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1. RFDs, such as transcript of records, shall primarily be requested online via the _____.
 2. The ORD facility will be accessible every _____.
 3. Due to the limited number of the requests that can be handled, the facility will start receiving requests starting at _____ but will _____.
 4. The following documents, which are not readily available via the online facility, may be requested via email through _____
 - Certification, Authentication and Verification (CAV Requests)
 - Certified True Copy of Diploma
 - Certified True Copy of Course Syllabi
 - Certified True Copy of Flowchart
 - Duplicate Diploma
 - Duplicate Transfer Credential
 - Change of Parent on Record
 - Special Handling Requests (with scanned copies of forms - e.g., WES, CES, LSAC, NCEES, IOAS, etc., to be emailed to hub@dlsu.edu.ph)
 5. Requests shall be for _____ . Express processing shall be temporarily unavailable due to limited manpower to produce the documents in campus.
 6. Regular processing days shall be _____ . However, please find instances below which will require longer processing days:
 - a. For declared class and office work suspension due to _____ , the processing days may take _____ depending on the effects of suspensions.
 - b. For requesting parties with _____ , or for documents that would need accessing old records which were _____ or need to be requested from _____ , processing days shall be _____.
 - c. For _____ (request for replacement or duplicate copy), processing days shall be _____.
 - d. For _____ requested by a client within the same day, processing days shall be _____.
 - e. For course descriptions and course syllabus (all courses), processing days shall be _____.
 7. Due to limited manpower and to ensure safety of clients and office personnel, manual pick-up of documents is temporarily suspended. Hence, RFDs shall be sent via _____.
 8. The _____ indicated herein is _____ from the _____ which is dependent on the location you have specified. Kindly expect that delivery of documents via courier may take _____.
 9. For _____ , the courier fee reflected in the order summary page _____ .
The courier company has deemed certain suburbs or towns as difficult to serve and the requestor will be notified of payment instructions if remote area surcharges are applicable.