



pennsylvania

DEPARTMENT OF AGRICULTURE

BUREAU OF FOOD SAFETY & LABORATORY SERVICES

CERTIFICATE OF FREE SALE FAQ

Q: What happens after I submit my application?

You will receive a notification that your request has been received. No later than 14 business days following receipt of a completed application, the PDA will mail your Certificates, along with an official invoice.

Q: If we need to list over 10 items, do we need to request multiple Certificates of Free Sale?

Yes. A single Certificate can only contain 10 products. If you have more than 10 products, additional Certificate applications would need to be submitted. Each application requires a fee of \$50.00.

Q: Can product descriptions be generic like "pizzas," or do we need the item code, sizes and flavors?

"Pizzas" are acceptable. Verify with your customer to make sure that is acceptable with them.

Q: On the application, the applicant is to provide the Pennsylvania registration, license or permit number. Do we need our plant inspected by PDA?

Yes. A recent inspection is required.

Q: Is there a way to expedite the Certificate of Free Sale process?

Rush service is processed in 2-5 business days based on work load and staff resources.

Q: How long will it take to receive my completed Certificate of Free Sale?

PDA is estimating 6-14 business days from date received. The time-frame for processing a Certificate of Free Sale request is based on PDA's work load and staff resources. Requests that are not complete or correct will also cause a delay in processing. PDA encourages companies to use an express mail method for return of your Certificates. A prepaid shipping label must be provided, account numbers are not accepted. If your mail method was a United States Postal Service first class envelope, then it depends on your local post office. PDA discourages telephone calls or emails requesting the status due to the high volume of Certificate of Free Sale requests that are received. Providing status reports delays to the actual processing of the requests. Again, please allow two weeks for processing from receipt to mailing.

Q: What if I have different mailing instructions?

See Section 7 on the application, check **Other** note name and address on the line.

Q: What if I want to communicate special instructions prior to mailing the certificate?

You can note your instructions in the applicant comments section, located above the *Administrative Section Only Box*.

Q: How much does a Certificate of Free Sale Cost?

Each Certificate is \$50.00. Rush service is an additional \$30 per application. Vitamin & Dietary Supplements requests are an additional \$30.00 surcharge. All fees are subject to change.

Q: Why is my application amount different from the official invoice total fee?

The comments section will explain any adjustments made on the official invoice.

Q: What address do we provide on the Certificate of Free Sale?

The Pennsylvania address (street address and city) of where the product is handled must be provided on the Certificate.

Q: What happens if I send a Certificate of Free Sale Request and there is a problem with the request?

If your Certificate of Free Sale request is inaccurate or incomplete, it may be denied. The return reason will be noted in the comments section on the application. If it is a simple correction, the Free Sale staff will have the option of requesting the information via email. This option is left to the discretion of the staff, due to the high volume of requests.

Q: Does PDA issue Certificates of Free Sale in any other languages?

PDA can issue the English and Spanish versions.

Q: If my completed Certificate of Free Sale gets lost in the mail, can I request a replacement free of charge?

No, the application must be resubmitted. PDA encourages companies to use a return tracking method for their shipping.

Q: If I need a Certificate of Free Sale that is exactly like one I previously submitted, can I request it without sending in another application?

No, a new Certificate of Free Sale request needs to be mailed to PDA with all the required documentation. PDA does not keep copies of previously completed Certificates of Free Sale for re-issuance.

Q: What if I want to make changes or cancel an application after it has been submitted?

If you want to make changes, you must submit an additional application. An application cannot be cancelled once it has been submitted.