

Agricultural Marketing Service

ePACA Portal - First Time Users for New License or Complaint Submissions

If you've never logged in to the ePACA Portal, you will first need to get a USDA eAuthentication account.

Go to the eAuthentication registration page at:

<https://identitymanager.ems.usda.gov/registration/selfRegistrationForm.aspx?level=1>

- Follow the instructions to submit the required information (First/Last Name and email);
- You will receive an e-mail to activate your eAuth account. Once you've activated your eAuth account, you can login to the ePACA Portal with your username and password.

New Business Entity Registration

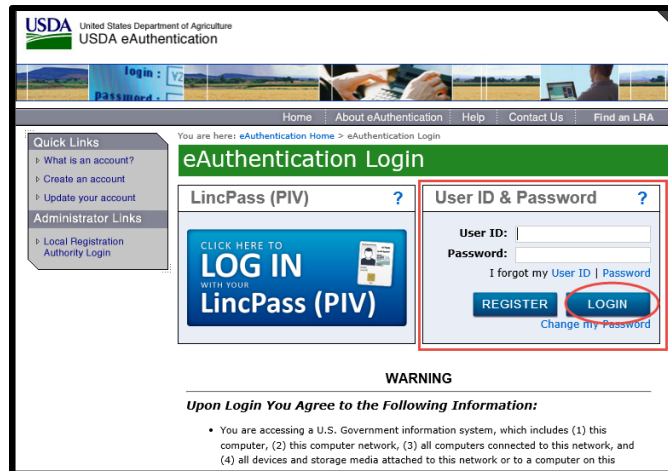
1. Login to the USDA eAuthentication page by entering your User ID and password, and clicking on the LOGIN button.

****Use the Google Chrome web browser when using the ePACA Portal.**

If you do not have Chrome on your computer, you can download it here:

<https://www.google.com/chrome/>

Go to the ePACA Portal website at this link: <https://usdaams.servicenow.com/epaca>



NOTE: The ePACA Portal is hosted on a commercial cloud platform called ServiceNow. The USDA ServiceNow platform is authorized to host the ePACA system and the PACA license information in a secure manner that meets federal information security requirements.

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2. You will see a screen to “Add Entity to your account.”

If you have never held a PACA license, select “No” for the first question and enter:

- Name of Business
- City
- State

Add Entity to your account

To associate your account with an entity, please, fill in the form below. All fields are mandatory.

Do you currently or have you ever held a PACA license?*

No ▼

Name of Business*

EPACA TEST

City*


St. Petersburg

State*

Florida ▼

Submit

3. You will then be brought to your ePACA Portal business page, where you can access online services to submit a new license application or file a complaint.


United States Department of Agriculture
Agricultural Marketing Service

Welcome to ePACA

The Perishable Agricultural Commodities Act (PACA) establishes a code of fair trading practices covering the marketing of fresh and frozen fruits and vegetables in interstate and foreign commerce. The PACA protects growers, shippers, distributors, retailers, and others who deal in those commodities by prohibiting unfair and fraudulent practices.

[Visit our website](#)
[Frequently Asked Questions](#)

Licensing

Firms You Are Affiliated With Add

Business Name	License No.	License Status	Forms	License Certificate
TEST ePACA Business Name		Non Licensed	Submit New Application	

Complaints New

Complaints Filed on Behalf of Customer

File Number	Complainant Name	Respondent Name	Complaint Type	Region	Claim Amount	Date Filed
Complaints Filed Against Customer						

Report a Violator

Contact PACA: 1-800-495-PACA
 Option #1 National License Center
 Option #2 Good Delivery Hotline
 Option #3 Eastern Regional Office, Fredericksburg, VA
 Option #4 Central Regional Office, Fort Worth, TX
 Option #5 Western Regional Office, Tucson, AZ
 Option #6 Misbranding