



# FREQUENTLY ASKED QUESTIONS

(January 20, 2022)

## APPLICANT PORTAL

*The interface with SCION that our customers see and use to create their accounts, make service requests, and get their service reporting*

### SIGN UP AND SIGN IN

1. I currently have an **e-Authentication** account for my company's import permit applications. Can I use the same e-Authentication account or do I need a new one? Your existing USDA e-Authentication account will work for SCION. There is no need for a new account.
2. When I log on to SCION, I get a '**single Sign-On error.**' I use the USDA e-Auth portal for other things, but this is the first time I've used SCION. You may need to be connected to your correct SCION account. Please contact your SCI servicing office.
3. If an applicant is having **issues creating an account or requesting inspections** in SCION, who is their first point of contact? Customers should contact their local area office for assistance.
4. Is there a particular **web browser** that is better to use for this? Edge, Chrome, etc.? SCION should work fine on any web browser. It works best on the most current versions of web browsers.

### ACCOUNT MANAGEMENT

1. Can we sign up for SCION as an **organization** or do all individuals need to sign up? When you first set up your account, you can list all individuals associated with it. They do not need to set up separate individual accounts. Individual users will, however, need their own e-Authentication accounts.
2. Will SCION **save contact information** so it can be applied across all future service requests? Yes. Once an applicant has an account, their information will remain in the system.
3. Do I want to set up a **national or local account**? That is your choice depending on your business needs. A national account is appropriate if you request inspection services from multiple SCI offices, have a single point of contact for all service requests and billing, and want a single bill

for all services. A local account is for those who request inspection services from a single or multiple SCI offices, and do not have a single point of contact for inspection requests and billing.

4. **How does SCION determine to which office a national account is assigned? Will it automatically be the first office where they request service?** We are still exploring this. More to come.
5. **Who will be the national applicant's point of contact?** The applicant's point of contact will be the person who deals with the applicant's billing statements.
6. **Our company acts on behalf of several of our customers. Do we need to be registered separately for each customer account (expeditor)?** When you set up your account, you can include your customers on it. We are still working through how this will work and ensuring that "Contacts" related to the customer accounts of the company only have visibility into their own information. The company having visibility into their customer accounts is functioning as expected, but the visibility up from customer accounts is what is being worked out. There is a current enhancement/issue that is being worked on by the O&M team to address how/what contacts can see.
7. **Will each individual who receives emails of certificates or invoices need e-Authentication or a SCION account?** They will not.
8. **Who is my SCI point-of-contact for SCION?** Your local office management or administrative staff are your points of contact for SCION.

## BILLING

1. **Will applicants get one bill that lists all SCI/SCION services together as one amount due?** Yes, the applicant will be billed for all services on one National Finance Center (NFC) bill so long as all services were requested under the same customer account and FMMI billing code.
2. **I can see billing statements in SCION, but will invoices still be emailed to me for processing? I am not comfortable providing my personal information to obtain an invoice to pay.** You will still receive your monthly invoice from NFC as you always have.
3. **Can applicants see a total balance of all service requests completed within a specific timeframe?** No. Applicants should contact their servicing office for information on account balances. National Account contacts have access to an Executive Summary that shows the total of charges based on the Local Accounts listed under the National Account.
4. **Does SCION show only SCION billing to the applicant but not FMMI status?** SCION does not reflect the live status of a FMMI account. SCI staff should always verify a customer's account status using FMMI and NFC.
5. **How will a customer get billed if they choose to not create a SCION account?** If a customer does not use SCION, SCI will set up an account for them in the platform and then provide service. However, we strongly encourage our customers to join us in using SCION's modern, efficient capabilities. In either case, the applicant will still receive their monthly bill from NFC.

6. **How are COD accounts paid?** No payments are processed through SCION. COD payments will be processed as they are today. SCION will not impact how COD payments are processed.
7. **How does billing work for audits done on a farm with an account that are billed to another farm with a different account?** SCION allows customers to request service at a different facility but still be billed directly for services provided.

## SERVICE REQUESTS

1. **Are we going to have to use SCION to request inspections instead of emailing the form we currently use?** SCION was built to modernize how applicants request and receive USDA inspection and audit services. It will be easy and efficient for you to use SCION to submit service requests online. We'll be providing you with training materials and will support your transition to the new system.
2. **Will one SCION account allow an applicant to request any SCI service, e.g., an inspection and an audit?** One account will allow applicants to request any type of service.
3. **What if I don't know which audit service I need when I submit my service request?** If you aren't sure which audit you need, you can select "I Don't Know" to get in touch with SCI for assistance.
4. **What happens if I enter "Spanish" in Special Language Needs?** This will provide notification to your servicing office so that we can contact you to meet your needs. SCION does not have language capability beyond English.
5. **Is the service request type for intermittent in-plant grading "Lot" or "In Plant Service"?** In-plant functionality is not yet part of SCION. More to come.

## SERVICE RESULTS – CERTIFICATES AND REPORTS

1. **How do the "fax" and "by mail" distributions work in SCION?** If you choose to receive results via fax, SCION will send your documents to the fax number you provided when you set up your account. In addition, your documents/outputs will always be in the Service Request output tab on your SCION Dashboard. If you need help, SCI can access/download your documents and share them with you manually.

#