



Republic of the Philippines  
Department of Education

NATIONAL CAPITAL REGION  
SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

Office of the Schools Division  
Superintendent

JUN 13 2025

**MEMORANDUM**

**SUBMISSION OF SCHOOL DOCUMENTARY REQUIREMENTS RELATED  
TO PENDING APPROVAL REQUESTS AND TECHNICAL ISSUES  
IN THE LEARNER INFORMATION SYSTEM (LIS)**

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

1. This is to reiterate the provisions in the Division Unnumbered Memorandum dated October 14, 2022. All public and private schools with pending requests in the Learner Information System (LIS)—specifically for Learner Reference Number (LRN) Approval, Enrollment with Gap, Enrollment of Ineligible Learners, Correction of Learner Profile, and Correction of Grade Level—are required to submit the necessary documentary requirements in either hard or soft copy.

The required documents include the following:

- Cover letter signed by the School Head
- Learner's Birth Certificate
- Documents from the previous grade level:
  - SF10 (Permanent Record)
  - SF9 (Report Card) / Kinder Certificate, as applicable
  - Certificate of Grades
- Other School Records if applicable:
  - PEPT Certificate of Rating
  - PPA Certificate
  - A&E Certificate of Rating

2. These documents must be submitted to the Division Office through the School Governance and Operations Division (SGOD) – Planning and Research (P&R) Section.

3. Additionally, for learners tagged as *Temporarily Enrolled*, a notarized Affidavit of Undertaking must be submitted as part of the requirements.

4. The alphabetical list of learners must be included in the cover letter, which should be duly signed by the School Head. Correspondingly, all supporting documents for each learner must be organized in alphabetical order, matching the list provided.

247

UN-2025-247



Student Center for Life Skills Bldg., Centennial Ave., Brgy Tunasan, Muntinlupa City  
84237560, 84237561, 84237562  
[sdo.muntinlupa@gmail.com](mailto:sdo.muntinlupa@gmail.com)  
[deped-muntinlupa.com](http://deped-muntinlupa.com)

A-61301 0613047

247  
AU-JUNE-2025-0460



Republic of the Philippines  
Department of Education

NATIONAL CAPITAL REGION  
SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

---

5. Request Forms (RFs) shall be used for cases requiring approval from the Central Office. These include, but are not limited to, learners who:

- Have double or multiple LRNs
- Need to be officially unenrolled
- Update Failed
  - Update basic profile
  - EOSY updating
- Enrollment Failed
- Untagging Temporary Enrolled
- Untagging Unsettled Account
- Date of First Attendance (DOFA) mistakenly encoded
- Age out of range
- Require transfer confirmation from closed schools
- Have unresolved transfer-related issues

6. Schools are advised to consolidate RFs by type of request and submit them in MS Excel format, accompanied by a PDF copy of the endorsement letter duly signed by both the class adviser and the school head. Soft copies of all supporting documents for the concerned learners must be sent via email to: [planning.sdomuntinlupa@deped.gov.ph](mailto:planning.sdomuntinlupa@deped.gov.ph).

7. The deadline for the submission of the requirements is one week from the date of the Learner Information System requests.

8. School LIS Coordinators are required to use the latest version of the Request Forms (RFs) when reporting issues or requesting updates related to school or learner records. Coordinators must ensure that the RFs are properly and completely filled out, with all required supporting documents attached. These completed forms must be submitted directly to the Division Planning Officer for processing.

9. Please be reminded that the Helpdesk will not entertain or process RFs submitted directly by individual school personnel. Furthermore, any requests submitted using outdated RF templates, incompletely filled-out RFs, or RFs with incorrect or missing attachments will not be processed and will be returned to the sender or requesting party.

10. The new RFs can be downloaded under the LIS Support Page or through this Google drive link: <https://bit.ly/MO7-LIS-EBEIS-NSBI-RFs>.



Republic of the Philippines  
Department of Education

NATIONAL CAPITAL REGION  
SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

11. Please refer to the list of service requests, definitions, and requirements, as follows:

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	<ul style="list-style-type: none"><li>RF01 in Excel format</li><li>Scanned RF01 with signature of School Head</li><li>Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9</li></ul>
RF02 LRN Reactivation	A process of re-activating LRN that was previously disapproved by the Division Planning Officer	<ul style="list-style-type: none"><li>RF02 in Excel format</li><li>Scanned RF02 with signature of School Head</li><li>Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9</li></ul>
RF03 Enrollment with Data Issues	A process of resolving encountered errors on the enrollment data	<ul style="list-style-type: none"><li>RF03 in Excel format</li><li>Scanned copy of RF03 with School Head's signature</li><li>Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9</li><li>Screenshot of the error</li></ul>
RF04 Unmerging of LRN	A process of rectifying data of two different learners	<ul style="list-style-type: none"><li>RF04 in Excel format</li><li>Scanned RF04 with signature of School Head</li><li>Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9</li></ul>
RF05 User Account Management and School Concerns	A process of updating user accounts and re-opening and closing of schools	<ul style="list-style-type: none"><li>RF05 in Excel format</li><li>Scanned RF05 with signature of School Head</li><li>Scanned copy of the following:<ol style="list-style-type: none"><li>For closing/re-opening of school attach the endorsement letter from Division Planning Officer</li><li>For re-opening of school attach the Permit to Operate</li></ol></li><li>Screenshot if system error</li></ul>



**Republic of the Philippines**  
**Department of Education**

NATIONAL CAPITAL REGION

SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

		<ul style="list-style-type: none"> <li>• Additional Approval of Process owner</li> </ul>
RF06 Merging of School ID	A process combining two or more school IDs including other historical records	<ul style="list-style-type: none"> <li>• RF06 in Excel format</li> <li>• Scanned RF06 with signature of School Head</li> <li>• Scanned copy of the following:               <ol style="list-style-type: none"> <li>a. For private school: attach a valid permit</li> <li>b. For public school: attach</li> </ol> </li> <li>• Additional Approval of Process owner</li> </ul>
RF07 Re-opening of School Enrollment and EOSY Finalization	A process of re-opening the enrollment for EOSY updating and school finalization	<ul style="list-style-type: none"> <li>• RF07 in Excel format</li> <li>• Scanned copy of RF07 with signature of School Head</li> <li>• Signed justification letter from the School Head</li> <li>• List of learners to be enrolled and/or update EOSY</li> <li>• Additional Approval of Process owner</li> </ul>
RF08 Transfer-related issues	A process of resolving the issues encountered by the learners in relation to his/her transfer	<ul style="list-style-type: none"> <li>• RF08 in Excel format</li> <li>• Scanned RF08 with signature of School Head</li> <li>• Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9</li> </ul>
RF09 Un-enrollment of Learner	A process of removing ineligible learners from the master list	<ul style="list-style-type: none"> <li>• RF09 in Excel format</li> <li>• Scanned RF09 with signature of School Head</li> <li>• Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9</li> <li>• Signed justification letter from the School Head</li> <li>• Additional Approval of Process owner</li> </ul>
RF10 Updating of School Calendar	A process of updating the erroneous encoded School Calendar	<ul style="list-style-type: none"> <li>• RF10 in Excel Format</li> <li>• Scanned RF10 with signature of School Head</li> <li>• Scanned copy of School Calendar</li> <li>• Signed justification letter from the School Head</li> </ul>
Incident Report	A process of resolving issues that do not fall into any Request Form	<ul style="list-style-type: none"> <li>• Incident Report in Excel format</li> </ul>



Republic of the Philippines  
**Department of Education**

NATIONAL CAPITAL REGION  
 SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

		<ul style="list-style-type: none"> <li>• Scanned copy of Incident Report with School Head signature</li> <li>• Additional (if needed) scanned copy of Birth Certificate, Form 137/School Form 10, and Form 138/School Form 9</li> <li>• Screenshot if system error</li> <li>• Additional Approval of Process owner</li> </ul>
--	--	---

12. Attached with this Memorandum are the following forms, 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
- RF10 Updating of School Calendar
- Incident Report

13. For immediate dissemination and strict compliance.

  
**VIOLETA M. GONZALES**

Asst. Schools Division Superintendent  
 Officer-in-Charge  
 Office of the 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

JDN/DM/Submission of School Documentary Requirements Related to Pending Approval Requests and  
 Technical Issues in the Learner Information S(LIS)

\_\_\_\_\_ / June 11, 2025



Student Center for Life Skills Bldg., Centennial Ave., Brgy Tunasan, Muntinlupa City  
 84237560, 84237561, 84237562  
[sdo.muntinlupa@gmail.com](mailto:sdo.muntinlupa@gmail.com)  
[deped-muntinlupa.com](http://deped-muntinlupa.com)

**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	
NCR-Muntinlupa																			

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  
 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	
NCR-MUNTINLUPA CITY														

<b>Requested by</b>	<b>Teacher/ACT Coordinator</b>	<b>School's Email Address</b>	<b>School's Contact Number</b>	<b>School Head/System Admin User Name</b>	<b>Date Requested</b>	<b>Endorsed by School Head</b>	<b>Signature Name</b>
<b>Position/Designation</b>							

**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  
 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	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		
NCR-Muntinlupa City															
NCR-Muntinlupa City															

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
  2. Attach this form as Exc
  3. Attach a scanned copy of the form wi
  4. Attach the following copies:
    - a. Birth Certificate
    - b. Form 137/School Form 10 and/or
    - c. Screenshot of the error (1

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



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	
NCR-Muntinlupa											

Requested by	Teacher/ICT Coordinator	School's Email Address	School's Contact Number	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  
 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 <i>(Private School)</i>		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**  
**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					
NCR-Muntinlupa City							

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  
 Unenrollment of Learner (Request Form 09)

**Definition:** is a process of removing ineligible learners from the masterlist.  
**Submit to:** Division Planning Officer, Schools Governance ar  
**Note:** Endorsement of School Head is required (signed and scanned). Please use v

Present and Correct Enrollment						Learner's Personal Information							Unenrolled From						Reason for Unenrollment 1. Incorrect Grade Level (SHS) 2. 1st Sem Declined 3. Multiple Enrollment 4. Mistakenly Enrolled 5. No Appearance Since BOSY 6. System Error 7. PEPTIALS Passer 8. Tagging of Temporary Enrollment 8. Others	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	Region-Division	School Name	School ID	Grade	Section	School Year			For SHS (Semester)				
MOR-Muntinlupa City																									

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

- 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
  - Encode the correct codes
  - If system error, provide screenshot

- 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  
**Updating School Calendar (Request Form 10)**

**Definition:** is a process of updating incorrect entry of school calendar.  
**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		Level: 1. Elementary 2. Junior High School 3. Senior High School	Description of Issue
Region-Division	School Name	School ID	Start Date (MM/DD/YYYY)	End Date (MM/DD/YYYY)		
NCR-Muntinlupa City						

Requested by	Teacher/ICT Coordinator	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. If 2 or 3 levels are affected, data of all affected levels **MUST** be encoded
5. If system error, provide screenshot

**Note for Division Planning Officer:**

1. Consolidate requests by school by issue