields and click the "Continue" button.</li> </ul>   |
| 4. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Review the payment information. Check the box next to "I authorize a charge to my card account for the above amount in accordance with my card issuer agreement" and click "Continue".</li> </ul>   |
| 5. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>If the payment was processed successfully, a Payment Confirmation message will be displayed at the top of the page, and an email confirmation will be sent as well. Please note the "Pay.gov Tracking ID" and "Coversheet Number/PIN Number" for record.</li> </ul> |



## Transaction List – Choosing the Wrong Invoice for Payment

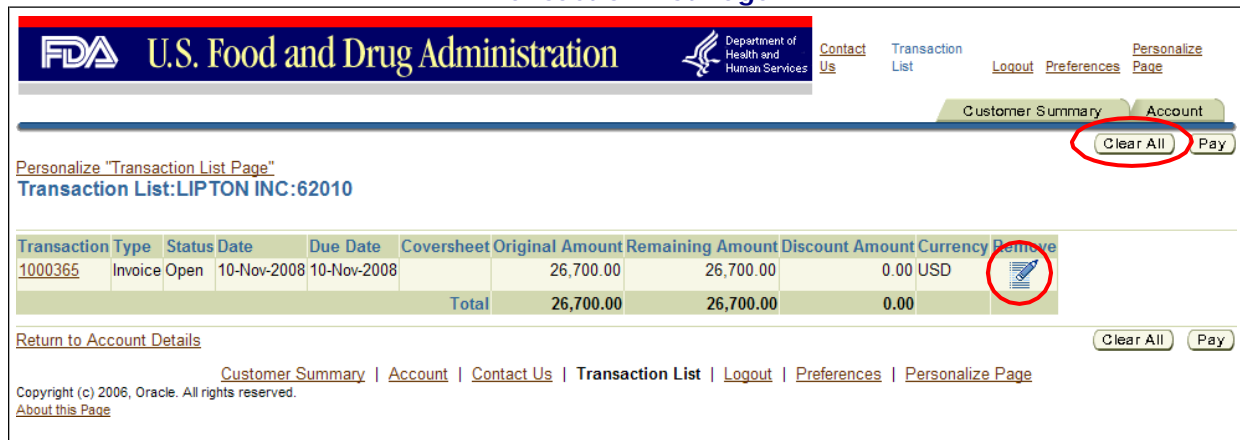
When you designate a transaction for which you want to pay, the specific transaction is noted in the Transaction List. If you designated the wrong transaction and want to pay for a different transaction, you must “Clear All” transactions on the Transaction List and select another invoice.

### Application Header



| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>If you selected the wrong transaction(s), click “Transaction List” on the top of the page.</li> </ul> |

### Transaction List Page



| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>View the transaction(s) selected.</li> </ul>  |
| 2. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Click “Clear All” to submit your payment for another transaction.</li> </ul>  |
| 3. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>If multiple transactions are selected and user wants to remove a single transaction, click “Remove” next to the corresponding transaction.</li> </ul> |

### 3.4 Request Access to other User Fees within your Account

If the customer account you are accessing has multiple User Fees, you can request access to view another User Fee associated with your account.

**Customer Summary Page**

**U.S. Food and Drug Administration**  
Department of Health and Human Services

[Contact Us](#) | [Transaction List](#) | [Logout](#) | [Preferences](#) | [Personalize Page](#)

Customer Summary
Account

[Personalize Flow Layout: \(Summary/RegionLabel\)](#)

**Account Summary: LIPTON INC::62010**

---

Your Account Balance: **USD 57,223.00**

|                        |           |                              |
|------------------------|-----------|------------------------------|
| Overdue Receivables    | 0.00      | <a href="#">▶ Show Aging</a> |
| Total Open Receivables | 57,223.00 |                              |
| Open Payments          | 0.00      |                              |
| Account Balance        | 57,223.00 |                              |

**Animal Drug User Fee**

Switch User Fee: - select -

To create and/or view Cover Sheets, [click here](#)

To request access to view submitted application/invoices for another User Fee associated with your account, [click here](#)

To request access to other customer accounts, [click here](#). Be prepared with:

- Payment ID number and amount or,
- Invoice Number and amount

**Submitted Cover Sheets**

| Cover Sheet             | Total Due | Total Paid | Action                  |
|-------------------------|-----------|------------|-------------------------|
| <a href="#">1000224</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000221</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000220</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |

**TIP** The above balance represents invoice activities, partially paid and fully paid Coversheets (if applicable).

[Customer Summary](#) | [Account](#) | [Contact Us](#) | [Transaction List](#) | [Logout](#) | [Preferences](#) | [Personalize Page](#)

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[About this Page](#)

| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Click "click here."</li> </ul>  |
| 2. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>View the Account Management page displayed on your screen.</li> </ul>         |
| 3. <input type="checkbox"/> | <ul style="list-style-type: none"> <li>Select the desired User Fee from the drop-down list (shown below).</li> </ul> |

**U.S. Food and Drug Administration**  
Department of Health and Human Services

To view additional submitted applications/invoices for another User Fee associated with your account, select from the dropdown box below.

▼

- select -

- select -

Medical Device User Fee

Request

[FDA Home Page](#) | [Search FDA Site](#) | [FDA A-Z Index](#) | [Contact FDA](#) | [Privacy](#) | [Accessibility](#)

[FDA Website Management Staff](#)

### 3.5 Switch User Fees

If you have access to multiple User Fees within an account, you can switch User Fees by using the drop-down list and selecting the desired User Fee.

**NOTE: Users are required to register for access to another User Fee before they can use the “Switch User Fee” feature.**

**Customer Summary Page**

**Customer Summary Page**

**Animal Drug User Fee**

Switch User Fee: - select -

To create and/or view Cover Sheets, [click here](#)

To request access to view submitted application/invoices for another User Fee associated with your account, [click here](#)

To request access to other customer accounts, [click here](#). Be prepared with:

- Payment ID number and amount or,
- Invoice Number and amount

**Submitted Cover Sheets**

| Cover Sheet             | Total Due | Total Paid | Action                  |
|-------------------------|-----------|------------|-------------------------|
| <a href="#">1000224</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000221</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000220</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |

✓ **TIP** The above balance represents invoice activities, partially paid and fully paid Coversheets (if applicable).

[Customer Summary](#) | [Account](#) | [Contact Us](#) | [Transaction List](#) | [Logout](#) | [Preferences](#) | [Personalize Page](#)



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| Step Number                 | Action  |
|-----------------------------|---|
| 1. <input type="checkbox"/> | ▪ Access the Customer Summary page.   |
| 2. <input type="checkbox"/> | ▪ Select the desired User Fee from the drop-down list and the selected User Fee is displayed. |

### 3.6 Create Cover Sheets

If you have access to the Account Management application, then you also have access to the User Fee System with the single sign-on feature.

**Customer Summary Page**


**U.S. Food and Drug Administration**


[Contact Us](#)
[Transaction List](#)
[Logout](#)
[Preferences](#)
[Personalize Page](#)

**Customer Summary**
Account

Personalize Flow Layout: (SummaryRegionLabel)  
**Account Summary: LIPTON INC:62010**

Your Account Balance: **USD 57,223.00**

Overdue Receivables 0.00 [▶ Show Aging](#)  
Total Open Receivables 57,223.00  
Open Payments 0.00  
Account Balance 57,223.00

**Animal Drug User Fee**  
Switch User Fee   
To create and/or view Cover Sheet, [click here](#)  
To request access to view submitted application/invoices for another User Fee associated with your account, [click here](#)  
To request access to other customer accounts, [click here](#). Be prepared with:

- Payment ID number and amount or,
- Invoice Number and amount

**Submitted Cover Sheets**

| Cover Sheet             | Total Due | Total Paid | Action                  |
|-------------------------|-----------|------------|-------------------------|
| <a href="#">1000224</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000221</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000220</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |

**TIP** The above balance represents invoice activities, partially paid and fully paid Coversheets (if applicable).

[Customer Summary](#) | [Account](#) | [Contact Us](#) | [Transaction List](#) | [Logout](#) | [Preferences](#) | [Personalize Page](#)

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| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | ▪ Access the Customer Summary page.                                    |
| 2. <input type="checkbox"/> | ▪ Click "click here" to create and/or view cover sheets.               |
| 3. <input type="checkbox"/> | ▪ View the User Fee website as displayed on your screen (shown below). |

**User Fee Website**


**U.S. Food and Drug Administration**


[FAQ](#)
[Receivable](#)
[User Fees](#)
[Logout](#)

**User Fee Website**

Welcome Neerav Vyas

**Annual Registration**

| User Fee                                 | Description                    |                    |
|--|--------------------------------|--------------------|
| Establishment Registration User Fee 2009 | FURLS Device Facility User Fee | <a href="#">Go</a> |

**Cover Sheets**

| User Fee                        | Description                           |                    |
|---------------------------------|---------------------------------------|--------------------|
| Animal Drug User Fee 2009       | ADUFA II Pre-Market Cover Sheets      | <a href="#">Go</a> |
| Medical Device User Fee 2009    | MDUFMA Cover Sheets (PMA, 510k, etc.) | <a href="#">Go</a> |
| Prescription Drug User Fee 2009 | PDUFA Pre-Market Cover Sheets         | <a href="#">Go</a> |

### 3.7 Request Access to other Customer Accounts

If you belong to two different accounts, then you have the option to register for a second account. The registration procedures will be identical to the registration procedures shown in *Section 1: Registration*. The first user to access the account will automatically become the Primary User for that specific User Fee.

**Customer Summary Page**

**U.S. Food and Drug Administration**  
Department of Health and Human Services

[Contact Us](#) | [Transaction List](#) | [Logout](#) | [Preferences](#) | [Personalize Page](#)

Customer Summary
Account

[Personalize Flow Layout: \(SummaryRegionLabel\)](#)  
**Account Summary: LIPTON INC:62010**

---

Your Account Balance: **USD 57,223.00**

Overdue Receivables
0.00
[▶ Show Aging](#)

Total Open Receivables
57,223.00

Open Payments
0.00

Account Balance
57,223.00

**Animal Drug User Fee**

Switch User Fee - select -

To create and/or view Cover Sheets, [click here](#)

To request access to view submitted application/invoices for another User Fee associated with your account, [click here](#)

To request access to other customer accounts, [click here](#) Be prepared with:

- Payment ID number and amount or,
- Invoice Number and amount

**Submitted Cover Sheets**

| Cover Sheet             | Total Due | Total Paid | Action                  |
|-------------------------|-----------|------------|-------------------------|
| <a href="#">1000224</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000221</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000220</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |

**TIP** The above balance represents invoice activities, partially paid and fully paid Coversheets (if applicable).

[Customer Summary](#) | [Account](#) | [Contact Us](#) | [Transaction List](#) | [Logout](#) | [Preferences](#) | [Personalize Page](#)

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| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | ▪ Access the Customer Summary page.                                  |
| 2. <input type="checkbox"/> | ▪ Click "click here" to request access to other customer accounts.   |
| 3. <input type="checkbox"/> | ▪ View the „Add Customer Account“ page as it appears on your screen. |

## Add Customer Account

 **U.S. Food and Drug Administration** 

[Add Customer Account](#)

[FDA Home Page](#) | [Search FDA Site](#) | [FDA A-Z Index](#) | [Contact FDA](#) | [Privacy](#) | [Accessibility](#)  
[FDA Website Management Staff](#)

| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | ▪ Click "Add Customer Account."  |
| 2. <input type="checkbox"/> | ▪ View the Registration page as it appears on your screen (shown below). |

## Registration Page

**U.S. Food and Drug Administration**

  
FAQSign In

---

### FDA Account Management Registration

To provide secure access to your FDA User Fee customer account information, please enter your Cover Sheet Number or Invoice Number with corresponding Total Amounts below :

Cover Sheet Number :   
(Ex. Payment ID: AD1234567-111, enter 1234567)

Total Amount :   
(ex. \$3,500, enter 3500)

OR

Invoice Number :   
(May include numbers and letters, No special characters)

Total Amount :   
(ex. \$3,500, enter 3500)

This information is only required when you first set up your account, to verify that unauthorized persons do not access your account details.

[Continue](#)

[FDA Home Page](#) | [Search FDA Site](#) | [FDA A-Z Index](#) | [Contact FDA](#) | [Privacy](#) | [Accessibility](#)

[FDA Website Management Staff](#)


| Step Number                 | Action  |
|-----------------------------|---|
| 1. <input type="checkbox"/> | ▪ Enter Cover Sheet or Invoice Number, as well as corresponding Total Amount. |
| 2. <input type="checkbox"/> | ▪ Receive confirmation message for either Primary User or Secondary User.     |



### 3.8 View and Pay for Cover Sheets

You can view and pay for cover sheets from the Customer Summary page.

**Customer Summary Page**


**U.S. Food and Drug Administration**


[Contact Us](#)
[Transaction List](#)
[Logout](#)
[Preferences](#)
[Personalize Page](#)

[Personalize Flow Layout: \(SummaryRegionLabel\)](#)  
**Account Summary: LIPTON INC:62010**

**Customer Summary**
Account

Your Account Balance: **USD 57,223.00**

Overdue Receivables 0.00 [▶ Show Aging](#)  
Total Open Receivables 57,223.00  
Open Payments 0.00  
Account Balance 57,223.00

**Animal Drug User Fee**  
Switch User Fee - select -  
To create and/or view Cover Sheets, [click here](#)  
To request access to view submitted application/invoices for another User Fee associated with your account, [click here](#)  
To request access to other customer accounts, [click here](#). Be prepared with:

- Payment ID number and amount or,
- Invoice Number and amount

**Submitted Cover Sheets**

| Cover Sheet      | Total Due | Total Paid | Action                           |
|------------------|-----------|------------|----------------------------------|
| <b>A</b> 1000224 | \$246300  | \$0        | <b>B</b> <a href="#">Pay Now</a> |
| 1000221          | \$246300  | \$0        | <a href="#">Pay Now</a>          |
| 1000220          | \$246300  | \$0        | <a href="#">Pay Now</a>          |

☒ **TIP** The above balance represents invoice activities, partially paid and fully paid Coversheets (if applicable).

[Customer Summary](#) | [Account](#) | [Contact Us](#) | [Transaction List](#) | [Logout](#) | [Preferences](#) | [Personalize Page](#)  
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#### View Cover Sheet

| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | ▪ Access Customer Summary page.  |
| 2. <input type="checkbox"/> | ▪ Click on the desired cover sheet (A) number (for example, 1000209).                                  |
| 3. <input type="checkbox"/> | ▪ View the new window with cover sheet.<br><b>NOTE: It takes up to 1 minute to load this new page.</b> |

#### Pay Cover Sheet

| Step Number                 | Action   |
|-----------------------------|--|
| 1. <input type="checkbox"/> | ▪ Access Customer Summary page.                                      |
| 2. <input type="checkbox"/> | ▪ Click "Pay Now" (B) next to the desired cover sheet number.        |
| 3. <input type="checkbox"/> | ▪ View Pay.gov as it appears on your screen and submit your payment. |



### 3.9 Change your Password

You can change your password from the Customer Summary page.

**Customer Summary Page**

**U.S. Food and Drug Administration**  
Department of Health and Human Services

[Contact Us](#) | [Transaction List](#) | [Logout](#) | [Preferences](#) | [Personalize Page](#)

Customer Summary
Account

[Personalize Flow Layout: \(SummaryRegionLabel\)](#)

**Account Summary: LIPTON INC:62010**

---

Your Account Balance: **USD 57,223.00**

|                        |           |                            |
|------------------------|-----------|----------------------------|
| Overdue Receivables    | 0.00      | <a href="#">Show Aging</a> |
| Total Open Receivables | 57,223.00 |                            |
| Open Payments          | 0.00      |                            |
| Account Balance        | 57,223.00 |                            |

**Animal Drug User Fee**

Switch User Fee: - select -

To create and/or view Cover Sheets, [click here](#)

To request access to view submitted application/invoices for another User Fee associated with your account, [click here](#)

To request access to other customer accounts, [click here](#). Be prepared with:

- Payment ID number and amount or,
- Invoice Number and amount

**Submitted Cover Sheets**

| Cover Sheet             | Total Due | Total Paid | Action                  |
|-------------------------|-----------|------------|-------------------------|
| <a href="#">1000224</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000221</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |
| <a href="#">1000220</a> | \$246300  | \$0        | <a href="#">Pay Now</a> |

☒ **TIP** The above balance represents invoice activities, partially paid and fully paid Coversheets (if applicable).


[Customer Summary](#) | [Account](#) | [Contact Us](#) | [Transaction List](#) | [Logout](#) | [Preferences](#) | [Personalize Page](#)

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| Step Number                 | Action  |
|-----------------------------|---|
| 1. <input type="checkbox"/> | ▪ Access Customer Summary page.                           |
| 2. <input type="checkbox"/> | ▪ Click "Preferences."                                    |
| 3. <input type="checkbox"/> | ▪ View the Preferences page as it appears on your screen. |

## Preferences Page

 **U.S. Food and Drug Administration**

 Department of Health and Human Services

[Logout](#) [Preferences](#) [Help](#) [Personalize Page](#)

- o User
- o Preferences
  - General
  - Access
  - Requests

### General Preferences

[Cancel](#) [Apply](#)

#### Change Password

Old Password

New Password

Repeat Password

Please enter your old and new passwords. Passwords are case sensitive.

[Cancel](#) [Apply](#)

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## Change Password

| Step Number                 | Action                        |
|-----------------------------|-------------------------------|
| 1. <input type="checkbox"/> | ▪ Enter "Old Password."       |
| 2. <input type="checkbox"/> | ▪ Enter "New Password."       |
| 3. <input type="checkbox"/> | ▪ Re-enter "Repeat Password." |
| 4. <input type="checkbox"/> | ▪ Click "Apply."              |