



Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION

SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

Office of the Schools Division
Superintendent

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
Chief Education Supervisor, School Governance & Operations Division
Public and Private Elementary and Secondary School Heads/OICs
All Others Concerned

1. This Memorandum reiterates the provisions of the Division Unnumbered Memorandum dated October 14, 2022, regarding the submission of documentary requirements for pending approval requests and technical issues in the Learner Information System (LIS). Accordingly, all public and private schools with pending requests involving 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 complete documentary requirements in either hard or soft copy.
2. The required documents include the following:
 - a. Cover Letter
 - Signed by the School Head and containing the alphabetical list of learners covered by the request.
 - b. Learner Documents
 - PSA/NSO Birth Certificate or other acceptable proof of birth;
 - School Form 10 (SF10) or Permanent Record;
 - School Form 9 (SF9) or Report Card, or Kindergarten Certificate, as applicable;
 - Certificate of Grades, when applicable; and
 - Other supporting documents, such as:
 - PEPT Certificate of Rating;
 - Philippine Placement Assessment (PPA) Certificate; and
 - Accreditation and Equivalency (A&E) Certificate of Rating.
3. Documentary requirements shall be submitted to the Schools Division Office through the School Governance and Operations Division (SGOD) – Planning and Research (P&R) Section.
4. For learners tagged as **Temporarily Enrolled**, a duly notarized **Affidavit of Undertaking** shall form part of the documentary requirements.



Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION

SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

5. The cover letter shall include the alphabetical list of learners and must be duly signed by the School Head. All supporting documents shall likewise be arranged alphabetically, corresponding to the order of names in the list.
6. **Request Forms (RFs)** shall be used for service requests requiring action or approval from the Central Office, including but not limited to the following:
- Double or Multiple Learner Reference Numbers (LRNs);
 - Official Unenrollment;
 - Update Failed;
 - Basic Profile Update;
 - End of School Year (EOSY) Updating;
 - Enrollment Failed;
 - Untagging of Temporarily Enrolled learners;
 - Untagging of Unsettled Account;
 - Correction of Date of First Attendance (DOFA);
 - Age Out of Range;
 - Transfer Confirmation from Closed Schools; and
 - Other unresolved transfer-related concerns.
7. Schools shall consolidate RFs according to the type of request and submit them in Microsoft Excel format, together with a PDF copy of the endorsement letter duly signed by both the Class Adviser and the School Head. Soft copies of all supporting documentary requirements shall be emailed to **planning.sdomuntinlupa@deped.gov.ph**.
8. All documentary requirements shall be submitted within one (1) week from the date the LIS request was initiated to facilitate timely evaluation and processing.
9. School LIS Coordinators should use only the latest version of the Request Forms (RFs) when reporting system issues or requesting updates to school or learner records. They shall ensure that the RFs are completed accurately and supported by the required documentary evidence before submission to the Division Planning Officer for processing.
10. The LIS Helpdesk shall not process RFs submitted directly by individual school personnel. Likewise, RFs prepared using outdated templates, containing incomplete information, or lacking the required supporting documents shall not be processed and shall be returned to the requesting school for appropriate action.
11. The latest Request Forms (RFs) may be downloaded from the LIS Support Page or through the following Google Drive link: **<https://bit.ly/M07-LIS-EBEIS-NSBI-RFs>**.



Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION

SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

12. For guidance on the appropriate Request Form to use, schools are advised to refer to the attached list of LIS service requests, corresponding definitions, and documentary 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 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:



Republic of the Philippines
Department of Education

NATIONAL CAPITAL REGION

SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

		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 • Signed justification letter from the School Head • Additional Approval of Process owner
RF10 Updating of School Calendar	A process of updating the erroneous encoded School Calendar	• RF10 in Excel Format • Scanned RF10 with signature of School Head • Scanned copy of School Calendar • Signed justification letter from the School Head
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



Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION

SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

13. 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
14. For immediate dissemination and strict compliance.


VIOLETA M. GONZALES CESO VI
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 System (LIS)
276 / July 13, 2025

AFFIDAVIT OF UNDERTAKING

ANNEX 3

DepEd Order 3, 2018

I, _____ of legal age, a resident of _____
Name of Parent/Guardian

Address

and the parent/guardian of _____

Name of Learner

hereby signs this document freely and with full understanding of its contents.

The present circumstances are:

1. I choose to enroll my child at _____
Name of School
2. I certify that my child was previously enrolled at _____
and passed the grade level of _____.
Name of Previous School
3. Due to _____, I cannot submit the transfer credentials of my child to this school.
4. I understand that my child shall be temporarily enrolled because I have not submitted the required credentials.

With these circumstances, I undertake to:

1. Do what is legally permissible for the release of the credentials of my child from the previous school.
2. Submit the transfer credentials of my child on or before _____.
3. I agree that the official record from this school shall only be released until the submission of school credentials from the previous school.
4. I understand that the school shall only issue a temporary progress report card signed by the adviser to monitor the progress of my child and that it is inadmissible for transfer and enrollment purposes.

Without the transfer credentials of my child I fully understand that:

1. My child is only temporarily enrolled.
2. My child cannot be officially promoted to a higher grade level.
3. My child cannot officially graduate from this school.
4. Should my child attain the qualifying average and other criteria for academic honors, he/she will not be recognized.

With all the foregoing, I shall hold free from any liability, whether civil, criminal or administrative, DepEd Personnel who are involved in the acceptance and enrollment of my child, and the enforcement of any law or rule and the obligations provided in this document.

Attested this _____ day of _____ at _____.

Signature Over Printed Name of Parent/Guardian

Gov't ID Presented: _____
ID Number: _____
Date Issued: _____

PS-ODIR/SFRT



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.



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.

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/M07-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	- 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 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



Republic of the Philippines
Department of Education

NATIONAL CAPITAL REGION

SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

		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 - Signed justification letter from the School Head - Additional Approval of Process owner
RF10 Updating of School Calendar	A process of updating the erroneous encoded School Calendar	- RF10 in Excel Format - Scanned RF10 with signature of School Head - Scanned copy of School Calendar - Signed justification letter from the School Head
Incident Report	A process of resolving issues that do not fall into any Request Form	Incident Report in Excel format



Republic of the Philippines
Department of Education

NATIONAL CAPITAL REGION
SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

		• 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
--	--	--

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

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	
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. 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														

Requested by	Teacher/ACT 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
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
Unmerging of LRN (Request Form 04)

Definition: is a process of rectifying data of two different learners
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						Learner's Personal Information <i>(as appeared in Birth Certificate)</i>									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/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 complete
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. Data of both learners must be encoded

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	
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 (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
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
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/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 fi
 - 3. Attach a scanned copy of the form with School Hes
 - 4. Attach the following:
 - a. Form 137/School Form 10 and/or Form 13
 - b. Screenshot of the error or issue

- 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 9. 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)		
NCR-Muntinlupa City																					

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