OFFICE OF THE UNIVERSITY REGISTRAR (OUR)

CITIZEN'S CHARTER
JUNE 2026

I. Mandate

The Office of the University Registrar is a vital arm of the University. It is the official recorder and keeper of records of the students. As official recorder, it serves as Secretariat in different administration committees, such as the Executive Committee, the Curriculum Committee, the Committee on Student Admission, Progress and Graduation, and in the University Council meetings, and also acts as steering committee of the University Council Committees.

As a repository of decades of student records, the OUR is both a source and resource of data that can be used for various researches.

II. Vision

The OUR envisions itself as a model office that embodies the University's ideal of honor and excellence by implementing the highest standards of academic records management and committing to quality and timely service to its stakeholders with utmost integrity, honesty, and respect.

III. Mission

To support the University's delivery of academic programs, the OUR is committed to:

- Ensuring consistent compliance with the implementation of academic policies and procedures;
- Providing unstinting service related to admission, registration, retention, academic records evaluation, graduation and issuance of credentials; and
- Responding in a professional, efficient, courteous and sincere manner at all times.

IV. Service Pledge

We commit to:

- Implement existing procedures and explore initiatives for the improvement of such procedures;
- Warrant well-managed processes in connection with academic evaluation, records management, and issuance of credentials to various clientele;
- Ensure the highest standards in the management of student information system, making use, where applicable, of innovative platforms, consistent with the computerized information systems being implemented across the UP System; and
- Support the relevant University Council committees and academic units in the crafting and review of academic policies and programs.

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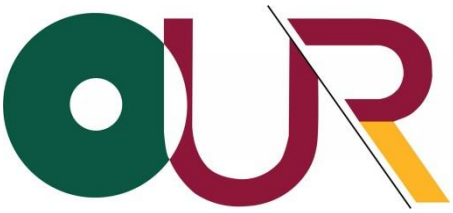

OFFICE OF THE UNIVERSITY REGISTRAR

External Services

Acceptance Letter for Foreign Students

New foreign students are issued an Acceptance Letter for Student Visa purposes.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman New Foreign Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Notice of Admission / Admission Slip (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** UPD Colleges - Office of the College Secretary / Graduate Office
2. Student Directory (1) Original Copy Or (1) Electronic Copy Remarks: OUR website Student Directory	**Agency - Division:** Office of the University Registar - One Stop Student Desk
3. Passport Bio page (1) Photo Copy Or (1) Electronic Copy	**Agency - Division:** Country of Origin - Embassy

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit requirements **Location:** Online onestop_our.updiliman@up.edu.ph Onsite G/F, One Stop Student Desk, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive the documents	None	5 minute/s	• Junior Office Assistant; One-Stop Student Desk (OSSD)
	1.2. Check and evaluate the documents		5 minute/s	• Student Records Evaluator; One-Stop Student Desk (OSSD)
	1.3. Prepare and print the Acceptance Letter		5 minute/s	• Student Records Evaluator; One-Stop Student Desk (OSSD)

	1.4. Affix signature		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
2. Claim the Acceptance Letter or receive via email **Location:** Online onestop_our.updiliman@up.edu.ph Onsite G/F, One Stop Student Desk, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	2. Release the Acceptance Letter or send via email to the student; Email copy to college and send one copy to the Office of International Linkages Diliman	None	5 minute/s	• Student Records Evaluator; One-Stop Student Desk (OSSD)
Total Processing Time:		Working Days: 1 working day/s, 20 minute/s		
Total Processing Fee:		Total Standard Fee: None		

Appeal for Late Cancellation of Enlisted Subjects

For students who enlisted in courses for a particular semester but belatedly (i.e., beyond the deadline) decided to withdraw or cancel the said courses

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	University of the Philippines Diliman (UPD) students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request (1) Electronic Copy Remarks: The letter shall be addressed to the University Registrar, and endorsed by the College indicating reason for late cancellation of enlisted subjects.	Applicant / Client
2. Certificate of Non-Attendance (1) Electronic Copy	**Agency - Division:** UPD ACADEMIC COLLEGES - Professor of the course/subject

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Email all requirements **Location:** support@crs.upd.edu.ph	1.1. Receive and check requirements; Check enrollment status; Tag student with low priority for the next semester pre-enlistment batch run	None	5 minute/s	• Support Staff; Academic Information System Section (AISS)
	1.2. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
2. Monitor account on the Computerized Registration System (CRS) if the enlisted subject has been cancelled **Location:** https://crs.upd.edu.ph	2. If approved, cancel the enlisted subject/s. Otherwise, email the student on the action of the University Registrar. Close the ticket.	None	5 minute/s	• Support Staff; Academic Information System Section (AISS)
Total Processing Time:		Working Days: 1 working day/s, 10 minute/s		

Total Processing Fee:	Total Standard Fee: None

Appeal for Late Enrollment / Late Change of Matriculation / Late Residence (Paying Students)

For paying students who were unable to enroll or submit a change of matriculation request during the regular registration or change of matriculation period

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students under the paying tuition category
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request (1) Electronic Copy Remarks: For late enrollment and late additional matriculation, the letter shall be addressed to the Chancellor, and endorsed by the College, indicating reason for late enrollment/additional matriculation. For late change of matriculation (no additional cost of matriculation) and late residence, the letter shall be addressed to the University Registrar, indicating reason for late change of matriculation/residence.	Applicant / Client
2. Certificate of Attendance (1) Electronic Copy Remarks: For Late Enrollment and Late Change of Matriculation only	**Agency - Division:** College - Professor of the course/subject

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Email all requirements **Location:** support@crs.upd.edu.ph	1.1. Receive and check requirements; Check enrollment status; Tag student with low priority for the next semester pre-enlistment batch run	None	5 minute/s	• Support Staff; Academic Information System Section (OUR-AISS)
	1.2. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)

	1.3. Act on the request		3 working day/s	• Chancellor; Office of the Chancellor (OC)
2. Receive action to the appeal via email **Location:** ocdiliman@up.edu.ph	2. Email action of the Chancellor	None	10 minute/s	• Support Staff; Office of the Chancellor (OC)
3. If the appeal is for the current semester, request an assessment of matriculation fees from the college. If the appeal is for the previous semester, request an assessment of matriculation fees from the Office of the University Registrar. **Location:** https://crs.upd.edu.ph	3. Assess matriculation fees; Print Form 5 for those who opted manual payment	None	5 minute/s	• Student Records Evaluator; Registration and Clearance Section (OUR-RCS) • Senior Administrative Assistant; Registration and Clearance Section (OUR-RCS) • Frontline Staff; ALL UPD ACADEMIC CLUSTERS
4. Proceed to the Cashier for payment / Generate payment slip and process online payment; Check enrollment status in CRS if officially enrolled **Location:** Online https://crs.upd.edu.ph Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online Payment e-wallets, bills payment, LinkBiz Portal	4. Process payment and Issue Official Receipt / Validate payment in the CRS to be officially enrolled	**Possible Fees** Breakdown: Residence Fee: PHP 200 Change of Matriculation Fee per transaction: PHP 10 **Formula Fees** Breakdown: Schedule of Fees	15 minute/s	• Cashier; Diliman Cash Office (DCO)
Total Processing Time:		Working Days: 4 working day/s, 35 minute/s		

Total Processing Fee:	Total Standard Fee: None See other fees below
Possible Fees **Residence Fee** : 200 **Change of Matriculation Fee per transaction** : 10	
Formula / Schedule of Fees **Schedule of Fees** Undergraduate Program https://our.upd.edu.ph/files/schedfees/schedfeesug.pdf Graduate Program https://our.upd.edu.ph/files/schedfees/schedfeesgrad.pdf	

Appeal for Late Enrollment / Late Change of Matriculation / Late Residence (Students Under Free Tuition)

For students covered under the Free Tuition Law who were unable to enroll or submit a change of matriculation request during the regular registration or change of matriculation period.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students under the free tuition category
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request (1) Electronic Copy Remarks: The letter shall be addressed to the University Registrar, and endorsed by the College, indicating reason for late enrollment/change of matriculation/residence.	Applicant / Client
2. Certificate of Attendance (1) Electronic Copy Remarks: For Late Enrollment and Late Change of Matriculation only	**Agency - Division:** College - Professor of the subject/course

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Email all requirements **Location:** support@crs.upd.edu.ph	1.1. Receive and check requirements; Check enrollment status; Tag student with low priority for the next semester pre-enlistment batch run	None	5 minute/s	• Support Staff; Academic Information System Section (OUR-AISS)
	1.2. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	1.3. Email student on the action of the University Registrar and steps to finish enrollment		5 minute/s	• Support Staff; Academic Information

				System Section (OUR-AISS)
2. If the appeal is for the current semester, request an assessment of matriculation fees from the college. If the appeal is for the previous semester, request an assessment of matriculation fees from the Office of the University Registrar. Check CRS account to confirm official enrollment. **Location:** https://crs.upd.edu.ph	2. Assess matriculation fees to be officially enrolled	None	5 minute/s	• Frontline Staff ; ALL UPD ACADEMIC CLUSTERS • Student Records Evaluator / Senior Administrative Assistant; Registration and Clearance Section (OUR-RCS)
Total Processing Time:		Working Days: 1 working day/s, 15 minute/s		
Total Processing Fee:		Total Standard Fee: None		

Application for Automatic Admission (International Student)

International students should meet the University admission requirements for first year student.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	International Applicants
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. . Duly accomplished Form (UP Form No. 3.1) (1) Original Copy Remarks: OUR website at our.upd.edu.ph	**Agency - Division:** Office of the University Registar - One Stop Student Desk
2. High School Transcript (1) Original Copy	**Agency - Division:** Previous School Atttended - Registrar's Office
3. SAT/IB Diploma/GCE (1) Original Copy	**Agency - Division:** College Board (SAT)/Applicant's school - College Board (SAT)/Applicant's school
4. Passport (1) Photo Copy	**Agency - Division:** Country of Origin - Department of Foreign Affairs
5. Affidavit of no collegiate enrolment if with gap from high school graduation prior to admission to UPD (1) Original Copy	**Agency - Division:** Notary Public - Notary Public
6. Applicants whose medium of instruction in their previous school is NOT English should take and pass TOEFL with a score of 500 if paper-based, 173 if computer-based, or 61 if internet-based test or IELTS with minimum score of 5.5 (1) Original Copy	**Agency - Division:** TOEFL/IELTS - TOEFL/IELTS
7. Birth Certificate (1) Original Copy	**Agency - Division:** Country of Origin - Office equivalent to Philippine Statistic Authority
8. Affidavit/Certification of did not apply to UP College Admissions (1) Original Copy	**Agency - Division:** Office of Admissions - Office of Admissions or Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Onsite or Send via Courier	1.1. Receive, check, and evaluate submitted requirements	None	15 minute/s	• Student Records Evaluator;

G/F, One Stop Student Desk, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City **Notes/Instruction:** *Application Period* *Foreign Applicants: January – April 15* *Filipino Applicants: April – June 30*				One-Stop Student Desk (OUR-OSSD)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		15 minute/s	• Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Appication Fee (Non-Immigrant): USD 30 Appication Fee (Immigrant): PHP 150 Total: USD 30 PHP 150	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online onestop_our.updiliman@up.edu.ph Onsite G/F, One Stop Student Desk, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	3. Record payment; Process application and inform the applicant of the preliminary results via email	None	10 minute/s	• Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
4. Receive results of application via email **Location:** Online onestop_our.updiliman@up.edu.ph **Notes/Instruction:** ***Results Availability**: August*	4. Email results of applicaion	None	5 minute/s	• Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
Total Processing Time:		Working Days: 1 hour/s		
Total Processing Fee:		Total Standard Fee: USD 30 PHP 150		

Application, Admission, and Registration for Cross-Registrant from other Schools/Universities

Application, admission, and registration process for cross-registrants from other schools or universities seeking to enroll in UP Diliman for subjects not offered in their home institution

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Cross-registrant applicants from other schools/universities
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly accomplished form (OUR Form 2021-1B) (1) Original Copy Remarks: OUR website: our.upd.edu.ph	**Agency - Division:** Office of the University Registar - Admissions Section
2. Student directory (1) Original Copy Remarks: OUR website Student Directory	**Agency - Division:** Office of the University Registar - Admissions Section
3. 2x2 photo (1) Original Copy	**Agency - Division:** Photo Studio - Photo Studio
4. Medical Certificate (Fit to enroll) (1) Original Copy	**Agency - Division:** University Health Service - University Health Service
5. Permit to Cross-Enroll Form (1) Original Copy	**Agency - Division:** Student's Home School - Registrar's Office
6. Certificate of eligibility for RA 10931 (if from SUCs/LUCs) (1) Original Copy	**Agency - Division:** Student's Home School - Registrar's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** G/F, Admissions Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive, check, and evaluate submitted requirements	None	5 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS)
	1.2. Issue bill of payment/Statement of		5 minute/s	• Student Records

	Account (SOA) via BULSA			Evaluator; Admissions Section (OUR-AS)
2. . Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal **Notes/Instruction:** *No payment for students under Free Tuition Law (RA 10931)*	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Application Fee: PHP 100 Total: PHP 100	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt **Location:** G/F, Admissions Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	3. Record payment; Process University Admission Slip, then issue temporary UP Computerized Registration System (CRS) account	None	10 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS)
4. Enlist course/s **Location:** Online https://crs.upd.edu.ph Notes/Instruction: Waitlist for courses via UP Computerized Registration System (CRS)	4. Enlist course/s	None	15 minute/s	• Frontline Staff; ALL UPD ACADEMIC CLUSTERS
5. Lock enlistment and request for post-advising **Location:** Online https://crs.upd.edu.ph	5. Perform post-advising	None	5 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS)
6. Request for assessment of matriculation fees **Location:** Online https://crs.upd.edu.ph **Notes/Instruction:** *No payment of Tuition Fees for students under Free Tuition Law (RA10931),*	6. Assess matriculation fees; Print Form 5 for those who opted manual payment	None	5 minute/s	• Student Records Evaluator/ Senior Administrative Assistant; Registration and

officially enrolled after assessment.				Clearance Section (OUR-RCS)
7. Proceed to the Cashier for payment / Generate payment slip and process online payment; Check enrollment status in CRS if officially enrolled **Location:** Online https://crs.upd.edu.ph Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online Payment e-wallets, bills payment, LinkBiz Portal	7. Process payment and Issue Official Receipt / Validate payment in the CRS to be officially enrolled	**Formula Fees** Breakdown: Schedule of Fees	15 minute/s	• Cashier; Diliman Cash Office (DCO)
Total Processing Time:		Working Days: 1 hour/s, 15 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 100 See other fees below		
Formula / Schedule of Fees **Schedule of Fees** **Schedule of Fees** Undergraduate Program https://our.upd.edu.ph/files/schedfees/schedfeesug.pdf Graduate Program https://our.upd.edu.ph/files/schedfees/schedfeesgrad.pdf				

Application, Admission, and Registration for Cross-Registrant from UP Constituent University

Application, admission, and registration process for cross-registrants from other UP units seeking to enroll in UP Diliman for subjects not offered in their home institution

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Cross-registrant applicants from other UP Constituent University
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Permit to Cross-Register Form with RA 10931 eligibility (1) Original Copy	**Agency - Division:** University of the Philippines - Constituent University
2. Student Directory (1) Original Copy Remarks: OUR website Student Directory	**Agency - Division:** Office of the University Registrar - Admissions Section
3. 2x2 Photo (1) Original Copy	**Agency - Division:** Photo Studio - Photo Studio
4. Medical Certificate (Fit to enroll) (1) Original Copy	**Agency - Division:** University of the Philippines - Diliman - University Health Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** G/F, Admissions Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive, check, and evaluate submitted requirements	None	10 minute/s	• Student Records Evaluator; Admissions Section (AS)
	1.2. Approve Permit to Cross Register		5 minute/s	• Division Chief; Admissions and Registration Division (ARD)

	1.3. Process University Admission Slip, then issue temporary UP Computerized Registration System (CRS) account		10 minute/s	• Student Records Evaluator; Admissions Section (AS)
2. Enlist courses **Location:** Online https://crs.upd.edu.ph Notes/Instruction: Waitlist for courses via UP Computerized Registration System (CRS)	2. Enlist course/s	None	15 minute/s	• Frontline Staff ; ALL UPD ACADEMIC CLUSTERS
3. Lock enlistment and request for post-advising **Location:** Online https://crs.upd.edu.ph	3. Perform post-advising	None	5 minute/s	• Student Records Evaluator; Admissions Section (AS)
4. Request for assessment of matriculation fees **Location:** Online https://crs.upd.edu.ph **Notes/Instruction:** *No payment of Tuition Fees for student under Free Tuition Law (RA 10931), officially enrolled after assessment.*	4. Assess matriculation fees; Print Form 5 for those who opted manual payment	**Formula Fees** Breakdown: Schedule of Fees	5 minute/s	• Student Records Evaluator/ Senior Administrative Assistant; Registration and Clearance Section (RCS)
5. Proceed to the Cashier for payment / Generate payment slip and process online payment; Check enrollment status in CRS if officially enrolled **Location:** Online https://crs.upd.edu.ph Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online Payment e-wallets, bills payment, LinkBiz Portal	5. Process payment and Issue Official Receipt / Validate payment in the CRS to be officially enrolled	**Formula Fees** Breakdown: Schedule of Fees	15 minute/s	• Cashier; Diliman Cash Office (DCO)
General Remarks				

List of Constituent Universities

Total Processing Time:	Working Days: 1 hour/s, 5 minute/s
Total Processing Fee:	Total Standard Fee: None See other fees below

Formula / Schedule of Fees

Schedule of Fees

Schedule of Fees

Undergraduate Program

https://our.upd.edu.ph/files/schedfees/schedfeesug.pdf

Graduate Program

https://our.upd.edu.ph/files/schedfees/schedfeesgrad.pdf

Application, Admission, and Registration of Non-Degree Student with Credit under the Office of the Univesity Registrar

Application, admission, and registration process of a non-degree student seeking to enroll in UP Diliman for credit course/s, but does not follow an organized program of study.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Non-degree applicants who want to enroll for credit but does not follow an organized program of study.
Operating Hours:	8:00 AM - 8:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly accomplished form (OUR Form 2021-1B) (1) Original Copy Remarks: OUR website: our.upd.edu.ph	**Agency - Division:** Office of the University Registar - Admissions Section
2. Student directory (1) Original Copy Remarks: OUR website Student Directory	**Agency - Division:** Office of the University Registar - Admissions Section
3. 2x2 photos (1) Original Copy	**Agency - Division:** Photo Studio - Photo Studio
4. Certificate of Graduation /OTR/TCG (if coming from a UP Constituent University) (1) Original Copy	**Agency - Division:** Last School Attended - Registrar's Office
5. Honorable Dismissal/Certificate of Transfer Credential and OTR (if coming from other school/university) (1) Original Copy	**Agency - Division:** Last School Attende - Registar's Office
6. Original PSA-Marriage Certificate – if married (female) (1) Original Copy	**Agency - Division:** Philippine Statistics Authority - Philippine Statistics Authority
7. Original PSA-Birth Certificate (1) Original Copy	**Agency - Division:** Philippine Statistics Authority - Philippine Statistics Authority
8. Medical Certificate (fit to enroll) (1) Original Copy	**Agency - Division:** University Health Service - University Health Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

1. Submit all requirements **Location:** G/F, Admissions Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive, check, and evaluate submitted requirements	None	5 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		5 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Application Fee: PHP 100 Total: PHP 100	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt **Location:** G/F, Admissions Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	3. Record payment; Process University Admission Slip, Issue temporary UP Computerized Registration System (CRS) account, Issue Official Transcript of Records Request (if applicable)	None	10 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS)
4. Enlist courses **Location:** Online https://crs.upd.edu.ph **Notes/Instruction:** *Waitlist for courses via UP Computerized Registration System (CRS)*	4. Enlist course/s	None	15 minute/s	• Frontline Staff; ALL UPD ACADEMIC CLUSTERS
5. Lock enlistment and request for post-advising **Location:** Online https://crs.upd.edu.ph	5. Perform post-advising	None	5 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS)

6. Request for assessment of matriculation fees **Location:** Online https://crs.upd.edu.ph	6. Assess matriculation fees; Print Form 5 for those who opted manual payment	None	5 minute/s	• Student Records Evaluator/ Senior Administrative Assistant; Registration and Clearance Section (OUR-RCS)
7. Proceed to the Cashier for payment / Generate payment slip and process online payment; Check enrollment status in CRS if officially enrolled **Location:** Online https://crs.upd.edu.ph Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online Payment e-wallets, bills payment, LinkBiz Portal	7. Process payment and Issue Official Receipt / Validate payment in the CRS to be officially enrolled	**Formula Fees** Breakdown: Schedule of Fees	15 minute/s	• Cashier; Diliman Cash Office (DCO)
Total Processing Time:		Working Days: 1 hour/s, 15 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 100 See other fees below		
Formula / Schedule of Fees **Schedule of Fees** Undergraduate Program https://our.upd.edu.ph/files/schedfees/schedfeesug.pdf Graduate Program https://our.upd.edu.ph/files/schedfees/schedfeesgrad.pdf				

Application, Admission, and Registration for Special Student Without Credit

Application, admission, and registration process for special student seeking to enroll in UP Diliman for non-credit course/s

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Special Student Applicants (non-credit course/s)
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly accomplished form (OUR Form 2021-1B) (1) Original Copy Remarks: OUR website: our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Admissions Section
2. Student Directory (1) Original Copy Remarks: OUR website Student Directory	**Agency - Division:** Office of the University Registar - Admissions Section
3. 2x2 Photo (1) Original Copy	**Agency - Division:** Photo Studio - Photo Studio
4. Medical Certificate (Fit to Enroll) (1) Original Copy	**Agency - Division:** University of the Philippines Diliman - University Health Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** G/F, Admissions Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive, check, and evaluate submitted requirements	None	5 minute/s	• Student Records Evaluator; Admissions Section (AS)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		5 minute/s	• Student Records Evaluator; Admissions Section (AS)
2. Proceed to the Cashier for payment / Process online payment **Location:**	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown:	15 minute/s	• Cashier; Diliman

Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal		Application Fee : PHP 100 Total: PHP 100		Cash Office (DCO)
3. Present the receipt **Location:** G/F, Admissions Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	3. Record payment; Process University Admission Slip, then issue temporary UP Computerized Registration System (CRS) account	None	10 minute/s	• Student Records Evaluator; Admissions Section (AS)
4. Enlist course/s **Location:** Online https://crs.upd.edu.ph Notes/Instruction: Waitlist for courses via UP Computerized Registration System (CRS)	4. Enlist course/s	None	15 minute/s	• Frontline staff ; ALL UPD ACADEMIC CLUSTERS
5. Lock enlistment and request for post-advising **Location:** Online https://crs.upd.edu.ph	5. Perform post-advising	None	5 minute/s	• Student Records Evaluator; Admissions Section (AS)
6. Request for assessment of matriculation fees **Location:** Online https://crs.upd.edu.ph	6. Assess matriculation fees; Print Form 5 for those who opted manual payment	None	5 minute/s	• Student Records Evaluator/ Senior Administrative Assistant; Registration and Clearance Section (RCS)
7. Proceed to the Cashier for payment / Generate payment slip and process online payment; Check enrollment status in CRS if officially enrolled **Location:** Online https://crs.upd.edu.ph	7. Process payment and Issue Official Receipt / Validate payment in the CRS to be officially enrolled	**Formula Fees** Breakdown: Schedule of Fees	15 minute/s	• Cashier; Diliman Cash Office (DCO)

Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online Payment e-wallets, bills payment, LinkBiz Portal				
Total Processing Time:	Working Days: 1 hour/s, 15 minute/s			
Total Processing Fee:	Total Standard Fee: PHP 100 See other fees below			
Formula / Schedule of Fees **Schedule of Fees** **Schedule of Fees** Undergraduate Program https://our.upd.edu.ph/files/schedfees/schedfeesug.pdf Graduate Program https://our.upd.edu.ph/files/schedfees/schedfeesgrad.pdf				

Application, Admission, and Registration of International Exchange Students

Application, admission, and registration process for International Exchange Students (Cross-registrants, Special Student without Credit, Non-Degree) seeking to enroll in UP Diliman to take course/s

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	International Exchange Student Applicants (Cross-Registrants, Special Student Without Credit, Non-Degree)
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly accomplished form (OUR Form 2021-1B) (1) Original Copy Remarks: OUR website: our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - One Stop Student Desk
2. Student directory (1) Original Copy Remarks: OUR website Student Directory	**Agency - Division:** Office of the University Registar - One Stop Student Desk
3. Two (2) 2x2 photos (2) Original Copy	**Agency - Division:** Photo Studio - Photo Studio
4. Transcript of Records (1) Photo Copy	**Agency - Division:** Home University - Registar's Office
5. Approved Permit for Cross Enrollment (1) Original Copy	**Agency - Division:** Home University - Registrar's Office
6. Passport (1) Photo Copy	**Agency - Division:** Country of Origin - Foreign Affairs Office
7. Enrollment permit (1) Original Copy	**Agency - Division:** University of the Philippines Diliman - Office of International Linkages Diliman
8. Medical Certificate (Fit to enroll) (1) Original Copy	**Agency - Division:** University of the Philippines Diliman - University Health Service
9. Foreign Birth Certificate (1) Certified True Copy	**Agency - Division:** Country of Origin - Embassy
10. Acceptance Letter (1) Original Copy	**Agency - Division:** Office of the Univesity Registar - One Stop Student Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Onsite G/F, One Stop Student Desk, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive, check, and evaluate submitted requirements	None	5 minute/s	• Student Records Evaluator; One-Stop Student Desk (OSSD)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		5 minute/s	• Student Records Evaluator; One-Stop Student Desk (OSSD)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process Payment and Issue Official Receipt	**Possible Fees** Breakdown: Application Fee in PHP (Filipino Citizen): PHP 100 Application Fee in PHP (Immigrant): PHP 150 Application Fee in USD (Non-Immigrant): USD 30	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt **Location:** G/F, One Stop Student Desk, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	3. Record payment; Process University Admission Slip, then issue temporary UP Computerized Registration System (CRS) account	None	10 minute/s	• Student Records Evaluator; One-Stop Student Desk (OSSD)
4. Enlist course/s **Location:** Online https://crs.upd.edu.ph Notes/Instruction: Waitlist for courses via UP Computerized Registration System (CRS)	4. Enlist course/s	None	15 minute/s	• Frontline Staff; ALL UPD ACADEMIC COLLEGES
5. Lock enlistment and request for post-advising **Location:**	5. Perform post-advising	None	5 minute/s	• Student Records Evaluator;

Online https://crs.upd.edu.ph				One-Stop Student Desk (OSSD)
6. Request for assessment of matriculation fees **Location:** Online https://crs.upd.edu.ph	6. Assess matriculation fees; Print Form 5 for those who opted manual payment	None	5 minute/s	• Student Records Evaluator; One-Stop Student Desk (OSSD)
7. Proceed to the Cashier for payment / Generate payment slip and process online payment; Check enrollment status in CRS if officially enrolled **Location:** Online https://crs.upd.edu.ph Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online Payment e-wallets, bills payment, LinkBiz Portal	7. Process payment and Issue Official Receipt / Validate payment in the CRS to be officially enrolled	**Formula Fees** Breakdown: Schedule of Fees	15 minute/s	• Cashier; Diliman Cash Office (DCO)
Total Processing Time:		Working Days: 1 hour/s, 15 minute/s		
Total Processing Fee:		Total Standard Fee: None See other fees below		

Possible Fees

Application Fee in PHP (Filipino Citizen) : 100
Application Fee in PHP (Immigrant) : 150
Application Fee in USD (Non-Immigrant) : 30

Formula / Schedule of Fees

Schedule of Fees

Undergraduate Program

https://our.upd.edu.ph/files/schedfees/schedfeesug.pdf

Graduate Program

https://our.upd.edu.ph/files/schedfees/schedfeesgrad.pdf

Office Legend

Office Groups and Divisions
ALL UPD ACADEMIC COLLEGES

Office Groups and Divisions					
Asian Center (AC)	Tri-College	Asian Institute of Tourism (AIT)	College of Architecture (CA)	College of Arts and Letters (CAL)	College of Education (CEd)
College of Engineering (COE)	College of Fine Arts (CFA)	College of Home Economics (CHE)	College of Human Kinetics (CHK)	College of Mass Communication (CMC)	College of Music (CMu)
College of Science (CS)	College of Social Sciences and Philosophy (CSSP)	College of Social Work and Community Development (CSWCD)	Institute of Islamic Studies (IIS)	National College of Public Administration and Governance (NCPAG)	School of Archaeology (SA)
School of Economics (SE)	School of Labor and Industrial Relations (SOLAIR)	School of Library and Information Studies (SLIS)	School of Statistics (SS)	School of Urban and Regional Planning (SURP)	UP Diliman Extension Programs in Pampanga and Olongapo (UPDEPPO)
Cesar E.A. Virata School of Business (VSB)	College of Law	UP Diliman Extension Program in Olongapo	UP Diliman Extension Program in Pampanga		

Certificate of Breakdown of Matriculation

Student request this document as a requirement in applying for scholarship.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All UP Diliman Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

For Standard Requirement

1. Valid Identification Card

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

For Situational Requirement

A. Duly accomplished Scholarship Form

A.1. Duly accomplished Scholarship Form
(1) Original Copy — Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit requirements **Location:** Online rcs_our.updiliman@up.edu.ph Onsite G/F, Registration and Clearance Section, Office of the University Registrar, TM	1.1. Receive and check completeness of the required documents	None	2 minute/s	• Student Records Evaluator ; Registration and Clearance Section (RCS)

Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	1.2. Issue bill of payment/SOA via BULSA		8 minute/s	• Student Records Evaluator ; Registration and Clearance Section (RCS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certification Fee: PHP 50 --- Total: PHP 50	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rcs_our.updiliman@up.edu.ph Onsite G/F, Registration and Clearance Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment; Process and print the certification or save the PDF copy	None	15 minute/s	• Student Records Evaluator ; Registration and Clearance Section (RCS)
	3.2. Affix initials		5 minute/s	• Section Chief; Registration and Clearance Section (RCS)
	3.3. Sign the certification		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
4. Claim the Certificate of Breakdown of Matriculation or receive via email **Location:** Online rcs_our.updiliman@up.edu.ph Onsite G/F, Registration and Clearance Section, Office of	4. Release the Certificate of Breakdown of Matriculation or email to student	None	5 minute/s	• Student Records Evaluator ; Registration and Clearance Section (RCS)

the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City				
Total Processing Time:		Working Days: 1 working day/s, 50 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 50		

Certificate of Completion

A Certificate of Completion is furnished to a student who is a candidate for graduation but whose degree has not yet been conferred.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy Or (1) Electronic Copy Remarks: OUR website at our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Records Management Section
2. Certificate of Completion of Academic Requirements from the College (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** UPD Colleges - Office of the College Secretary / Graduate Office
3. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
For Situational Requirement	
A. Representative	
A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy Or (1) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

				(Designation; Office)
1. Submit all requirements **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records Management Section (RMS)
	1.2. Issue bill of payment/SOA via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate: PHP 100 Total: PHP 100 **Formula Fees** Breakdown: Courier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Verify via the Computerized Registration System (CRS) Curriculum Checklist Module and confirm with Student Records Evaluator and process request		1 working day/s	• School Credits Evaluator; Records Management Section (RMS)
	3.3. Review and affix initials on the certification		10 minute/s	• Section Chief ; Records Management Section (RMS)
	3.4. Sign the certification		1 working day/s	• University Registrar; Office of the University

				Registrar (OUR)
4. Claim the Certificate of Completion or Receive via email or Receive through partner courier **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release/Email the Certificate of Completion to the student/ representative or send through partner courier	None	10 minute/s	• Frontline Staff; Records Management Section (RMS)
Total Processing Time:		Working Days: 2 working day/s, 1 hour/s		
Total Processing Fee:		Total Standard Fee: PHP 100 See other fees below		

Formula / Schedule of Fees

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA)	₱ 1,453.00	₱ 1,716.00	2-3 DAYS

2B (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,999.00	₱ 2,351.00	
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certificate of Course Description (CD)

For academic evaluation purposes, a detailed description of course/s taken by the student is issued.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Updated Transcript of Records (1) Original Copy Or (1) Electronic Copy Or (1) Certified True Copy	**Agency - Division:** Office of the University Registrar (OUR) - Transcript Section (TS)
For Situational Requirement	
A. Representative	
A.1. Authorization letter, photocopy of ID of the student, and ID of the representative (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. File Application/Request **Location:** Online torschief.ourdiliman@up.edu.ph Onsite 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City **Notes/Instruction:**	1.1. Acknowledge and check requirements	None	5 minute/s	• Frontline Staff; Transcript Section (TS)
	1.2. Approve request and inform client on the number of processing days; Assign to Course Description Encoder		5 minute/s	• Transcript Aide ; Transcript Section (TS)
	1.3. Prepare Course Description and print draft		4 working day/s	• Student Records Evaluator; Transcript Section (TS)
	1.4. Final check the printed draft of the Course Description		4 working day/s	• Student Records Evaluator ; Transcript Section (TS)
	1.5. Issue bill of payment/SOA via BULSA and send through		5 minute/s	• Junior Transcript

	email			Assistant ; Transcript Section (TS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate per page: PHP 50 Total: PHP 50 **Formula Fees** Breakdown: Courier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Upload and submit proof of payment through email **Location:** Online torschief.ourdiliman@up.edu.ph	3.1. Acknowledge payment	None	5 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
	3.2. Print final Course Description on the security paper		5 minute/s	• Administrative Aide; Transcript Section (TS)
	3.3. Review and affix initials on the Course Description		5 minute/s	• Section Chief; Transcript Section (TS)
	3.4. Sign the Certificate of Course Description		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	3.5. Update Transcript Section database		2 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
	3.6. Dry seal the Course Description and email schedule of pick-up		8 minute/s	• Frontline Staff; Transcript Section (TS)
4. Claim the Certificate of Course Description (CD) or receive through partner courier **Location:**	4. Release the Certificate of Course Description (CD) to client/ representative or send through partner courier	None	5 minute/s	• Frontline Staff/ Student Records

Onsite 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant **Notes/Instruction:** *For mailing, it will be received thru partner courier*				Evaluator ; Transcript Section (TS)

Total Processing Time:	Working Days: 9 working day/s, 1 hour/s
Total Processing Fee:	Total Standard Fee: PHP 50 See other fees below

Formula / Schedule of Fees

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS

ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certificate of Current Enrolment

Issued for the purposes of enrollment verification, visa application, employment, scholarship etc.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students who are currently enrolled
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy Or (1) Electronic Copy Remarks: OUR website at our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Records Management Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
For Situational Requirement	
A. Representative	
A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy Or (1) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records

rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City				Management Section (RMS)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate: PHP 50 Total: PHP 50 **Formula Fees** Breakdown: Courier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Process request via the Computerized Registration System (CRS)		30 minute/s	• Administrative Assistant V; Records Management Section (RMS)
	3.3. Review and affix initials on the certification		10 minute/s	• Section Chief ; Records Management Section (RMS)
	3.4. Sign the certification		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
4. Claim the Certificate of Current Enrolment or Receive via email or Receive through	4. Release/Email the Certificate of Current Enrolment to the student/	None	10 minute/s	• Frontline Staff; Records

partner courier **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	representative or send through partner courier			Management Section (RMS)
Total Processing Time:	Working Days: 1 working day/s, 1 hour/s, 30 minute/s			
Total Processing Fee:	Total Standard Fee: PHP 50 See other fees below			

Formula / Schedule of Fees

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS

ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certificate of English as Medium of Instruction (EMI)

A certificate of English as Medium of Instruction is issued to confirm the medium in which one has studied and serves as proof of proficiency in the English language. English as Medium of Instruction certificate for United Kingdom, Japan and Australia requires detailed academic information.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished request form (1) Original Copy Or (1) Electronic Copy Remarks: OUR website at our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Records Management Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. University Clearance (1) Original Copy Or (1) Electronic Copy Remarks: Email Address - rcs_our.updiliman@up.edu.ph	**Agency - Division:** Office of the University Registrar - Registration And Clearance Section
For Situational Requirement	
A. Representative	
A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy Or (1) Electronic Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check submitted requirements	None	10 minute/s	• Frontline Staff ; Records Management Section (RMS)
	1.2. Issue bill of payment/SOA via BULSA		10 minute/s	• Frontline Staff ; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate : PHP 100 Total: PHP 100 **Formula Fees** Breakdown: Courier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt/ Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff ; Records Management Section (RMS)
	3.2. Process Request (4 working days for certification to UK, Japan, and Australia)		1 working day/s	• School Credits Evaluator ; Records Management Section (RMS)
	3.3. Review and affix initials on the certification		10 minute/s	• Section Chief ; Records Management Section (RMS)

	3.4. Sign the certification		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
4. Claim the Certificate of English as Medium of Instruction (EMI) or Receive via email or Receive through partner courier **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release/Email the Certificate of English as Medium of Instruction (EMI) to the student/ representative or send through partner courier	None	10 minute/s	• Frontline Staff; Records Management Section (RMS)
Total Processing Time:		Working Days: 2 working day/s, 1 hour/s		
Total Processing Fee:		Total Standard Fee: PHP 100 See other fees below		

Formula / Schedule of Fees

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**	**TRANSIT TIME**

	(0.5Kg)	(1Kg)	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	AMOUNT (PHP)
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certificate of Enrolment History

Issued for purposes of employment

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy Or (1) Electronic Copy Remarks: OUR website at our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Records Management Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
For Situational Requirement	
A. Representative **A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative** (1) Original Copy Or (1) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records

rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City				Management Section (RMS)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate: PHP 50 Total: PHP 50 **Formula Fees** Breakdown: Courier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Verify thru the Computerized Registration System (CRS) and process request		1 working day/s	• School Credits Evaluator; Records Management Section (RMS)
	3.3. Review and affix initials on the certification		10 minute/s	• Section Chief ; Records Management Section (RMS)
	3.4. Sign the certification		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
4. Claim the Certificate of Enrolment History or Receive via email or Receive through	4. Release/Email the Certificate of Enrolment History to the student/	None	10 minute/s	• Frontline Staff;

partner courier **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	representative or send through partner courier			Records Management Section (RMS)
Total Processing Time:	Working Days: 2 working day/s, 1 hour/s			
Total Processing Fee:	Total Standard Fee: PHP 50 See other fees below			

Formula / Schedule of Fees

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS

ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certificate of Grade Equivalency

Certificate of Grade Equivalency is issued to satisfy requirements for application for study/scholarship.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy Or (1) Electronic Copy Remarks: OUR website: our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Admissions Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
For Situational Requirement	
A. Representative	
A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy Or (1) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online	1.1. Receive duly accomplished request form with the requirement	None	3 minute/s	• Education Research Assistant;

arschief.ourdiliman@up.edu.ph Onsite G/F, Admissions Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City				Admissions Section (OUR-AS)
	1.2. Issue bill of payment/SOA via BULSA		2 minute/s	• Education Research Assistant; Admissions Section (OUR-AS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate: PHP 30 --- Total: PHP 30	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online arschief.ourdiliman@up.edu.ph Onsite G/F, Admissions Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment and process the request	None	10 minute/s	• Education Research Assistant; Admissions Section (OUR-AS)
	3.2. Review and affix initials on the certification		5 minute/s	• Section Chief ; Admissions Section (OUR-AS)
	3.3. Sign the certification		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
4. Claim the Certificate of Grade Equivalency or Receive via email **Location:** Online arschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Admissions Section, Office of the University Registrar, T.M.	4. Release/Email the Certificate of Grade Equivalency to the student/ representative	None	5 minute/s	• Education Research Assistant; Admissions Section (OUR-AS)

Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City				
Total Processing Time:		Working Days: 1 working day/s, 40 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 30		

Certificate of Graduation (COG)

Issued as proof of graduation for purposes of enrollment, scholarship, employment and visa

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UPD Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly accomplished application form (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - https://atin.upd.edu.ph
2. University Clearance (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Registration and Clearance Section (rcs_our.updiliman@up.edu.ph) or crs.upd.edu.ph
3. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
For Situational Requirement	
A. First Time Job Seekers	
A.1. Barangay Certificate (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Barangay where he/she reside - Barangay
B. For representative	
B.1. Authorization Letter (1) Original Copy Remarks:	Applicant / Client

authorization letter, photocopy of ID of the student, and ID of the representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. File an application **Location:** Online https://atin.upd.edu.ph Onsite Kiosk at 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Acknowledge and check requirements	None	10 minute/s	• Frontline Staff; Transcript Section (OUR-TS)
	1.2. Issue bill of payment/SOA via BULSA and send thru ATIN		5 minute/s	• Junior Transcript Assistant ; Transcript Section (OUR-TS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Certification: PHP 50 Total: PHP 50 **Formula Fees** Breakdown: Waiver of Charges and Fees under RA 11261Courier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Upload and submit proof of payment via ATIN **Location:** Online https://atin.upd.edu.ph	3.1. Acknowledge payment and inform client on the number of processing days	None	5 minute/s	• Junior Transcript Assistant ; Transcript Section (OUR-TS)
	3.2. Pull out Student Records (F10), except for Student Numbers 2000 to present		1 working day/s	• Transcript Aide; Records Management Section (OUR-RMS)
	3.3. Receive, check and assign F10		20 minute/s	• Transcript Aide; Transcript Section (OUR-TS)

	3.4. Prepare Certificate of Graduation (COG) and print on the security paper		1 hour/s	• Administrative Aide; Transcript Section (OUR-TS)
	3.5. Final check and affix initials on the certification		5 minute/s	• Section Chief ; Transcript Section (OUR-TS)
	3.6. Sign the certification		1 working day/s	• University Registar; Office of the University Registrar (OUR)
	3.7. Update Transcript Section database		2 minute/s	• Junior Transcript Aide ; Transcript Section (OUR-TS)
	3.8. Dry seal the Certificate of Graduation and email schedule of pick up		8 minute/s	• Transcript Assistant ; Transcript Section (OUR-TS)
4. Claim the Certificate of Graduation (COG) or receive thru partner courier **Location:** Onsite 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release the Certificate of Graduation (COG) to the student/ representative or send thru partner courier	None	5 minute/s	• Frontline Staff; Transcript Section (OUR-TS)
Total Processing Time:		Working Days: 2 working day/s, 2 hour/s, 15 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 50 See other fees below		

Formula / Schedule of Fees

Waiver of Charges and Fees under RA 11261

First Time Jobseekers Act

Republic Act (RA) 11261, or the 'First Time Jobseekers Assistance Act', was signed into law on 10 April 2019, with the objective of ensuring and improving the accessibility of government services and employment for first time jobseekers. Through this law, government fees and charges, including those collected by State Universities/Colleges (SUCs), shall be waived if the documents requested are required in the employment application of first time job seekers.

In compliance with RA 11261, the Office of the University Registrar (OUR) is implementing this law subject to the following guidelines:

Scope

With consideration to the specific stakeholder groups of the University, the scope of its implementation is defined and operationalized as follows:

First Time Job Seekers shall include the following:

- UP Graduates (pre-baccalaureate diploma, undergraduate, basic education);
- UP Students who have not yet completed ("working students") or on leave of absence (LOA) from their programs who intend to work;
- Other individuals whose first job/employment shall be at the University.

Waiver of Fees and Charges. Services for which fees and charges shall be waived include:

- Transcript of Records (TOR)
- Certificate of Graduation (COG)
- Diploma

Note: Fees and charges shall be waived only ONCE and for only ONE (1) COPY of each document only. Subsequent requests and/or additional copy/ies shall incur charges or fees.

Proof of Eligibility

The barangay where the first-time jobseeker is a resident of has the primary responsibility of ascertaining the eligibility of the individual. The requirement to process the request is a Barangay Certification.

A Barangay Certification, signed by the Punong Barangay of his authorized officer, shall only be issued to an individual if he or she is a:

- Filipino
- First time jobseeker
- Actively looking for employment
- Resident of the barangay issuing the certification for at least six (6) months

The validity of benefits under this law is one (1) year from the issuance date of the Barangay Certification.

How to avail?

The first-time job seeker must submit a scanned copy of the original Barangay Certification through this form upon his/her University Clearance application and inform the Registration and Clearance Section (RCS) about it. ***(Note: You can only submit the requirement using your UP account)***

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**	**TRANSIT TIME**

	(0.5Kg)	(1Kg)	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	AMOUNT (PHP)
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certificate of No Financial Accountability

This is a requirement in applying for student visa renewal of a foreign student.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All UP Diliman Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy	**Agency - Division:** Office of the University Registrar - Admissions Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. University Clearance (1) Original Copy Or (1) Electronic Copy Remarks: CRS Account - crs.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Registration and Clearance Section
For Situational Requirement	
A. Representative	
A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy Or (1) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

1. Submit all requirements **Location:** Online rcs_our.updiliman@up.edu.ph Onsite G/F, Registration and Clearance Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check submitted requirements	None	3 minute/s	• Student Records Evaluator ; Registration and Clearance Section (OUR-RCS)
	1.2. Issue bill of payment/SOA via BULSA		2 minute/s	• Student Records Evaluator ; Registration and Clearance Section (OUR-RCS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate: PHP 50 --- Total: PHP 50	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rcs_our.updiliman@up.edu.ph Onsite G/F, Registration and Clearance Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment and prepare certification	None	30 minute/s	• Student Records Evaluator ; Registration and Clearance Section (OUR-RCS)
	3.2. Review and affix initials on the certification		5 minute/s	• Section Chief ; Registration and Clearance Section (OUR-RCS)
	3.3. Sign the certification		1 working day/s	• University Registrar; Office of the University Registrar (OUR)

4. Claim the Certificate of No Financial Accountability **Location:** Onsite G/F, Registration and Clearance Section, Office of the University Registrar, TM Kalaw St corner Quirino St., UP Campus, Diliman, Quezon City	4. Release the Certificate of No Financial Accountability	None	5 minute/s	• Student Records Evaluator ; Registration and Clearance Section (OUR-RCS)
Total Processing Time:		Working Days: 1 working day/s, 1 hour/s		
Total Processing Fee:		Total Standard Fee: PHP 50		

Certificate of Transfer Credentials (CTC) – formerly Honorable Dismissal (HD)

Issued to a student who voluntarily withdraws from the University to transfer to another institution

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UPD students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy Or (1) Electronic Copy Remarks: OUR website at our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Records Management Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. University Clearance (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Registration and Clearance Section, OUR @ rcs_our.updiliman@up.edu.ph or https://crs.upd.edu.ph
4. Name of School the student is transferring (1) Original Copy Or (1) Electronic Copy Remarks: Must be clearly stated on the application form	Applicant / Client
For Situational Requirement	
A. Representative	

A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy Or (1) Photo Copy		Applicant / Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Designation; Office)**
1. Submit all requirements **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records Management Section (RMS)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate of Transfer Credentials: PHP 50 Total: PHP 50 **Formula Fees** Breakdown: Courier FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Process request via the Computerized Registration System (CRS)		1 working day/s	• Administrative Assistant V; Records Management Section (RMS)
	3.3. Review and affix initials on the Certificate of Transfer Credentials (CTC)		10 minute/s	• Section Chief ; Records Managemen

				t Section (RMS)
	3.4. Sign the Certificate of Transfer Credentials (CTC)		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
4. Claim the Certificate of Transfer Credentials (CTC) or receive through partner courier **Location:** Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release the Certificate of Transfer Credentials (CTC) to the student/ representative or send through partner courier	None	10 minute/s	• Frontline Staff; Records Management Section (RMS)
Total Processing Time:		Working Days: 2 working day/s, 1 hour/s		
Total Processing Fee:		Total Standard Fee: PHP 50 See other fees below		

Formula / Schedule of Fees

Courier Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	

ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certificate of Units Earned

Issued for purposes of employment, etc.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy Or (1) Electronic Copy Remarks: OUR website at our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Records Management Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
For Situational Requirement	
A. Representative	
A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy Or (1) Photo Copy	Applicant / Client
B. If not currently enrolled	
B.1. University Clearance (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Registration and Clearance Section (rcs_our.updiliman@up.edu.ph) or https://crs.upd.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records Management Section (RMS)
	1.2. Issue bill of payment/SOA via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate: PHP 50 --- Total: PHP 50 **Formula Fees** Breakdown: Courier ServiceEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Verify thru CRS and process request		1 working day/s	• School Credits Evaluator; Records Management Section (RMS)
	3.3. Review and affix initials on the certification		10 minute/s	• Section Chief ; Records Management Section (RMS)
	3.4. Sign the certification		1 working day/s	• University Registrar;

				Office of the University Registrar (OUR)
4. Claim the Certificate of Units Earned or Receive via email or Receive through partner courier **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release/Email the Certificate of Units Earned to the student/ representative or send through partner courier	None	10 minute/s	• Frontline Staff; Records Management Section (RMS)
Total Processing Time:		Working Days: 2 working day/s, 1 hour/s		
Total Processing Fee:		Total Standard Fee: PHP 50 See other fees below		

Formula / Schedule of Fees

Courier Service

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS

ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certificate of UP has No Special Order (SO)

Issued to a student who graduated and intends to pursue further studies, employment etc.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy Or (1) Electronic Copy Remarks: OUR website at our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Records Management Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
For Situational Requirement	
A. Representative	
A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy Or (1) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records

rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City				Management Section (RMS)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate: PHP 30 Total: PHP 30 **Formula Fees** Breakdown: Courier FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Verify thru UP Computerized Registration System (CRS) Exit Module and process request		1 working day/s	• Administrative Assistant; Records Management Section (RMS)
	3.3. Review and affix initials on the certification		10 minute/s	• Section Chief ; Records Management Section (RMS)
	3.4. Sign the certification		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
4. Claim the Certificate of UP has No Special Order (SO) or Receive via email or Receive	4. Release/Email the Certificate of UP has No Special Order (SO) to the	None	10 minute/s	• Frontline Staff;

through partner courier **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	student/ representative or send through partner courier			Records Management Section (RMS)
Total Processing Time:	Working Days: 2 working day/s, 1 hour/s			
Total Processing Fee:	Total Standard Fee: PHP 30 See other fees below			

Formula / Schedule of Fees

Courier Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA)	₱ 2,073.00	₱ 2,598.00	2-3 DAYS

3B (LAO PDR, MYANMAR, VIETNAM)	₱ 1,507.00	₱ 1,894.00	
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certificate of Weighted Average Grade (WAG)

Issued to students who graduated with honors for employment, enrollment, etc.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students who graduated with honors
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy Or (1) Electronic Copy Remarks: OUR website at our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Records Management Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. University Clearance (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Registration and Clearance Section (rcs_our.updiliman@up.edu.ph) or https://crs.upd.edu.ph
For Situational Requirement	
A. Representative	
A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy Or (1) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records Management Section (RMS)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate: PHP 50 Total: PHP 50 **Formula Fees** Breakdown: Courier FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Process request via the Computerized Registration System (CRS)		1 working day/s	• Administrative Assistant V; Records Management Section (RMS)
	3.3. Review and affix initials on the certification		10 minute/s	• Section Chief ; Records Management Section (RMS)
	3.4. Sign the certification		1 working day/s	• University Registrar; Office of the

				University Registrar (OUR)
4. Claim the Certificate of Weighted Average Grade (WAG) or Receive via email or Receive through a partner courier **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release/Email the Certificate of Weighted Average Grade (WAG) to the student/ representative or send through partner courier	None	10 minute/s	• Frontline Staff; Records Management Section (RMS)
Total Processing Time:		Working Days: 2 working day/s, 1 hour/s		
Total Processing Fee:		Total Standard Fee: PHP 50 See other fees below		

Formula / Schedule of Fees

Courier Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS

ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certification, Authentication, and Verification (CAV) of credentials/records

Certification of authenticity of documents issued for purposes of enrollment, scholarship, employment and visa

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly accomplished application form and CAV Form (1) Original Copy Or (1) Electronic Copy Remarks: https://atin.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Transcript Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. Copy of TOR/DT/COG/CD/EMI/SPECIAL CERT/Documents for CAV (if none, need to include in the request) (1) Original Copy	**Agency - Division:** Office of the University Registrar - Transcript Section
For Situational Requirement	
A. Authorized Representative	
A.1. authorization letter, photocopy of ID of the student, and ID of the representative (1) Original Copy Or (1) Electronic Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. File application **Location:** Online https://atin.upd.edu.ph	1.1. Acknowledge and check requirements	None	5 minute/s	• Frontline Staff; Transcript Section (OUR-TS)
Onsite Kiosk at 2/F, Transcripts Section, Office of the University Registrar,	1.2. Issue bill of payment/SOA via BULSA and send thru ATIN		5 minute/s	• Junior Transcript Assistant ; Transcript

T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City				Section (OUR-TS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Certification per Copy: PHP 100 --- Total: PHP 100 **Formula Fees** Breakdown: Courier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Upload and submit proof of payment via ATIN **Location:** Online https://atin.upd.edu.ph Onsite Kiosk at 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Acknowledge payment and inform client on the number of processing days	None	5 minute/s	• Junior Transcript Assistant ; Transcript Section (OUR-TS)
	3.2. Process Certification, Authentication, and Verification		1 working day/s	• Student Records Evaluator ; Transcript Section (OUR-TS)
	3.3. Check and affix initials on the certification		5 minute/s	• Section Chief ; Transcript Section (OUR-TS)
	3.4. Sign the Certification, Authentication, and Verification		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	3.5. Update Transcript Section database		2 minute/s	• Junior Transcript Aide ; Transcript Section (OUR-TS)
	3.6. Dry seal the Certification, Authentication, and Verification and email schedule of pick up		8 minute/s	• Frontline Staff ; Transcript Section (OUR-TS)
4. Claim the Certification, Authentication, and Verification (CAV) of credentials/records or receive through partner courier **Location:** Onsite 2/F, Transcripts Section, Office of the University Registrar, T.M.	4. Release the Certification, Authentication, and Verification (CAV) of credentials/records to the student/ representative or send through partner courier	None	5 minute/s	• Frontline Staff/ Student Records Evaluator ; Transcript Section (OUR-TS)

Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant				

Total Processing Time:	Working Days: 2 working day/s, 50 minute/s
Total Processing Fee:	Total Standard Fee: PHP 100 See other fees below

Formula / Schedule of Fees

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN);	₱ 2,281.00	₱ 2,797.00	5 DAYS

8B (QATAR, SAUDI ARABIA)	₱ 4,870.00	₱ 6,185.00	
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certified Copy of High School Card (Form 138) / Transcript (Form-137) and other entrance credentials

Credentials submitted to the Office of the University Registrar become the property of the University of the Philippines and will not be returned to the applicant. However, students may request certified copies for purposes such as college requirements, visa applications, or study abroad.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UPD students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished request form (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Records Management Section - OUR website at our.upd.edu.ph
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online rmaschief.ourdiliman@up.edu.ph	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records Managemen

Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City				t Section (RMS)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: High School Card (F138) / High School Transcript (F137): PHP 50 Total: PHP 50 **Possible Fees** Breakdown: Other Entrance Credentials for College Copy : PHP 30 **Formula Fees** Breakdown: Courier FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Pull out student records and photocopy document requested		1 hour/s	• Junior Office Aide; Records Management Section (RMS)
	3.3. Review and affix initials on the document		10 minute/s	• Section Chief ; Records Management Section (RMS)
	3.4. Sign the Certified Copy of the document		1 working day/s	• University Registrar; Office of the University Registrar (OUR)

4. Claim the Certified Copy of the entrance credential/s or receive through partner courier **Location:** Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release the Certified Copy of the entrance credential/s to the student/ representative or send the request through partner courier	None	10 minute/s	• Frontline Staff; Records Management Section (RMS)
Total Processing Time:	Working Days: 1 working day/s, 2 hour/s			
Total Processing Fee:	Total Standard Fee: PHP 50 See other fees below			

Possible Fees

Other Entrance Credentials for College Copy : 30

Formula / Schedule of Fees

Courier Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS

ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certified Text of the Diploma

Issued as replacement of the Original Diploma

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy Or (1) Electronic Copy Remarks: OUR website at our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Records Management Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. Affidavit of loss (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Law Office - Notary
For Situational Requirement	
A. Representative	
A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy Or (1) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

1. Submit all requirements **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records Management Section (RMS)
	1.2. Issue bill of payment/SOA via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate: PHP 40 --- Total: PHP 40 **Formula Fees** Breakdown: Courier FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Pull out student records		1 hour/s	• Junior Office Aide; Records Management Section (RMS)
	3.3. Verify and process request		1 working day/s, 4 hour/s	• Administrative Assistant V; Records Management Section (RMS)
	3.4. Review and affix initials on the diploma		10 minute/s	• Section Chief ; Records Management Section (RMS)

	3.5. Sign the diploma		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
4. Claim the Certified Text of Diploma or receive through partner courier **Location:** Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release the Certified Text of Diploma to the student/ representative or send through partner courier	None	10 minute/s	• Frontline Staff; Records Management Section (RMS)
Total Processing Time:	Working Days: 2 working day/s, 6 hour/s			
Total Processing Fee:	Total Standard Fee: PHP 40 See other fees below			

Formula / Schedule of Fees

Courier Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA)	₱ 1,453.00	₱ 1,716.00	2-3 DAYS

2B (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,999.00	₱ 2,351.00	
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certified True Copy of Registration Form (Form 5) and Change of Matriculation Form

Issued for purposes of employment, travel abroad, and scholarship

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UPD students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy Or (1) Electronic Copy Remarks: OUR website at our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Records Management Section
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
For Situational Requirement	
A. Representative	
A.1. Authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy Or (1) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

1. Submit all requirements **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records Management Section (RMS)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Certificate: PHP 30 Total: PHP 30 **Formula Fees** Breakdown: Courier FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Pull out student records and photocopy document requested		1 hour/s	• Frontline Staff; Records Management Section (RMS)
	3.3. Check and sign the document		1 working day/s	• Section Chief ; Records Management Section (RMS)
4. Claim the Certified True Copy of Registration Form / Change of Matriculation Form or receive through partner courier **Location:** Onsite	4. Release the Certified True Copy of Registration Form / Change of Matriculation Form to the student/ representative or send through partner courier	None	10 minute/s	• Frontline Staff; Records Management Section (RMS)

G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant				
Total Processing Time:	Working Days: 1 working day/s, 1 hour/s, 50 minute/s			
Total Processing Fee:	Total Standard Fee: PHP 30 See other fees below			

Formula / Schedule of Fees

Courier Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS

4B (EAST TIMOR & PAPUA N. GUINEA)			
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certified True Copy (CTC) of Transcript of Records (TOR)/ Certificate of Graduation (COG)/Course Description (CD)/ English Translation of Diploma (DT)

Issued to certify authenticity of the document submitted by the student for purposes of employment, education, visa application, scholarship, etc.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All University of the Philippines Graduates
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly accomplished application form (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - https://atin.upd.edu.ph
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. Original/scanned copy of the document being requested for CTC (COG, CD, DT, TOR) (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** University of the Philippines Diliman - Office of the University Registrar
4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative (1) Original Copy	Applicant / Client
For Situational Requirement	
A. Verification request coming from a company	

A.1. Letter of Request
(1) Original Copy

Remarks:

The letter shall be addressed to the University Registrar, indicating the purpose of verification of document submitted by the applicant.

Applicant / Client

A.2. Signed consent from the applicant
(1) Original Copy

Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. File application **Location:** Online https://atin.upd.edu.ph Onsite Kiosk at 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Acknowledge, check, and photocopy/ print submitted documents	None	20 minute/s	• Frontline Staff; Transcript Section (TS)
	1.2. Issue bill of payment/SOA via BULSA and send thru ATIN		5 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Formula Fees** Breakdown: Processing FeeCourier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Upload and submit proof of payment via ATIN **Location:** Online https://atin.upd.edu.ph	3.1. Acknowledge payment and inform client on the number of processing days	None	5 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
	3.2. Pull-out file copy, if necessary		5 minute/s	• Junior Transcript Assistant; Transcript Section (TS)

	3.3. Check against file copy of TS; Stamp Certified True Copy		1 working day/s	• Administrative Assistant ; Transcript Section (TS)
	3.4. Final check and affix initials on the authenticated documents		10 minute/s	• Section Chief ; Transcript Section (TS)
	3.5. Sign the Certified True Copy of documents		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	3.6. Update TS database		2 minute/s	• Junior Transcript Aide ; Transcript Section (TS)
	3.7. Dry seal CTC and email schedule of pick up		8 minute/s	• Frontline Staff ; Transcript Section (TS)
4. Claim the Certified True Copy of the document or receive through partner courier **Location:** Onsite 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release the Certified True Copy of the document to the student/ representative or send through partner courier	None	5 minute/s	• Frontline Staff/ Student Records Evaluator ; Transcript Section (TS)
Total Processing Time:		Working Days: 2 working day/s, 1 hour/s, 15 minute/s		
Total Processing Fee:		Total Standard Fee: None See other fees below		

Formula / Schedule of Fees

Processing Fee

Document for Certification	**Fee**
Transcript of Records	PHP 100.00 per set
Certificate of Graduation	PHP 15.00 per copy
Course Description	PHP 15.00 per page

Diploma Translation	PHP 25.00 per copy

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS

ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	AMOUNT (PHP)
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Certified True Copy of UP Form 5 for students under One-Stop Student Desk (OUR-OSSD)

Issued for purposes of student visa, scholarship, and UAAP eligibility

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman Students under One-Stop Student Desk (OUR-OSSD)
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Standard Requirement	
1. UP Form 5 Student's Copy (1) Original Copy And (1) Photo Copy Or (1) Electronic Copy	Applicant / Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Designation; Office)**
1. Submit UP Form 5 Student's Copy **Location:** Online onestop_our.updiliman@up.edu.ph Onsite G/F, One-Stop Student Desk, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive the UP Form 5	None	5 minute/s	• Junior Office Assistant; One-Stop Student Desk (OUR-OSSD)
	1.2. Check / Verify the UP Form 5, certify then sign		5 minute/s	• Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
2. Receive the Certified True Copy of UP Form 5 **Location:** G/F, One-Stop Student Desk, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	2. Release the Certified True Copy of UP Form 5	None	5 minute/s	• Junior Office Assistant; One-Stop Student Desk (OUR-OSSD)

Total Processing Time:	Working Days: 15 minute/s
Total Processing Fee:	Total Standard Fee: None

Change of Name of UPD Students

To correct and update student records

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All Currently Enrolled UP Diliman Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly accomplished request form (1) Original Copy	**Agency - Division:** University of the Philippines Diliman - Office of the University Registrar - Registration and Clearance Section
2. Original copy of PSA Birth Certificate (1) Original Copy	**Agency - Division:** Philippine Statistics Authority - Civil Registration Services Division
3. Original copy of PSA Marriage Certificate (1) Original Copy	**Agency - Division:** Philippine Statistics Authority - Civil Registration Services Division
4. Affidavit of Discrepancy/ Affidavit of Two Disinterested Persons (whichever is applicable) (1) Original Copy	**Agency - Division:** Notary Public - Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** G/F, Registration and Clearance Section, Office of the University Registrar	1.1. Receive, check, and evaluate submitted requirements	None	13 minute/s	• Student Records Evaluator; Registration and Clearance Section (RCS)
	1.2. Issue bill of payment/ Statement of Account (SOA) via BULSA		2 minute/s	• Student Records Evaluator; Registration and Clearance Section (RCS)
2. Proceed to the UPD Cash Office for payment / Process online payment **Location:**	2. Process payment	**Standard Fees** Breakdown: Processing Fee: PHP 50	15 minute/s	• Cashier; Diliman

Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, Linkbiz Portal		Total: PHP 50		Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** G/F, Registration and Clearance Section, Office of the University Registrar	3.1. Record payment	None	5 minute/s	• Student Records Evaluator; Registration and Clearance Section (RCS)
	3.2. Process certification and affix initials		30 minute/s	• Student Records Evaluator; Registration and Clearance Section (RCS)
	3.3. Sign the certification		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
4. Claim the certification **Location:** G/F, Registration and Clearance Section, Office of the University Registrar	4. Release certification; Record and send a copy of the certification to Records Management Section (RMS)/ College/University Health Service (UHS)	None	15 minute/s	• Administrative Aide; Registration and Clearance Section (RCS) • Student Records Evaluator; Registration and Clearance Section (RCS)
Total Processing Time:		Working Days: 1 working day/s, 1 hour/s, 20 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 50		

Clearing of Financial Accountability

To clear tagged accountability in the Computerized Registration System (CRS)

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All UP Diliman Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

For Standard Requirement

1. Valid Identification Card of the student

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Request billing statement/notice of underassessment **Location:** Online rcs_our.updiliman@up.edu.ph or onestop_our.updiliman@up.edu.ph Onsite G/F, Registration and Clearance Section / One-Stop Student Desk , Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1. Issue bill of payment/SOA via BULSA	None	5 minute/s	• Student Records Evaluator; Registration and Clearance Section (OUR-RCS) • Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)

2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal **Notes/Instruction:** *Pay the assessed amount*	2. Process payment and Issue Official Receipt	**Formula Fees** Breakdown: Assessed Amount	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Submit proof of payment; Monitor cleared accountability in the UP Computerized Registration System (CRS) account **Location:** Online rcs_our.updiliman@up.edu.ph or onestop_our.updiliman@up.edu.ph Onsite G/F, Registration and Clearance Section / One-Stop Student Desk , Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3. Clear accountability in the UP Computerized Registration System (CRS) module	None	5 minute/s	• Student Records Evaluator; Registration and Clearance Section (OUR-RCS) • Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
Total Processing Time:		Working Days: 25 minute/s		
Total Processing Fee:		Total Standard Fee: None See other fees below		

Formula / Schedule of Fees

Assessed Amount

Undergraduate Program

https://our.upd.edu.ph/files/schedfees/schedfeesug.pdf

Graduate Program

https://our.upd.edu.ph/files/schedfees/schedfeesgrad.pdf

Clearing of Ineligibility-Entrance Credentials

Students who have not yet submitted all required academic credentials are tagged ineligible. Once all documents are submitted, their ineligibility status gets cleared.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Lacking credentials (Official Transcript of Records, PSA-issued Birth Certificate, PSA-issued Marriage Certificate, TOEFL/IELTS, etc.) (1) Original Copy	**Agency - Division:** Depends on the lacking requirements (PSA for Birth/ Marriage Certificate, Previous school for the TOR, etc.) - Depends on the lacking requirements (PSA for Birth/ Marriage Certificate, Previous school for the TOR, etc.)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit lacking requirements at the G/F, Admissions Section (OUR-AS or One-Stop Student Desk (OUR-OSSD) or send via courier **Location:** G/F, Admissions Section / One-Stop Student Desk, Office of the University Registrar, T.M. Kalaw St. corner Quirino St. UP Campus, Diliman, Quezon City	1. Receive and check the submitted requirement/s	None	5 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS) • Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
2. Check/view status of ineligibility in UP Computerized Registration System (CRS) **Location:** Online https://crs.upd.edu.ph	2. Clear ineligibility status in the UP Computerized Registration System (CRS) module	None	5 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS) • Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
Total Processing Time:		Working Days: 10 minute/s		

Total Processing Fee:	Total Standard Fee: None

Deferment of Enrolment of Qualified First Year Students

Qualified first year applicant who, for a valid reason cannot enroll during the semester originally applied for, may apply for deferment of enrollment to the next succeeding semester.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Admitted First Year Student who cannot enroll during the semester originally applied for
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of deferment addressed to the University Registrar indicating reason and period of deferment (1) Original Copy Or (1) Electronic Copy	Applicant / Client
2. Notice of Admission (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** University of the Philippines - Office of Admissions

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online arschief.ourdiliman@up.edu.ph Onsite G/F, Admissions Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St. UP Campus, Diliman, Quezon City	1.1. Receive and check all the requirements	None	5 minute/s	• Student Records Evaluator; Admissions Section (AS)
	1.2. Process request for deferment		5 minute/s	• Student Records Evaluator; Admissions Section (AS)
	1.3. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
2. Claim the approval of Letter of Deferment or Receive via email **Location:** Online arschief.ourdiliman@up.edu.ph	2. Release/Email the approval of Letter of Deferment to the student/ representative	None	5 minute/s	• Student Records Evaluator; Admissions Section (AS)

Onsite G/F, Admissions Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St. UP Campus, Diliman, Quezon City				
Total Processing Time:	Working Days: 1 working day/s, 15 minute/s			
Total Processing Fee:	Total Standard Fee: None			

Diploma Authentication

Requested by clients to confirm the authenticity of their diploma

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UPD students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished request form (1) Original Copy Or (1) Electronic Copy Remarks: OUR Website : our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Records Management Section
2. Copy of the Diploma (1) Photo Copy Or (1) Electronic Copy	Applicant / Client
3. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
4. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records Managemen

rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City				t Section (RMS)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Diploma Authentication: PHP 40 --- Total: PHP 40 **Formula Fees** Breakdown: Courier FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Verify thru UP Computerized Registration System (CRS) Exit Module and process request; For student number 2009 and below, student records will be pulled out from the storage		1 hour/s	• Administrative Aide VI; Records Management Section (RMS)
	3.3. Review and affix initials on the Certified True Copy (CTC) of the diploma		10 minute/s	• Section Chief ; Records Management Section (RMS)
	3.4. Sign the Certified True Copy (CTC) of the diploma		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
4. Claim the Diploma Authentication or receive through partner courier **Location:** Onsite	4. Release the Diploma Authentication to the student/ representative or send the request through partner courier	None	10 minute/s	• Frontline Staff; Records Managemen

G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant				t Section (RMS)
Total Processing Time:	Working Days: 1 working day/s, 2 hour/s			
Total Processing Fee:	Total Standard Fee: PHP 40 See other fees below			

Formula / Schedule of Fees

Courier Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS

4B (EAST TIMOR & PAPUA N. GUINEA)			
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

English Translation of Diploma

Translation of Diploma (in Filipino text) to copy of Diploma in English text, for application to other universities for further studies, etc.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UPD Graduated Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly accomplished application form (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Transcripts Section - atin.upd.edu.ph
2. Valid Identication Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. Diploma (1) Photo Copy Or (1) Electronic Copy	Applicant / Client
For Situational Requirement	
A. For representative, please present the following:	
A.1. Authorization letter from the applicant (1) Original Copy Or (1) Electronic Copy	Applicant / Client
A.2. Valid Identification Card of the applicant • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation	

- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

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A.3. Valid Identification Card of the representative

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. File application **Location:** Online https://atin.upd.edu.ph Onsite Kiosk at 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Acknowledge and check requirements; Check UP Computerized Registration System (CRS) for verification	None	10 minute/s	• Frontline Staff; Transcript Section (OUR-TS)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA and send thru ATIN		5 minute/s	• Junior Transcript Assistant; Transcript Section (OUR-TS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Processing Fee: PHP 50 --- Total: PHP 50 **Formula Fees** Breakdown: Courier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)

Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal				
3. Upload and submit proof of payment via ATIN **Location:** Online https://atin.upd.edu.ph	3.1. Acknowledge payment and inform client on the number of processing days	None	5 minute/s	• Junior Transcript Assistant ; Transcript Section (OUR-TS)
	3.2. Process Diploma Translation (DT) and print on the security paper		2 working day/s	• Administrative Aide ; Transcript Section (OUR-TS) • School Credits Evaluator; Transcript Section (OUR-TS)
	3.3. Check and affix initials on the diploma		5 minute/s	• Section Chief ; Transcript Section (OUR-TS)
	3.4. Sign the diploma		1 working day/s	• University Registrar ; Office of the University Registrar (OUR)
	3.5. Update Transcript Section (OUR-TS) database		2 minute/s	• Transcript Aide ; Transcript Section (OUR-TS)
	3.6. Dry seal the Diploma Translation (DT) and email schedule of pick-up		8 minute/s	• Frontline Staff ; Transcript Section (OUR-TS)
4. Claim the English Translation of Diploma or receive through partner courier **Location:** Onsite 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	4. Release the English Translation of Diploma to the student/ representative or send through partner courier	None	5 minute/s	• Frontline Staff; Transcript Section (OUR-TS) • Student Records Evaluator ; Transcript Section (OUR-TS)

Specified delivery address of applicant				

Total Processing Time:	Working Days: 3 working day/s, 55 minute/s
Total Processing Fee:	Total Standard Fee: PHP 50 See other fees below

Formula / Schedule of Fees

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS

ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

ID for University of the Philippines Diliman (UPD) Student with Special Needs

Issued to identify and assist students with special needs

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman Students with Special Needs
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. 1. 1 piece 1x1 size ID picture (1) Original Copy	**Agency - Division:** 1. Photo Studio - 1. Photo Studio
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit ID picture **Location:** G/F, One-Stop Student Desk, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive ID picture	None	2 minute/s	• Student Records Evaluator ; One-Stop Student Desk (OSSD) • Junior Office Assistant; One-Stop Student Desk (OSSD)

	1.2. Check the UPD List of Students with Special Needs given by the University Health Service		3 minute/s	• Junior Office Assistant; One-Stop Student Desk (OSSD)
2. Sign the Students with Special Needs (SWAS) ID **Location:** G/F, One-Stop Student Desk, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	2. Prepare and print the Students with Special Needs (SWAS) ID	None	15 minute/s	• Junior Office Assistant ; One-Stop Student Desk (OSSD)
3. Receive the Students with Special Needs (SWAS) ID then sign in the logbook **Location:** G/F, One-Stop Student Desk, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3. Release the Students with Special Needs (SWAS) ID	None	5 minute/s	• Junior Office Assistant ; One-Stop Student Desk (OSSD)
Total Processing Time:		Working Days: 25 minute/s		
Total Processing Fee:		Total Standard Fee: None		

ID for University of the Philippines Diliman (UPD) Students

Issuance of identification to all officially registered students of UPD, UPDEPP/O (Regular, Non-Degree Graduate, Foreign Cross-Registrants, Foreign)

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UPD, UPDEPP/O Officially enrolled students (Regular, Non-degree Graduate, Foreign Cross-Registrants and Foreign Students)
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Current UP Form 5 (1) Photo Copy Or (1) Electronic Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Book an appointment and proceed to OUR on the scheduled date **Location:** Online our.upd.edu.ph Onsite 2/F, ID Room, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1. Check ID appointment and Form 5. For Non-First Time applicants, issue Statement of Account (SOA) via BULSA	None	5 minute/s	• Photographer; Admissions Section (AS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal **Notes/Instruction:**	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: ID Fee: PHP 130 Total: PHP 130	15 minute/s	• Cashier; Diliman Cash Office (DCO)

Free for First Time applicants				
3. Present the receipt **Location:** 2/F, ID Room, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment and take photo	None	2 minute/s	• Photographer; Admissions Section (AS)
	3.2. Prepare and transmit Perso File to card vendor for printing		8 minute/s	• Photographer; Admissions Section (AS)
	3.3. Process ID Card (processing is done by batch; minimum of 20 days, depends on the delivery of the Card Vendor)		20 working day/s	• Card Vendor; Card Vendor (Maya)
	3.4. Once printed IDs have been delivered to the Office of the University Registrar (OUR), email student on the date of release		5 minute/s	• Photographer; Admissions Section (AS)
4. Claim ID **Location:** G/F, Admissions Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	4. Release ID	None	5 minute/s	• Frontline Staff; Admissions Section (AS)
Total Processing Time:		Working Days: 20 working day/s, 40 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 130		

Late Application for Graduation

For students who missed the deadline for submission of application for graduation, which is a University requirement

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UPD students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request (1) Original Copy Or (1) Electronic Copy Remarks: The letter shall be addressed to the University Registrar, and endorsed by the College indicating reason for submitting late application for graduation.	Applicant / Client
2. Evaluation checklist (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** UPD Colleges - Office of the College Secretary / Graduate Program Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online (ses_our.updiliman@up.edu.ph); Onsite (G/F, Student Evaluation Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City)	1.1. Receive documents; Record to database	None	5 minute/s	• Frontline Staff; Student Evaluation Section (SES)
	1.2. Check the documents and initial		10 minute/s	• Student Records Evaluator; Student Evaluation Section (SES)
	1.3. Act on the request		10 minute/s	• Section Head; Student Evaluation Section (SES)
2. Claim request with action **Location:** G/F, Student Evaluation Section, Office of the	2. Issue bill of payment/Statement of Account (SOA) via BULSA, if approved	None	5 minute/s	• Frontline Staff; Student

University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City				Evaluation Section (SES)
3. Proceed to the UPD Cash Office for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, Linkbiz Portal	3. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Late Application for Graduation Fee: PHP 100 Total: PHP 100	15 minute/s	• Cashier; Diliman Cash Office (DCO)
4. Submit receipt with approved appeal **Location:** G/F, Student Evaluation Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	4. Record the payment's official receipt and approved appeal for Student Records Evaluator's evaluation	None	10 minute/s	• Frontline Staff; Student Evaluation Section (SES)
5. Submit photocopy of appeal and receipt to the college **Location:** UPD College	5. Receive approved late application for graduation	None	5 minute/s	• Frontline Staff ; ALL UPD ACADEMIC COLLEGES
Total Processing Time:		Working Days: 1 hour/s		
Total Processing Fee:		Total Standard Fee: PHP 100		

Office Legend

Office Groups and Divisions					
ALL UPD ACADEMIC COLLEGES					
Asian Center (AC)	Tri-College	Asian Institute of Tourism (AIT)	College of Architecture (CA)	College of Arts and Letters (CAL)	College of Education (CEd)
College of Engineering (COE)	College of Fine Arts (CFA)	College of Home Economics (CHE)	College of Human Kinetics (CHK)	College of Mass Communication (CMC)	College of Music (CMu)
College of Science (CS)	College of Social Sciences and Philosophy (CSSP)	College of Social Work and Community Development (CSWCD)	Institute of Islamic Studies (IIS)	National College of Public Administration and Governance (NCPAG)	School of Archaeology (SA)
School of Economics (SE)	School of Labor and Industrial Relations (SOLAIR)	School of Library and Information Studies (SLIS)	School of Statistics (SS)	School of Urban and Regional Planning (SURP)	UP Diliman Extension Programs in Pampanga and Olongapo (UPDEPPO)

Office Groups and Divisions					
Cesar E.A. Virata School of Business (VSB)	College of Law	UP Diliman Extension Program in Olongapo	UP Diliman Extension Program in Pampanga		

Late Issuance of Admission Slip

For requests submitted beyond the registration period for a valid reason

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	University of the Philippines Diliman (UPD) students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request (1) Original Copy Or (1) Electronic Copy Remarks: The letter shall be addressed to the University Registrar, and endorsed by the College indicating reason for late registration.	Applicant / Client
2. College Admission Slip (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** UPD Academic Colleges - Office of the College Secretary / Graduate Program Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online arschief.ourdiliman@up.edu.ph Onsite G/F, Admissions Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check requirements; Record to database	None	5 minute/s	• Frontline Staff; Admissions Section (OUR-AS)
	1.2. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
2. Claim the University Admission Slip (UAS) **Location:** Onsite G/F, Admissions Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	2. Release the University Admission Slip (UAS)	None	2 minute/s	• Frontline Staff; Administrative Section
Total Processing Time:		Working Days: 1 working day/s, 7 minute/s		

Total Processing Fee:	Total Standard Fee: None

Permit for Cross-Registration of UP Diliman students to enroll in other university/school

For UP Diliman students who wish to enroll in other university/school as cross-registrant

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly accomplished Permit for Cross Registration Form signed by the college (1) Original Copy	**Agency - Division:** College - Office of the College Secretary / Graduate Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit application form **Location:** G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check form; verify enrollment status	None	10 minute/s	• Frontline Staff; Records Management Section (OUR-RMS)
	1.2. Check and affix initials		5 minute/s	• Section Chief; Records Management Section (OUR-RMS)
	1.3. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
2. Claim the University Registrar's approved Cross-Registration form and bring to the Office of the Vice Chancellor for Academic Affairs for action **Location:** Rm. 203, 2/F DILC Building, Magsaysay Avenue corner Apacible Street, University of	2. Act on the request	None	1 working day/s	• Vice Chancellor for Academic Affairs; Office of the Vice Chancellor for Academic Affairs

the Philippines, Diliman, Quezon City				Central Office (OVCAA-Central)
3. Claim the approved Cross Registration form **Location:** Rm. 203, 2/F DILC Building, Magsaysay Avenue corner Apacible Street, University of the Philippines, Diliman, Quezon City	3. Release the approved Cross Registration form	None	5 minute/s	• Frontline Staff; Office of the Vice Chancellor for Academic Affairs Central Office (OVCAA-Central)
Total Processing Time:		Working Days: 2 working day/s, 20 minute/s		
Total Processing Fee:		Total Standard Fee: None		

Permit for Cross-Registration of UP Diliman students to enroll in other UP constituent university

For UP Diliman students who wish to enroll in other UP constituent university as cross-registrant

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly accomplished Permit for Cross Registration Form signed by the college (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** College - Office of the College Secretary / Graduate Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit application form **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check form; verify enrollment status	None	10 minute/s	• Frontline Staff; Records Management Section (OUR-RMS)
	1.2. Check and affix initials		5 minute/s	• Section Chief; Records Management Section (OUR-RMS)
	1.3. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
2. Receive / Claim action on the request **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar,	2. Email / Release action on the request	None	10 minute/s	• Frontline Staff; Records Management Section (OUR-RMS)

T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City				
Total Processing Time:		Working Days: 1 working day/s, 25 minute/s		
Total Processing Fee:		Total Standard Fee: None		

Processing of Disbursement Voucher for Matriculation Refund

To reimburse overpayment of matriculation fees

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman Students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Accomplished Application Form (1) Original Copy Remarks: Refund Application Form	**Agency - Division:** RCS, OUR - RCS, OUR or OUR website
2. Original Student's copy of Form 5 (1) Original Copy	Applicant / Client
3. Original Student's copy of COM (1) Original Copy	Applicant / Client
4. Certification of the cancelled course/s (1) Original Copy	**Agency - Division:** Offering unit of the cancelled course/s - UPD Colleges
5. Valid ID • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
For Situational Requirement	

A. For students who filed for Leave of Absence (LOA)

A.1. Approved Leave of Absence (LOA) Form
(1) Original Copy

Agency - Division: College - College Secretary / Graduate Office

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B. For students who are either UP Faculty or Employee

B.1. Copy of Appointment
(1) Photo Copy

Agency - Division: College - Administrative Office

B.2. Approved Privilege to Study at Reduced Fees
(1) Electronic Copy

Remarks:

For other CUs, get form of Approved Provilege to Study at Reduced Fees from their respective HRDO

Agency - Division: To be file online - utak.upd.edu.ph

C. For students who are UP Dependent

C.1. Approved Enrollment Privilege Form
(1) Original Copy

Agency - Division: UP Diliman - Human Resources Development Office (HRDO)

C.2. True Copy of Grades (TCG)
(1) Original Copy

Agency - Division: College - College Secretary / Graduate Office

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D. For students who are Teaching Fellow/Associate

D.1. Approved Certification of Work/Study Load
(1) Certified True Copy

Agency - Division: College - Administrative Office

E. For students who are Barangay Scholars

E.1. COMELEC Certification
(1) Original Copy

Agency - Division: Appropriate residence - City Hall / Municipal Hall

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E.2. Mayor's Certification attested by LGOO
(1) Original Copy

Agency - Division: Appropriate residence - City Hall / Municipal Hall

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E.3. PSA Birth Certificate
(1) Photo Copy

Agency - Division: Philippine Statistics Authority - PSA

E.4. True Copy of Grades (TCG)
(1) Original Copy

Agency - Division: College - College Secretary / Graduate Office

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F. For students with approved Student Learning Assistance System (SLAS) appeals

F.1. SLAS Certification
(1) Original Copy Or (1) Electronic Copy

Agency - Division: Office of Scholarships and Grants - OSG

G. For students who Withdrawn their Registration

G.1. Copy of Dropping Slip / Change of Matriculation
(1) Photo Copy

Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

1. Submit all requirements **Location:** G/F, Registration and Clearance Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check all requirements	None	10 minute/s	• Senior Administrative Assistant; Registration and Clearance Section (RCS)
	1.2. Process request		30 minute/s	• Senior Administrative Assistant; Registration and Clearance Section (RCS)
	1.3. Check and affix initials		5 minute/s	• Section Chief ; Registration and Clearance Section (RCS)
	1.4. Sign the Disbursement Voucher (DV)		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	1.5. Prepare list for UP Diliman Accounting Office (UPDAO) and Office of Scholarships and Grants (OSG)-Loan Board		1 hour/s	• Senior Administrative Assistant; Registration and Clearance Section (RCS)
2. Monitor status of refund at UP Diliman Cash Office **Location:** G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City	2. Forward Disbursement Voucher (DV) to UP Diliman Accounting Office (UPDAO) (without tuition loan), and Loan Board Office (if with tuition loan)	None	1 working day/s	• Administrative Aide III; Administrative Section
Total Processing Time:		Working Days: 2 working day/s, 1 hour/s, 45 minute/s		
Total Processing Fee:		Total Standard Fee: None		

Scholastic Verification

Issued for purposes of employment

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)
Who may avail:	All
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of request from the company/office/embassy (1) Original Copy Remarks: The letter shall be addressed to the University Registrar indicating the purpose of verification.	Applicant / Client
2. Consent letter of the person being verified (1) Original Copy	**Agency - Division:** Person being verified - N/A
3. Valid Identification Card (photocopy/scanned copy) of the person being verified • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
4. Company ID of the representative (for walk-ins) Company of the requesting party	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:**	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff;

Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City				Records Management Section (OUR-RMS)
	1.2. Issue bill of payment/SOA via BULSA		5 minute/s	• Frontline Staff; Records Management Section (OUR-RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Verification Fee (Local): PHP 100 Verification Fee (Foreign): USD 30 Total: PHP 100 USD 30	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (OUR-RMS)
	3.2. Verify thru UP Computerized Registration System (CRS) and process request; For student number 2009 and below, student records will be pulled out from the storage.		1 working day/s	• Administrative Aide III; Records Management Section (OUR-RMS)
	3.3. Review and affix initials on the certification		10 minute/s	• Section Chief ; Records Management Section (OUR-RMS)
	3.4. Sign the certification		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
4. Claim scholastic verification form/certificate or receive via	4. Release/Email scholastic verification form/certificate	None	10 minute/s	• Frontline Staff;

email **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City				Records Management Section (OUR-RMS)
Total Processing Time:		Working Days: 2 working day/s, 1 hour/s		
Total Processing Fee:		Total Standard Fee: PHP 100 USD 30		

Second Degree/Transfer from other Schools / Universities

Students with previous college work from another university who want to earn a second degree/ transfer to UP Diliman shall satisfy all admission requirements of the University

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Second Degree and Transfer Applicants from other schools/universities
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Download, accomplish, and print the application form (OUR Form 2021-1B) (1) Original Copy Remarks: OUR website: our.upd.edu.ph	**Agency - Division:** Office of the University Registrar - Admissions Section
2. 2x2 photos (Sample: One (1) piece)	**Agency - Division:** Photo Studio - Photo Studio
3. True copy of grades /scholastic record signed by the Registrar (1) Original Copy	**Agency - Division:** Last school/university attended prior to admission to UP Diliman - Registrar's Office
4. Official Transcript of Records (for second degree applicants) (1) Original Copy	**Agency - Division:** Last school/university attended prior to admission to UP Diliman - Registrar's Office
5. Certificate of gap semester/s (if applicable) (1) Original Copy	Applicant / Client
6. Certificate of Government Recognition (1) Original Copy Remarks: **Additional requirements if the applicant is a graduate of an Associate, Certificate or Diploma Course (Non-Baccalaureate)**	**Agency - Division:** Previous school/university - Registrar's Office
7. Certificate of Ladderized Course (1) Original Copy Remarks: **Additional requirements if the applicant is a graduate of an Associate, Certificate or Diploma Course (Non-Baccalaureate)**	**Agency - Division:** Previous school/university - Registrar's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

1. Encode personal information needed for application at our.upd.edu.ph, then submit all requirements **Location:** G/F, Admissions Section/One-Stop Student Desk, Office of the University Registrar, T.M. Kalaw St. corner Quirino St. UP Campus, Diliman, Quezon City	1.1. Receive, check, and evaluate submitted requirements	None	8 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS) • Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
	1.2. Issue bill of payment/Statement of Account (SOA) via BULSA for Second Degree and Foreign Applicants only		2 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS) • Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Application Fee (Second Degree): PHP 100 Application Fee (Foreign Applicant): USD 30 --- Total: PHP 100 USD 30	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present the receipt **Location:** G/F, Admissions Section/One-Stop Student Desk, Office of the University Registrar, T.M. Kalaw St. corner Quirino St. UP Campus, Diliman, Quezon City	3.1. Record payment; Perform preliminary evaluation	None	20 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS) • Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)

	3.2. Two weeks after the application period: Refer applicants to the college		1 working day/s	• Student Records Evaluator; Admissions Section (OUR-AS) • Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
4. Receive preliminary results via email **Location:** Online: arschief.ourdiliman@up.edu.ph	4. Email all applicants regarding the preliminary results (referred/not referred)	None	1 working day/s	• Student Records Evaluator; Admissions Section (OUR-AS) • Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
Total Processing Time:		Working Days: 2 working day/s, 45 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 100 USD 30		

Statistical Data Request (Simple Statistical Data)

Requests for data that is available in the Computerized Registration System (CRS) or Student Evaluation Section (SES) that can be generated in a day or two

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)
Who may avail:	All
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request (1) Original Copy Or (1) Electronic Copy Remarks: The letter shall be addressed to the University Registrar, indicating the purpose of the data needed.	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit a letter of data request **Location:** Online our.diliman@up. edu.ph Onsite 2/F, Administrative Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive letter and record to database	None	5 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.2. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	1.3. If approved, forward the request to AISS/SES for processing; If disapproved, email action of the UR		2 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.4. Process requested data		1 working day/s, 4 hour/s	• Information Systems Analyst III; Academic Information System

				Section (OUR-AISS) • School Credits Evaluator; Student Evaluation Section (OUR-SES)
2. Receive the requested data via email **Location:** Online support@crs.upd.edu.ph or jdestrada@up.edu.ph	2. Email the requested data	None	3 minute/s	• Information Systems Analyst III; Academic Information System Section (OUR-AISS) • School Credits Evaluator; Student Evaluation Section (OUR-SES)
General Remarks Simple Data Request example: Enrollment Count, Number of courses offered etc. The query to retrieve data for this category is straightforward to run. Processing time varies with the scope (e.g., number of colleges included), time range (e.g., years and semesters), and extra parameters (e.g., academic calendar types and data aggregation methods).				
Total Processing Time:		Working Days: 2 working day/s, 4 hour/s, 10 minute/s		
Total Processing Fee:		Total Standard Fee: None		

Statistical Data Request (Complex Statistical Data)

Requests for data that are available in the Computerized Registration System (CRS) or Student Evaluation Section that require advanced queries and processing that may require a week to process

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Complex
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)
Who may avail:	All
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request addressed to the University Registrar indicating the purpose of the data needed (1) Original Copy Or (1) Electronic Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit a letter of data request **Location:** Online our.diliman@up. edu.ph Onsite 2/F, Administrative Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive letter and record to database	None	5 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.2. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	1.3. If approved, forward the request to AISS/SES for processing; If disapproved, email action of the UR		2 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.4. Process requested data		5 working day/s	• Information Systems Analyst III; Academic Information System Section (OUR-AISS) • School Credits

				Evaluator; Student Evaluation Section (OUR-SES)
2. Receive the requested data via email **Location:** Online support@crs.upd.edu.ph or jdestrada@up.edu.ph	2. Email the requested data	None	3 minute/s	• Information Systems Analyst III; Academic Information System Section (OUR-AISS) • School Credits Evaluator; Student Evaluation Section (OUR-SES)
General Remarks Complex Statistical Data Request Example: GE Backlog Data, etc. This kind of request involves multiple, complex, interconnected queries.				
Total Processing Time:	Working Days: 6 working day/s, 10 minute/s			
Total Processing Fee:	Total Standard Fee: None			

Statistical Data Request (Highly Technical Statistical Data)

Requests for data that are available in the Computerized Registration System (CRS) that involves complex queries and processing that may take more than a week to prepare

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)
Who may avail:	All
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request addressed to the University Registrar indicating the purpose of the data needed (1) Original Copy Or (1) Electronic Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit a letter of data request **Location:** Online our.diliman@up. edu.ph Onsite 2/F, Administrative Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive letter and record to database	None	5 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.2. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	1.3. If approved, forward the request to Academic Information System Section (OUR-AISS) for processing		2 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.4. Process requested data		19 working day/s	• Information Systems Analyst III; Academic Information System Section (OUR-AISS)

2. Receive the requested data via email **Location:** Online support@crs.upd.edu.ph	2. Email the requested data	None	3 minute/s	• Information Systems Analyst III; Academic Information System Section (OUR-AISS)
General Remarks Highly Technical Statistical Data Request Example: Tracer Studies, iAADS+ data, UPCAT Admission Data Analysis, etc. This category is similar to Complex Statistical Data Request only that it involves more data, more tables, longer coverage, far complicated data extractions and processing, and much complex queries.				
Total Processing Time:		Working Days: 20 working day/s, 10 minute/s		
Total Processing Fee:		Total Standard Fee: None		

Student University Clearance

A university clearance is a requirement in claiming a Diploma, application of an official transcript of records, and in requesting for a Certificate of Transfer Credentials.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	All UP Diliman and University of the Philippines Diliman Extension Program in Pampanga/Olongapo (UPDEPP/O) Students
Operating Hours:	8:00 AM - 5:00 PM
Statute:	* Waiver of Charges and Fees under RA 10931 Universal Access to Quality Tertiary Education Act is “an act promoting universal access to quality tertiary education by providing free tuition and other school fees in State Universities and Colleges, Local Universities and Colleges, and State-Run Technical-Vocational Institutions, establishing the Tertiary Education Subsidy and Student Loan Program, strengthening the Unified Student Financial Assistance System for Tertiary Education, and appropriating fund therefore,” as stated in the title of the Law. Who may avail? Students who graduated while they are still under RA 10931.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Online application via CRS / Duly accomplished UP Form 241 (manual) (1) Original Copy Remarks: CRS account of student / Clearance Application Form	**Agency - Division:** Office of the University Registrar - Registration and Clearance Section (RCS)
2. Valid Identification Card • **Company ID** • **School ID** • **Driver’s License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. College clearance (for UPDEPP/O students) (1) Original Copy	**Agency - Division:** UPDEPP/O - College Secretary's Office / Graduate Program Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

				(Designation; Office)
1. Apply for University Clearance **Location:** Online (rcs_our.diliman@up.edu.ph); Onsite (G/F, Registration and Clearance Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City)	1.1. Check the requirements and assess the amount payable	None	3 minute/s	• Frontline Staff; Registration and Clearance Section (OUR-RCS)
	1.2. Issue bill of payment/SOA via BULSA		2 minute/s	• Frontline Staff; Registration and Clearance Section (OUR-RCS)
2. Proceed to the UPD Cash Office for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, Linkbiz Portal	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Processing Fee: PHP 50 --- Total: PHP 50 **Possible Fees** Breakdown: Graduation Fee / Diploma Fee: PHP 300	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Present /email the receipt **Location:** Online (rcs_our.diliman@up.edu.ph); Onsite (G/F, Registration and Clearance Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City)	3.1. Encode details of payment in CRS and receive online application. For manual application: Receive form and record payment.	None	15 minute/s	• Frontline Staff; Registration and Clearance Section (OUR-RCS)
	3.2. Request UP Form 10 from RMS		1 working day/s	• Frontline Staff; Registration and Clearance Section (OUR-RCS)

	3.3. Receive F10 in CRS		30 minute/s	• Frontline Staff; Registration and Clearance Section (OUR-RCS)
	3.4. Process financial clearance		4 hour/s	• Student Records Evaluator ; Registration and Clearance Section (OUR-RCS) • Senior Administrative Assistant; Registration and Clearance Section (OUR-RCS)
	3.5. Check entrance credentials		4 hour/s	• Student Records Evaluator; Admissions Section (OUR-AS)
4. Monitor status of clearance in CRS **Location:** Online **Notes/Instruction:** *Students without CRS account: Email rcs_our.updiliman@up.edu.ph or call RCS at 89818500 loc. 4555*	4. Inform status of request; Tag accountability in CRS	None	30 minute/s	• Student Records Evaluator; Registration and Clearance Section (OUR-RCS)
5. Settle accountability and submit proof of payment (for underassessment) or submit lacking documents **Location:** G/F, Registration and Clearance Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City **Notes/Instruction:** *Amount to pay depends on the amount of accountability*	5.1. Receive, check, and record payment/document submitted	None	1 hour/s	• Frontline Staff; Registration and Clearance Section (OUR-RCS) • Student Records Evaluator; Admissions Section (OUR-AS)
	5.2. Clear the tagged accountability in CRS		5 minute/s	• Student Records Evaluator ; Registration

				and Clearance Section (OUR-RCS) • Student Records Evaluator ; Admissions Section (OUR-AS) • Senior Administrative Assistant; Registration and Clearance Section (OUR-RCS)
6. Monitor status in CRS **Location:** G/F, Registration and Clearance Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City **Notes/Instruction:** *Student without CRS account: Email rcs_our.updiliman@up.edu.ph or call RCS at 89818500 loc. 4555*	6. Inform status of request; Clear Application in the CRS	None	4 hour/s	• Student Records Evaluator; Registration and Clearance Section (OUR-RCS)
Total Processing Time:		Working Days: 2 working day/s, 6 hour/s, 40 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 50 See other fees below		
Possible Fees **Graduation Fee / Diploma Fee** : 300				

Temporary Lifting of Ineligibility

For UP Diliman students who are tagged with ineligibility in their UP Computerized Registration System (CRS) account and cannot proceed with enlistment or enrollment due to non-submission of admission requirement/s

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman students
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request (1) Original Copy Or (1) Electronic Copy Remarks: The letter shall be addressed to the University Registrar indicating reason for non-submission of ineligibility.	Applicant / Client
2. Documents or proof of payment as proof of transaction requesting for the needed document/s (1) Original Copy Or (1) Electronic Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online arschief.ourdiliman@up.edu.ph or onestop_our.updiliman@up.edu.ph Onsite G/F, Admissions Section/One Stop Student Desk, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check requirements; Check status and record to data base.	None	5 minute/s	• Frontline Staff; Admissions Section (OUR-AS) • Student Records Evaluator ; One-Stop Student Desk (OUR-OSSD)
	1.2. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
2. Check status in the UP Computerized Registration System (CRS) for the temporary lifting of ineligibilty **Location:** Online	2. Temporary lift ineligibility	None	5 minute/s	• Student Records Evaluator; Admissions Section (OUR-AS)

https://crs.upd.edu.ph				• Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
Total Processing Time:	Working Days: 1 working day/s, 10 minute/s			
Total Processing Fee:	Total Standard Fee: None			

Transcript of Records (TOR) for Student No. 2005 and below/Not in Transcript Module (First Time Application)

Issuance of a copy of a student's permanent academic record for purposes of employment, enrolment, scholarship, etc.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman and UP Diliman Extension Program in Pampanga/Olongapo Students applying for the first time
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Application Form (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - https://atin.upd.edu.ph
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. University Clearance (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Registration and Clearance Section - rcs_our.updiliman@up.edu.ph
For Situational Requirement	
A. For purposes of Board Examination **A.1. 1x1 Photo ID** (Sample: 1 piece)	**Agency - Division:** Photo Studio/service - Photo Studio/service
B. For purposes of transferring to another school requiring COPY FOR notation:	

B.1. Return Slip of the Certificate of Transfer Credentials
(1) Original Copy

Agency - Division: School/University where the applicant is transferring - School/University

C. For Representative

C.1. Authorization Letter
(1) Original Copy

Applicant / Client

C.2. Valid Identification Card of the applicant

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

C.3. Valid Identification Card of the representative

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. File Application **Location:** Online https://atin.upd.edu.ph Onsite	1.1. Acknowledge and check requirements	None	10 minute/s	• Frontline Staff; Transcript Section (TS)

Kiosk at 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.2. Issue bill of payment via BULSA and send thru ATIN		5 minute/s	• Junior Transcript Assistant; Transcript Section (TS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official receipt	**Standard Fees** Breakdown: Processing fee per page: PHP 50 --- Total: PHP 50 **Formula Fees** Breakdown: Courier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Upload and submit proof of payment via ATIN **Location:** Online https://atin.upd.edu.ph Onsite Kiosk at 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Acknowledge payment and inform client on the number of processing days	None	5 minute/s	• Junior Transcript Assistant; Transcript Section (TS)
	3.2. Pull out Student Records (F10)		1 working day/s	• Transcript Aide; Records Management Section (RMS)
	3.3. Receive, check and assign F10		20 minute/s	• Transcript Aide; Transcript Section (TS)
	3.4. Encode Transcript of Records (TOR)		4 working day/s	• School Credits Evaluator ; Transcript Section (TS) • Administrative Aide; Transcript Section (TS)
	3.5. Initial check of Transcript of Records (TOR)		4 working day/s	• Student Records Evaluator ; Transcript Section (TS)

				• Administrative Assistant; Transcript Section (TS)
	3.6. Verify grades, if needed		1 working day/s	• Student Records Evaluator; Transcript Section (TS)
	3.7. Final check of Transcript of Records (TOR)		5 working day/s	• Student Records Evaluator; Transcript Section (TS)
	3.8. Create draft clear copy of Transcript of Records (TOR) and save to storage		5 minute/s	• Administrative Assistant ; Transcript Section (TS)
	3.9. Print Transcript of Records (TOR) on security paper		5 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
	3.10. Check and affix initials on the Transcript of Records (TOR)		5 minute/s	• Section Chief; Transcript Section (TS)
	3.11. Sign Transcript of Records (TOR)		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	3.12. Update Transcript Section (TS) database		2 minute/s	• Transcript Aide; Transcript Section (TS)
	3.13. Dry seal Transcript of Records (TOR) and email schedule of pick-up		8 minute/s	• Frontline Staff; Transcript Section (TS)
4. Claim the Transcript of Records (TOR) or receive through partner courier **Location:** Onsite 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	4. Release the Transcript of Records (TOR) to the student/ representative or send through partner courier	None	5 minute/s	• Frontline Staff; Transcript Section (TS) • Student Records Evaluation; Transcript Section (TS)

Specified delivery address of applicant				

Total Processing Time:	Working Days: 16 working day/s, 1 hour/s, 25 minute/s
Total Processing Fee:	Total Standard Fee: PHP 50 See other fees below

Formula / Schedule of Fees

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS

ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Transcript of Records (TOR) for Student No. 2005 and below/Not in Transcript Module (For Updating Application)

Issuance of a copy of a student's permanent academic record for purposes of employment, enrolment, scholarship, etc.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman and UP Diliman Extension Program in Pampanga/Olongapo Students who had previously applied for a transcript of records but needs updating
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Application Form (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - https://atin.upd.edu.ph
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. University Clearance (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Registration and Clearance Section - rcs_our.updiliman@up.edu.ph
For Situational Requirement	
A. For purposes of Board Examination **A.1. 1x1 Photo ID** (Sample: 1 piece)	**Agency - Division:** Photo Studio/service - Photo Studio/service
B. For purposes of transferring to another school requiring COPY FOR notation:	

B.1. Return Slip of the Certificate of Transfer Credentials
(1) Original Copy

Agency - Division: School/University where the applicant is transferring - School/University

C. For Representative

C.1. Authorization Letter
(1) Original Copy

Applicant / Client

C.2. Valid Identification Card of the applicant

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

C.3. Valid Identification Card of the representative

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. File Application **Location:** Online https://atin.upd.edu.ph Onsite	1.1. Acknowledge and check requirements	None	10 minute/s	• Frontline Staff; Transcript Section (TS)

Kiosk at 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.2. Issue bill of payment via BULSA and send thru ATIN		5 minute/s	• Junior Transcript Assistant; Transcript Section (TS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official receipt	**Standard Fees** Breakdown: Processing Fee per page: PHP 50 --- Total: PHP 50 **Formula Fees** Breakdown: Courier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Upload and submit proof of payment via UP ATIN **Location:** Online https://atin.upd.edu.ph Onsite Kiosk at 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Acknowledge payment and inform client on the number of processing days	None	5 minute/s	• Junior Transcript Assistant; Transcript Section (TS)
	3.2. Pull out Student Records (F10)		1 working day/s	• Transcript Aide ; Records Management Section (RMS)
	3.3. Receive, check and assign F10		20 minute/s	• Transcript Aide; Transcript Section (TS)
	3.4. Encode Transcript of Records (TOR)		1 working day/s	• School Credits Evaluator ; Transcript Section (TS) • Administrative Aide; Transcript Section (TS)
	3.5. Initial check of Transcript of Records (TOR)		2 working day/s	• Student Records Evaluator ; Transcript Section (TS)

				• Administrative Assistant; Transcript Section (TS)
	3.6. Verify grades, if needed		1 working day/s	• Student Records Evaluator; Transcript Section (TS)
	3.7. Final check of Transcript of Records (TOR)		3 working day/s	• Student Records Evaluator; Transcript Section (TS)
	3.8. Create draft clear copy of Transcript of Records (TOR) and save to storage		5 minute/s	• Administrative Assistant ; Transcript Section (TS)
	3.9. Print Transcript of Records (TOR) on security paper		5 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
	3.10. Check and affix initials on the Transcript of Records (TOR)		5 minute/s	• Section Chief; Transcript Section (TS)
	3.11. Sign Transcript of Records (TOR)		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	3.12. Update Transcript Section (TS) database		2 minute/s	• Transcript Aide; Transcript Section (TS)
	3.13. Dry seal Transcript of Records (TOR) and email schedule of pick-up		8 minute/s	• Frontline Staff; Transcript Section (TS)
4. Claim the Transcript of Records (TOR) or receive through partner courier **Location:** Onsite 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	4. Release the Transcript of Records (TOR) to the student/ representative or send through partner courier	None	5 minute/s	• Frontline Staff; Transcript Section (TS) • Student Records Evaluation; Transcript Section (TS)

Specified delivery address of applicant				

Total Processing Time:	Working Days: 9 working day/s, 1 hour/s, 25 minute/s
Total Processing Fee:	Total Standard Fee: PHP 50 See other fees below

Formula / Schedule of Fees

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS

ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Transcript of Records (TOR) for Student No. 2006 to present (First Time Application)

Issuance of a copy of a student's permanent academic record for purposes of employment, enrolment, scholarship, etc.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman and UP Diliman Extension Program in Pampanga/Olongapo Students who are applying transcript of records for the first time
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Application Form (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - https://atin.upd.edu.ph
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. University Clearance (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Registration and Clearance Section - rcs_our.updiliman@up.edu.ph or https://crs.upd.edu.ph
For Situational Requirement	
A. For purposes of Board Examination **A.1. 1x1 Photo ID** (Sample: 1 piece)	**Agency - Division:** Photo Studio/service - Photo Studio/service
B. For purposes of Transfering to another school requiring COPY FOR notation:	

B.1. Return Slip of the Certificate of Transfer Credentials
(1) Original Copy

Agency - Division: School/University where the applicant is transferring - School/University

C. For applicants under R.A. 11261 – First Time Job Seekers Act

C.1. Barangay Certificate
(1) Original Copy

Agency - Division: Appropriate residence - Barangay Hall

D. For Representative

D.1. Authorization Letter
(1) Original Copy

Applicant / Client

D.2. Valid Identification Card of the student

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

D.3. Valid Identification Card of the representative

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

1. File application **Location:** Online https://atin.upd.edu.ph Onsite Kiosk at 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Acknowledge and check requirements	None	10 minute/s	• Frontline Staff; Transcript Section (TS)
	1.2. Issue bill of payment via BULSA and send thru ATIN		5 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Processing Fee per page: PHP 50 Total: PHP 50 **Formula Fees** Breakdown: Waiver of Charges and Fees under RA 11261Courier FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Upload and submit proof of payment via ATIN **Location:** Online https://atin.upd.edu.ph	3.1. Acknowledge payment and inform client on the number of processing days	None	5 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
	3.2. Pull out Student Records (F10), except for Student Numbers 2023 to present		1 working day/s	• Transcript Aide ; Records Management Section (RMS)
	3.3. Receive, check and assign F10		20 minute/s	• Transcript Aide ; Transcript Section (TS)
	3.4. Process Transcript of Records (TOR)		5 working day/s	• Student Records Evaluator; Transcript Section (TS) • Administrative Assistant; Transcript Section (TS)

	3.5. Create draft clear copy of Transcript of Records (TOR) and save to storage		5 minute/s	• Administrative Assistant ; Transcript Section (TS)
	3.6. Print Transcript of Records (TOR) on security paper		5 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
	3.7. Check and affix initials on the Transcript of Records (TOR)		5 minute/s	• Section Chief ; Transcript Section (TS)
	3.8. Sign Transcript of Records (TOR)		1 working day/s	• University Registrar ; Office of the University Registrar (OUR)
	3.9. Update Transcript Section (TS) database		2 minute/s	• Transcript Aide ; Transcript Section (TS)
	3.10. Dry seal Transcript of Records (TOR) and email schedule of pick-up		8 minute/s	• Frontline Staff ; Transcript Section (TS)
4. Claim the Transcript of Records (TOR) or receive through partner courier **Location:** Onsite 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release the Transcript of Records (TOR) to the student/ representative or send through partner courier	None	5 minute/s	• Frontline Staff; Transcript Section (TS) • Student Records Evaluator; Transcript Section (TS)
Total Processing Time:		Working Days: 7 working day/s, 1 hour/s, 25 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 50 See other fees below		

Formula / Schedule of Fees

Waiver of Charges and Fees under RA 11261

First Time Jobseekers Act

Republic Act (RA) 11261, or the 'First Time Jobseekers Assistance Act', was signed into law on 10 April 2019, with the objective of ensuring and improving the accessibility of government services and employment for first time jobseekers. Through this law, government fees and charges, including those collected by State

Universities/Colleges (SUCs), shall be waived if the documents requested are required in the employment application of first time job seekers.

In compliance with RA 11261, the Office of the University Registrar (OUR) is implementing this law subject to the following guidelines:

Scope

With consideration to the specific stakeholder groups of the University, the scope of its implementation is defined and operationalized as follows:

First Time Job Seekers shall include the following:

- UP Graduates (pre-baccalaureate diploma, undergraduate, basic education);
- UP Students who have not yet completed ("working students") or on leave of absence (LOA) from their programs who intend to work;
- Other individuals whose first job/employment shall be at the University.

Waiver of Fees and Charges. Services for which fees and charges shall be waived include:

- Transcript of Records (TOR)
- Certificate of Graduation (COG)
- Diploma

Note: Fees and charges shall be waived only ONCE and for only ONE (1) COPY of each document only. Subsequent requests and/or additional copy/ies shall incur charges or fees.

Proof of Eligibility

The barangay where the first-time jobseeker is a resident of has the primary responsibility of ascertaining the eligibility of the individual. The requirement to process the request is a Barangay Certification.

A Barangay Certification, signed by the Punong Barangay of his authorized officer, shall only be issued to an individual if he or she is a:

- Filipino
- First time jobseeker
- Actively looking for employment
- Resident of the barangay issuing the certification for at least six (6) months

The validity of benefits under this law is one (1) year from the issuance date of the Barangay Certification.

How to avail?

The first-time job seeker must submit a scanned copy of the original Barangay Certification through this form upon his/her University Clearance application and inform the Registration and Clearance Section (RCS) about it. ***(Note: You can only submit the requirement using your UP account)***

Courier Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS
RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**	**TRANSIT TIME**

	(0.5Kg)	(1Kg)	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	AMOUNT (PHP)
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00

Transcript of Records (TOR) for Student No. 2006 to present (For Updating Application)

Issuance of a copy of a student's permanent academic record for purposes of employment, enrolment, scholarship, etc.

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	UP Diliman and UP Diliman Extension Program in Pampanga/Olongapo Students who had previouly applied for a transcript of records but needs updating.
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Application Form (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - https://atin.upd.edu.ph
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. University Clearance (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Registration and Clearance Section - rcs_our.updiliman@up.edu.ph or https://crs.upd.edu.ph
For Situational Requirement	
A. For purposes of Board Examination **A.1. 1x1 Photo ID** (Sample: 1 piece)	**Agency - Division:** Photo Studio/service - Photo Studio/service
B. For purposes of Transfering to another school requiring COPY FOR notation:	

B.1. Return Slip of the Certificate of Transfer Credentials
(1) Original Copy

Agency - Division: School/University where the applicant is transferring - School/University

C. For Representative

C.1. Authorization Letter
(1) Original Copy

Applicant / Client

C.2. Valid Identification Card of the student

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

C.3. Valid Identification Card of the representative

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. File application **Location:** Online https://atin.upd.edu.ph Onsite	1.1. Acknowledge and check requirements	None	10 minute/s	• Frontline Staff; Transcript Section (TS)

Kiosk at 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.2. Issue bill of payment via BULSA and send thru ATIN		5 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal	2. Process payment and Issue Official Receipt	**Standard Fees** Breakdown: Processing Fee per Page: PHP 50 Total: PHP 50 **Formula Fees** Breakdown: Courier Service FeeEnvelope Fee	15 minute/s	• Cashier; Diliman Cash Office (DCO)
3. Upload and submit proof of payment via ATIN **Location:** Online https://atin.upd.edu.ph	3.1. Acknowledge payment and inform client on the number of processing days	None	5 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
	3.2. Pull out Student Records (F10), except for Student Numbers 2023 to present		1 working day/s	• Transcript Aide ; Records Management Section (RMS)
	3.3. Receive, check and assign F10		20 minute/s	• Transcript Aide ; Transcript Section (TS)
	3.4. Process Transcript of Records (TOR)		3 working day/s	• Student Records Evaluator; Transcript Section (TS) • Administrative Assistant; Transcript Section (TS)
	3.5. Create draft clear copy of Transcript of Records (TOR) and save to storage		5 minute/s	• Administrative Assistant ; Transcript Section (TS)

	3.6. Print Transcript of Records (TOR) on security paper		5 minute/s	• Junior Transcript Assistant ; Transcript Section (TS)
	3.7. Check and affix initials on the Transcript of Records (TOR)		5 minute/s	• Section Chief ; Transcript Section (TS)
	3.8. Sign Transcript of Records (TOR)		1 working day/s	• University Registrar ; Office of the University Registrar (OUR)
	3.9. Update Transcript Section (TS) database		2 minute/s	• Transcript Aide ; Transcript Section (TS)
	3.10. Dry seal Transcript of Records (TOR) and email schedule of pick-up		8 minute/s	• Frontline Staff ; Transcript Section (TS)
4. Claim the Transcript of Records (TOR) or receive through partner courier **Location:** Onsite 2/F, Transcripts Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release the Transcript of Records (TOR) to the student/ representative or send through partner courier	None	5 minute/s	• Frontline Staff; Transcript Section (TS) • Student Records Evaluator; Transcript Section (TS)
Total Processing Time:		Working Days: 5 working day/s, 1 hour/s, 25 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 50 See other fees below		

Formula / Schedule of Fees

Courier Service Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
METRO MANILA	120.00	155.00	190.00	2 DAYS

RIZAL PROVINCE	145.00	175.00	210.00	3-4 DAYS
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS
ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00

Official White Envelope - Large	20.00

True Copy of Grades (TCG) for Cross-registrants and Non-degree students

Issued for evaluation purposes

Office or Division:	Office of the University Registrar (OUR)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	**Cross-Registrants and Non-Degree students**
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Duly Accomplished Request Form (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Records Management Section - our.upd.edu.ph
2. Valid Identification Card • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office • **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation • **Philippine Passport**: Department of Foreign Affairs Consular Offices • **Postal Identification Card**: Philippine Postal Corporation • **Barangay ID**: Local Barangay Hall • **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal) • **Professional Regulation Commission Identification Card**: Professional Regulation Commission	
3. University Clearance (1) Original Copy Or (1) Electronic Copy	**Agency - Division:** Office of the University Registrar - Registration and Clearance Section, OUR @ rcs_our.updiliman@up.edu.ph or https://crs.upd.edu.ph
For Situational Requirement	
A. For Representative	
A.1. Authorization Letter (1) Original Copy	Applicant / Client
A.2. Valid Identification Card of Requesting Party • **Company ID** • **School ID** • **Driver's License**: Land Transportation Office	

- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

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A.3. Valid Identification Card of Representative

- **Company ID**
- **School ID**
- **Driver's License**: Land Transportation Office
- **Unified Multi-Purpose Identification Card**: Social Security System, Government Service Insurance System, or Philippine Health Insurance Corporation
- **Philippine Passport**: Department of Foreign Affairs Consular Offices
- **Postal Identification Card**: Philippine Postal Corporation
- **Barangay ID**: Local Barangay Hall
- **Philippine Identification Card**: Philippine Statistics Authority (Registration Centers or Online Portal)
- **Professional Regulation Commission Identification Card**: Professional Regulation Commission

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive and check submitted requirements	None	15 minute/s	• Frontline Staff; Records Management Section (RMS)
	1.2. Issue bill of payment/SOA via BULSA		5 minute/s	• Frontline Staff; Records Management Section (RMS)
2. Proceed to the Cashier for payment / Process online payment **Location:** Onsite G/F, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP	2. Process Payment and Issue Official Receipt	**Standard Fees** Breakdown: Processing Fee: PHP 50 --- Total: PHP 50	15 minute/s	• Cashier; Diliman Cash Office (DCO)

Campus, Diliman, Quezon City (9:00 a.m. to 4:00 p.m.) or G/F, PNB Building, Cash Office, G. Apacible St., UP Campus, Diliman, Quezon City (8:00 a.m. to 5:00 p.m.) Online e-wallets, bills payment, LinkBiz Portal		**Formula Fees** Breakdown: Courier FeeEnvelope Fee		
3. Present the receipt / Email proof of payment **Location:** Online rmaschief.ourdiliman@up.edu.ph Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	3.1. Record payment	None	5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.2. Print True Copy of Grades (TCG) from the Computerized Registration System (CRS)		5 minute/s	• Frontline Staff; Records Management Section (RMS)
	3.3. Check and affix signature		10 minute/s	• Section Cheif; Records Management Section (RMS)
	3.4. Place in a sealed envelope		5 minute/s	• Frontline Staff; Records Management Section (RMS)
4. Claim the True Copy of Grades (TCG) or receive through partner courier **Location:** Onsite G/F, Window 7, Records Management Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City Specified delivery address of applicant	4. Release the True Copy of Grades (TCG) to the student/ representative or send request through partner courier	None	10 minute/s	• Frontline Staff; Records Management Section (RMS)
Total Processing Time:		Working Days: 1 hour/s, 10 minute/s		
Total Processing Fee:		Total Standard Fee: PHP 50 See other fees below		
Formula / Schedule of Fees				

Courier Fee

COURIER SERVICES FEE as of January 2026

LOCAL AREA	**RATES (PHP)**			**TRANSIT TIME**
	(Small)	(Medium)	(Large)	
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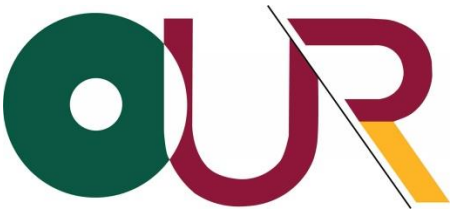
LUZON	145.00	175.00	210.00	3-4 DAYS
VISAYAS	150.00	185.00	220.00	5-7 DAYS
MINDANAO	150.00	185.00	220.00	5-7 DAYS

INTERNATIONAL AREA	**RATES**		**TRANSIT TIME**
	(0.5Kg)	**(1Kg)**	
ZONE 1	₱ 1,476.00	₱ 1,829.00	2-3 DAYS
ZONE 2A (INDONESIA) **2B** (JAPAN, MALAYSIA, SOUTH KOREA)	₱ 1,453.00 ₱ 1,999.00	₱ 1,716.00 ₱ 2,351.00	2-3 DAYS
ZONE 3A (CHINA) **3B** (LAO PDR, MYANMAR, VIETNAM)	₱ 2,073.00 ₱ 1,507.00	₱ 2,598.00 ₱ 1,894.00	2-3 DAYS
ZONE 4A (AUSTRALIA & NEW ZEALAND) **4B** (EAST TIMOR & PAPUA N. GUINEA)	₱ 2,728.00 ₱ 1,981.00	₱ 3,418.00 ₱ 2,488.00	3-4 DAYS
ZONE 5	₱ 2,020.00	₱ 2,525.00	4-5 DAYS
ZONE 6A (CANADA & USA) 6B (MEXICO)	₱ 3,058.00 ₱ 2,133.00	₱ 3,629.00 ₱ 2,641.00	4-5 DAYS
ZONE 7A **7B** (AUSTRIA, FRANCE, GERMANY, IRELAND, NETHERLANDS, NORWAY & UK)	₱ 2,031.00 ₱ 4,702.00	₱ 2,430.00 ₱ 5,708.00	5 DAYS

ZONE 8A (JORDAN, KUWAIT, LEBANON, OMAN & PAKISTAN); **8B** (QATAR, SAUDI ARABIA)	₱ 2,281.00 ₱ 4,870.00	₱ 2,797.00 ₱ 6,185.00	5 DAYS
ZONE 9	₱ 1,369.00	₱ 1,552.00	5 DAYS

Envelope Fee

ENVELOPE TYPE	**AMOUNT (PHP)**
Brown Envelope	10.00
Official White Envelope - Small	10.00
Official White Envelope - Medium	15.00
Official White Envelope - Large	20.00



OFFICE OF THE UNIVERSITY REGISTRAR

Internal Services

Processing of the University Athletic Association of the Philippines (UAAP) Eligibility

This is a requirement for the UAAP competition. The UP Office for Athletics and Sports Development (OASD) submits the eligibility form of qualified athletes to the UAAP board.

Office or Division:	Office of the University Registrar (OUR)
Category:	Internal Service
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Office for Athletics and Sports Development (OASD), UP Diliman
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. UP Form 5 (1) Photo Copy Remarks: Student Copy	**Agency - Division:** Office of the University Registrar - Computerized Registration System (CRS)
2. UAAP Eligibility Form (1) Original Copy	**Agency - Division:** UP OASD - UP Office for Athletics and Sports Development
3. Form 26A (Change of Matriculation), if applicable (1) Photo Copy Remarks: Student Copy	**Agency - Division:** Office of the University Registrar - Computerized Registration System (CRS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit all requirements **Location:** G/F, One Stop Student Desk, Office of theUniversity Registrar,TM Kalaw St. corner Quirino St., UP Campus, Diliman,Quezon City	1.1. Receive documents	None	5 minute/s	• Junior Office Assistant; One-Stop Student Desk (OUR-OSSD)
	1.2. Check, evaluate, and affix initials		10 minute/s	• Student Records Evaluator; One-Stop Student Desk (OUR-OSSD)
	1.3. Sign the form		1 working day/s	• University Registrar; Office of the University

				Registrar (OUR)
2. Receive the UAAP Eligibility Form for submission to the UAAP **Location:** G/F, One Stop Student Desk, Office of theUniversity Registrar,TM Kalaw St. corner Quirino St., UP Campus, Diliman,Quezon City	2. Release the UAAP Eligibility Form	None	5 minute/s	• Junior Office Assistant; One-Stop Student Desk (OUR-OSSD)
Total Processing Time:		Working Days: 1 working day/s, 20 minute/s		
Total Processing Fee:		Total Standard Fee: None		

Statistical Data Request (Simple Statistical Data)

Requests for data that is available in the Computerized Registration System (CRS) or Student Evaluation Section (SES) that can be generated in a day or two

Office or Division:	Office of the University Registrar (OUR)
Category:	Internal Service
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	UPD Colleges and Offices, UP System Offices
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request addressed to the University Registrar indicating the purpose of the data needed (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit a letter of data request **Location:** Online: our.diliman@up.edu.ph Onsite: 2/F, Administrative Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive letter and record to database	None	5 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.2. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	1.3. If approved, forward the request to AISS/SES for processing; If disapproved, email action of the UR		2 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.4. Process requested data		1 working day/s, 4 hour/s	• Information Systems Analyst III; Academic Information System Section (OUR-AISS) • School Credits

				Evaluator; Student Evaluation Section (OUR-SES)
2. Receive the requested data via email **Location:** Online: support@crs.upd.edu.ph or jdestrada@up.edu.ph	2. Email the requested data	None	3 minute/s	• Information Systems Analyst III; Academic Information System Section (OUR-AISS) • School Credits Evaluator; Student Evaluation Section (OUR-SES)
Total Processing Time:		Working Days: 2 working day/s, 4 hour/s, 10 minute/s		
Total Processing Fee:		Total Standard Fee: None		

Statistical Data Request (Complex Statistical Data)

Requests for data that is available in the Computerized Registration System (CRS) or Student Evaluation Section (SES) that require advanced queries and processing that may require a week to process

Office or Division:	Office of the University Registrar (OUR)
Category:	Internal Service
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may avail:	UPD Colleges and Offices, UP System Offices
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request addressed to the University Registrar indicating the purpose of the data needed (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit a letter of data request **Location:** Online: our.diliman@up.edu.ph Onsite: 2/F, Administrative Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive letter and record to database	None	5 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.2. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	1.3. If approved, forward the request to AISS/SES for processing; If disapproved, email action of the UR		2 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.4. Process requested data		5 working day/s	• Information Systems Analyst III; Academic Information System Section (OUR-AISS) • School Credits

				Evaluator; Student Evaluation Section (OUR-SES)
2. Receive the requested data via email **Location:** Online: support@crs.upd.edu.ph or jdestrada@up.edu.ph	2. Email the requested data	None	3 minute/s	• Information Systems Analyst III; Academic Information System Section (OUR-AISS) • School Credits Evaluator; Student Evaluation Section (OUR-SES)
Total Processing Time:		Working Days: 6 working day/s, 10 minute/s		
Total Processing Fee:		Total Standard Fee: None		

Statistical Data Request (Highly Technical Statistical Data)

Requests for data that are available in the Computerized Registration System (CRS) that involves complex queries and processing that may take more than a week to prepare

Office or Division:	Office of the University Registrar (OUR)
Category:	Internal Service
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	UPD Colleges and Offices, UP System Offices
Operating Hours:	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
1. Letter of Request addressed to the University Registrar indicating the purpose of the data needed (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit a letter of data request **Location:** Online: our.diliman@up.edu.ph Onsite: 2/F, Administrative Section, Office of the University Registrar, T.M. Kalaw St. corner Quirino St., UP Campus, Diliman, Quezon City	1.1. Receive letter and record to database	None	5 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.2. Act on the request		1 working day/s	• University Registrar; Office of the University Registrar (OUR)
	1.3. If approved, forward the request to AISS for processing; If disapproved, email action of the UR		2 minute/s	• Frontline Staff; Administrative Section (OUR-Admin)
	1.4. Process requested data		19 working day/s	• Information Systems Analyst III; Academic Information System Section (OUR-AISS)

2. Receive the requested data via email **Location:** Online: support@crs.upd.edu.ph	2. Email the requested data	None	3 minute/s	• Information Systems Analyst III; Academic Information System Section (OUR-AISS)
Total Processing Time:		Working Days: 20 working day/s, 10 minute/s		
Total Processing Fee:		Total Standard Fee: None		

VII. Feedback and Complaints

The OUR values your feedback and is committed to continuously improve its services. Clients are encouraged to share their comments, suggestions, commendations, and complaints.

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Clients may submit their feedback through any of the following channels: • Accomplish the Client Satisfaction Measurement (CSM) Form available at the service area or online. **https://bit.ly/UPD-CSM** • Drop accomplished feedback forms in the designated Feedback Box. • Send an email to: **our.diliman@up.edu.ph** • Call: **8981-8500 loc. 4551 or 4552** • Visit the office during regular business hours **(Monday to Friday 8:00 a.m. to 5:00 p.m.)**
How feedback is processed	An Administrative Staff collects and encodes all accomplished feedback forms every morning and forwards them to the SRE IV (Executive Assistant) for review and appropriate recommendations. Feedback requiring a response is forwarded to the concerned Section Chief, who shall provide a written response within three (3) working days from receipt of the feedback. The Office's response is then communicated to the client through the contact information provided. For inquiries, follow-ups, or additional concerns, clients may contact the Office of the University Registrar (OUR) through: Telephone: **8981-8500 local 4551or 4552** Email: **our.diliman@up.edu.ph**
How to file a complaint	Answer the client complaint form and drop it at a designated drop box. A complaint may also be filed / submitted to the University Registrar (UR) via letter or by accomplishing this complaint form indicating the following: • Name of the complainant • Contact information (mobile number/email address) • Specific personnel you are complaining about (if applicable) • Description of the incident or concern • Date, time, and place of the incident • Supporting documents, if available For inquiries, follow-ups, or additional concerns, clients may contact the Office of the University Registrar (OUR) through: Telephone: **8981-8500 local 4551or 4552** Email: **our.diliman@up.edu.ph**

How complaints are processed	The Executive Assistant (EA) opens the complaint forms and evaluates each complaint. Upon evaluation, the EA and the UR start the inquiry and forward the complaint to the person/section concern for explanation. Upon receipt of the complaint, the UR replies to the complainant by letter or email, and offers a solution to address the complaint within 24 hours. A report on feedback and complaints (with resolutions) is submitted to the Office of the Chancellor through the UP Diliman ARTC. For inquiries, follow-ups, or additional concerns, clients may contact the Office of the University Registrar (OUR) through: Telephone: **8981-8500 local 4551or 4552** Email: **our.diliman@up.edu.ph**