



U.S. FOOD & DRUG
ADMINISTRATION

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

August 2022

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

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

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

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

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

Figure 1 - U.S. Agent Voluntary Identification System Option

Food Facility Registration ? 🖨

FFR Home

FFR Home	<p>Welcome to the Food Facility Registration Module. Please select the menu option from the left to get started.</p> <div><p>PAPERWORK REDUCTION ACT NOTICE</p><p>The burden for this collection of information is estimated to average between 1 and 12 hours per response, including the time to review instructions, search existing data sources, gather and maintain the data needed and complete and review the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the following address:</p><p>Department of Health and Human Services Food and Drug Administration Office of Chief Information Officer Paperwork Reduction Act (PRA) Staff 11601 Landsdown Street 3WFN RM7A08 North Bethesda, MD 20852 PRASStaff@fda.hhs.gov</p></div> <div><p>For more information regarding food facility registration, please visit: http://www.fda.gov/Food/GuidanceRegulation/FoodFacilityRegistration/default.htm</p><p>For assistance, please contact Food Facility Registration Data Management Support Services (FFRDMSS): 1-800-216-7331 240-247-8804 furls@fda.gov</p><p>(Technical, Computer & General Questions) FFRDMSS hours are Monday to Friday (excluding U.S. government holidays) from 9:00 am to 6:00 pm Eastern Standard Time</p></div> <div><p>Please Note: The system will automatically time out if there is no activity for 30 minutes.</p></div>
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Biennial Registration Renewal - 2022

Register a Food Facility

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

Form Approval: OMB No.0910-0502, Expiration date: 08/31/2022

The Voluntary U.S. Agent Information page (**Figure 2**), is displayed for any user who has not submitted a request for a U.S. Agent I.D.

Figure 2 - Voluntary U.S. Agent Information Page

FFR Home > U.S. Agent Voluntary Identification System

FFR Home

Biennial Registration Renewal - 2022

Register a Food Facility

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?
Please Select

Title (Optional)

First Name

Middle Name (Optional)

Last Name

Country/Area
UNITED STATES

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
001 Country 001 Area Telephone Area Phone Number Ext Extension

Emergency Contact Telephone Number
001 Country 001 Area Telephone Area Phone Number

Fax Number (Optional)
001 Country 001 Area Fax Area Fax Number

E-Mail Address

Confirm E-Mail Address

2.2 Step 2 – Fill out U.S. Agent Contact Information and Submit

There are two options.

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

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

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

3 Access U.S. Agent Features

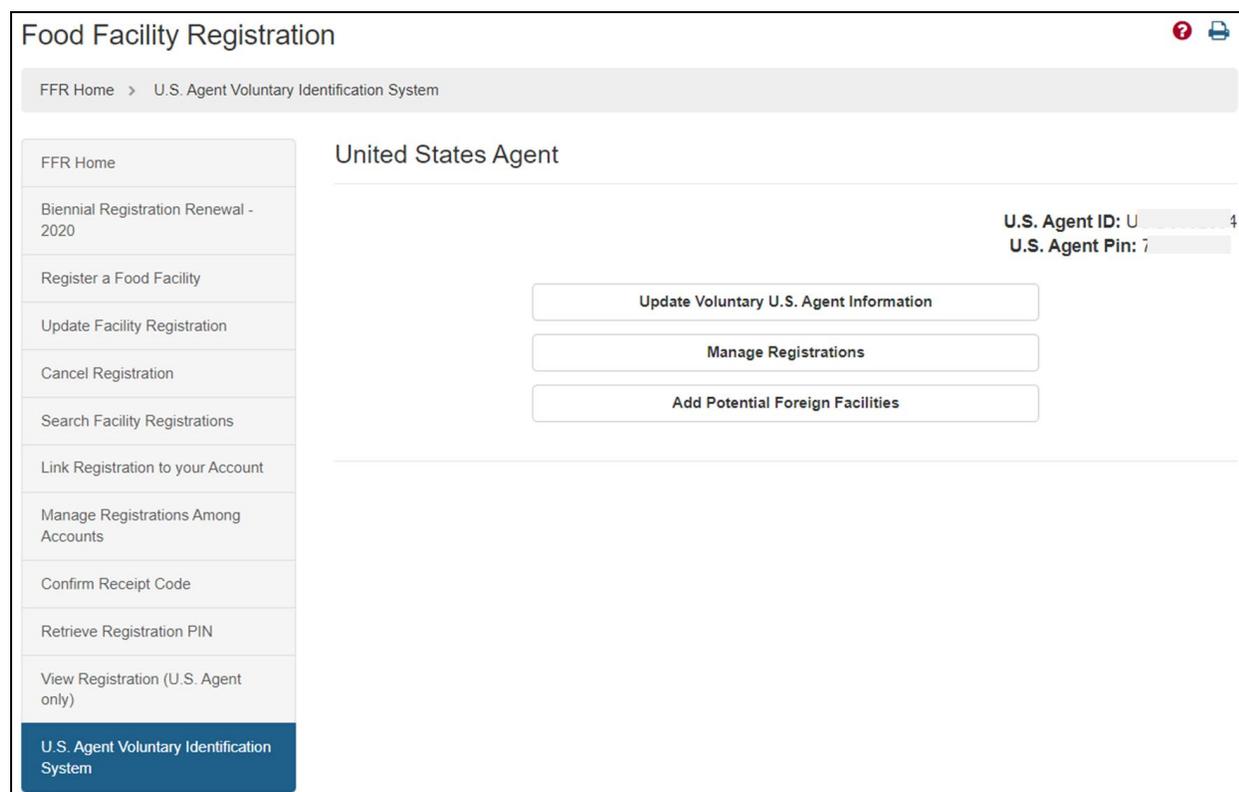
Upon receipt of the U.S. Agent I.D., or the successful linking of your account to a U.S. Agent I.D., click the “U.S. Agent Voluntary Identification System” module. The “United States Agent” page will be displayed (**Figure 3**). This page provides your:

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

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

1. **Update Voluntary U.S. Agent Information:** This feature allows you to update your contact information, such as address, email address, and telephone numbers. Each facility that you represent will receive an email notifying them of your change in contact information. This page also allows you to deactivate your U.S. Agent I.D. account.
2. **Manage Registrations:** This feature allows you to “*accept*” and “*reject*” the representation of specific foreign food facilities. It also allows you to view foreign food facility registration details.
3. **Add Potential Foreign Facilities:** This feature allows you to add foreign food facilities that you expect to represent. When the foreign food facility representative enters your U.S. Agent I.D. in Section 7 (the U.S. Agent section) of the foreign food facility registration, the FFR system will enter your contact information automatically into the registration. Upon submission, you will not have to “*accept*” or “*reject*” the registration. The registration will be automatically accepted.

Figure 3 - Access the United States Agent Page



3.1 Access Update Voluntary U.S. Agent Information

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

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

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

Figure 4 - Update Voluntary U.S. Agent Information Page

FFR Home

Biennial Registration Renewal - 2020

Register a Food Facility

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

Voluntary U.S. Agent Information

Deactivate U.S. Agent I.D.
Clear

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

Individual
▼

Title (Optional)

First Name

Jane

Middle Name (Optional)

Last Name

Doe

Country/Area

UNITED STATES

Street Address, Line 1

123 Test Stree

Street Address, Line 2 (Optional)

Zip Code

20878

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

City

Darnestown
▼

State/Province/Territory

Maryland
▼

Telephone Number

001
Country

240
Area

1111111
Phone Number

Ext
Extension

Emergency Contact Telephone Number

001
Country

240
Area

1212121
Phone Number

Fax Number (Optional)

001
Country

Area
Area

Fax
Fax Number

E-Mail Address

test@fda.hhs.gov

Confirm E-Mail Address

test@fda.hhs.gov

3.2 Access Manage Registrations

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

the “*Confirm Receipt Code*” option by entering the receipt code from the Initial Agent Assignment notification email. The acceptance or rejection from the “*Confirm Receipt Code*” option will be updated in “*Manage Registrations*”.

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

Figure 5 - Access the Manage Registrations Page

The screenshot shows the 'Food Facility Registration' page. The main content area is titled 'Manage Registrations'. It features a table with columns for 'Action', 'Facility name', 'Facility Address', and 'Receipt Code'. The table contains 10 rows of data, each representing a different food facility. The 'Action' column includes icons for viewing (eye) and rejecting (x) each registration. Below the table, there is a pagination control showing 'Showing 21 to 30 of 57 entries' and a set of numbered buttons from 1 to 6, with '3' currently selected.

Action	Facility name	Facility Address	Receipt Code
	ggug	ryryryry, kjkjhjgijj 4535434, Cambodia	xx0028
	grgergre	xaxa, ghkgk asadasdas, Korea, North	0JF46g
	HANNAH POWER	Box 16625 Bo Mariana Road 909, Humacao 00791, PUERTO RICO	fe0524
	iii info	Rua Rio do Vale, Torres Vedras 2560-232, Portugal	88hA7G
	iii info foreign facility	4000 Legato Rd., taiwan city 22102, Taiwan	x759h3
	iii info New	Rua Rio do Vale, Torres Vedras NONE, Brazil	Ajf34g
	iii info updated	Rua Rio do Vale1, Torres Vedras 2560-232, Portugal	0B24EJ
	Information Innovators, Inc.	Belleaire Circle, Chennai NONE, India	6507aJ
	Ne- Sandy Food Corp	8888 Town And Country Blvd, Ellicott City 21043-3027, UNITED STATES MINOR OUTLYING ISLANDS	b7bF12
	Need Receipt code	913 highland ridge ave, 222, tutuiuy 20908, Gabon	xx7d4x

3.3 Access Add Potential Foreign Facilities

After you have clicked the “*Add Potential Foreign Facilities*” button, the *Add Potential Foreign Facilities* page will be displayed (Figure 6). From this page, you can add the name and address of foreign food facilities that you expect to represent in the future. After you have clicked the “*Add Facility*” button, the foreign food facility will be added to a table. You can add multiple potential foreign food facilities. From the table, you can modify or delete a potential foreign facility. To update the system with your potential foreign food facilities, click the “*Submit*” button.

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

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

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

Figure 6 - Access the Add Potential Foreign Facilities Page

Food Facility Registration

FFR Home > 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.

Facility Name

Country/Area

Street Address, Line 1

State/Province/Territory

Street Address, Line 2 (Optional)

City

Zip/Postal Code

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

Add Facility

Show entries Filter:

Action	Facility Name	Facility Address
✖ ✎	A-Tek	123 Japan road, tokyo, Aichi 678678687, JAPAN

Showing 1 to 1 of 1 entries Previous **1** Next

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

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

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

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. (**Figure 8**):

Figure 8 - U.S. Agent ID Search

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 (**Figure 9**). Continue with the submission if this is the correct agent. If the correct agent is not displayed, you can delete the agent by selecting the “*Delete*” icon in the Action column. Enter another U.S. Agent I.D. or enter the agent contact information manually.

Figure 9 - U.S. Agent Contact Information Table

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	john.doe@testing.com

5 Access Foreign Food Facility Registration Submission Confirmation

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

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

The screenshot shows the 'Food Facility Registration' page on the FDA FURLS website. The header includes the U.S. Department of Health and Human Services logo, the FDA FURLS logo, and the text 'FFR Food Facility Registration'. Navigation links for 'FURLS Home' and 'FFR Home' are present. The main content area displays 'Registration Successful' with a green checkmark. Below this, it states: 'Your Registration Number is [redacted]', 'Your Pin is [redacted]', and 'Your registration's expiration date is 12/31/2020'. A note advises: '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.' A left-hand navigation menu lists various actions such as 'Biennial Registration Renewal - 2022', 'Register a Food Facility', '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)', and 'U.S. Agent Voluntary Identification System'.

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.