



Republic of the Philippines  
Department of Health  
**FOOD AND DRUG ADMINISTRATION**



**FDA ADVISORY**  
No. **2021-1686**

113 JUL 2021,

**TO : ALL CONCERNED FDA CLIENTS AND STAKEHOLDERS**

**SUBJECT : Guidelines on Releasing of Official Receipts (ORs) at the Food and Drug Action Center (FDAC)**

In the interest of public service, FDA Cashier will resume the releasing of ORs at the Food and Drug Action Center (FDAC), Starmall Alabang.

Due to the existing limitations and strict implementation of the minimum health standards and health protocols to prevent the spread of COVID-19, as stated in FDA Circular No. 2020-026, the releasing of ORs shall follow the procedures below.

1. Clients shall send an email to [cashier@fda.gov.ph](mailto:cashier@fda.gov.ph). The email format and template below shall be strictly followed for a successful online submission.

**SUBJECT:** Releasing of FDA Official Receipt  
**BODY OF EMAIL:** Company Name  
Payment Channel (LBP Oncoll Payment, BancNet Facility/ Fund Transfer/ LinkBiz Portal,)  
List of paid applications with the date of payment (*in case of more than one (1) transaction*) with the format below:

Date of Payment	Case Number/DTN	Amount

- (Note: a. Only those emails containing the above information shall be accommodated.  
b. Clients shall be given a schedule of appointment, on a first come first served basis; and  
c. Walk-in clients will not be accommodated/entertained.)

2. Cashier shall provide the schedule of pick-up of OR by responding to the e-mail.
3. On the scheduled date of appointment, in exchange for the Original Official Receipt, Clients shall present to the Cashier the following:



- a. Copy of the confirmation e-mail/reply of schedule received from the Cashier. Schedule shall only be valid within the specified date in the confirmation email/reply.
  - b. For LBP OnColl Payment: Original OnColl payment slip, for validation of the Cashier staff and the photocopy to be attached to the OR Copy of FDA; and
  - c. For BancNet Facility/ Fund transfer/ LinkBiz Portal: Confirmation Receipt / Proof of successful payment transaction.
4. Clients shall sign at the Cashier's Receiving Form upon receipt of the OR at the Cashier Section.

Releasing of Official receipts shall be from Mondays to Fridays, (9) o'clock in the morning until (4) o'clock in the afternoon, except during non-working holidays. Non-appearance at the confirmed schedule shall mean securing another appointment and will have to repeat Procedures 1 to 4.

For information and guidance.

  
**ROLANDO ENRIQUE D. DOMINGO, MD.**  
Director General