



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

**U.S. Food and Drug Administration  
Foreign Supplier Verification Programs  
(FSVP) Importer Portal for FSVP  
Records Submission User Guide**

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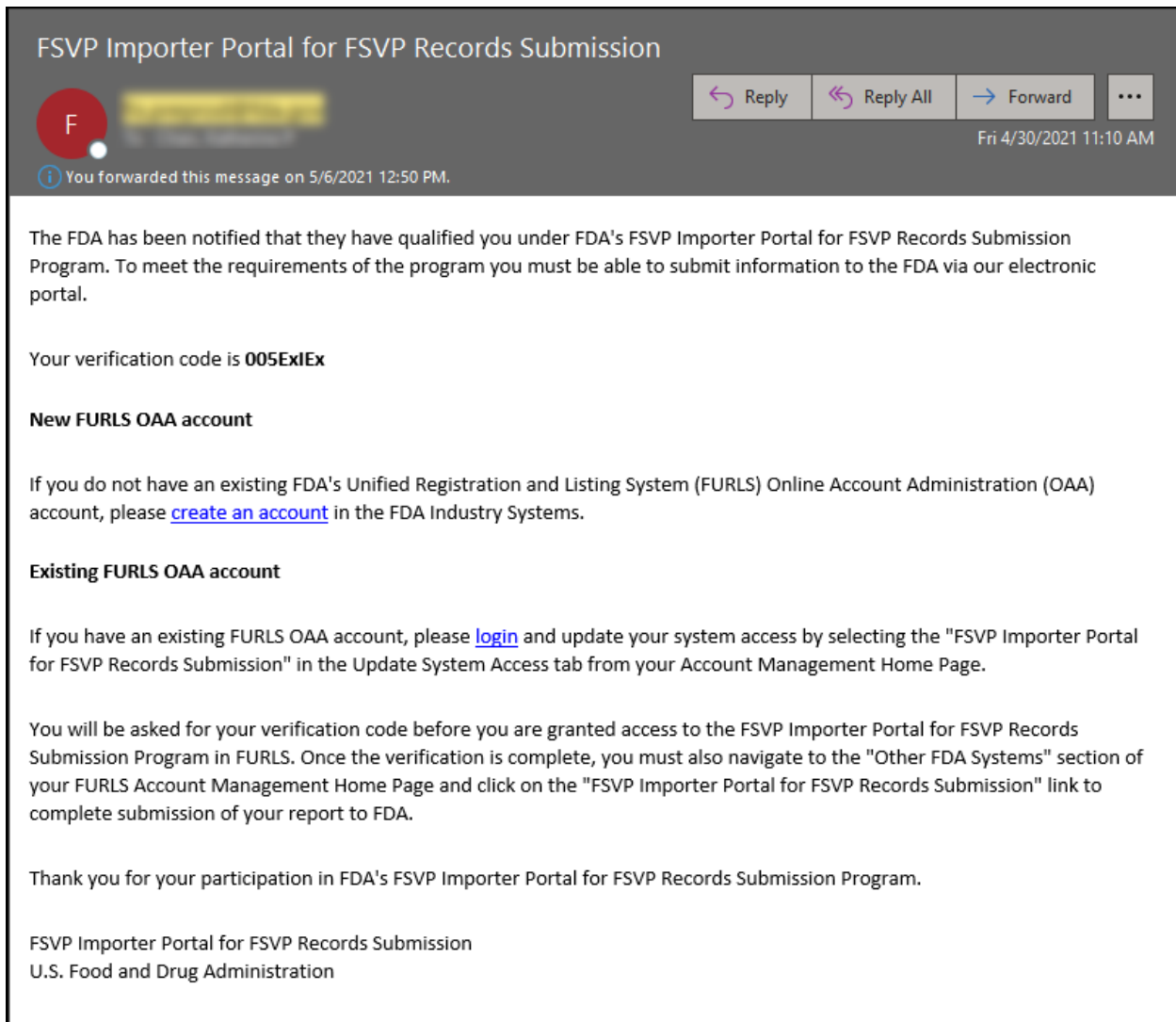
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# 1. Creating an FDA Online Account

**NOTE:** Access to your OAA account must be done through one of the following browsers:

Microsoft Edge, Google Chrome, or Firefox.

An FSVP inspection must be initiated by the FDA to access the FSVP Importer Portal for FSVP Records Submission. At the start of the inspection, FDA will make initial contact with you. FDA will request the name and email address of your Top Management Official (TMO). FDA will send a system generated email notification to the TMO's email address that will include FDA's Unified Registration and Listing System (FURLS) Online Account Administration (OAA) account link and a verification code (Figure 1). Once the TMO logs into the account, they will be able to access the Form 482d Request for FSVP Records and respond with their FSVP documents.



**Figure 1 – System Generated Email Notification**

To log into the “Online Account Administration” (OAA) system and gain access to FURLS, you will need to create an FDA online account.

To create an FDA online account, you will have two options.

**Option 1:** Go to <https://www.access.fda.gov/oa/>. Click on the “Create New Account” button on the “Online Account Administration (OAA) FDA Industry Systems” page (Figure 2). You will be directed to the “Create New Account” page.

**FDA Industry Systems** System Status

### Login

Existing account holders, enter your account ID & password.

Account ID

Password

*Under 18 U.S.C. 1001, anyone who makes a materially false, fictitious, or fraudulent statement to the U.S. Government is subject to criminal penalties.*

I understand.

[Login](#) [Forgot Account ID](#) [Forgot Password](#)

### New User

[Create New Account](#)

[See Instructions](#) [See Tutorials](#) [Help Desk](#)

### Getting Started

To make submissions to FDA (e.g., Food Facility Registration, Prior Notice, etc.) you must first create an account. Select "Create New Account" towards the bottom left side of this page.

If you already have an account, enter your **account ID** and **password**.

**WARNING:** You are accessing a U.S. Government information system. The system usage may be monitored, recorded, and subject to audit. Unauthorized use of the system is prohibited and subject to criminal and civil penalties. Use of the system indicates consent to monitoring and recording, and anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials.

**Is your computer secure?** Before using FDA Industry Systems (FIS), FDA strongly encourages all users to have current antivirus and antispyware software installed on your computer to help ensure the privacy of the information being entered.

FDA retains contractors to assist the agency in maintaining its databases. If you get a call from someone asking about your facility and you are concerned about whether the call is legitimate, get the name and company of the caller, as well as a phone number, and contact **FDA FURLS Help Desk at 1-800-216-7331** to confirm that the caller is acting on behalf of FDA.

**Figure 2 – FDA OAA Page**

The system displays the “Create New Account” page (Figure 3). You will see “Step 1: Select Application(s) for Account Creation.” Two radio buttons are displayed: “Yes” and “No.” Note that “No” is selected by default.

**Note:** Leave the default value of the selected radio button as “No.” The workflow created by selecting “Yes” directs you to a program that is not within the scope of this document.

**Figure 3 – Create New Account – Step 1: Select Application(s) for Account Creation**

The system will display various FDA programs available in OAA.

Click the “FSVP Importer Portal for FSVP Records Submission” checkbox under the “FSMA Program(s)” section (Figure 4) and continue to the next step by clicking the “Continue” button at the bottom of the page. You will be directed to the “Step 1a: Enter Verification Code for Account Creation” page.

**Figure 4 – Create New Account – FSMA Program(s)**

**Option 2:** Click on the “Create an account” link from the system generated e-mail that you received containing the verification code (Figure 1). You will be directed to the “Step 1a: Enter Verification Code for Account Creation” page.

The system will display the “Step 1a: Enter Verification Code for Account Creation” page (Figure 5).

**FDA OAA ONLINE ACCOUNT ADMINISTRATION (OAA)**

Create New Account

Create New Account

**Step 1a: Enter Verification Code for Account Creation**

Note: Please enter the email address and verification code of the top management official of the facility. The email address entered should match FDA records for the top management official contact at the facility. If you don't have any of the information, please contact FURLS Helpdesk.

Email Address

Verification Code

**Figure 5 – Step 1a: Enter Verification Code for Account Creation**

Enter the verification code in the box and click the “Verify” button. After the code is verified you will be able to create an account for accessing the FSVP Importer Portal for FSVP Records Submission (Figure 5). Note: The email address used to receive the verification code must be used to create new account.

The system displays the “Step 2: Enter Your Account Information” screen. You will need to complete the data entry fields in the “Point of Contact Information,” “Account Information,” and “Physical Address (Business) of Account Holder” sections (Figure 6).

**Note:** All fields are required, unless indicated as “Optional.”

**FDA OAA ONLINE ACCOUNT ADMINISTRATION (OAA)**

Create New Account

Create New Account

**Step 2: Enter Your Account Information**

**2A: Point of Contact Information**

First Name

Middle Initial (Optional)

Last Name / Surname

Job Title

Company Name

**2C: Physical Address (Business) of Account Holder**

Country / Area

Address Line 1

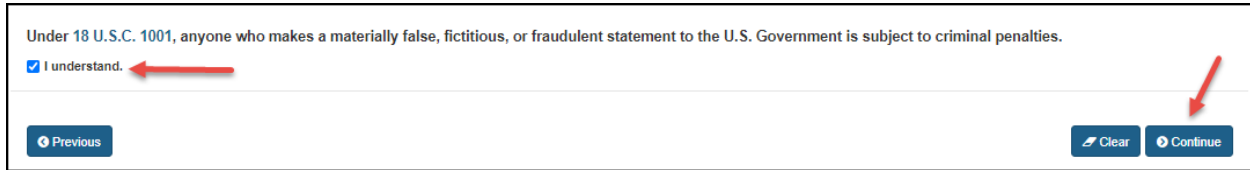
Address Line 2 (Optional)

City

State / Province / Territory

**Figure 6 – Create New Account – Step 2: Enter Your Account Information**

Click the checkbox for “I understand” at the bottom of the page (Figure 7). Click the “Continue” button after you enter the required account information.



Under 18 U.S.C. 1001, anyone who makes a materially false, fictitious, or fraudulent statement to the U.S. Government is subject to criminal penalties.

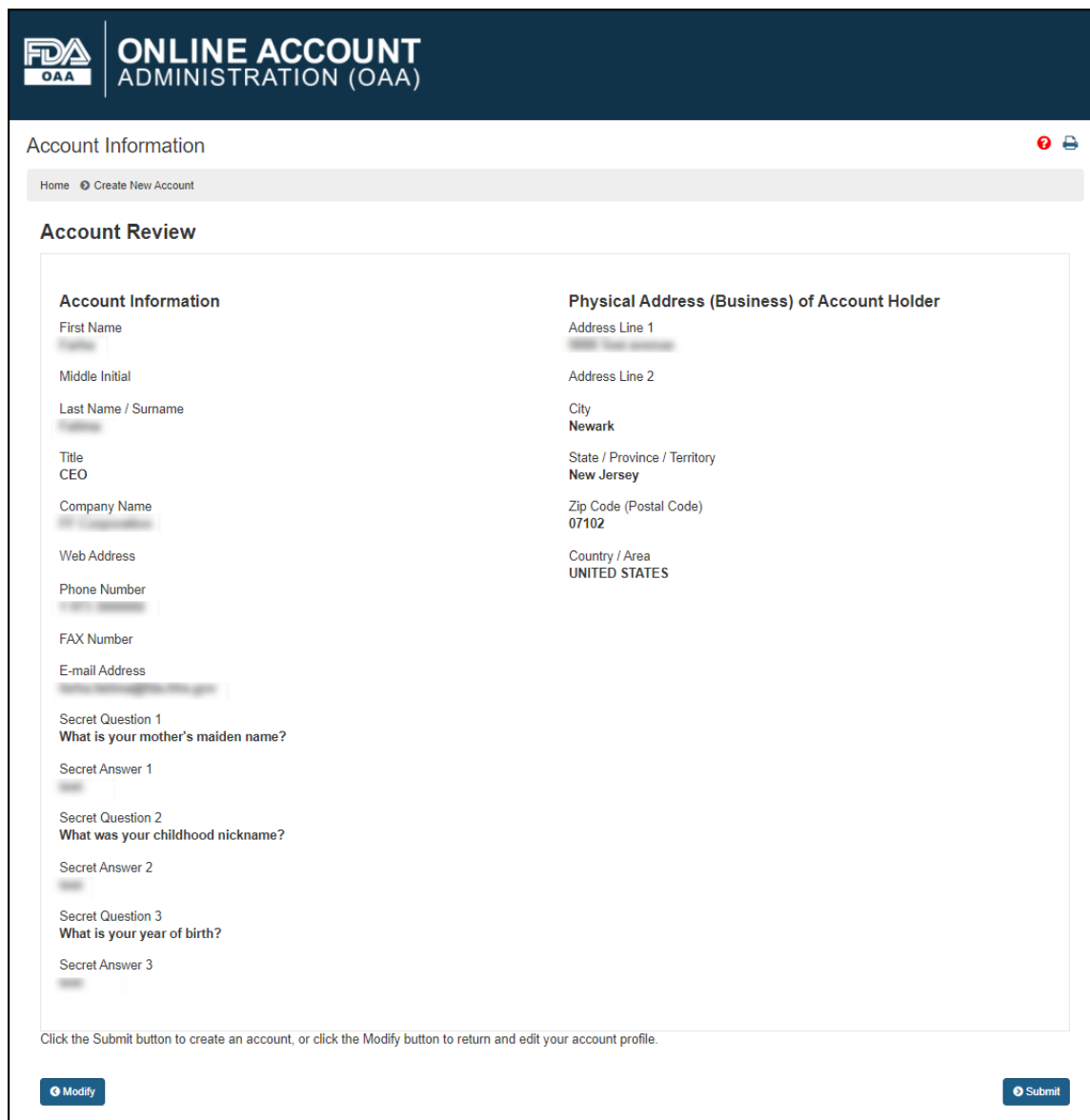
I understand.

Previous Clear Continue

This screenshot shows a form with a checkbox labeled "I understand." which is checked. A red arrow points to the checkbox. Below the checkbox are three buttons: "Previous", "Clear", and "Continue". A second red arrow points to the "Continue" button.

Figure 7 – Checkbox

The “Account Review” page will display (Figure 8). Review the data entered to ensure it is correct. Click the “Modify” button to edit the profile information on the previous page. Click the “Submit” button to complete the process.



FDA ONLINE ACCOUNT ADMINISTRATION (OAA)

Account Information

Home Create New Account

### Account Review

Account Information	Physical Address (Business) of Account Holder
First Name	Address Line 1
Middle Initial	Address Line 2
Last Name / Surname	City Newark
Title CEO	State / Province / Territory New Jersey
Company Name	Zip Code (Postal Code) 07102
Web Address	Country / Area UNITED STATES
Phone Number	
FAX Number	
E-mail Address	
Secret Question 1 What is your mother's maiden name?	
Secret Answer 1	
Secret Question 2 What was your childhood nickname?	
Secret Answer 2	
Secret Question 3 What is your year of birth?	
Secret Answer 3	

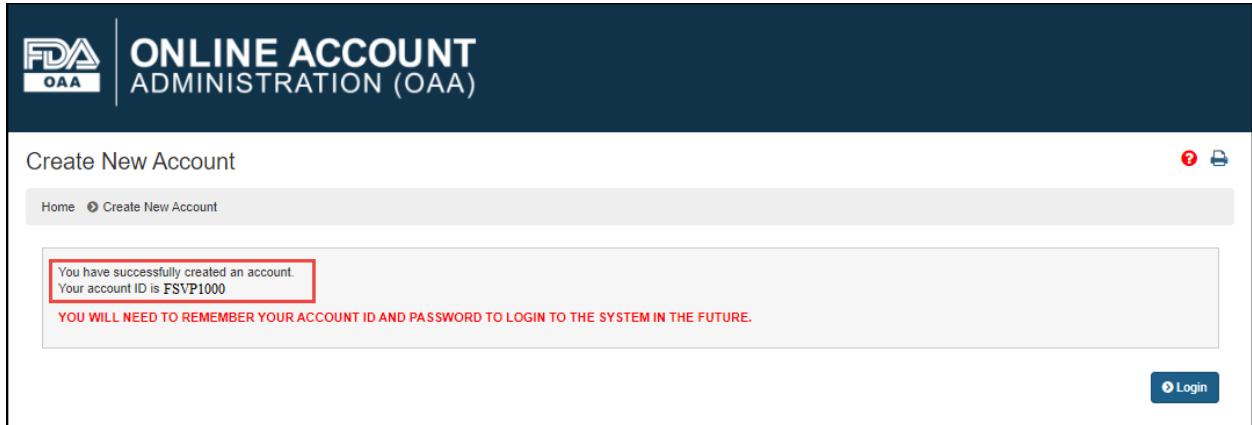
Click the Submit button to create an account, or click the Modify button to return and edit your account profile.

Modify Submit

This screenshot shows the "Account Review" page. It features a header with the FDA logo and "ONLINE ACCOUNT ADMINISTRATION (OAA)". Below the header is a navigation bar with "Home" and "Create New Account". The main content area is titled "Account Review" and contains a table with two columns: "Account Information" and "Physical Address (Business) of Account Holder". The table lists various fields with their corresponding values, such as "First Name", "Middle Initial", "Last Name / Surname", "Title", "Company Name", "Web Address", "Phone Number", "FAX Number", "E-mail Address", and three secret questions with their answers. At the bottom of the page, there are two buttons: "Modify" and "Submit".

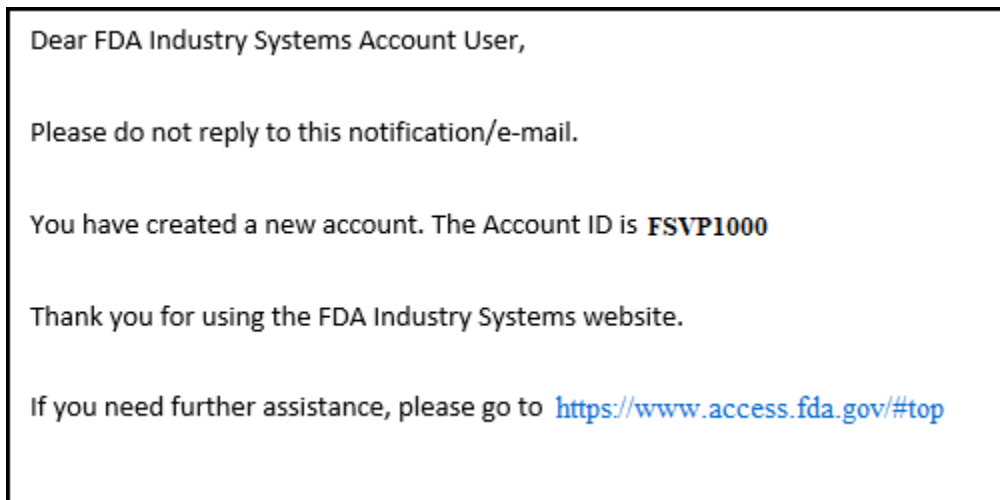
Figure 8 – Account Review Page

When you click the “Submit” button, the system will display a message indicating the account was created successfully. The message displays your account ID (Figure 9). You must retain your account ID and password to log into the system in the future.



**Figure 9 – Successful Account Creation Message Page**

Once you create an account, you will receive an e-mail notification sent to the e-mail address entered in the “Account Information” page which contains the account ID (Figure 10).



**Figure 10 - Account Creation Confirmation E-mail**

Click the “Login” button to access the FSVP Importer Portal (Figure 11). Select “FSVP Importer Portal for FSVP Records Submission” under “FSMA Program(s).” Log into the FSVP Importer Portal to ensure the information was successfully submitted to FDA.



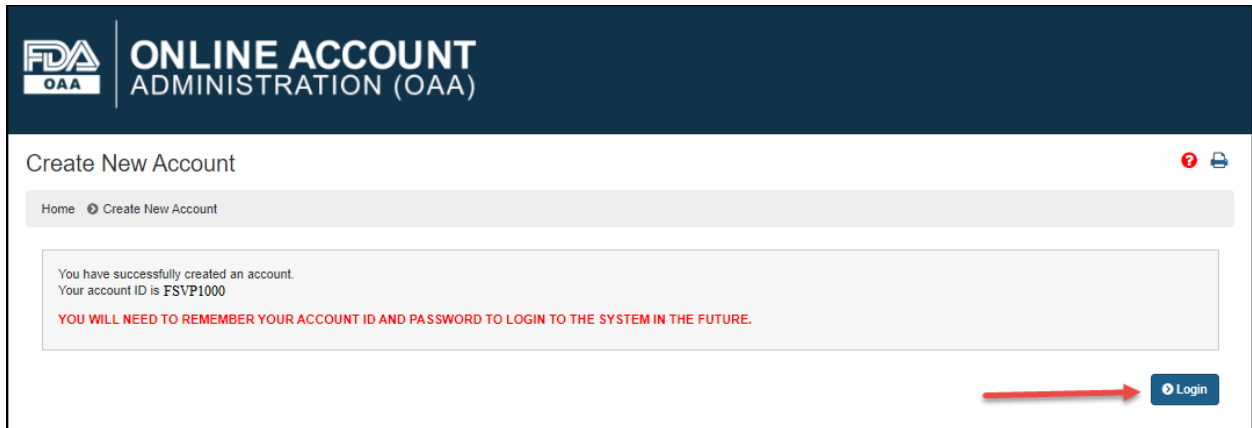


Figure 11 - Login

If you have previously created an FDA Online Account, you will enter your Account ID and Password to log in (Figure 12).

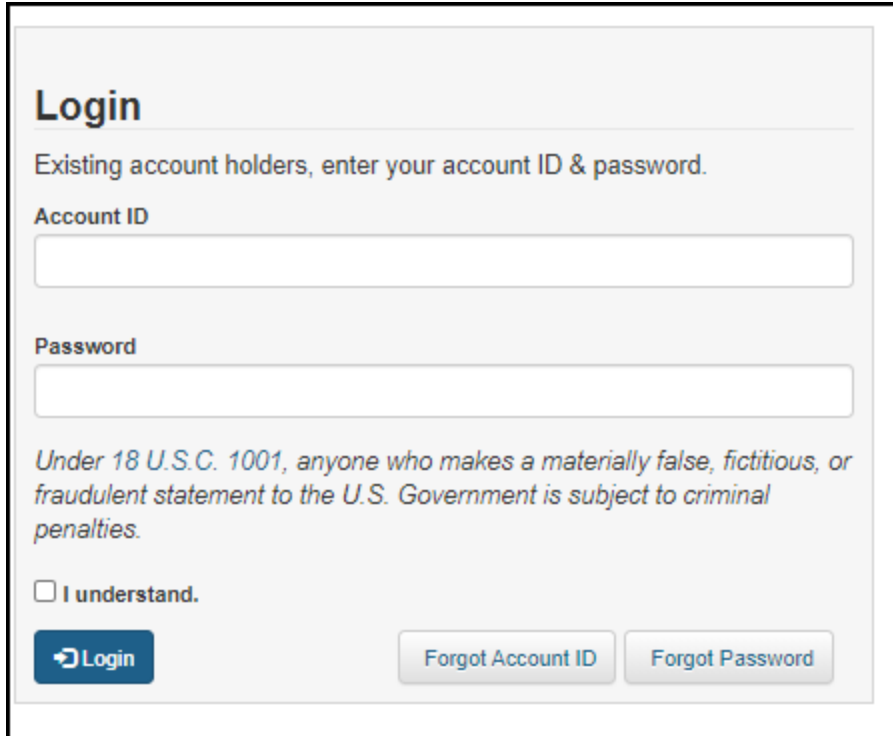
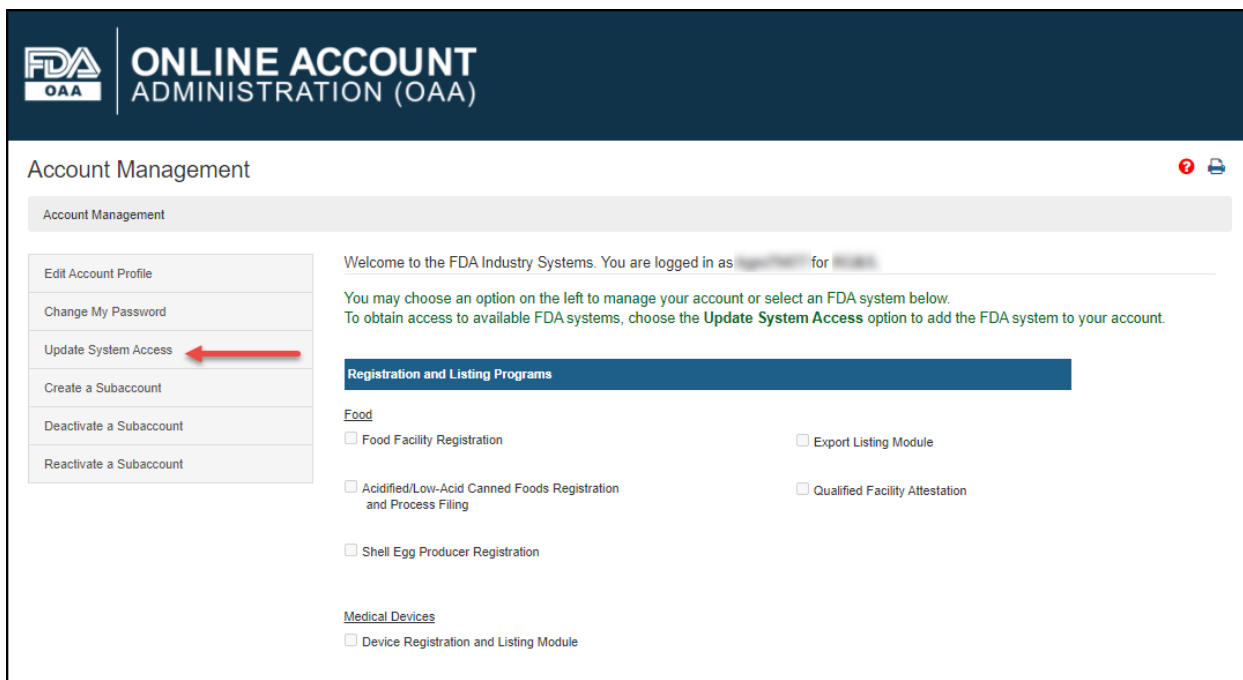


Figure 1 – OAA Login

You will update your system access by selecting the "FSVP Importer Portal for FSVP Records Submission" in the Update System Access tab (Figure 13) from your Account Management Home Page.



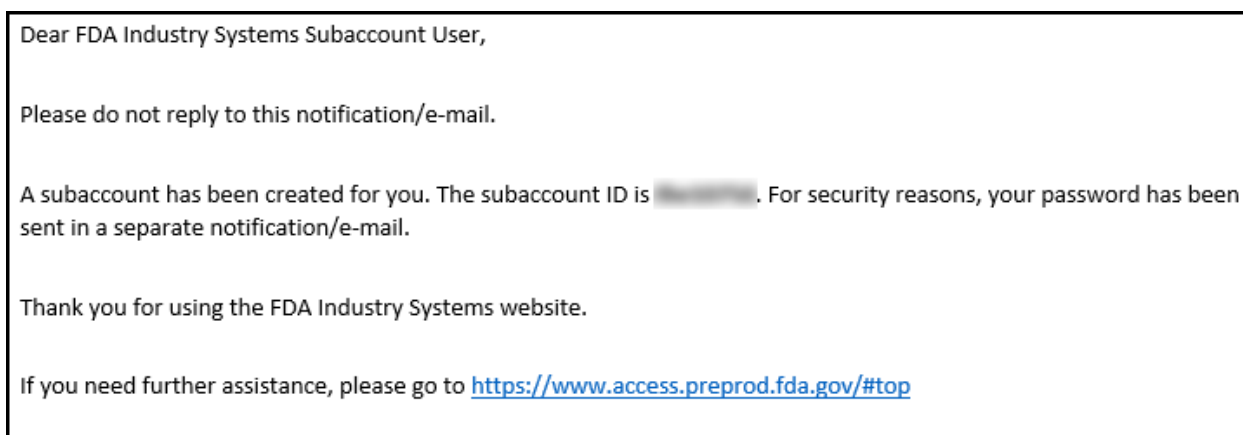
**Figure 2 - Update System Access**

You will be asked for your verification code before you are granted access to the FSVP Importer Portal for FSVP Records Submission Program in FURLS.

## 1.1 Logging into Your OAA Account

After providing the requested information under “Create new account” you will receive final account set up details via email. A subaccount ID (Figure 14) and temporary password (Figure 15) will be sent in two separate emails to the email account submitted.

**Note:** Subaccount ID is for the FSVP Importer’s account.



**Figure 3 - Subaccount ID Email**

Dear FDA Industry Systems Subaccount User,

Please do not reply to this notification/e-mail.

A subaccount has been created for you. For security reasons, your subaccount ID was sent in a separate notification/e-mail. The temporary password is g3R%9qy7

The temporary password will give you access to your existing account. You will be prompted for a new password. Passwords must be at least 8 characters but no more than 32, contain uppercase and lowercase letters, numbers and special characters (e.g ;,%, \$).

Thank you for using the FDA Industry Systems website.

If you need further assistance, please go to <https://www.access.preprod.fda.gov/#top>

**Figure 4 – Temporary Password Email**

Enter your account ID and temporary password under OAA Login page. The system will take you to the OAA Account Management page where you can view your account ID, change your password, update system access, and create security questions for logging in. Scroll down to “FSMA Program(s)” section and Select “FSVP Industry Portal for FSVP Record Submission” (Figure 16).

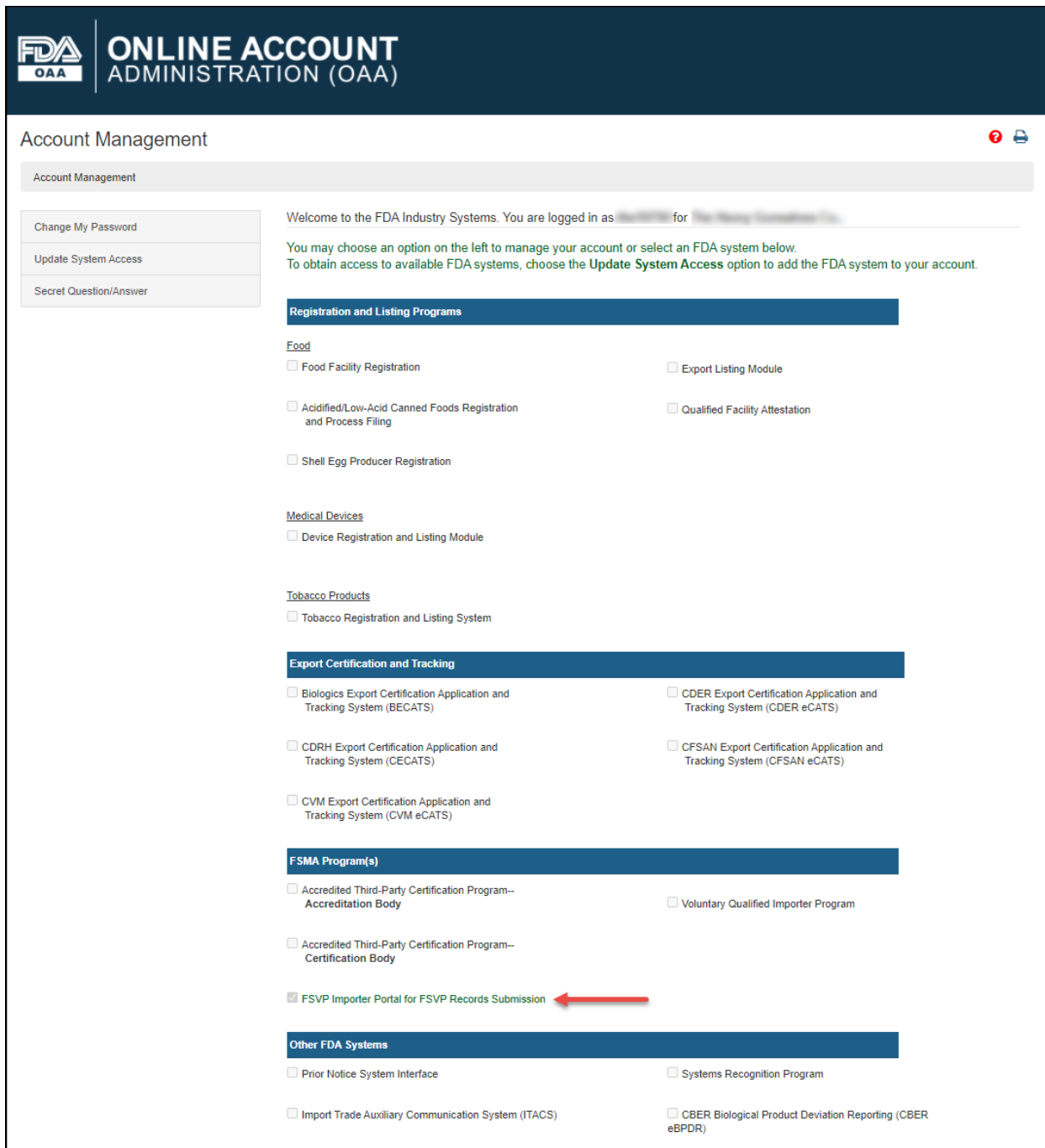
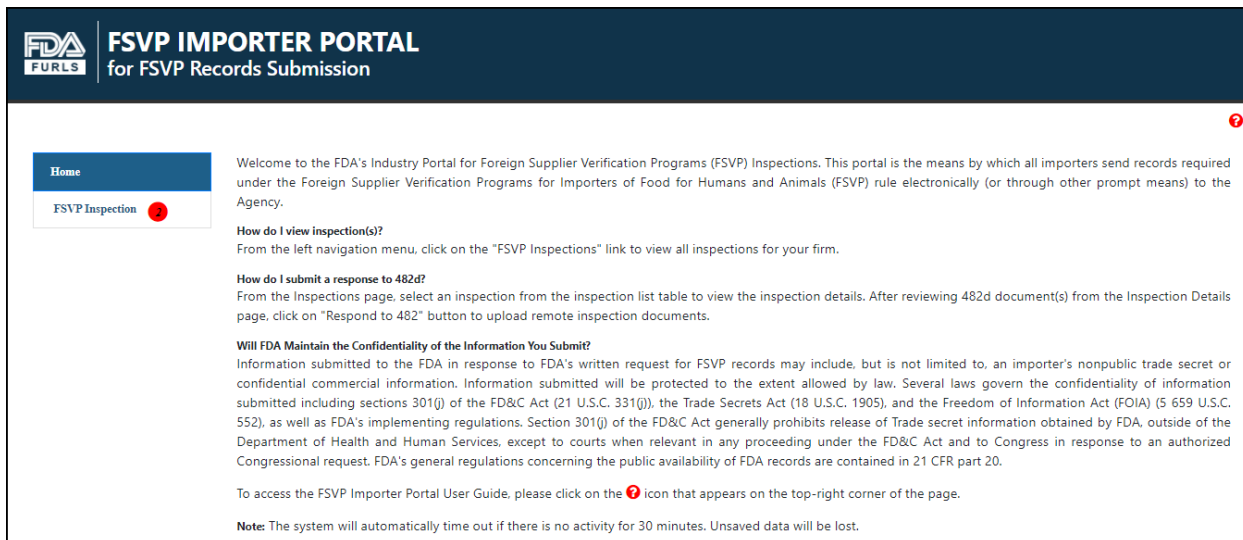


Figure 5 - Account Management

## 2. FSVP Importer Portal for FSVP Records Submission

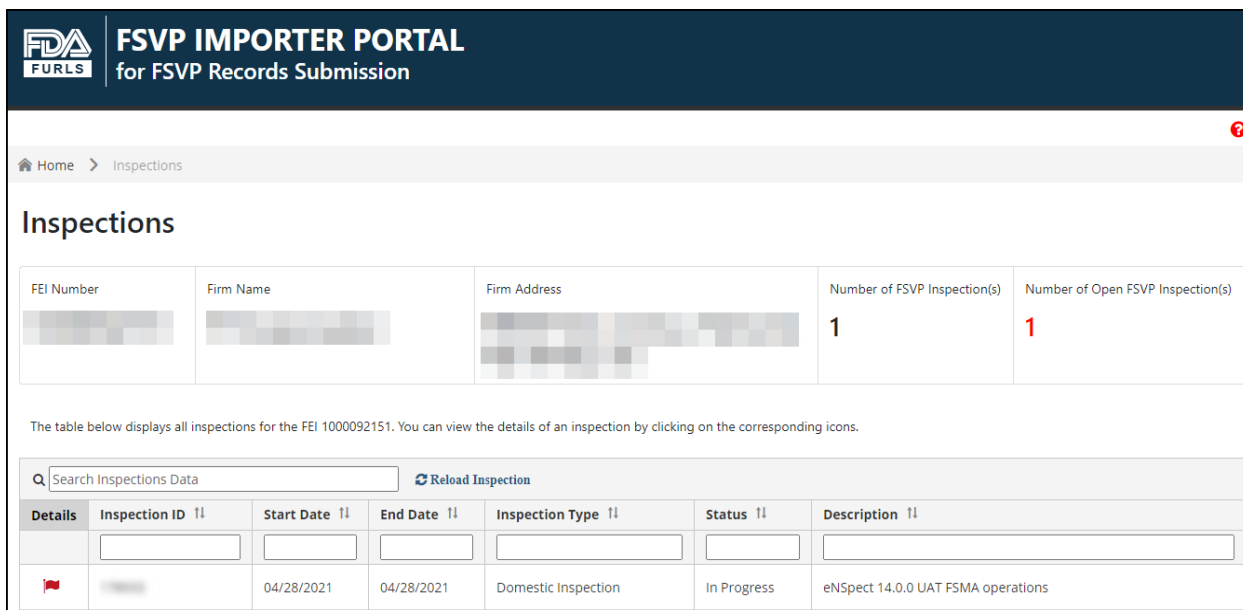
As an FSVP Importer, you will be directed to the FSVP Importer Portal for FSVP Records Submission Portal home page which outlines frequently asked questions to assist you in navigating the Portal. The left menu consists of “FSVP Inspections” (Figure 17).



**Figure 6 - FSVP Importer Portal Home Page**

## 2.1 Inspections Home Page

The Inspections Home Page (Figure 18) depicts all inspections assigned to the FDA Establishment Identification (FEI) number associated with your firm name and address. You have the option to search inspection information based on date, status, etc.



**Figure 7 - Inspections Page**

The Status Column (Figure 19) will detail the state of each inspection. 'In Progress' means the inspection is active and is in a state of waiting for you to upload information or FDA to request/review uploaded information. When an inspection is complete the status will indicate as such.

Details	Inspection ID	Start Date	End Date	Inspection Type	Status	Description
	178927	03/19/2021	03/19/2021	Domestic Inspection	In Progress	...
	178928	03/16/2021	03/16/2021	Domestic Inspection	In Progress	...
	178929			Domestic Inspection	Draft	...

Figure 19 – Inspections Table – Status Column

The “Details” column describes what actions can be performed on the displayed information. The **Blue Eye icon** represents records that are **View only** and the **Red Flag icon** represents records that are **View and Respond** (Figure 20).

Details	Inspection ID	Start Date	End Date	Inspection Type	Status	Description
	178927	03/19/2021	03/19/2021	Domestic Inspection	In Progress	...
	178928	03/16/2021	03/16/2021	Domestic Inspection	In Progress	...
	178929			Domestic Inspection	Draft	...

Figure 20 – Inspections Table – Details Column

Selecting the **Blue Eye icon** will display the Inspection Detail (Figure 21).

FSVP IMPORTER PORTAL  
 for FSVP Records Submission

Home > Inspections > Inspection Details

### Inspection Details

Inspection ID	Inspection Status	Start Date	End Date	Inspection Type
178927	In Progress	04/06/2021	04/08/2021	Domestic Inspection

Inspection Description

Inspection Document(s)

Document	Document Type	Date Added	Description	Document Provided By	Uploaded By
178927.pdf	FSVP Inspectional Observations	04/08/2021	Issued 483a	FDA	...

Figure 21 - Inspections Details Page - When View Only or Blue Eye icon is selected

Selecting the **Red Flag Icon** on an open inspection will display the Inspection Documents section and a table of all documentation sent between the Importer and FDA (Figure 22).

FDA FURLS
FSVP IMPORTER PORTAL  
for FSVP Records Submission

Home > Inspections > Inspection Details

## Inspection Details

Inspection ID	Inspection Status	Start Date	End Date	Inspection Type
	In Progress	03/09/2021	03/09/2021	Domestic Inspection

**Inspection Description**  
 

### Inspection Document(s)

↩ Respond to 482d

Document	Document Type	Date Added	Description	Document Provided By	Uploaded By
<span style="background-color: #ccc; padding: 2px;"> </span>	Firm Response	04/19/2021	test	Industry User	<span style="background-color: #ccc; padding: 2px;"> </span>
<span style="background-color: #ccc; padding: 2px;"> </span>	Firm Response	03/18/2021	3/18/21 test description	Industry User	<span style="background-color: #ccc; padding: 2px;"> </span>
<span style="background-color: #ccc; padding: 2px;"> </span>	Carrier's Receipt for Sample, Form FDA 472	03/17/2021	Koala	FDA	<span style="background-color: #ccc; padding: 2px;"> </span>
<span style="background-color: #ccc; padding: 2px;"> </span>	Certificate of Sanitary Construction, Form FDA 2371a	03/17/2021	Test Attachment	FDA	<span style="background-color: #ccc; padding: 2px;"> </span>
<span style="background-color: #ccc; padding: 2px;"> </span>	Request for FSVP Records	03/17/2021	482d 2nd	FDA	<span style="background-color: #ccc; padding: 2px;"> </span>
<span style="background-color: #ccc; padding: 2px;"> </span>	Request for FSVP Records	03/09/2021	482d	FDA	<span style="background-color: #ccc; padding: 2px;"> </span>
<span style="background-color: #ccc; padding: 2px;"> </span>	Response to Firm	03/09/2021	Penguin	FDA	<span style="background-color: #ccc; padding: 2px;"> </span>
<span style="background-color: #ccc; padding: 2px;"> </span>	Other	03/09/2021	Light House	FDA	<span style="background-color: #ccc; padding: 2px;"> </span>
<span style="background-color: #ccc; padding: 2px;"> </span>	FSVP Inspectional Observations	03/09/2021	Issued 483a	FDA	<span style="background-color: #ccc; padding: 2px;"> </span>

↩ Return to Inspections

**Figure 22 - Inspections Details Page - When View and Respond or Red Flag icon is selected**

Select the “Respond to 482d” button from the Inspection Details page to add attachment(s) (Figure 23). The attachment description of the uploaded document is required in order to submit for FDA review. The attachment description of the uploaded document should clearly identify the records required by the FSVP regulation, refer to the [Foreign Supplier Verification Programs for Importers of Food for Humans and Animals \(FSVP\) Regulation Records Requirements document](#) (e.g., hazard analysis, a required written procedure, documentation of a foreign supplier verification activity, documentation of their review and assessment of a foreign supplier verification activity).

**FDA FSVP IMPORTER PORTAL**  
for FSVP Records Submission

Home > Inspections > Inspection Details > Respond to 482d

### Respond to 482d

Inspection ID	Inspection Status	Start Date	End Date	Inspection Type
[Redacted]	In Progress	03/09/2021	03/09/2021	Domestic Inspection

**Inspection Description**  
[Redacted]

**Add Attachment(s)**

- Step 1: Click Browse to select all the document(s) you want to upload. You can upload a single file or multiple files at the same time.
- Step 2: Click Upload. All uploaded files will be added to the "Attachment(s)" table below.
- Step 3: Add a description for each file.

**Note:** The acceptable files include pdf, png, jpeg, gif, bmp, jpg, jpe, jfif, tif, tiff, doc, docx, ppt, xls, xlsx, txt, pptx, rtf. Each file is limited to a maximum of 100 MB.

[+ Browse] [Upload] [Cancel]

**Attachment(s)**

Action	Document Name	Attachment Description
No attachment(s) have been added.		

[Submit]

**Figure 23 - Attachment Upload Page – When ‘Respond to 482d’ is selected**

You will not be able to update the attachment description or delete the document once it has been submitted. Ensure you uploaded and submitted all your FSVP records by clicking back to Inspection Detail to verify all your documents are available. You can open/view the attachment(s) by double clicking the document icon in the document column of the Inspection Details homepage (Figure 22). The system will then notify FDA of your response.

## 2.2 Manage Sub-Account

Once your FSVP Importer Portal for FSVP Records Submission has been activated, FDA will send a notification email to your sub-account members identified during the initial call. Logging into the FSVP Importer Portal for FSVP Records Submission will return you to the homepage. Select "Manage Sub-Account" on the left menu to edit Sub-Account Access by updating role to: No Access (cannot see any documentation sent back and forth), Full Access (can read and submit documents), or Read Only (can view but cannot submit documents) (Figure 24). A Top Management Official (TMO) can add a sub-account if necessary.



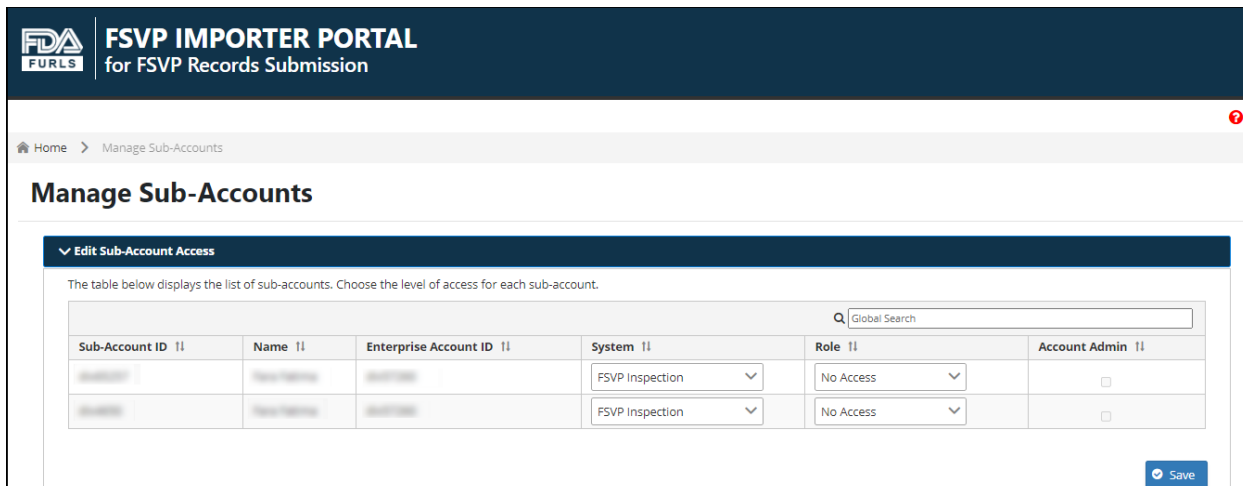


Figure 24 – Manage Sub-Accounts

## 2.3 Communications from FDA

Any request from FDA for additional/supplemental information will notify you via email, phone or video to log into and view the request on the Inspections Details Page. There will be an option to respond with the requested information, similar to the initial 482d response option.

## 3. FURLS Portal Troubleshooting

If you encounter a technical issue that cannot be resolved using this document, you may reach out to the FURLS Helpdesk for assistance. Select the “Help Desk” button on the log in page (Figure 25) and scroll down to your specified index.

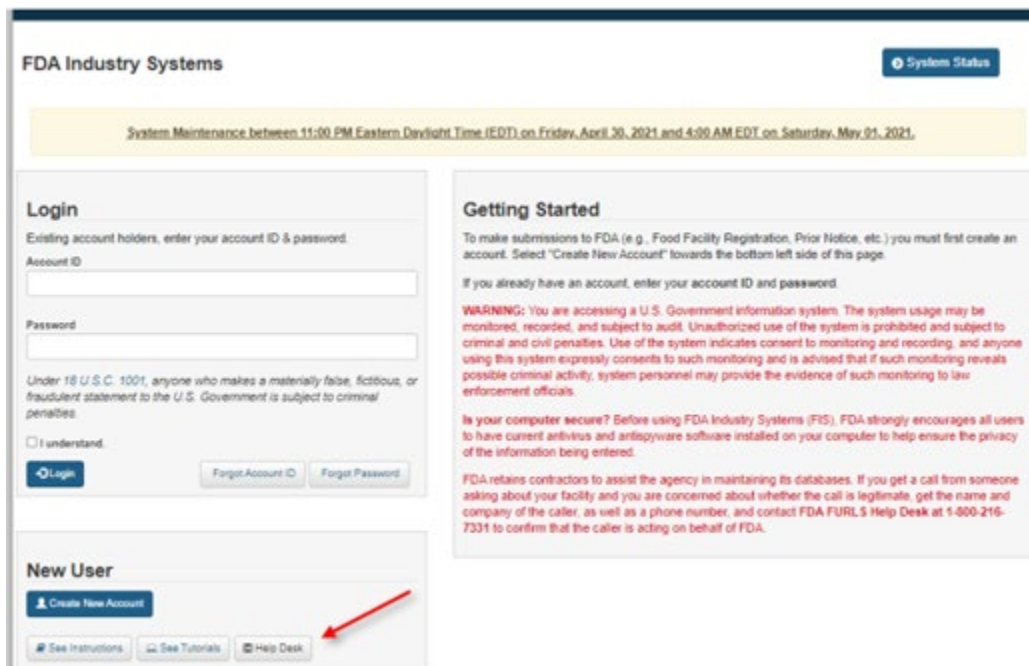


Figure 25 - FURLS Help Desk Navigation Button

Scroll to the bottom to the “Help Desk” Section to find the contact information for technical assistance (Figure 26).

**Help Desk**

**FDA Industry Systems / FDA Unified Registration and Listing Systems (FURLS) / Technical Help**  
*Electronic Submissions Gateway Approved Production Transaction Partners, Food Facility Registration Module, Low Acid & Acidified Canned Foods, and Account Management.*

Phone: 1-800-216-7331 or 240-247-8804 7:30 a.m.-11:00 p.m. Eastern Time  
Fax: 301-436-2804 or 1-866-573-0846  
To e-mail questions about the Bioterrorism Act [use this form](#)

[Account Management Help](#) [Electronic Submissions Gateway Help](#)

Effective January 14, 2004: The FDA Industry System Help Desk is available for technical assistance with online registration and listing systems, and regulated electronic submissions on U.S. Government business days (Monday to Friday, excluding U.S. government holidays) from 7:30 a.m. to 11:00 p.m. Eastern Time (see [Federal Holidays](#) and [Federal Government Operating Status](#)).

You may leave a message or send e-mail at other times. These will be addressed on the next business day.

**Prior Notice / Policy Help**  
Phone: 1-866-521-2297

The Prior Notice Center staff can answer questions about Prior Notice policies, procedures, system navigation, and interpretations 24 hours a day, 7 days a week.

**Electronic Submissions Gateway / Pre-Production Help**

If you want to become a trading partner, or have a question about becoming a trading partner, for the Electronic Submissions Gateway, please visit the [FDA Electronic Submissions Gateway](#)

**Figure 26 - FURLS Help Desk Contact Information**