

**Online Registration of Food Facilities**  
**U.S. Agent Voluntary Identification System (VIS)**  
**User Guide**

**September 2020**

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

## U.S. Agent Voluntary Identification System (VIS)

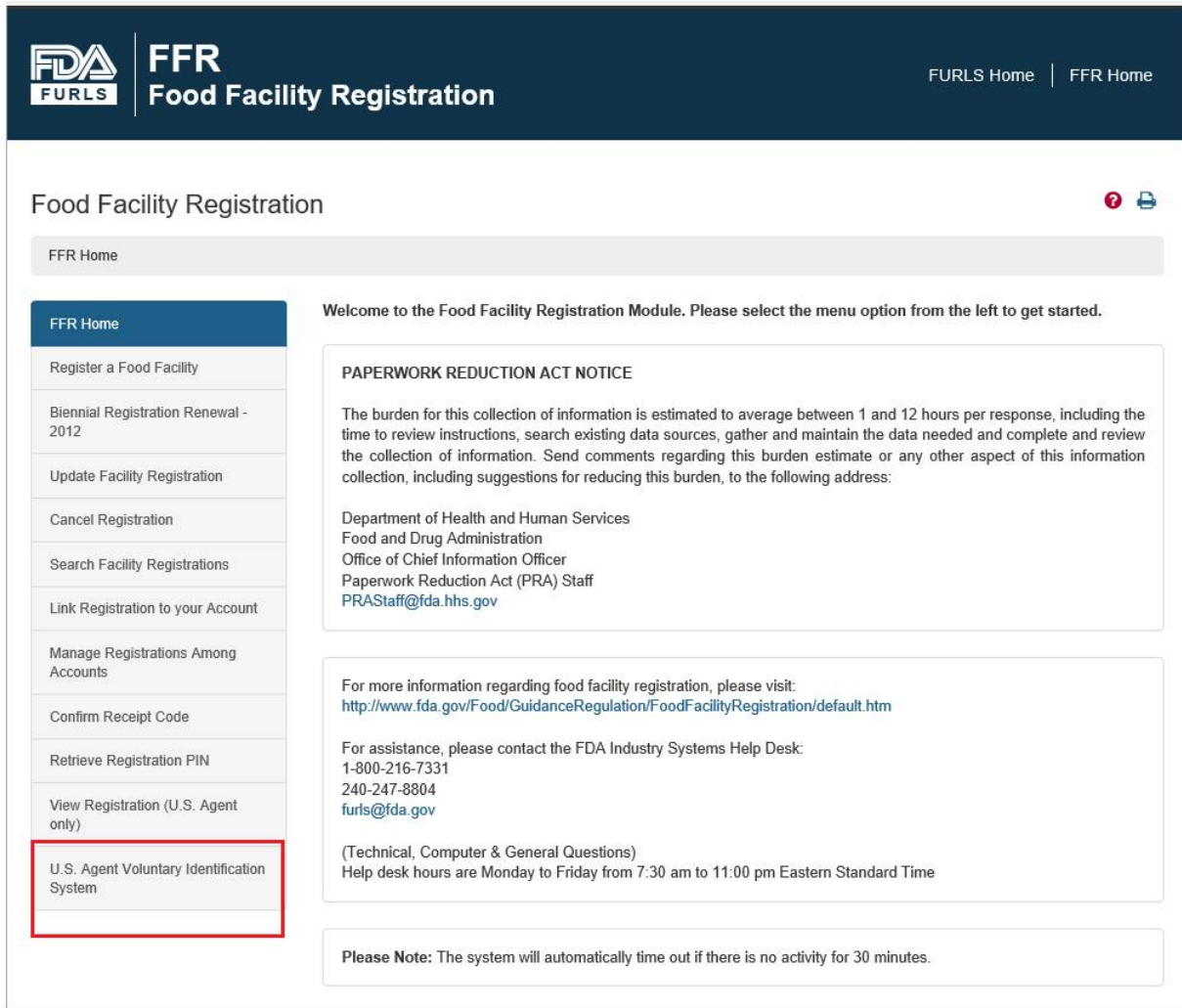
The FDA U.S. Agent Voluntary Identification System (VIS) facilitates the creation of a U.S. Agent I.D.; the hosting and management of the U.S. Agent contact information; the Agent's acceptance or rejection of a foreign food facility registration; the Agent's viewing of foreign food facility registration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

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

### **Step 1 – Access the U.S. Agent Voluntary Identification System Section -- FFR Home Page**

Upon login to the FFR module in FURLS, click the "U.S. Agent Voluntary Identification System" module link, as shown in Figure 3.1 below.

Figure 3.1: U.S. Agent Voluntary Identification System Module



**FDA FURLS** | **FFR Food Facility Registration** FURLS Home | FFR Home

## Food Facility Registration ? 🖨️

FFR Home

- FFR Home
- Register a Food Facility
- Biennial Registration Renewal - 2012
- Update Facility Registration
- Cancel Registration
- Search Facility Registrations
- Link Registration to your Account
- Manage Registrations Among Accounts
- Confirm Receipt Code
- Retrieve Registration PIN
- View Registration (U.S. Agent only)
- U.S. Agent Voluntary Identification System**

Welcome to the Food Facility Registration Module. Please select the menu option from the left to get started.

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Food and Drug Administration  
Office of Chief Information Officer  
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For more information regarding food facility registration, please visit:  
<http://www.fda.gov/Food/GuidanceRegulation/FoodFacilityRegistration/default.htm>

For assistance, please contact the FDA Industry Systems Help Desk:  
1-800-216-7331  
240-247-8804  
[furls@fda.gov](mailto:furls@fda.gov)

(Technical, Computer & General Questions)  
Help desk hours are Monday to Friday from 7:30 am to 11:00 pm Eastern Standard Time

**Please Note:** The system will automatically time out if there is no activity for 30 minutes.

The “Voluntary U.S. Agent Information” page, shown in Figure 3.2, is displayed for any user who has not submitted a request for a U.S. Agent I.D.

**Figure 3.2: Voluntary U.S. Agent Information page**

FFR Home

Register a Food Facility

Biennial Registration Renewal - 2012

Complete Draft Registration

Cancel Registration

Search Facility Registrations

Link Registration to your Account

Manage Registrations Among Accounts

Confirm Receipt Code

Retrieve Registration PIN

View Registration (U.S. Agent only)

U.S. Agent Voluntary Identification System

### Voluntary U.S. Agent Information

To link your account to a current U.S. Agent I.D., you must obtain the Agent I.D. and Pin Number from the VIS creator. Upon retrieval, select the "Link U.S. Agent to your Account" button and enter the Agent I.D. and Pin Number to submit the request. After successful submission, you will be able to use the desired U.S. Agent I.D.

Link U.S. Agent to your Account
Clear

**Are you an individual, partnership, corporation, or association?**

**Title (Optional)**

**First Name**

**Middle Name (Optional)**

**Last Name**

**Country/Area**

**Street Address, Line 1**

**Street Address, Line 2 (Optional)**

**Zip Code**

Please enter 'NONE' in Zip Code field if Zip Codes are not used in selected Country/Area

**City**

**State/Province/Territory**

**Telephone Number**

Country Area Phone Number Extension

**Emergency Contact Telephone Number**

Country Area Phone Number

**Fax Number (Optional)**

Country Area Fax Number

**E-Mail Address**

**Confirm E-Mail Address**

Submit

**Step 2 – Fill out U.S. Agent Contact Information and Submit Section -- Voluntary U.S. Information Page**

There are two options.

1. Enter the U.S. Agent contact information manually by filling out the form, or
2. Click the “Link U.S. Agent to your Account” button.

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

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

### 3 Access U.S. Agent Features

#### Step 1 – Access the U.S. Agent Page

##### Section -- FFR Home Page

Upon receipt of the U.S. Agent I.D., or the successful linking of your account to a U.S. Agent I.D., click the “U.S. Agent Voluntary Identification System” module. The “United States Agent” page will be displayed, as shown in the figure below. This page provides your:

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

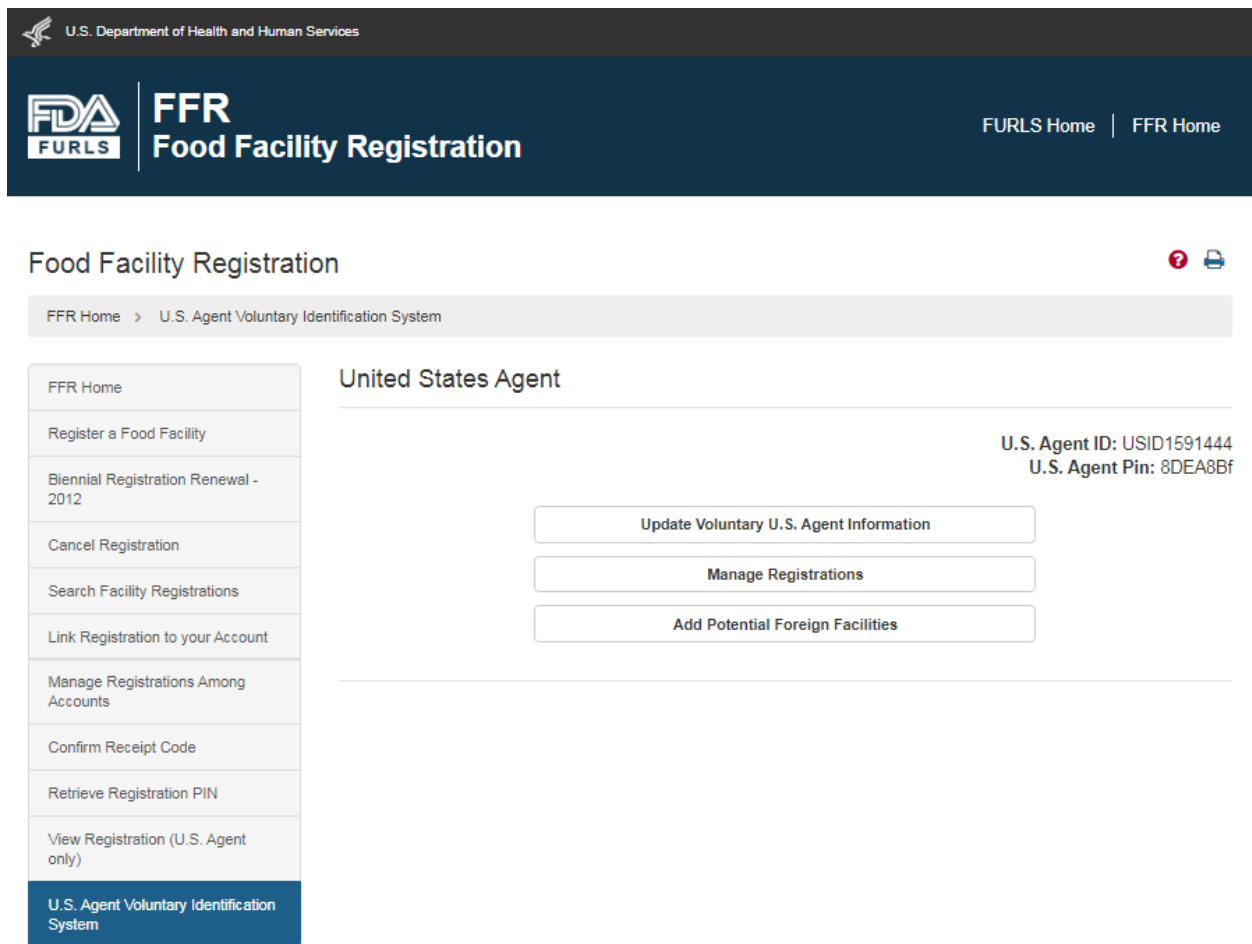
This page also provides you with three U.S. Agent features:

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

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

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

**Figure 4.1: Access the United States Agent Page**



## 4 Access Update Voluntary U.S. Agent Information

### Step 1 – Access the Update Voluntary U.S. Agent Information page


#### Section – United States Agent page

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

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

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

**Figure 5.1: Access the Update Voluntary U.S. Agent Information Page**

Food Facility Registration
? 

[FFR Home](#) > [U.S. Agent Voluntary Identification System](#)

FFR Home

Register a Food Facility

Biennial Registration Renewal - 2012

Cancel Registration

Search Facility Registrations

Link Registration to your Account

Manage Registrations Among Accounts

Confirm Receipt Code

Retrieve Registration PIN

View Registration (U.S. Agent only)

U.S. Agent Voluntary Identification System

### Voluntary U.S. Agent Information

Deactivate U.S. Agent I.D.
Clear

**Are you an individual, partnership, corporation, or association?**

Partnership

**Name of U.S. Agent**

Jane Doe703

**Country/Area**

UNITED STATES

**Street Address, Line 1**

123 Test Street

**Street Address, Line 2 (Optional)**

Ste 1

**Zip Code**

22308

Please enter 'NONE' in Zip Code field if Zip Codes are not used in selected Country/Area

**City**

Alexandria

**State/Province/Territory**

Virginia

Previous
Submit

**Telephone Number**

001 555 1212121 12121

Country Area Phone Number Extension

**Emergency Contact Telephone Number**

001 555 1212122

Country Area Phone Number

**Fax Number (Optional)**

001 555 1212123

Country Area Fax Number

**E-Mail Address**

jane.doe@test.com

**Confirm E-Mail Address**

jame.doe@test.com

## 5 Access Manage Registrations

### Step 1 – Access the Manage Registrations page

#### Section – United States Agent page

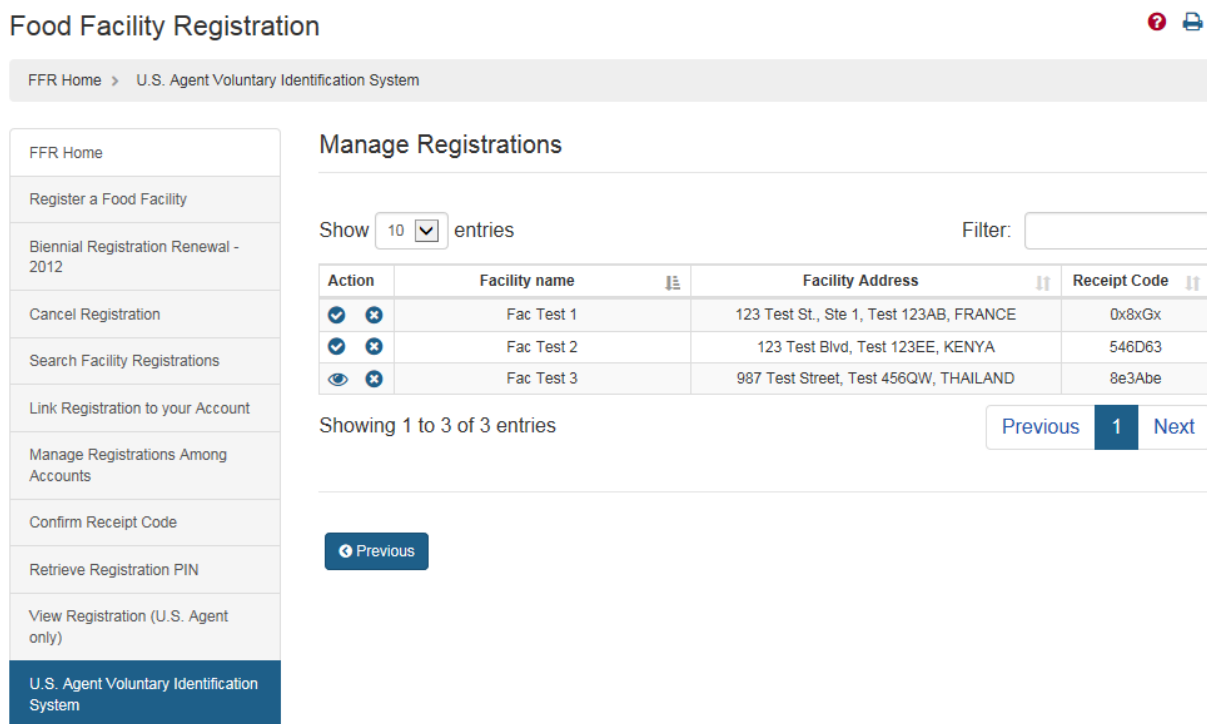
After you have clicked the “Manage Registrations” button, the Manage Registrations page will be displayed, as shown in the figure below. This page displays the facility address and receipt code for each foreign food facility associated with your U.S. Agent I.D. or contact information. From this page, you can agree to be the U.S. Agent for a

foreign food facility by clicking the “Accept Assignment” button in the Action column. Or, you can reject an assignment as the U.S. Agent to the foreign food facility by clicking the “Reject Assignment” button.

Alternatively, you can accept or reject an assignment using the Confirm Receipt Code module by entering the receipt code from the Initial Agent Assignment notification email. The acceptance or rejection from the Confirm Receipt Code module will be updated in Manage Registrations.

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

**Figure 6.1: Access the Manage Registrations Page**



The screenshot shows the 'Food Facility Registration' page. On the left is a navigation menu with options like 'Register a Food Facility', 'Biennial Registration Renewal - 2012', 'Cancel Registration', 'Search Facility Registrations', 'Link Registration to your Account', 'Manage Registrations Among Accounts', 'Confirm Receipt Code', 'Retrieve Registration PIN', and 'View Registration (U.S. Agent only)'. The 'U.S. Agent Voluntary Identification System' option is highlighted in blue. The main content area is titled 'Manage Registrations' and includes a 'Show 10 entries' dropdown and a 'Filter:' input field. Below this is a table with three columns: 'Action', 'Facility name', 'Facility Address', and 'Receipt Code'. The table contains three rows of test data. At the bottom of the table area, there is a 'Showing 1 to 3 of 3 entries' indicator and 'Previous', '1', and 'Next' navigation buttons. A 'Previous' button is also visible below the table area.

Action	Facility name	Facility Address	Receipt Code
✓ ✖	Fac Test 1	123 Test St., Ste 1, Test 123AB, FRANCE	0x8xGx
✓ ✖	Fac Test 2	123 Test Blvd, Test 123EE, KENYA	546D63
👁 ✖	Fac Test 3	987 Test Street, Test 456QW, THAILAND	8e3Abe

## 6 Access Add Potential Foreign Facilities

### Step 1 – Access the Add Potential Foreign Facilities page

#### Section – United States Agent page

After you have clicked the “Add Potential Foreign Facilities” button, the Add Potential Foreign Facilities page will be displayed, as shown in the figure below. From this page,



you can add the name and address of foreign food facilities that you expect to represent in the future. After you have clicked the “Add Facility” button, the foreign food facility will be added to a table. You can add multiple potential foreign food facilities. From the table, the you can modify or delete a potential foreign facility. To update the system with your potential foreign food facilities, click the “Submit” button.

If the foreign food facility representative enters your U.S. Agent I.D. in Section 7 during the creation of a foreign facility registration, the representative will be able to view the details of your U.S. Agent’s contact information automatically. Upon submission of the foreign food facility registration by the facility representative, the facility listed in your “Add Potential Foreign Facilities” table will move to the “Manage Registrations” table.

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

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

**Figure 7.1: Access the Add Potential Foreign Facilities Page**

## Food Facility Registration



FFR Home > U.S. Agent Voluntary Identification System

- FFR Home
- Register a Food Facility
- Biennial Registration Renewal - 2012
- Cancel Registration
- Search Facility Registrations
- Link Registration to your Account
- Manage Registrations Among Accounts
- Confirm Receipt Code
- Retrieve Registration PIN
- View Registration (U.S. Agent only)
- U.S. Agent Voluntary Identification System

### Add Potential Foreign Facilities

- Please select the "Add Facility" button to add a potential foreign facility to the table.
- Please use the "Delete" (✖) or "Edit" (✎) icons in the Action column to Delete or Edit a facility in the facility table.
- Please select the "Submit" button to save your changes to the system.

<p><b>Facility Name</b></p> <input style="width: 95%;" type="text"/>	<p><b>Country/Area</b></p> <div style="border: 1px solid #ccc; padding: 2px;">Please Select a Country/Area ▼</div>
<p><b>Street Address, Line 1</b></p> <input style="width: 95%;" type="text"/>	<p><b>State/Province/Territory</b></p> <div style="border: 1px solid #ccc; padding: 2px;">[Please Select] ▼</div>
<p><b>Street Address, Line 2 (Optional)</b></p> <input style="width: 95%;" type="text"/>	<p><b>Zip/Postal Code</b></p> <input style="width: 95%;" type="text"/>
<p><b>City</b></p> <input style="width: 95%;" type="text"/>	<p>Please enter 'NONE' in Zip Code field if Zip Codes are not used in selected Country/Area</p>
<input style="background-color: #0056b3; color: white; padding: 5px 15px; border: none;" type="button" value="Add Facility"/>	

Show  entries Filter:

Action	Facility Name	Facility Address
✖ ✎	Test Facility	1234 Test Drive, Ste 2, Aisle, Aude 123AB, FRANCE
✖ ✎	Test Facility 2	987 Test Street, Rm 2, Pel, Para 987CD, BRAZIL

Showing 1 to 2 of 2 entries

## 7 Access Foreign Food Facility Registration Section 7 – United States Agent

**Step 1 – User performs a Foreign Facility Registration in “Register a Food Facility”, “Update Facility Registration”, or “Biennial Registration Renewal” Workflows**

### Section – Section 7: United States Agent

Upon accessing Section 7, “United States Agent”, you will be asked whether you have a U.S. Agent I.D., as shown in the figure below.

**Figure 8.1: U.S. Agent I.D. Field in Section 7**

**Section 7: United States Agent**

Do you have U.S. Agent ID from the U.S. Agent you are trying to identify?  
 Yes  No

If you select “No” you will be able to fill out the U.S. Agent contact information manually, as you do today. However, if you select “Yes”, you will be able to enter the U.S. Agent I.D., as displayed in the figure below:

**Figure 8.2: U.S. Agent I.D. Search Button**

**Section 7: United States Agent**

Do you have U.S. Agent ID from the U.S. Agent you are trying to identify?  
 Yes  No

Enter U.S. Agent ID

After entering the U.S. Agent I.D., and clicking the Search button, you will see the U.S. Agent details in a table. Continue navigation toward submission if this is the correct agent. If the correct agent is not displayed, you can delete the agent through the Action column, and enter another U.S. Agent I.D. or enter the agent contact information manually.

**Figure 8.3: U.S. Agent Contact Information Table**

**Section 7: United States Agent**

Do you have U.S. Agent ID from the U.S. Agent you are trying to identify?  
 Yes  No

Action	U.S. Agent ID	U.S. Agent Name	Address	Telephone Number	Emergency Contact Telephone Number	E-Mail Address
	USID6344582	John Z. Doe	123 Test ST, Alexandria, VA 22308, UNITED STATES	703-7778888	703-7776666	johndoe@testing.com

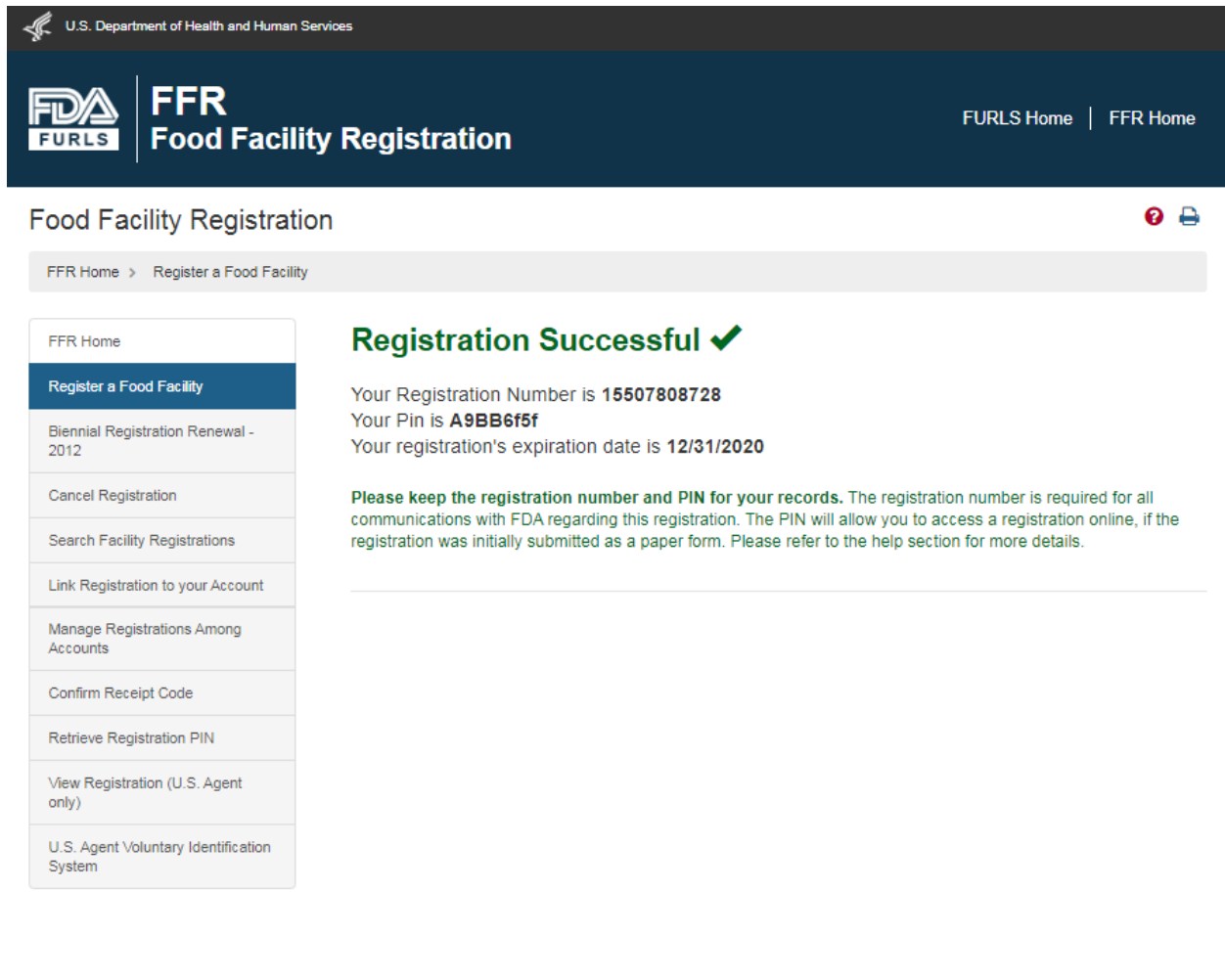
## 8 Access Foreign Food Facility Registration Submission Confirmation

### Step 1 – Foreign Registration in Access Register a Food Facility, Update Facility

## Registration, or Biennial Registration Renewal Workflows Section – Post-Submission Confirmation


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

**Figure 9.1: Foreign FFR Post-Submission - U.S. Agent Confirmation In Advance**



U.S. Department of Health and Human Services

FDA FURLS | **FFR** Food Facility Registration | FURLS Home | FFR Home

Food Facility Registration ? 

FFR Home > Register a Food Facility

FFR Home
<b>Register a Food Facility</b>
Biennial Registration Renewal - 2012
Cancel Registration
Search Facility Registrations
Link Registration to your Account
Manage Registrations Among Accounts
Confirm Receipt Code
Retrieve Registration PIN
View Registration (U.S. Agent only)
U.S. Agent Voluntary Identification System

### Registration Successful ✓

Your Registration Number is **15507808728**  
 Your Pin is **A9BB6f5f**  
 Your registration's expiration date is **12/31/2020**

**Please keep the registration number and PIN for your records.** The registration number is required for all communications with FDA regarding this registration. The PIN will allow you to access a registration online, if the registration was initially submitted as a paper form. Please refer to the help section for more details.

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