



**Division of Measurement Standards (DMS)**  
Registered Service Agency Program (RSA)

**FREQUENTLY ASKED QUESTIONS (FAQ)** (Rev.05/20)

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**Note:** All forms and resources mentioned in this FAQ can be found at: [www.cdfa.ca.gov/dms](http://www.cdfa.ca.gov/dms)

**REGISTERED SERVICE AGENCY**

**What is a Registered Service Agency?**

A Registered Service Agency (Agency) is a company who is owned by a Sole Proprietorship, Partnership, Corporation, LP, LLC, or other business type that installs, services, repairs, or reconditions commercial weighing and measuring devices for payment.

**Why do I need a Registration?**

If your company installs, services, repairs, or reconditions commercial weighing or measuring devices in California for payment, it is an Agency and must be registered with the California Department of Food and Agriculture as described in Business and Professions Code, Division 5, §§ 12532-12534.

**What are the fees for an Agency Registration Certificate?**

Primary Location	\$ 200.00
Additional Location	\$ 100.00
Licensed Agent	\$ 25.00

**How long is an Agency Registration Certificate valid?**

An Agency Registration Certificate (Certificate) is valid for one (1) year and must be renewed annually. It is the agency's responsibility to ensure that their certificate is renewed before its expiration date. The expiration date is located on the Certificate. As a courtesy, DMS will mail the renewal application four (4) weeks in advance of the expiration date. It is the Agency's responsibility to maintain a valid mailing address with DMS to ensure timely receipt of the renewal application or issued certificate.

**Can I make changes to my Registration outside of the annual renewal process?**

Yes. You can make changes to your registration at any time. See below for instructions.

**I paid for my renewal. When can I expect my new Certificate?**

Approximately 2 - 4 weeks, provided that the renewal application had complete information and that metrology certificates were submitted (if needed.) Certificates are processed in the order they are received.

## How will I receive my new Registration Certificate?

Your new Certificate will be sent by e-mail if the Agency has provided a current email address to DMS. If an email address has not been provided, your new Certificate will be mailed by regular postal mail (USPS) to the mailing address on file with DMS.

## Can I fax a request to make updates to my Agency Registration?

No, facsimiles (fax) are no longer accepted as a method to update a registration.

## Can I make a credit card payment by phone?

No, DMS cannot accept phone payments.

## How do I add or delete a location on my Agency Registration?

**To add:** Download and complete the RSA Business Application. Mail the application and applicable fees for each location you wish to add (see fees above).

- ✓ **Make check, cashier's check, or money order payable to:** CDFA 90351
- ✓ **Mail to:** CDFA Cashier, PO Box 942872, Sacramento, CA 94271-2872

**To delete:** print a copy of your current Certificate and draw a line through the location(s) you want to delete. Email the Certificate copy to: [dms@cdfa.ca.gov](mailto:dms@cdfa.ca.gov)

## How do I exchange a primary/principal location on my Agency Registration?

To exchange a primary/principal location on your Certificate:

1. Make a copy of your current Certificate and draw a line through the location that you want to exchange.
2. Download the RSA Business Application, choose "Amended" and write your registration number in the space provided, and complete the "Location Information (Principal and Additional)" section.
3. Scan and email a copy of your current certificate **and** the application to: [dms@cdfa.ca.gov](mailto:dms@cdfa.ca.gov).
4. No fees are required when exchanging locations.

## How do I cancel my Agency Registration?

1. Download and complete the "RSA Business Cancellation Form".
2. Scan and email the completed form to: [dms@cdfa.ca.gov](mailto:dms@cdfa.ca.gov).

## How do I change the legal status of my business on my Agency Registration?

Here are some examples to determine if you need to change legal status on your registration:

1. A business is sold or transfers ownership.

2. A business changes from Sole Proprietorship, Partnership, Corporation, LP, or LLC to another business entity status.
3. A business merges with another business (an Acquisition).
4. The registration or entity number with the Secretary of State has changed.

To change the business status on your registration:

1. Download and complete the RSA Business Cancellation Form.
  2. Download and complete a new RSA Business Application.
  3. Mail **both** forms with the appropriate fees and calibration reports/certificates for all standards (see page # 2 of the RSA Business Application for details).
- ✓ **Make check, cashier's check, or money order payable to:** CDFA 90351
  - ✓ **Mail to:** CDFA Cashier, PO Box 942872, Sacramento, CA 94271-2872

### **My fictitious business name (FBN or DBA) has changed, but nothing else. How do I update the change on my Service Agency Registration?**

To change the DBA or FBN on your Agency Registration:

1. Download and complete the RSA Business Application.
2. Select "Amended" and write your registration number in the space provided.
3. Complete "Business Information" section and Signature Page.
4. Scan and email the completed application and a copy of your new "Fictitious Business Name Statement" to: [dms@cdfa.ca.gov](mailto:dms@cdfa.ca.gov)
5. No fees are required for this change.

### **My corporate name has changed but I have the same registration/entity number with the Secretary of State. How do I update this change on my Agency Registration?**

1. Download and complete the RSA Business Application.
2. Select "Amended" and write your registration number in the space provided.
3. Complete "Business Information" section and Signature page.
4. Scan and email the completed application to: [dms@cdfa.ca.gov](mailto:dms@cdfa.ca.gov)
5. No fees are required for this change.

### **How do I add or delete agents on my Service Agency Registration?**

**To add:** make a copy of your current Certificate. On the copy, write the agent's first and last name and the agent's license number. Mail your Certificate copy and \$25.00 for each agent added.

- ✓ **Make check, cashier's check, or money order payable to:** CDFA 90351
- ✓ **Mail to:** CDFA Cashier, PO Box 942872, Sacramento, CA 94271-2872

**To delete:** make a copy of your current Certificate and draw a line through the name of the agent(s) that you want to delete. Scan and email the Certificate copy to: [dms@cdfa.ca.gov](mailto:dms@cdfa.ca.gov)

## How can I exchange Agents on my Service Agency Registration?

To exchange agents on your Certificate, follow the instructions to add and delete agents.  
Agent fees are not transferrable.

## How do I change the devices I service on my Agency Registration?

1. Download and complete the RSA Business Application, choose "Amended" and write your registration number in the space provided.
2. Under section E) "Types of Device(s) Serviced", check all that apply.
3. Scan and email the completed RSA Business Application to: [dms@cdfa.ca.gov](mailto:dms@cdfa.ca.gov)
4. No fees are required for this change.

## CALIBRATION REPORTS AND CERTIFICATES

### Where can my Agency find information on accredited labs and standards calibration sources?

In California, contact the Division of Measurement Standards Metrology Lab at [DMS@cdfa.ca.gov](mailto:DMS@cdfa.ca.gov) or call 916-229-3000.

Outside California, please use this link:

<https://www.nist.gov/pml/weights-and-measures/resources/state-laboratories-c>

## REGISTERED SERVICE AGENTS

### What is a Registered Service Agent (Agent)?

A person who has a Registered Service Agent License and is employed by a Registered Service Agency to install, service, repair, or recondition commercial weighing and measuring devices.

### Is there a test required to license as an Agent?

Yes, there is an exam you must take to become a licensed Agent.

### Who can become a licensed Agent?

Any individual who passes the Service Agent Examination with a score of 70% or higher and receives a license.

### What is the fee to take the online Agent examination?

The cost is \$35.00 per exam.

### **What do I do if I experience technical difficulties during the examination?**

Do not try to re-enter the exam link as it you will be asked to pay the fee again. If you have been kicked out of the exam before you receive your test score, contact DMS for assistance at (916) 229-3000.

### **How long does it take to complete the online examination?**

The exam takes approximately one (1) hour to complete. Please allow yourself enough time to take the examination or you may be “timed out” and not allowed to complete the examination. If you experience this, please call DMS for assistance.

### **How long is my Agent license valid?**

A license is valid for five (5) years. Note: license numbers are permanently assigned, even for a license that has expired, and will not be assigned to another agent.