



California Department of Food and Agriculture (CDFA) Division of Measurement Standards (DMS) Registered Service Agency (RSA) Program

FREQUENTLY ASKED QUESTIONS (FAQ)

(Rev.03/23)

This FAQ is divided into four sections:

- **SERVICE AGENCIES AND AGENTS**
- **STANDARDS CALIBRATION REPORTS AND CERTIFICATES**
- **RSA PORTAL**
- **REGISTERED SERVICE AGENCY LAWS AND REGULATIONS**

Note: All RSA resources can be found at: <https://www.cdffa.ca.gov/dms/programs/rsa/rsa.html>

SERVICE AGENCIES AND AGENTS

What is a Registered Service Agency?

A Registered Service Agency (Agency, RSA) 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 CDFA-DMS 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

I am self-employed. Do I need to pay the Licensed Agent fee in addition to the Agency Registration fee?

Yes, you must pay both the agency and agent registration fees. All Agencies must have at least one employee (Agent). DMS will not issue an Agency Registration Certificate unless the name and license number of at least one person is listed on an application.

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.

What is a Registered Service Agent (Agent)?

An Agent is 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 online exam you must take to become a licensed Agent.

<https://apps1.cdfa.ca.gov/serviceagentexam/>

On the RSA webpage at: <https://www.cdfa.ca.gov/dms/programs/rsa/rsa.html>, a study guide is available: <https://www.cdfa.ca.gov/dms/programs/rsa/RSAStudyGuide/RSAStudyGuide.pdf>

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 or you will be asked to pay the fee again. If you need assistance, contact DMS 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.

I am self-employed. Can I work as an Agent without being affiliated with a Registered Service Agency?

No. An Agent must be registered by a Registered Service Agency. The law defines “Service Agency” to be a person who is paid to install, adjust, repair, or service a commercial device. The definition of “Service Agent” is a person employed by a Service Agency. Therefore, if you work alone, you must register as a Registered Service Agency and Agent, **and** license as an Agent.

STANDARDS CALIBRATION REPORTS AND CERTIFICATES

Why are Standards Calibration Reports required?

California Business and Professions Code § 12533 (a) requires an Agency to possess (or have available for use) certified standards and testing equipment. Standards certification must be performed at least every two years, either by the DMS, another NIST recognized state weights and measures laboratory, or another accredited (ISO/IEC 17025:2005 accreditation) metrology laboratory.

Metrology calibration reports/certificates must be submitted at the time of registration, to document that an Agency has suitable and sufficient standards to install and repair commercial weighing and measuring devices in California.

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 or call 916-229-3000.

Outside California, please use this link:

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

RSA PORTAL

New in 2022, the RSA Portal is a self-service online system that enables Agencies and Agents to access agency registrations and agent licenses. Information and access to the RSA Portal is here: <https://www.cdfa.ca.gov/dms/programs/rsa/rsa.html>

Using the RSA Portal, a Registered Service Agency can:

- View and print registration certificates
- Update basic contact and business information
- Update locations, agents, and devices serviced
- Submit calibration reports/standards certifications electronically
- Apply for a new registration

Using the RSA Portal, a Service Agent can:

- View and print an agent license
- Update basic contact information

REGISTERED SERVICE AGENCY LAWS AND REGULATIONS

Business and Professions Code, Division 5, Chapter 5.5.
Service Agencies for Weighing and Measuring Devices

http://leginfo.legislature.ca.gov/faces/codes_displayexpandedbranch.xhtml?tocCode=BPC&division=5.&title=&part=&chapter=5.5.&article=

California Code of Regulations, Title 4, Division 9, Chapter 4.
Registration of Service Agencies for Commercial Weighing and Measuring Devices

[https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I90E1D270D45911DEA95CA4428EC25FA0&originationContext=documenttoc&transitionType=Default&contextData=\(sc.Default\)](https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I90E1D270D45911DEA95CA4428EC25FA0&originationContext=documenttoc&transitionType=Default&contextData=(sc.Default))