



Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION
SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

**Office of the Schools Division
Superintendent**

OCT 14 2022

MEMORANDUM

**CORRIGENDUM TO DIVISION MEMORANDUM DATED SEPTEMBER 13, 2022,
ENTITLED SCHOOL SUBMISSION OF DOCUMENTARY REQUIREMENTS (IN
HARD COPY) WITH PENDING REQUESTS FOR APPROVAL AND THOSE WITH
TECHNICAL ISSUES AND CONCERNS IN THE LEARNER INFORMATION
SYSTEM (LIS)**

To: OIC-Assistant Schools Division Superintendent
Chief Education Supervisor, Curriculum Implementation Division
Chief Education Supervisor, School Governance and Operations Division
Public and Private Elementary and Secondary School Heads/OICs
All Others Concerned

1. This Division informs the field that the issuance of the revised 2022 Request Forms (RFs) for LIS and EBEIS issues shall be adopted for submitting issues and concerns that require resolution by the Central Office LIS/EBEIS Helpdesk.
2. School LIS Coordinators are required to use the revised RFs when reporting issues or requesting updates of school and learner records. They shall fill out the RFs, attach required documents, and submit those to the Division Planning Officer.
3. Be reminded that Helpdesk will not accept any RFs coming directly from school personnel. Requests using previous versions of RFs, improperly accomplished RFs, or RFs with incorrect attachments will not be processed and are returned to the sender or requestor.
4. The new RFs can be downloaded under the LIS Support Page.
5. List of Service Requests, Definitions, and Requirements

Type of Service Request	Definition	Requirements
RF01 LRN Merging	A process of combining two or more learners' data with conflicting information pertaining to a specific learner through his/her official documents submitted to the school	• RF01 in Excel format • Scanned RF01 with signature of School Head • Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9
RF02 LRN Reactivation	A process of re-activating LRN that was previously disapproved by the Division Planning Officer	• RF02 in Excel format • Scanned RF02 with signature of School Head • Additional (if needed) scanned copy of Birth Certificate, Form



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		137/School Form 10, and Form 138/School Form 9
RF03 Enrollment with Data Issues	A process of resolving encountered errors on the enrollment data	• RF03 in Excel format • Scanned copy of RF03 with School Head's signature • Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9 • Screenshot of the error
RF04 Unmerging of LRN	A process of rectifying data of two different learners	• RF04 in Excel format • Scanned RF04 with signature of School Head • Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9
RF05 User Account Management and School Concerns	A process of updating user accounts and re-opening and closing of schools	• RF05 in Excel format • Scanned RF05 with signature of School Head • Scanned copy of the following: a. For closing/re-opening of school attach the endorsement letter from Division Planning Officer b. For re-opening of school attach the Permit to Operate • Screenshot if system error • Additional Approval of Process owner
RF06 Merging of School ID	A process combining two or more school IDs including other historical records	• RF06 in Excel format • Scanned RF06 with signature of School Head • Scanned copy of the following: a. For private school: attach a valid permit b. For public school: attach • Additional Approval of Process owner
RF07 Re-opening of School Enrollment and EOSY Finalization	A process of re-opening the enrollment for EOSY updating and school finalization	• RF07 in Excel format • Scanned copy of RF07 with signature of School Head • Signed justification letter from the School Head • List of learners to be enrolled and/or update EOSY

		• Additional Approval of Process owner
RF08 Transfer-related issues	A process of resolving the issues encountered by the learners in relation to his/her transfer	• RF08 in Excel format • Scanned RF08 with signature of School Head • Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9
RF09 Un-enrollment of Learner	A process of removing ineligible learners from the master list	• RF09 in Excel format • Scanned RF09 with signature of School Head • Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9 • Additional Approval of Process owner
Incident Report	A process of resolving issues that do not fall into any Request Form	• Incident Report in Excel format • Scanned copy of Incident Report with School Head signature • Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9 • Screenshot if system error • Additional Approval of Process owner

6. Requirements should be submitted not later than one week after the requests were made to the Learner Information System.

7. Attached with this Memorandum are the following enclosures, for reference:

- RF01 LRN Merging
- RF02 LRN Reactivation
- RF03 Enrollment with Data Issues
- RF04 Unmerging of LRN
- RF05 User Account Management and School Concerns
- RF06 Merging of School ID
- RF07 Re-opening of School Enrollment and EOSY Finalization
- RF08 Transfer-related issues
- RF09 Un-enrollment of Learner
- Incident Report

8. For immediate dissemination and strict compliance.


CARLEEN S. SEDILLA, CESO V
Schools Division Superintendent

Enclosure: As stated
References: As stated
To be indicated in the Perpetual Index
under the following subjects:

LEARNER INFORMATION SYSTEM
LEARNER
SCHOOL



Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION
SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

**Office of the Schools Division
Superintendent**

SEP 13 2022

MEMORANDUM

**SCHOOL SUBMISSION OF DOCUMENTARY REQUIREMENTS (IN HARD COPY)
WITH PENDING REQUESTS FOR APPROVAL AND THOSE WITH TECHNICAL
ISSUES AND CONCERNS IN THE LEARNER INFORMATION SYSTEM (LIS)**

To: OIC-Assistant Schools Division Superintendent
Chief Education Supervisor, Curriculum Implementation Division
Chief Education Supervisor, School Governance and Operations Division
Public and Private Elementary and Secondary School Heads/OICs
All Others Concerned

1. This is to inform the field that all schools with pending requests for Learner Reference Number (LRN) Approval, Enrollment with Gap, Enrollment of Ineligible, Correction of Learner Profile, and Correction of Grade Level in the Learner Information System (LIS) should submit the required documents in hard copies (cover letter signed by the school head, birth certificate, and documents from previous grade level: SF10 & SF9/Kinder Certificate) to this Division through the School Governance and Operations Division (SGOD) - Planning and Research (P&R) Section. If the learner was tagged Temporary Enrolled, a copy of notarized affidavit of undertaking must be provided.
2. The cover letter signed by the School Head/OIC should contain the list of learners in alphabetical order. Likewise, all attached documents of learners should also be in alphabetical order.
3. Requests Forms (RFs) for learners who cannot be enrolled, with double/multiple LRNs, learners to be unenrolled, learners whose transfers are to be confirmed by closed schools, and learners with transfer issues should be consolidated according to the type of request, to be submitted in MS Excel format together with the PDF format of letter signed by the adviser and school head. SOFT COPIES of all learners' documents must be submitted to the email address: sdomuntiPlanning@gmail.com.
4. Requirements should be submitted not later than two weeks after the requests were made in the Learner Information System.
5. Attached with this Memorandum are the following enclosures, for reference:
 - a. RF01 - Template for Reporting Multiple LRN/Enrollment
 - b. RF02 - Template for LRN Reactivation/Enrollment with Data Issues
 - c. RF04 - Template for Reporting TWIN Learners that Merged Identity
 - d. RF10 - Template for Request to Merge School ID
 - e. RF12 - Template for Reopening of School Enrollment
 - f. RF13 - Template for Reporting Transfer Related Errors
 - g. RF14 - Template for Confirmation of Transfer from Closed School



- h. RF15 - Template for Unenrollment of Learner
 - i. RF16 - Template for Correction in SHS Masterlist and Track/Program Offering for Schools Abroad
 - j. Template for Request to Update/Change the Curricular Offering Classification (COC) for Schools Abroad
6. For immediate dissemination and strict compliance.


CARLEEN S. SEDILLA, CESO V
Schools Division Superintendent

Enclosure: As stated
References: As stated
To be indicated in the Perpetual Index
under the following subjects:

LEARNER INFORMATION SYSTEM
LEARNER
SCHOOL

Unenrollment of Learner (Request Form 09)

Definition: is a process of removing ineligible learners from the masterlist.

Submit to: Division Planning Officer, Schools Governance and Operation

Note: Endorsement of School Head is required (signed and scanned). Please use worksheet/excel format for t

[illegible]

Requested by	Teacher/ICT Coordinator	School's Email Address	School's Contact Number	School Head/System Admin Username	Date Requested	Endorsed by School Head	Signature	
Position/Designation							Name	

Note for school:

1. Fill-up the form correctly and completely
2. Attach this form as Excel file.
3. Attach a scanned copy of the form with School Head signature
4. Attach the following copies:
 - a. Birth Certificate
 - b. Form 137/School Form 10 and/or Form 138/School Form 9
5. Encode the correct codes
6. If system error, provide screenshot

Note for Division Planning Officer:

1. Consolidate requests by school by issue

ICTS - User Support Division
Learner Information System (LIS) and Basic Education Information System (BEIS)
National Helpdesk
Transfer Related Issues (Request Form 08)

Definition: is a process of resolving the issues encountered by the learners in relation to his/her transfer.
Submit to: Division Planning Officer, Schools Governance and Operations Division
Note: Endorsement of School Head is required (signed and scanned). Please use worksheet/excel format for the matrix.

Present and Correct Enrollment						Correct Learner Personal Information (as appeared in Birth Certificate)							Originating School					Code 1. Joint transfer 2. Transfer Dispute 3. Confirmed/Declined but still pending 4. Transfer from Closed School 5. Transfer from Philippine School Overseas 6. Wrong tagging of Previous School 7. Others	If from Closed School , Transfer Out Date (MM/DD/YYYY) If Other transfer issue , please specify:
Region-Division	School Name	School ID	Grade	Section	Date of First Attendance (MM/DD/YYYY)	LRN (Currently Used)	First Name	Middle Name	Last Name	Ext Name	Date of Birth (MM/DD/YYYY)	Sex	Region-Division	School Name	School ID	Grade	Section		
NCR-Muntinlupa City																			

Requested by	Teacher/RCT Coordinator	School's Email Address	School's Contact Number	School Head/System Admin Username	Date Requested	Endorsed by School Head	Signature Name	
Position/Designation								

Note for school:

1. Fill-up the form correctly and completely
2. Attach this form as Excel file
3. Attach a scanned copy of the form with School Head signature
4. Attach the following:
 - a. Form 137/School Form 10 and/or Form 138/School Form
 - b. Screenshot of the error or issue (if applicable)

Note for Division Planning Officer:

1. Consolidate requests by school by issue

ICTS - User Support Division
Learner Information System (LIS) and Basic Education Information System (BEIS)
National Helpdesk

Reopening of School Enrollment and EOSY Finalization (Request Form 07)

Definition: is a process of re-opening the enrollment for EOSY updating and school finalization
Submit to: Division Planning Officer, Schools Governance and Operations Division
Note: Endorsement of School Head is required (signed and scanned). Please use worksheet/excel format for the matrix.

School Details			Level	Semester (SHS)	School Year to be reopened	Code: 1. Re-Opening of Enrollment and EOSY Finalization 2. EOSY Finalization	Reason
Region-Division	School Name	School ID					

Requested by	Teacher/ICT Coordinator	School's Email Address	School's Contact Number	School Head/System Admin Username
Position/Designation				

Date Requested	Endorsed by School Head	Signature	
		Name	

Note for School:

1. Fill-up the form correctly and completely
2. Attach this form as Excel file.
3. Attach a scanned copy of the form with School Head signature
4. Signed Justification letter from the School Head.
5. List of learners to be enrolled and/or update EOSY

Note for Division Planning Officer:

1. Consolidate requests by school by issue

ICTS - User Support Division
Learner Information System (LIS) and Basic Education Information System (BEIS)
National Helpdesk
Merging of School ID (Request Form 06)

Definition: is a process combining two or more school IDs including other historical records.
Submit to: Division Planning Officer, Schools Governance and Operations Division
Note: Endorsement letter from Division Office is required (signed and scanned). Please use worksheet/excel format for the matrix.

School ID Numbers for Merging						Issued Permit (Private School)		Curricular Offering Classification (As Approved)	Remarks
Region-Division	School Name	School ID No. 1	School ID No. 2	School ID No. 3	Final School ID	Permit No.	SY Validity		

Requested by	Teacher/ICT Coordinator	School's Email Address	School's Contact Number	School Head/System Admin Username
Position/Designation				

Date Requested	Endorsed by School Head	Signature Name	

Note for School:

1. Fill-up the form correctly and completely
2. Attach this form as Excel file.
3. Attach a scanned copy of the form with School Head signature
4. For private school, attached a valid permit
5. For public school, attached endorsement letter from Division SGOD
6. Add column if school IDs are more than 3

Note for Division Planning Officer:

1. Consolidate requests by school by issue

ICTS - User Support Division
Learner Information System (LIS) and Basic Education Information System (BEIS)
National Helpdesk
User Account Management Concerns and/or Re-opening and Closing of Schools (RF05)

Definition: is a process of updating user accounts and re-opening and closing of schools
Submit to: Division Planning Officer, Schools Governance and Operations Division
Note: Endorsement of School Head is required (signed and scanned). Please use worksheet/excel format for the matrix.

School Details			User Account						For Closing of School		Description of Issue
Region-Division	School Name	School ID	Name of Personnel	Sex	Date of Birth (MM/DD/YYYY)	TIN	Username to be removed/added	Role of Personnel	Close Date (MM/DD/YYYY)	Reason	

Requested by	Teacher/ICT Coordinator	School's Email Address	School's Contact Number	School Head/System Admin Username	Date Requested	Endorsed by School Head	Signature	
							Name	
Position/Designation								

Note for School:

1. Fill-up all the applicable information correctly
2. Attach this form as Excel file.
3. Attach a scanned copy of the form with School Head signature
4. Attach the following copies:
 - a. For closing/re-opening of school, endorsement letter from Division Planning Officer
 - b. For re-opening of school, permit to operate
5. If system error, provide screenshot

Note for Division Planning Officer:

1. Consolidate requests by school by issue

ICTS - User Support Division
Learner Information System (LIS) and Basic Education Information System (BEIS)
National Helpdesk
Unmerging of LRN (Request Form 04)

Definition: is a process of rectifying data of two different le
Submit to: Division Planning Officer, Schools Governance and Ope
Note: Endorsement of School Head is required (signed and scanned). Please use worksheet/excel form

Present and Correct Enrollment						Learner's Personal Information (as appeared in Birth Certificate)								Remarks
Region-Division	School Name	School ID	Grade	Section	Date of First Attendance (MM/DD/YYYY)	LRN	First Name	Middle Name	Last Name	Ext Name	Date of Birth (MM/DD/YYYY)	Sex	Mother's Maiden Name	

Requested by	Teacher/CT Coordinator	School's Email Address	School's Contact Number	School Head/System Admin Username	Date Requested	Endorsed by School Head	Signature Name
Position/Designation							

- Note for School:**
1. Fill-up the form correctly and completely
 2. Attach this form as Excel file
 3. Attach a scanned copy of the form with School Head
 4. Attach the following copies:
 - a. Birth Certificate
 - b. Form 137/School Form 10 and/or Form 138/Sc
 5. Data of both learners must be e

- Note for Division Planning Officer:**
1. Consolidate requests by school by issue

ICTS - User Support Division
Learner Information System (LIS) and Basic Education Information System (BEIS)
National Helpdesk
Enrollment with Data Issues (Request Form 03)

Definition: is a process of resolving encountered errors on the enrollment data.
Submit to: Division Planning Officer, Schools Governance and Operations Division
Note: Endorsement of School Head is required (signed and scanned). Please use worksheet/excel format for the matrix.

Present and Correct Enrollment						Correct Learner Personal Information (as appeared in Birth Certificate)								Code: 1. Update Failed 1a. Update basic profile 1b. EOSY updating 2. Enrollment Failed 3. Untagging Temporary Enrolled 4. Untagging Unsettled Account 5. DOFA mistakenly encoded 6. Age out of range 7. Others 3. Untagging Temporary Enrolled	If Others, please specify
Region-Division	School Name	School ID	Grade	Section	Date of First Attendance (MM/DD/YYYY)	LRN	First Name	Middle Name	Last Name	Ext Name	Date of Birth (MM/DD/YYYY)	Sex	Mother's Maiden Name		

Requested by	Teacher/ICT Coordinator	School's Email Address	School's Contact Number	School Head/System Admin Username	Date Requested	Endorsed by School Head	Signature	
Position/Designation							Name	

- Note for School:**
- Fill-up the form correctly and completely
 - Attach this form as Excel file
 - Attach a scanned copy of the form with School Head signature
 - Attach the following copies:
 - Birth Certificate
 - Form 137/School Form 10 and/or Form 138/School Form 9
 - Screenshot of the error (1a, 1b, 2, 7)

- Note for Division Planning Officer:**
- Consolidate requests by school by issue

ICTS - User Support Division
Learner Information System (LIS) and Basic Education Information System (BEIS)
National Helpdesk
LRN Reactivation (Request Form 02)

Definition: is a process of re-activating LRN that was previously disapproved by the Division Planning Officer.
Submit to: Division Planning Officer, Schools Governance and Operations Division
Note: Endorsement of School Head is required (signed and scanned). Please use worksheet/excel format for the matrix.

Present and Correct Enrollment						Correct Learner Personal Information (as appeared in Birth Certificate)								Reason for Reactivation
Region-Division	School Name	School ID	Grade	Section	Date of First Attendance (MM/DD/YYYY)	LRN (Currently Used)	First Name	Middle Name	Last Name	Ext Name	Date of Birth (MM/DD/YYYY)	Sex	Mother's Maiden Name	

Requested by	Teacher/ICT Coordinator	School's Email Address	School's Contact Number	School Head/System Admin Username	Date Requested	Endorsed by School Head	Signature Name	
Position/Designation								

Note for School:

1. Fill-up the form correctly and completely
2. Attach this form as Excel file.
3. Attach a scanned copy of the form with School Head signature
4. Attach the following copies:
 - a. Birth Certificate
 - b. Form 137/School Form 10 and/or Form 138/School Form 9

Note for Division Planning Officer:

1. Consolidate requests by school by issue

ICTS - User Support Division
Learner Information System (LIS) and Basic Education Information System (BEIS)
National Helpdesk
LRN Merging (Request Form 01)

Definition: is a process of combining two or more learners data with conflicting information pertaining to a specific learner through his/her official documents submitted to the school.
Submit to: Division Planning Officer, Schools Governance and Operations Division
Note: Endorsement of School Head is required (signed and scanned). Please use worksheet/excel format for the matrix.

Present and Correct Enrollment						Correct Learner Personal Information (as appeared in Birth Certificate)								Other Existing LRNs				
Region-Division	School Name	School ID	Grade	Section	Date of First Attendance (MM/DD/YYYY)	LRN 1 (Currently Used)	First Name	Middle Name	Last Name	Ext Name	Date of Birth (MM/DD/YYYY)	Sex	Mother's Maiden Name	LRN 2	LRN 3	LRN 4	LRN 5	LRN 6

Requested by	Teacher/ICT Coordinator	School's Email Address	School's Contact Number	School Head/System Admin Username	Date Requested	Endorsed by School Head	Signature Name	
Position/Designation								

- Note for School:**
1. Fill-up the form correctly and completely
 2. Attach this form as Excel file.
 3. Attach a scanned copy of the form with School Head signature
 4. Attach the following copies:
 - a. Birth Certificate
 - b. Form 137/School Form 10 and/or Form 138/School Form 9
 5. Add column if created LRNs are more than 6

- Note for Division Planning Officer:**
1. Consolidate requests by school by issue

ICTS - User Support Division
Learner Information System (LIS) and Basic Education Information System (BEIS)
National Helpdesk
Incident Report

Definition: is a process of resolving issues that does not fall into any Request Forms
Submit to: Division Planning Officer, Schools Governance and Operations Division
Note: Endorsement of School Head is required (signed and scanned). Please use worksheet/excel format for the matrix.

Details of Affected Data											School Class Calendar		Code 1. Elementary 2. Secondary 3. SHS 1st Sem 4. SHS 2nd Sem	Description of Issue
Region-Division	School Name	School ID	LRN	First Name	Middle Name	Last Name	Ext Name	Date of Birth (MM/DD/YYYY)	Sex	Mother's Maiden Name	Start Date (MM/DD/YYYY)	End Date (MM/DD/YYYY)		

Requested by	Teacher/ICT Coordinator	School's Email Address	School's Contact Number	School Head/System Admin Username	Date Requested	Endorsed by School Head	Signature Name	
Position/Designation								

Note for School:

1. Fill-up all the applicable information correctly
2. Attach this form as Excel file.
3. Attach a scanned copy of the form with School Head signature
4. Attach the following copies, if applicable:
 - a. Birth Certificate
 - b. Form 137/School Form 10 and/or Form 138/School Form 9
5. If system error, provide screensh

Note for Division Planning Officer:

1. Consolidate requests by school by issue