

Online Request for Documents

Policies and Guidelines due to COVID-19

1. RFDs, such as transcript of records, shall primarily be requested online via the [ORD](#).
2. The ORD facility will be accessible every **Thursday, Friday and Saturday, except Holidays**.
3. Due to the limited number of the requests that can be handled, the facility will start receiving requests starting at **9am**, but will **close once the daily limit has been reached**.
4. The following documents, which are not readily available via the online facility, may be requested via email through hub@dlsu.edu.ph.
 - Certification, Authentication and Verification (CAV Requests)
 - Certified True Copy of Diploma
 - Certified True Copy of Course Syllabi
 - Certified True Copy of Flowchart
 - Duplicate Diploma
 - Duplicate Transfer Credential
 - Change of Parent on Record
 - Special Handling Requests (with scanned copies of forms - e.g., WES, CES, LSAC, NCEES, IQAS, etc., to be emailed to hub@dlsu.edu.ph)
5. Requests shall be for **regular processing only**. Express processing shall be temporarily unavailable due to limited manpower to produce the documents in campus.
6. Regular processing days shall be **10 working days. Working days exclude Saturdays, Sundays, Holidays, and Christmas break**. However, please find instances below which will require longer processing days:
 - a. For declared class and office work suspension due to **fortuitous events**, the processing days may take **15-25 working days** depending on the effects of suspensions.
 - b. For requesting parties with **ID 089 and below**, or for documents that would need accessing old records which were **archived** or need to be requested from **different departments**, processing days shall be **15-25 working days**.
 - c. For **Duplicate Diploma** (request for replacement or duplicate copy), processing days shall be **15 working days**.
 - d. For **three or more documents** requested by a client within the same day, processing days shall be **15 working days**.
 - e. For course descriptions and course syllabus (all courses), processing days shall be **15-25 working days**.
7. Due to limited manpower and to ensure safety of clients and office personnel, manual pick-up of documents is temporarily suspended. Hence, RFDs shall be sent via **courier only**.
8. The **processing period** indicated herein is **different and distinct** from the **delivery period** which is dependent on the location you have specified. Kindly expect that delivery of documents via courier may take **1 to 2 weeks depending on the delivery area**.
9. For **international delivery addresses**, the courier fee reflected in the order summary page **may not be final as actual charges will be computed when the postal code is entered into the booking system**. The courier company has deemed certain suburbs or towns as difficult to serve and the requestor will be notified of payment instructions if remote area surcharges are applicable.

Disclaimer: *With the high volume of requests, may we seek your kind understanding and patience on any delay that may be experienced with processing and/or delivery of documents, as offices operate in a limited capacity on-campus. However, rest assured that all requested documents will be worked on accordingly. Thank you.*