

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



“How-To” Guide

User Fee Account Management System

TABLE OF CONTENTS

REGISTRATION	5
1.1 Register a New Account	6
1.2 Enter Cover Sheet/Invoice Number and Total Amount.....	7
1.3 Enter User Information	8
1.4 Primary User Confirmation	10
1.5 Secondary User Confirmation.....	11
1.6 Approving Secondary User.....	12
LOG INTO THE APPLICATION.....	13
2.1 Account Management Sign In	13
USE THE ACCOUNT HOME PAGE.....	15
3.1 Understanding the Customer Summary Page	15
3.2 Using the Application	17
3.3 View and Pay Open Invoices.....	18
Customer Summary Page.....	18
Account Details Page.....	19
Invoice	20
Payment	21
Pay.Gov.....	22
Transaction List – Choosing the Wrong Invoice for Payment.....	23
3.4 Request Access to other User Fees within your Account	24
3.5 Switch User Fees	25
3.6 Create Cover Sheets.....	26
3.7 Request Access to other Customer Accounts	27
3.8 View and Pay for Cover Sheets	30
3.9 Change your Password.....	31

“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

User Fee Help Desk Phone Number

(301) 796-7200

Account Management Website Home

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



User Fee Account Management

Returning user, please login

User Name:

Password:

User Fee: Animal Drug User Fee

New user, please register [New Account Registration](#)

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

[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



User Fee Account Management

Returning user, please login

User Name: **USER FEE LOGIN**

Password:

User Fee: Animal Drug User Fee

New user, please register [New Account Registration](#)

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

[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

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

[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"/>	<ul style="list-style-type: none">Access Account Management application with the URL: https://fdasfinapp8.fda.gov/OA_HTML/irecLogin.jsp
2. <input type="checkbox"/>	<ul style="list-style-type: none">Click "New Account Registration."

1.2 Enter Cover Sheet/Invoice Number and Total Amount

Registration Page

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 : Total Amount :
(Ex.Payment ID:AD1234567-111, enter 1234567) (ex. \$3,500, enter 3500)

OR

Invoice Number : Total Amount :
(May include numbers and letters. No special characters) (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"/>	<ul style="list-style-type: none">Enter either the cover sheet OR invoice number and the total amount. Do <u>NOT</u> include any symbols (for example, \$, %, @). <p>NOTE: You are <u>NOT</u> required to fill out both a cover sheet and invoice.</p>
2. <input type="checkbox"/>	<ul style="list-style-type: none">Click "Continue."

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

Business Information

Organization Name: VYAS INC
Organization Number: 168485
Organization Federal Employer Identification Number: 223344556
Organization DUNS: 998877665

User Information

* First Name: Neerav
Middle Name:
* Last Name: Vyas
* Email Address: neerav.vyas@fda.hhs.gov
* Confirm Email Address: neerav.vyas@fda.hhs.gov
* Day Phone Number: (123) 4567890 Ext.
Evening Phone Number: () Ext.
Fax Number: () Ext.
* User Name: NEERAVENTEST
* 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">▪ Enter the following information:<ul style="list-style-type: none">○ First Name○ Last Name○ Email Address○ Confirm Email Address○ Day Phone Number (do not include dashes)○ User Name○ Password○ Confirm Password
2. <input type="checkbox"/>	<ul style="list-style-type: none">▪ Click "Submit."

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.

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

Primary User Confirmation

NEERAVTEST - 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.

Back to Login Page

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

[FDA Website Management Staff](#)

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.

Secondary User Confirmation

JSMITH - Animal Drug User Fee

An email was sent to the primary contact of your organization for FDA iReceivables access approval.

Neerav Vyas (neerav.vyas@fda.hhs.gov)

Access pending approval from the Primary User listed above.

Back to Login Page

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

[FDA Website Management Staff](#)

1.4 Primary User Confirmation

Primary User Confirmation

FDA U.S. Food and Drug Administration 

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.

[Back to Login Page](#)

If designated Primary User needs to be changed, please contact the User Fee Helpdesk at userfees@fda.gov

[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"/>	<ul style="list-style-type: none">View the confirmation screen and notify the Primary User of responsibility.
2. <input type="checkbox"/>	<ul style="list-style-type: none">Receive the Primary User confirmation email (see the below image).
3. <input type="checkbox"/>	<ul style="list-style-type: none">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 company's FDA Account Management System account.

As the Primary User, you have authority to approve and deny access to additional users who are requesting access to your company's FDA Account Management System account. The requestor's full name will appear along with an Accept and Reject button. The Accept button will grant the requestor access to your company's 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 company's account once successfully answering the challenge question.

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

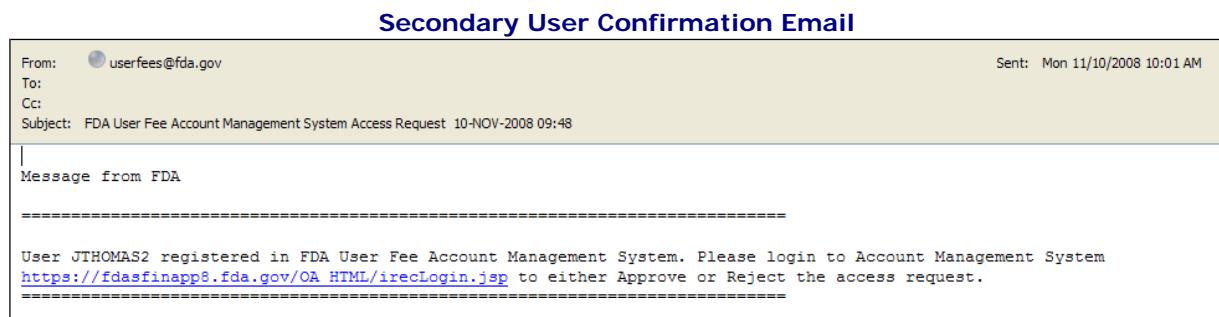
=====

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">View the confirmation screen. <p>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.</p>
2. <input type="checkbox"/>	<ul style="list-style-type: none">Receive a Secondary User Confirmation email. This email is from the Primary User, granting you access.
3. <input type="checkbox"/>	<ul style="list-style-type: none">Click "Back to Login Page" to return to home page.



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

Requester Name	Request Date	Fee Type	Action
JOHN SMITH	08-OCT-2008	ADUFA	Approve Reject

[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"/>	<ul style="list-style-type: none">Click "Approve" to approve the user request or "Reject" to deny the user request for Secondary User status. <p>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.</p>

Primary User Approves Requestor

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

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

LOG INTO THE APPLICATION

2.1 Account Management Sign In

Account Management Sign In Page

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

[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 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">Click "Go To My Account."

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

The screenshot shows the Customer Summary Page for Lipton Inc. (Account Summary: LIPTON INC::62010). The page includes the FDA logo, navigation links (Contact Us, Transaction List, Logout, Preferences, Personalize Page), and tabs (Customer Summary, Account). The main content area displays the following information:

- 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
1000224	\$246300	\$0	Pay Now
1000221	\$246300	\$0	Pay Now
1000220	\$246300	\$0	Pay Now

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](#)

Copyright (c) 2006, Oracle. All rights reserved.
[About this Page](#)

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

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 - [click here](#) **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
1000224 F	\$246300	\$0	Pay Now G
1000221	\$246300	\$0	Pay Now
1000220	\$246300	\$0	Pay Now

G 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](#)
 Copyright (c) 2006, Oracle. All rights reserved.
[About this Page](#)

The Customer Summary page offers the following options:

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

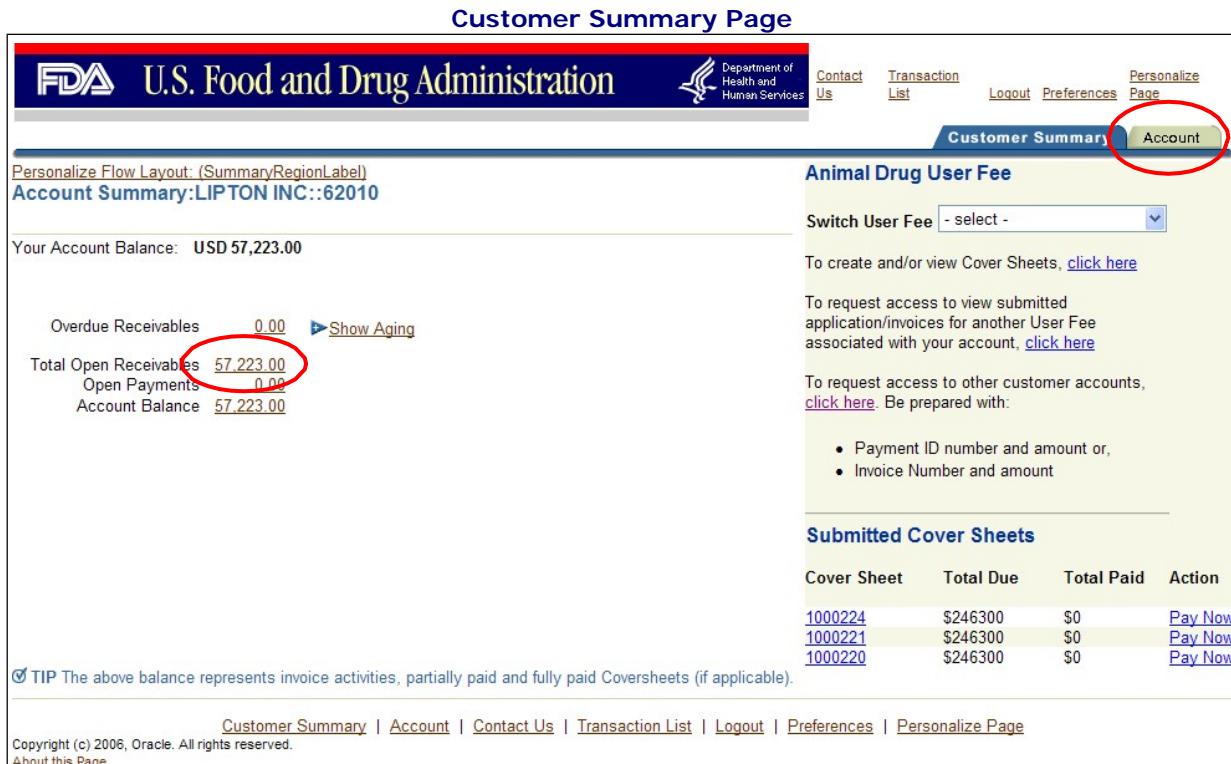
The following sections provide step-by-step directions for each option listed above.

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



The screenshot shows the Customer Summary Page for LIPTON INC. The top navigation bar includes the FDA logo, the U.S. Food and Drug Administration, the Department of Health and Human Services, and links for Contact Us, Transaction List, Logout, Preferences, Personalize Page, and Account (which is circled in red). The main content area displays the following information:

- 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 (circled in red)
- Open Payments:** 0.00
- Account Balance:** 57,223.00

Animal Drug User Fee

Switch User Fee: - select - [click here](#)

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
1000224	\$246300	\$0	Pay Now
1000221	\$246300	\$0	Pay Now
1000220	\$246300	\$0	Pay Now

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](#)
Copyright (c) 2006, Oracle. All rights reserved.
[About this Page](#)

Step Number	Action
1. <input type="checkbox"/>	<ul style="list-style-type: none">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.

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

FDA U.S. Food and Drug Administration Department of Health and Human Services [Contact Us](#) [Transaction List](#) [Logout](#) [Personalize Page](#)

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

Personalize Flow Layout: (AcctDetailsPageLabel)

Account Details: LIPTON INC:62010

Account Balance: 57,223.00

Search

Status: Open/pending Transaction:

Transaction Type: All Transactions

Currency: USD

[Show Advanced Search](#)

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

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

Copyright (c) 2006, Oracle. All rights reserved.
[About this Page](#)

Step Number	Action
1. <input type="checkbox"/>	<ul style="list-style-type: none">View the open invoices and paid cover sheets as listed under the transaction column.
2. <input type="checkbox"/>	<ul style="list-style-type: none">Click the desired transaction you want to view/pay.
3. <input type="checkbox"/>	<ul style="list-style-type: none">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

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

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

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

Invoice 1000304

Bill To:	Ship To:										
GYAS INC 1000 Rockville Pike ROCKVILLE, MD 20183											
Please include the invoice number on all remittances and include remittance copy with postal payments.											
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Invoice</td> <td style="width: 33%;">Customer Number</td> </tr> <tr> <td>1000304</td> <td>61880</td> </tr> <tr> <td>Billing Date</td> <td>Customer Number</td> </tr> <tr> <td>09-Oct-2008</td> <td>61880</td> </tr> <tr> <td colspan="2">Coversheet</td> </tr> </table>		Invoice	Customer Number	1000304	61880	Billing Date	Customer Number	09-Oct-2008	61880	Coversheet	
Invoice	Customer Number										
1000304	61880										
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							
			Total	75,900.00							
			Payments and Credits	0.00							
			Financial Charges	0.00							
			Outstanding balance as of 09-Oct-2008 in USD	75,900.00							

[Return to Account Details](#)
[Printable Page](#)
[Pay](#)

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

Copyright (c) 2006, Oracle. All rights reserved.

Step Number	Action
1. <input type="checkbox"/>	▪ View invoice details on this page.
2. <input type="checkbox"/>	▪ To print an invoice, click "Printable Page" and a new window opens.
3. <input type="checkbox"/>	▪ To pay for an invoice, click "Pay."
4. <input type="checkbox"/>	▪ View the "Payment" page as displayed on your screen.

Payment

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

Payment Page

FDA 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 Dispute Charge 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](#)

Copyright (c) 2006, Oracle. All rights reserved.

Step Number	Action
1. <input type="checkbox"/>	▪ Confirm all payment information is accurate.
2. <input type="checkbox"/>	▪ Click "Pay Now" to access Pay.gov and make a payment.

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



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



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





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
1026946783	9243767390	1234

* Routing Number:

* Account Number:

* Confirm Account Number:

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

Step Number	Action
1. <input type="checkbox"/>	▪ Click on "I want to pay with a withdrawal from a checking or savings account (ACH)".
2. <input type="checkbox"/>	▪ Click on the "Continue" button.
3. <input type="checkbox"/>	▪ Enter/select the required fields and click the "Continue" button.
4. <input type="checkbox"/>	▪ Review the payment information. Check the box next to "I agree to the Pay.gov authorization and disclosure statement" and click "Continue".
5. <input type="checkbox"/>	▪ 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.

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: John Smith



* Card Number:

* Expiration Date:

* Card Security Code:

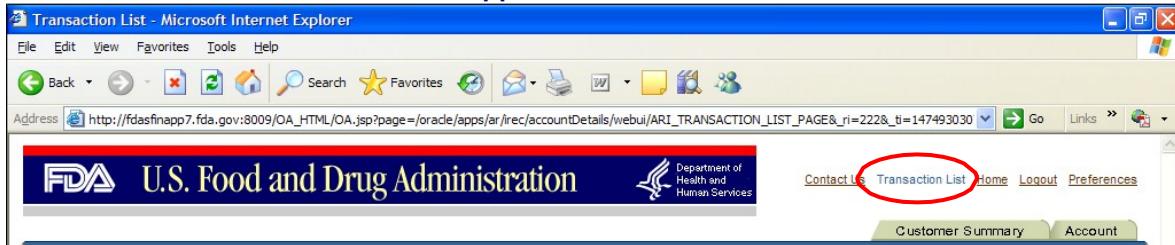
[Previous](#) [Cancel](#) [Continue](#)

Step Number	Action
1. <input type="checkbox"/>	▪ Click on "I want to pay with a debit or credit card".
2. <input type="checkbox"/>	▪ Click on the "Continue" button.
3. <input type="checkbox"/>	▪ Enter the required fields and click the "Continue" button.
4. <input type="checkbox"/>	▪ 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".
5. <input type="checkbox"/>	▪ 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.

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"> If you selected the wrong transaction(s), click “Transaction List” on the top of the page.

Transaction List Page

Transaction	Type	Status	Date	Due Date	Coversheet	Original Amount	Remaining Amount	Discount Amount	Currency	Remove
1000365	Invoice	Open	10-Nov-2008	10-Nov-2008		26,700.00	26,700.00	0.00	USD	
					Total	26,700.00	26,700.00	0.00		

[Return to Account Details](#) [Clear All](#) [Pay](#)

[Customer Summary](#) | [Account](#) | [Contact Us](#) | [Transaction List](#) | [Logout](#) | [Preferences](#) | [Personalize Page](#)
 Copyright (c) 2006, Oracle. All rights reserved.
[About this Page](#)

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

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

The screenshot shows the Customer Summary Page for Lipton Inc. (Account Summary: LIPTON INC::62010). The page includes a navigation bar with links for Contact Us, Transaction List, Logout, Preferences, and Personalize Page. A dropdown menu labeled "Customer Summary" is open, showing "Animal Drug User Fee". A link "click here" is circled in red. The page also displays account balance information and a table of submitted cover sheets.

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
1000224	\$246300	\$0	Pay Now
1000221	\$246300	\$0	Pay Now
1000220	\$246300	\$0	Pay Now

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](#)
Copyright (c) 2006, Oracle. All rights reserved.
[About this Page](#)

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

The screenshot shows the Account Management page. It includes a navigation bar with links for Contact FDA, Privacy, and Accessibility. A dropdown menu is open, showing "Medical Device User Fee" as the selected option. The page also contains a link to view additional submitted applications/invoices for another User Fee.

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

- select - Request

- select -
Medical Device User Fee

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

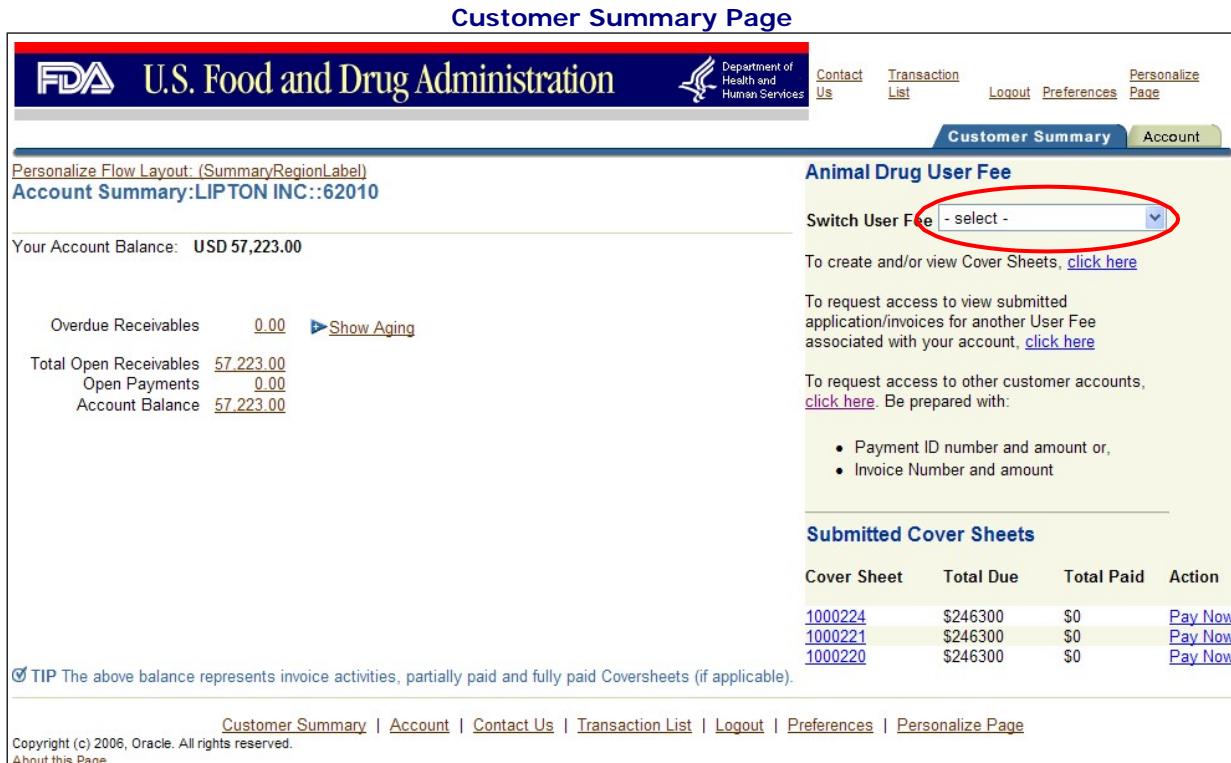
FDA Website Management Staff

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



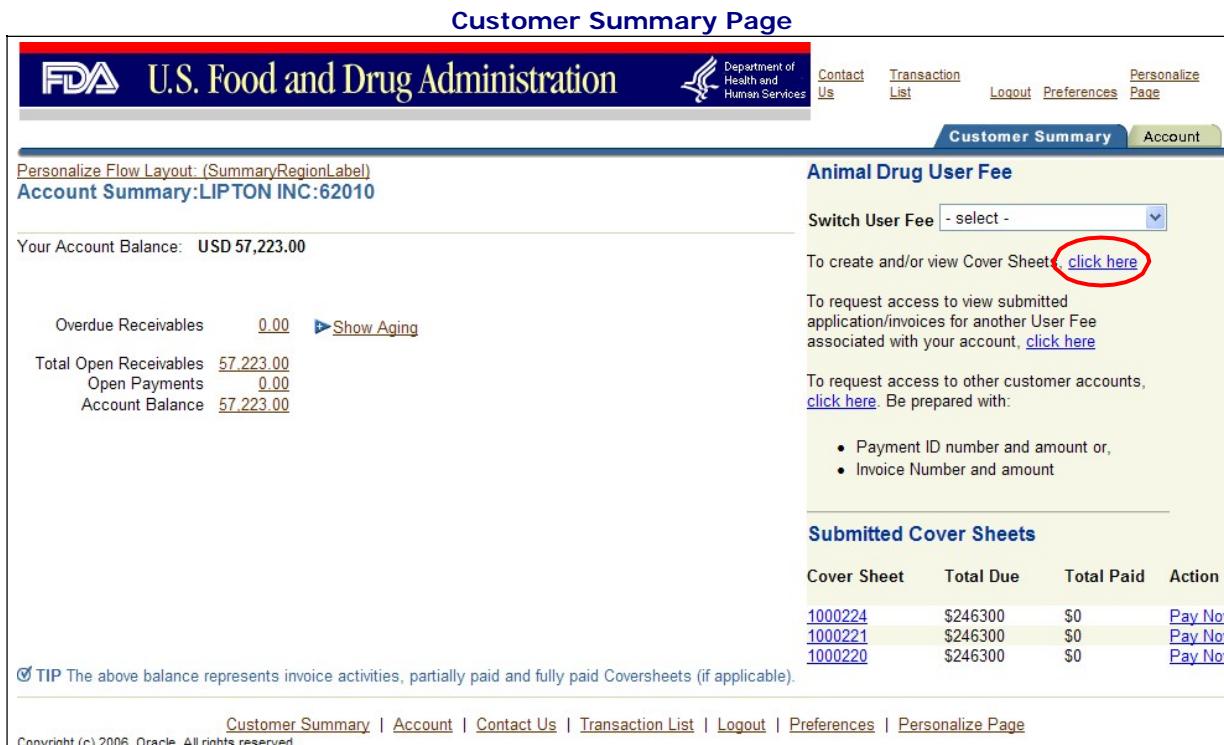
The screenshot shows the Customer Summary Page for Lipton Inc. The top navigation bar includes the FDA logo, the U.S. Food and Drug Administration, the Department of Health and Human Services, and links for Contact Us, Transaction List, Logout, Preferences, and Personalize Page. The main content area displays the Account Summary for Lipton Inc. (Account ID: 62010). It shows the account balance as USD 57,223.00. Below this, there are sections for Overdue Receivables (0.00), Total Open Receivables (57,223.00), Open Payments (0.00), and Account Balance (57,223.00). A 'Show Aging' link is also present. On the right side, there is a section titled 'Animal Drug User Fee' with a dropdown menu labeled 'Switch User Fee - select -' which is circled in red. Below this, there are links to request access to submitted applications/invoices and to other customer accounts. A 'Submitted Cover Sheets' section lists three cover sheets (1000224, 1000221, 1000220) with their total due amounts (\$246300) and action links ('Pay Now'). A tip at the bottom left states that the balance represents invoice activities, partially paid and fully paid Coversheets (if applicable). The bottom of the page includes a footer with links to Customer Summary, Account, Contact Us, Transaction List, Logout, Preferences, Personalize Page, and About this Page, along with a copyright notice for Oracle.

Step Number	Action
1. <input type="checkbox"/>	<ul style="list-style-type: none">Access the Customer Summary page.
2. <input type="checkbox"/>	<ul style="list-style-type: none">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



The screenshot shows the Customer Summary Page for Lipton Inc. (Account Summary: LIPTON INC:62010). The page includes the FDA logo, a navigation bar with links for Contact Us, Transaction List, Logout, Preferences, and Personalize Page, and a 'Customer Summary' tab. The main content area displays the account balance (USD 57,223.00) and various receivable details. On the right, under 'Animal Drug User Fee', there is a link 'To create and/or view Cover Sheet, [click here](#)' which is circled in red. Below this, instructions for requesting access to other accounts are provided, along with a list of required information. A section for 'Submitted Cover Sheets' lists three entries with columns for Cover Sheet, Total Due, Total Paid, and Action (Pay Now). A tip at the bottom notes that the balance represents invoice activities, partially paid and fully paid Coversheets (if applicable). The footer contains links to Customer Summary, Account, Contact Us, Transaction List, Logout, Preferences, and Personalize Page, and a copyright notice for Oracle (2006).

Step Number	Action
1. <input type="checkbox"/>	<ul style="list-style-type: none"> Access the Customer Summary page.
2. <input type="checkbox"/>	<ul style="list-style-type: none"> Click "click here" to create and/or view cover sheets.
3. <input type="checkbox"/>	<ul style="list-style-type: none"> View the User Fee website as displayed on your screen (shown below).

User Fee Website

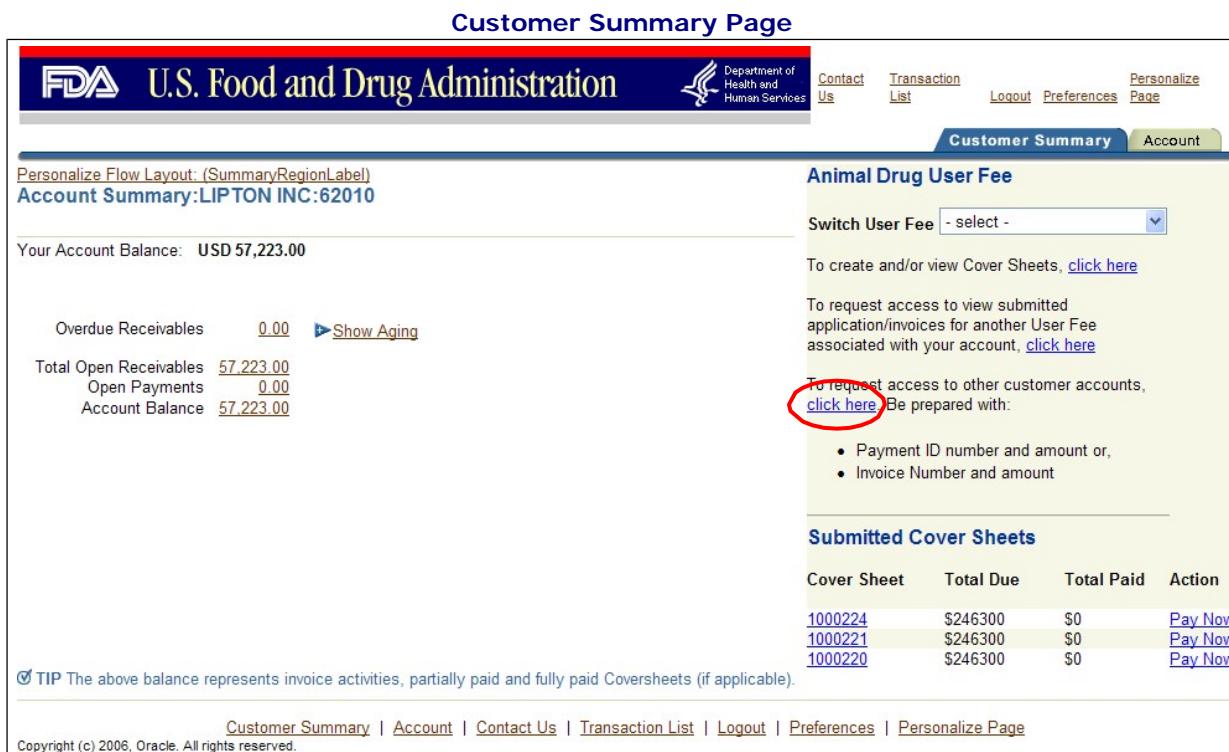


The screenshot shows the User Fee Website. The top navigation bar includes the FDA logo, a search bar, and links for FAQ, Reversible User Fees, and Logout. The main content area is titled 'User Fee Website' and 'Welcome Neerav Vyas'. It features sections for 'Annual Registration' and 'Cover Sheets'. The 'Annual Registration' section shows a table with 'User Fee' and 'Description' columns, including 'Establishment Registration User Fee 2009' and 'FURLS Device Facility User Fee'. The 'Cover Sheets' section shows a table with 'User Fee' and 'Description' columns, including 'Animal Drug User Fee 2009' (ADUFA II Pre-Market Cover Sheets), 'Medical Device User Fee 2009' (MDUFMA Cover Sheets (PMA, 510K, etc.)), and 'Prescription Drug User Fee 2009' (PDUFA Pre-Market Cover Sheets), each with a 'Go' button.

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



The screenshot shows the FDA Customer Summary Page. At the top, the FDA logo and 'U.S. Food and Drug Administration' are displayed. Below that, the 'Department of Health and Human Services' logo is shown. The top navigation bar includes links for 'Contact Us', 'Transaction List', 'Logout', 'Personalize Preferences', and 'Page'. A 'Customer Summary' tab is active. The main content area is titled 'Animal Drug User Fee'. It shows a dropdown menu 'Switch User Fee [- select -]', a link to 'Cover Sheets', and a section for requesting access to other accounts. A red circle highlights the 'click here' link in this section. Below this, there's a 'Submitted Cover Sheets' table with three rows of data. At the bottom, there's a 'TIP' note and a copyright notice.

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
1000224	\$246300	\$0	Pay Now
1000221	\$246300	\$0	Pay Now
1000220	\$246300	\$0	Pay Now

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](#)

Copyright (c) 2006, Oracle. All rights reserved.

Step Number	Action
1. <input type="checkbox"/>	<ul style="list-style-type: none">▪ Access the Customer Summary page.
2. <input type="checkbox"/>	<ul style="list-style-type: none">▪ Click "click here" to request access to other customer accounts.
3. <input type="checkbox"/>	<ul style="list-style-type: none">▪ 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"/>	<ul style="list-style-type: none">Click "Add Customer Account."
2. <input type="checkbox"/>	<ul style="list-style-type: none">View the Registration page as it appears on your screen (shown below).

Registration Page

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

[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 : Total Amount :
(Ex.Payment ID:AD1234567-111, enter 1234567) (ex. \$3,500, enter 3500)

OR

Invoice Number : Total Amount :
(May include numbers and letters, No special characters) (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](#)

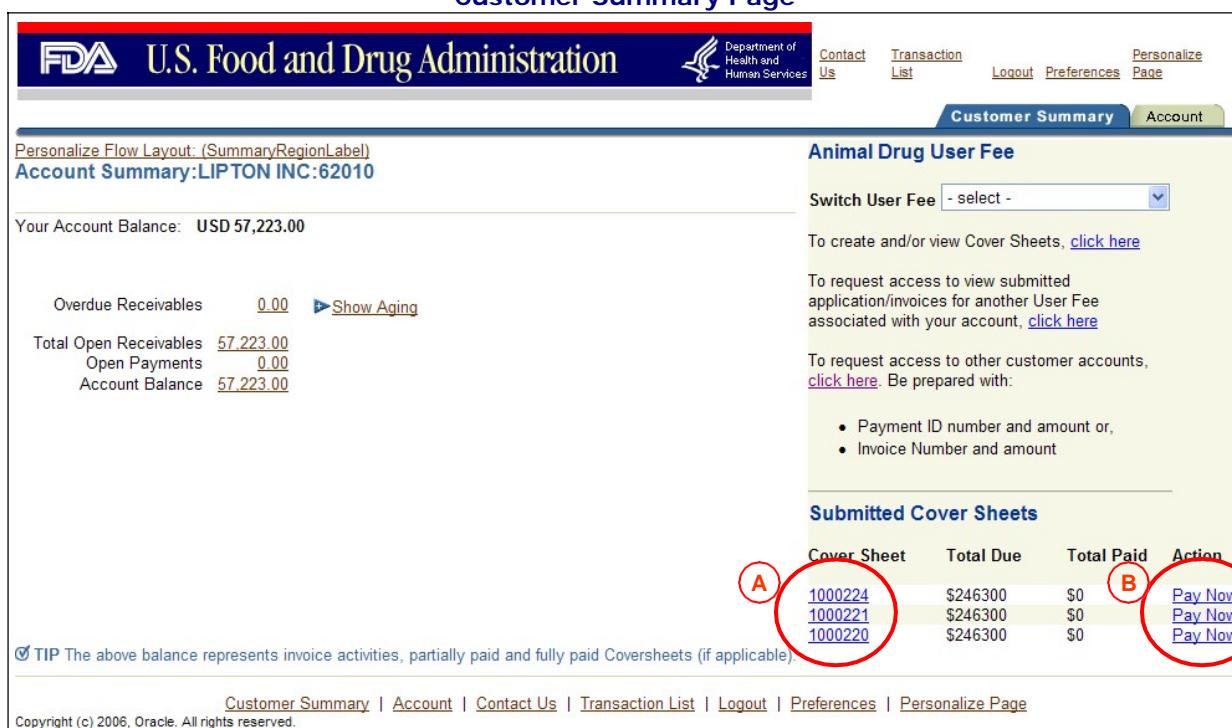
[FDA Home Page](#) | [Search FDA Site](#) | [FDA A-Z Index](#) | [Contact FDA](#) | [Privacy](#) | [Accessibility](#)
[FDA Website Management Staff](#)

Step Number	Action
1. <input type="checkbox"/>	<ul style="list-style-type: none">Enter Cover Sheet or Invoice Number, as well as corresponding Total Amount.
2. <input type="checkbox"/>	<ul style="list-style-type: none">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



The screenshot shows the Customer Summary Page of the U.S. Food and Drug Administration. At the top, there is a navigation bar with links for Contact Us, Transaction List, Logout, Preferences, and Personalize Page. The main content area displays the following information:

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/voices 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
1000224	\$246300	\$0	Pay Now
1000221	\$246300	\$0	Pay Now
1000220	\$246300	\$0	Pay Now

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](#)

Copyright (c) 2006, Oracle. All rights reserved.

View Cover Sheet

Step Number	Action
1. <input type="checkbox"/>	<ul style="list-style-type: none"> ▪ Access Customer Summary page.
2. <input type="checkbox"/>	<ul style="list-style-type: none"> ▪ Click on the desired cover sheet (A) number (for example, 1000209).
3. <input type="checkbox"/>	<ul style="list-style-type: none"> ▪ View the new window with cover sheet. <p>NOTE: It takes up to 1 minute to load this new page.</p>

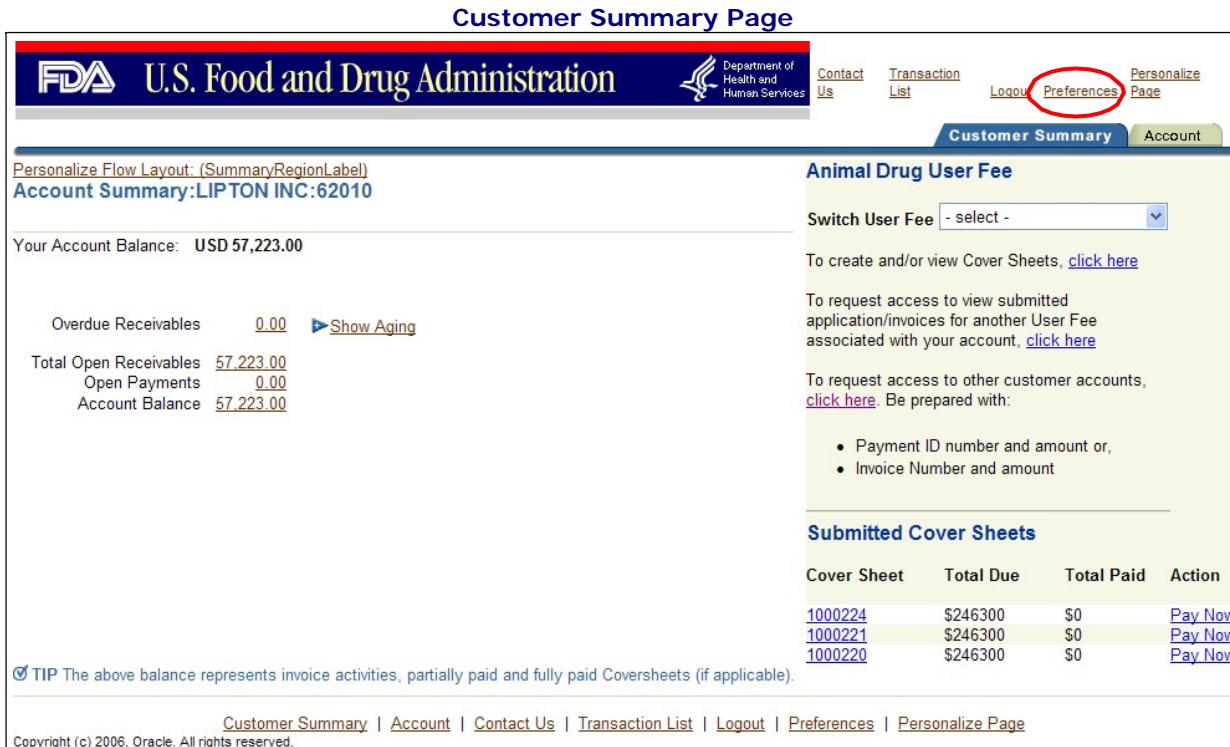
Pay Cover Sheet

Step Number	Action
1. <input type="checkbox"/>	<ul style="list-style-type: none"> ▪ Access Customer Summary page.
2. <input type="checkbox"/>	<ul style="list-style-type: none"> ▪ Click "Pay Now" (B) next to the desired cover sheet number.
3. <input type="checkbox"/>	<ul style="list-style-type: none"> ▪ 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



The screenshot shows the Customer Summary Page for Lipton Inc. The top navigation bar includes links for Contact Us, Transaction List, Logout, and Preferences (which is circled in red). The main content area displays account summary information, including account balance and receivable details. On the right, there are sections for 'Animal Drug User Fee' and 'Submitted Cover Sheets', both with links to other pages. A tip at the bottom left notes that the balance represents invoice activities. The bottom of the page includes a footer with links to Customer Summary, Account, Contact Us, Transaction List, Logout, Preferences, and Personalize Page, along with a copyright notice.

Step Number	Action
1. <input type="checkbox"/>	<ul style="list-style-type: none">Access Customer Summary page.
2. <input type="checkbox"/>	<ul style="list-style-type: none">Click "Preferences."
3. <input type="checkbox"/>	<ul style="list-style-type: none">View the Preferences page as it appears on your screen.

Preferences Page



The screenshot shows the FDA Preferences Page. On the left, a sidebar menu is visible with the following items:

- User Preferences
 - General
 - Access Requests

The main content area is titled "General Preferences". It contains a "Change Password" form with three input fields: "Old Password", "New Password", and "Repeat Password". Below the form is a note: "Please enter your old and new passwords. Passwords are case sensitive." At the bottom of the page, there are links for "Logout", "Preferences", "Help", and "Personalize Page".

At the top right of the main content area, there are "Cancel" and "Apply" buttons. The "Apply" button is circled in red.

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."