



Republic of the Philippines
CIVIL AVIATION AUTHORITY OF THE PHILIPPINES

MEMORANDUM CIRCULAR NO. 055-2025

FOR : NOTICE TO ALL CONCERNED

SUBJECT : STREAMLINING OF PAYMENT PROCESS FOR OVER-THE-COUNTER OR CASH TRANSACTIONS

DATE : 17 OCTOBER 2025

In line with the continuous efforts of the Civil Aviation Authority of the Philippines (CAAP) to streamline internal processes without compromising compliance with applicable laws, rules, and regulations, this Memorandum Circular is issued to enhance efficiency in handling over-the-counter or cash transactions. It has been observed that the existing procedure for transactions which require immediate payment—such as medical examinations, regulatory fees, and other similar services—requires the customer to secure an Order of Payment Slip (OPS) from the Revenue Section prior to proceeding to the Collection Section, Cashiering Division. This additional step has been found to cause unnecessary delays and longer transaction times for walk-in customers.

To address this concern and further improve customer service, it is hereby directed that effective immediately, **walk-in customers shall no longer be required to secure an Order of Payment Slip (OPS)** from the Revenue Section. Upon receipt of the duly accomplished checklist or endorsement from the originating office, the customer shall proceed directly to the Collection Section, Cashiering Division for payment and issuance of the corresponding invoice. The Collection Section shall ensure that all payments are properly receipted and included in the Cash Receipts and Collection Report, while the Revenue Section shall ensure that all receipts and collections are properly recorded in CAAP's books of accounts.

Moreover, to ensure proper end-of-day accounting and balancing of cash receipts, a strict cut-off time for Collection Section, Cashiering Division Operations shall be implemented beginning **November 3, 2025**. All Collecting Officers shall accept payments **only until 4:00 p.m.** This policy aims to give all Collecting Officers sufficient time to account and reconcile all cash received within the business day. All concerned offices and personnel are directed to inform clients accordingly to avoid inconvenience.

All Service Directors, Department and Division Chiefs, and Area Managers are likewise directed to disseminate this Circular to all concerned personnel and ensure strict adherence to this new procedure.

All previous issuances, memoranda, or circulars inconsistent with the provisions of this Memorandum Circular are hereby repealed or modified accordingly. This Circular shall take effect immediately upon approval, with the implementation of the 4:00 p.m. cut-off for all payment acceptance of Collecting Officers commencing on November 3, 2025.

CIVIL AVIATION AUTHORITY
OF THE PHILIPPINES

CERTIFIED TRUE COPY


M. Arnelde 10-17-25 5:08 pm
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For strict compliance.

By Authority of the Director General:


ATTY. BANJUN G. LUCAS
Deputy Director General for Administration

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MARAARON N. DE LEON
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