User Fee System (UFS) User Fee iStore Account Creation Desk Guide

Overview

This desk guide provides step-by-step instructions for creating an iStore account. The process includes steps that assist the user in determining if their organization already exists in UFS, prior to creating a new iStore account.

To create a new iStore account, follow these steps:

- 1. Access the appropriate User Fee website.
- 2. Review the statement and click the "I understand" radio button (Figure 1).

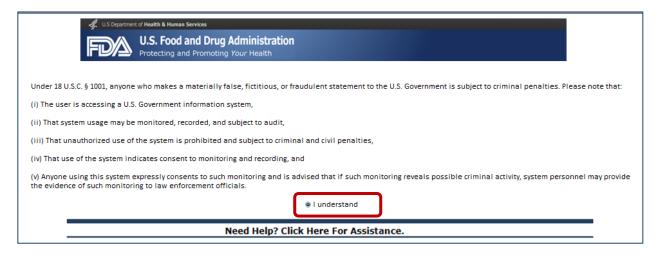


Figure 1: FDA Access Conditions Page



3. You are navigated to the User Fee login page. If you do not have an existing user fee account, click the **New User? Please register...** link (Figure 2).



Figure 2: User Fee Login Page

- 4. You will be taken to the *New User Registration* page (Figure 3), where you can search for your organization. There are six search options to select from in order to determine if your organization exists in UFS. Conduct a search for your organization <u>before</u> clicking the "I am a new FDA User Fee Organization" radio button. The six search options are:
 - Paid PIN or Cover Sheet Number: If you have a previous year's Payment Identification Number (PIN) or Cover Sheet Number, please select this radio button and enter the PIN or cover sheet number in the Paid PIN or Cover Sheet Number field, and then click the Go button

 - E-mail Address: If an e-mail address was used to pay for FDA user fees in the past, select this radio button and enter the e-mail address in the Email Address field, and then click the Go button □ □.
 - Organization Number: The organization number is a unique number assigned to your organization by the UFS.
 - a. If you don't know your organization number, contact the <u>User Fee Helpdesk</u> for assistance. Also, <u>if you have received a Small Business Decision (SBD) letter from the Division of Small Manufacturers, International and Consumer Assistance (DSMICA), the organization number can be found in the letter.</u>



- b. If you know your organization number, please select this radio button and enter the number in the **Organization Number** field, and then click the **Go** button
- Employer ID Number: If you are a domestic (U.S.-based) entity, select this radio button and enter your entity's Tax Identification Number (TIN) or Employer Identification Number (EIN) in the Employee ID Number field, and then click the Go button
- Data Universal Numbering System (DUNS): The DUNS number is nine-digit unique identifier used by the Federal government to identify business entities. If you are a foreign/international (non-U.S.-based) entity, select the Dun and Bradstreet Number (DUNS) radio button and enter your entity's DUNS number in the Dun and Bradstreet Number (DUNS) field, and then click the Go button

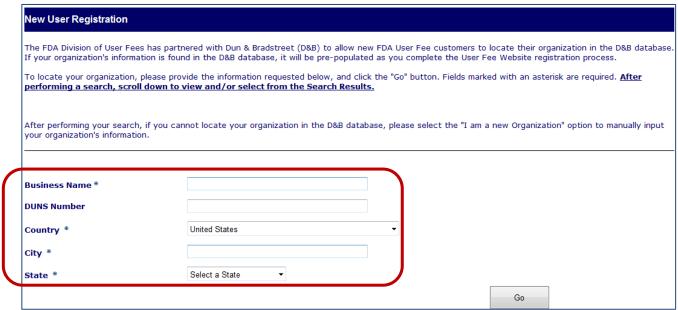


Figure 3: New User Registration Page



5. After performing a search for your organization using one of the six search options, the search results will display directly below the **Go** button See examples shown in Figure 4 and Figure 5:

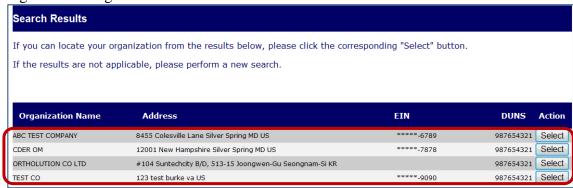


Figure 4: Positive Organization Search Results



Figure 5: Negative Organization Search Results

- a. If multiple search results display, select the appropriate result for your organization and click the **Select** button Select. Proceed to Step 6 to register as a new user for your organization.
- b. If no search results display (Figure 5), click the "I am a new FDA User Fee Organization" radio button and click the Go button to initiate registering your organization into UFS. Proceed to Step 7 to continue with the registration process.
- 6. If your organization displayed in the initial search results and you clicked the **Select** button Select, you are navigated to the *Business User Registration* page (Figure 6). Your organization's business information is displayed within the "Business Information" section. In the "User Information" section, enter your user information, then click the **Submit** button Submit. Note the following:
 - Fields marked with an asterisk ("*") are required
 - The first field for the telephone and fax numbers are for the country code
 - Your UFS user name may only contain letters and numbers



If you successfully registered as a new user, you are navigated to the UFS website (Figure 11), where your user name and available cover sheets are displayed.

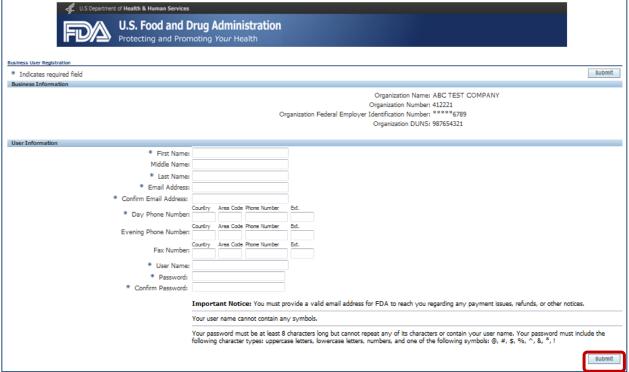


Figure 6: Business User Registration Page

- 7. If you clicked the "**I am a new FDA User Fee Organization**" radio button in Step 5, you are navigated to the *New User Registration* page (Figure 7). Perform a second search of your organization through the Dun and Bradstreet (D&B) System via the User Fee website by entering the following:
 - Organization name: This is a required field. Enter your organization name in the **Business Name** field. Do not to use any special characters e.g., asterisks, ampersands, periods, commas, etc.) when entering the company name.
 - DUNS Number field: This is not a required field. Enter your organization's Data Universal Numbering System (DUNS) number.
 - **Country** field: This is a required field. Select the country in which your organization is located from the dropdown list.
 - **City** field: This is a required field. Enter the name of the city in which your organization is located.



• State field: This is a required field. Select the U.S. state in which your organization is located from the dropdown list.

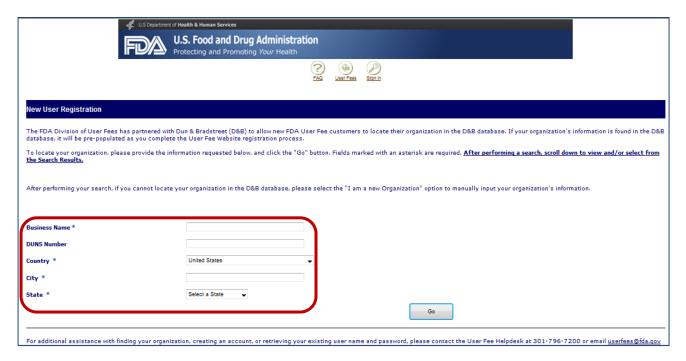


Figure 7: New User Registration Organization Search

After entering the above information, click the **Go** button

- a. If UFS is unable to locate your organization, the "Search Results" section will state that UFS was unable to produce any results (Figure 8). Perform one of the following steps:
 - Perform a new search following the aforementioned steps
 - Navigate to the D&B website to register your organization and obtain a DUNS number
 - Click the Select button Select to navigate to the Business User Registration page.



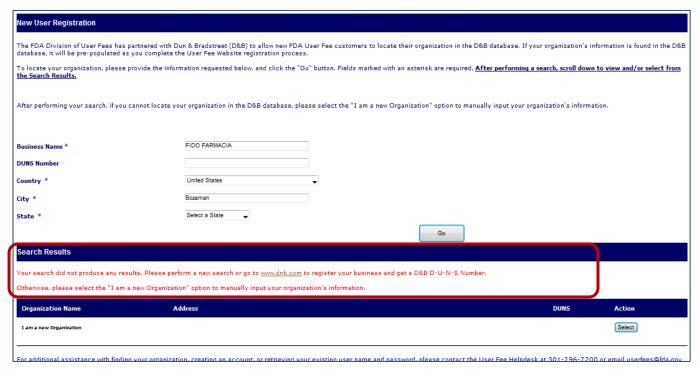


Figure 8: Negative Organization Search Results

- b. If UFS is able to locate your organization, proceed to creating a new customer account following Step 7.
- 8. One you click the **Select** button Select for "I am a new Organization," you are navigated to the *Business User Registration* page. Enter the required following these steps:
 - a. Within the "Business Information" section (Figure 9), enter the **required** information in the following fields:
 - Organization Name
 - Organization Federal Employer Identification Number
 - Country
 - Address (line 1)
 - City
 - State
 - Zip



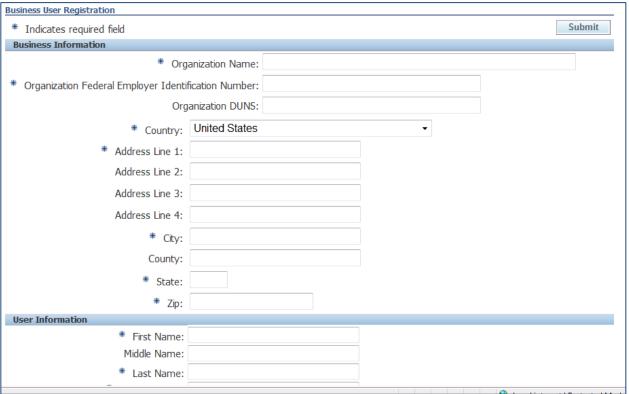


Figure 9: Business Information section

- b. Within the "User Information" section, enter the required information following Step 6.
- c. After completing your entry, verify the information, and then click the **Submit** button Submit. You are then logged into the User Fee Website and the FDA User Fees main page (Figure 10) displays.



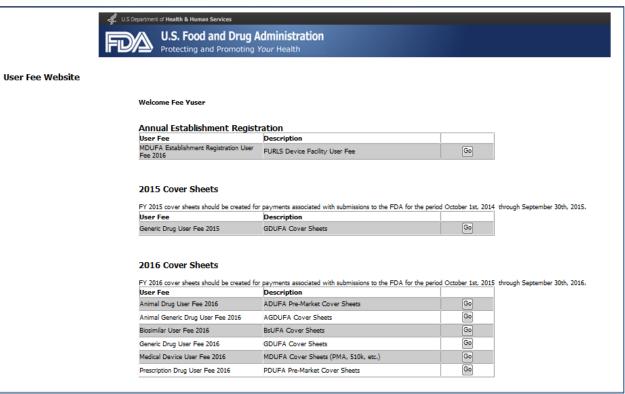


Figure 10: Welcome Page for New UFS User

If you have any questions regarding the UFS Customer Account process, please contact the User Fees Helpdesk at <u>userfees@fda.gov</u> or (301) 796-7200.

Last updated on 23 November 2015

