USAC
Universal Service Administrative Company

E-File Roles & Responsibilities

Managing Entitlements

October 2013

Housekeeping

Some things to remember for today's webinar:

- Ask questions using the "Questions" box.
- If your question doesn't get answered during the webinar, we'll answer it afterwards.
- After the webinar, be sure to take our survey.

Agenda

Today we'll talk about:

- Definitions for E-File terms you should know
- Two types of Company Officers and the differences between them
- The Company Officer and General Contact and the differences between them
- The responsibility of adding entitlements
- How to manage entitlements: a form by form walk-through

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E-File Terms to Know

E-File Terms to Know

Definitions

- Company Officer
  - Name listed in Block 18 of the FCC Form 498
  - Name listed in Block 6 of the FCC Form 499
- General Contact
  - Name listed in Block 2 of the FCC Form 498
- Preparer
  - Name listed in Line 203 of the FCC Form 499

E-File Terms to Know

Definitions

- Authorized User
  - An individual who has received E-File entitlements to work on a USAC form for their company
- There are three possible types of authorized users:
  - User
  - Officer
  - Agent

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Company Officer: 498 vs. 499

Company Officer: 498 vs. 499

Same Title, Different Roles

- 498 Company Officer:
  - Identified in Block 18 of the FCC Form 498
  - Responsible for managing users for all program forms
- 499 Company Officer:
  - Identified on the FCC Form 499
  - Responsible for managing entitlements for an authorized user of the FCC Forms 499-A/Q

Company Officer: 498 vs. 499

Same Title, Different Roles

- Roles and responsibilities are the same for each Company Officer, however:
  - The 499 Company Officer does not have jurisdiction over the FCC Form 498 or any program forms.
  - The 498 Company Officer does not have jurisdiction over the FCC Forms 499-A and 499-Q.

Company Officer: 498 vs. 499

Same Title, Different Roles

- Yes, the 499 Company Officer may or may not be the same person as the 498 Company Officer at your company.
- Yes, you may have more than one 498 Company Officer at your company.
  - Each FCC Form 498, or each SPIN, will have an associated 498 Company Officer
  - If your company has 35 SPINs, you may have up to 35 498 Company Officers

Company Officer: 498 vs. 499

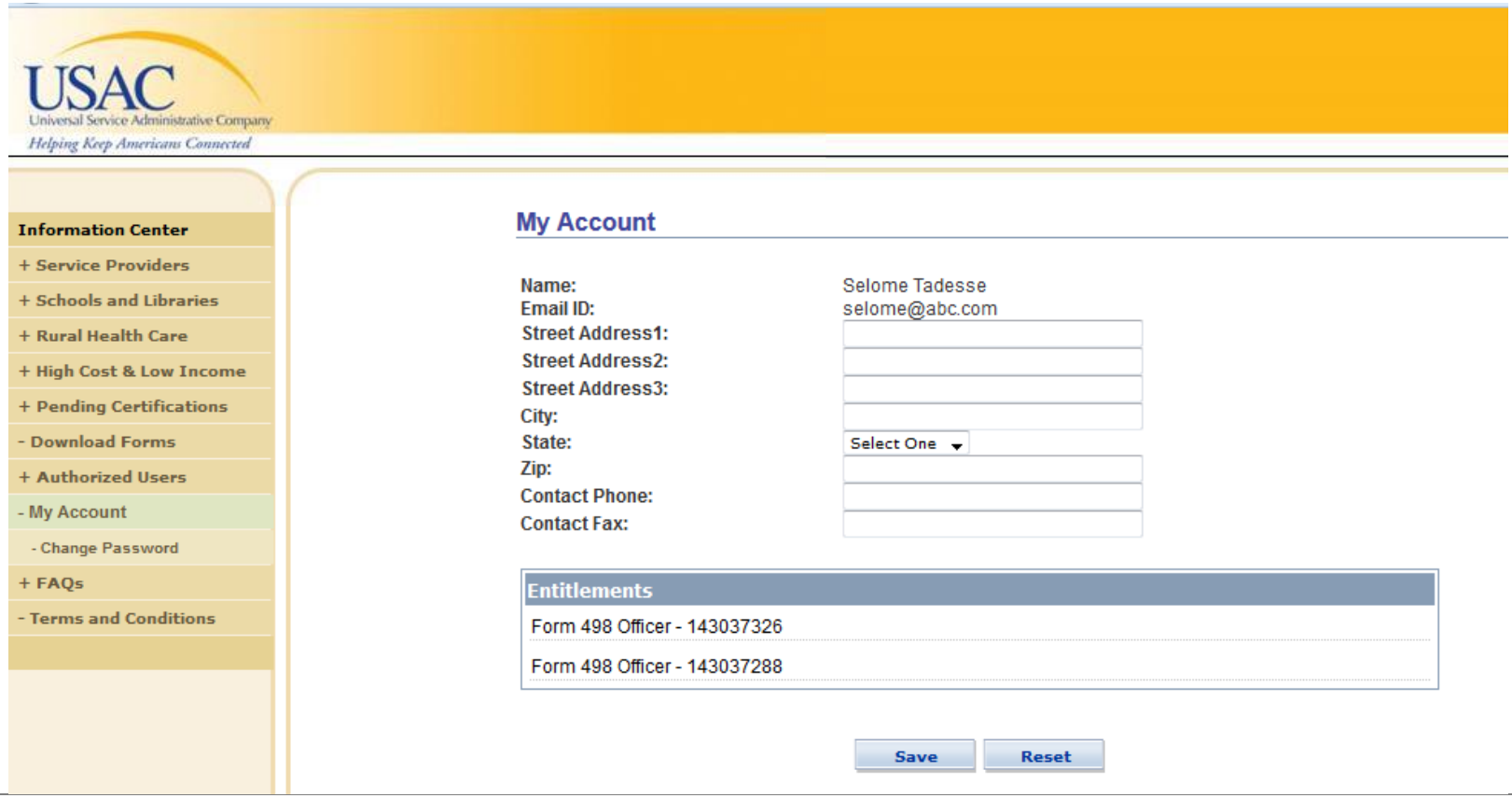
How do I know which I am?

When you log into E-File, you will know whether you are a 498 Company Officer, a 499 Company Officer, or the Company Officer for both.

We'll show you what to look for!

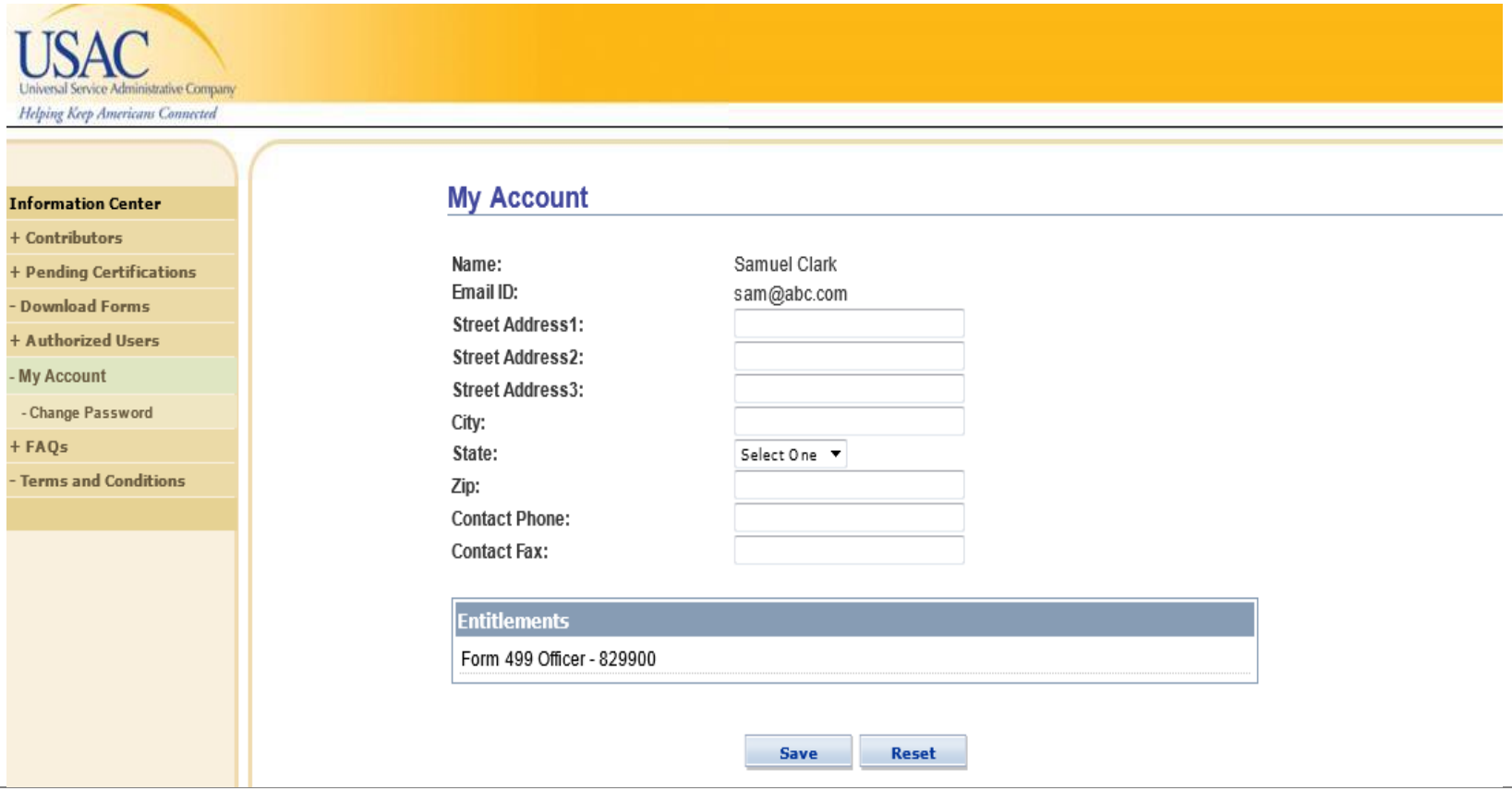
Company Officer: 498 vs. 499

If you are the 498 Company Officer:



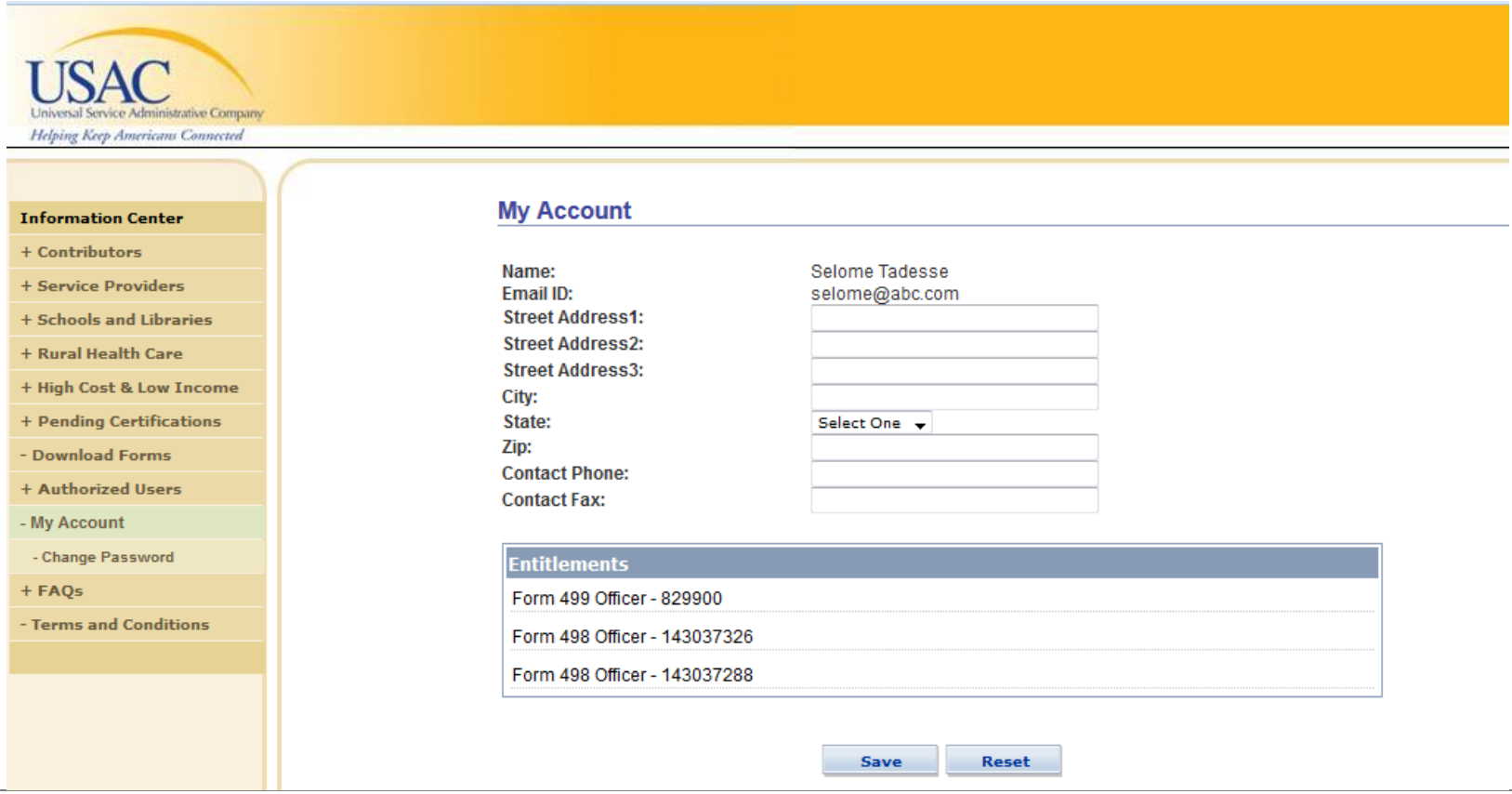
Company Officer: 498 vs. 499

If you are the 499 Company Officer:



Company Officer: 498 vs. 499

If you are the Company Officer for both:



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498 Company Officer & General Contact

Company Officer & General Contact

Similar Roles

It can be easy to confuse the 498 Company Officer and the General Contact.

Their roles are very similar.

Company Officer & General Contact

Similarities

- Can access E-File for the FCC Form 498 and all program forms
- Can reset the E-File password for authorized users at their company
- Can view, enter, submit, and certify data on all program forms
- Can create/delete users in E-File and is responsible for managing the accounts of all created users
- Can establish user entitlements for created users so they can access E-File and prepare/work on USAC forms

Company Officer & General Contact

Differences

The General Contact can only view, enter data, and submit the FCC Form 498.

After the form is submitted, the 498 Company Officer must certify its accuracy.

Remember…

The Company Officer is **responsible for any and all actions** of the General Contact and all authorized users created by the Company Officer or the General Contact.*

*With questions about this statement, please submit them now and we will try to address them throughout the next section!

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Your Responsibility as the Company Officer or General Contact

Your Responsibility

The responsibility falls on the CO and GC.

- Only the Company Officer and General Contact can authorize new users.
  - Upon user creation, that user will receive an automated email with their user name and password
- When new authorized users are created, USAC will not be able to provide them with customer support.
  - USAC Customer Operations can only answer questions from the CO or GC

Your Responsibility

The responsibility falls on the CO and GC.

- Authorized users need to contact the CO or GC with password reset or entitlement issues.
  - The CO or GC are responsible for resetting passwords and managing authorized user accounts
  - USAC cannot reset a password for an authorized user
- USAC cannot add, delete, or edit authorized user accounts on behalf of the CO or GC

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Form by Form Walk-through

Form by Form Walk-through

FCC Form 499

There are three E-File users for the FCC Form 499:

- 499 Company Officer
- Preparer
- Authorized user called a “499 User”
  - Each FCC Form 499-specific E-File user has an account that was created and is managed by the 499 Company Officer.

Form by Form Walk-through

FCC Form 499

User Types	View	Enter Data	Submit	Certify	Authorize New Users
499 Company Officer	✓	✓	✓	✓	✓
Preparer	✓	✓	✓		
499 User	✓	✓	✓		

Form by Form Walk-through

FCC Form 498

There are two E-File users for the FCC Form 498:

- 498 Company Officer
- General Contact

Form by Form Walk-through

FCC Form 498

User Types	View	Enter Data	Submit	Certify	Authorize New Users
498 Company Officer	✓	✓	✓	✓	✓
General Contact	✓	✓	✓		✓

Form by Form Walk-through

FCC Form 472

There are three types of E-File users for the FCC Form 472:

- 498 Company Officer
- General Contact
- Authorized user called a “472 User”
  - Each FCC Form 472-specific E-File user has an account that was created and is managed by either the 498 Company Officer and/or the General Contact.

Form by Form Walk-through

FCC Form 472

User Types	View	Certify	Authorize New Users
498 Company Officer	✓	✓	✓
General Contact	✓	✓	✓
472 User	✓	✓	

Form by Form Walk-through

FCC Form 481

There are five types of E-File users for the FCC Form 481:

- 498 Company Officer
- General Contact
- Authorized user called a “481 Officer”
- Authorized user called a “481 User”
- Authorized user called a “481 Agent”

Form by Form Walk-through

FCC Form 481

Each FCC Form 481-specific E-File user has an account that was created and is managed by either the 498 Company Officer and/or the General Contact.

- 481 Officer: Individual within the company
- 481 User: Individual within the company
- 481 Agent: Individual outside the company

Form by Form Walk-through

FCC Form 481

User Types	View	Enter Data	Submit	Certify	Authorize New Users
498 Company Officer	✓	✓	✓	✓	✓
General Contact	✓	✓	✓	✓	✓
481 Officer	✓	✓	✓	✓	
481 User	✓	✓	✓		
481 Agent	✓	✓	✓		

Form by Form Walk-through

FCC Forms 497 and 555

There are four types of E-File users for the FCC Form 497:

- 498 Company Officer
- General Contact
- Authorized user called a “497 Officer”
- Authorized user called a “497 User”

Form by Form Walk-through

FCC Forms 497 and 555

Each FCC Form 497-specific E-File user has an account that was created and is managed by either the 498 Company Officer and/or the General Contact.

- 497 Officer: Individual within the company
- 497 User: Individual within or outside of the company
- Users set up for the FCC Form 497 will have the same permissions for FCC Form 555

Form by Form Walk-through

FCC Forms 497 and 555

User Types	View	Enter Data	Submit	Certify	Authorize New Users
498 Company Officer	✓	✓	✓	✓	✓
General Contact	✓	✓	✓	✓	✓
497 Officer	✓	✓	✓	✓	
497 User	✓	✓	✓		

Form by Form Walk-through

FCC Form 525

There are four types of E-File users for the FCC Form 525:

- 498 Company Officer
- General Contact
- Authorized user called a “525 User”
- Authorized user called a “525 Agent”

Form by Form Walk-through

FCC Form 525

Each FCC Form 525-specific E-File user has an account that was created and is managed by either the 498 Company Officer and/or the General Contact.

- 525 User: Individual within the company
- 525 Agent: Individual outside of the company

Form by Form Walk-through

FCC Form 525

User Types	View	Enter Data	Submit	Certify	Authorize New Users
498 Company Officer	✓	✓	✓	✓	✓
General Contact	✓	✓	✓	✓	✓
525 User	✓	✓	✓	✓	
525 Agent	✓	✓	✓		

Form by Form Walk-through

RHC Invoice

There are three types of E-File users for the RHC Invoice:

- 498 Company Officer
- General Contact
- Authorized user called a “User”
  - Each RHC Invoice E-File user has an account that was created and is managed by either the 498 Company Officer and/or the General Contact.

Form by Form Walk-through

RHC Invoice

User Types	View	Certify	Authorize New Users
498 Company Officer	✓	✓	✓
General Contact	✓	✓	✓
User	✓	✓	

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Quick Entitlement Facts

Quick Entitlement Facts

If you are…

- A 498 Company Officer or General Contact, you cannot be an authorized user on any program form, for any SPIN.
- A 499 Company Officer or Preparer, you cannot be an authorized user on the FCC Form 499.

Quick Entitlement Facts

Entitlements Across Forms

A user may only have one entitlement per form.

For example:

- A 525 User may not also be a 525 Agent
- A 481 Officer may not also be a 481 User

Remember…

When creating entitlements, **think it through**.

Before deciding what type of authorized user you are going to create, identify the entitlements that you want the authorized user to have.

Be sure your needs for an authorized user align with the entitlements given.

E-File Demonstration

Click to watch video

Questions

We know you have questions!

- Submit your questions to outreach@usac.org. We will answer all questions from today's webinar and post the answers to the USAC website.
- Take a look at the updated E-File User Guide on USAC's website. We would appreciate your feedback. Email us at outreach@usac.org and let us know how we can make your E-File experience easier.
- Please take our survey before you log out to let us know what E-File topics you would like us to cover next!

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Thank you!